

Adult Consumer Satisfaction Survey Scores for each Question by Response Category for Surveys Administered between 9/24/2007 and 9/30/2007

Mid-Ohio Psychological Services

Survey Questions

Survey Questions	Total Response	Strongly Agree		Agree		I am Neutral		Disagree		Strongly Disagree	
1. I like the services I received here.	92	54	58.7%	30	32.6%	8	8.7%	0	0.0%	0	0.0%
2. If I had other choices, I would still get services from this agency.	92	54	58.7%	29	31.5%	6	6.5%	2	2.2%	1	1.1%
3. I would recommend this agency to a friend or family member.	93	56	60.2%	28	30.1%	8	8.6%	1	1.1%	0	0.0%
4. The location of services was convenient (parking, public trans, distance, etc.)	92	43	46.7%	33	35.9%	13	14.1%	3	3.3%	0	0.0%
5. Staff were willing to see me as often as I felt it was necessary.	92	57	62.0%	26	28.3%	7	7.6%	1	1.1%	1	1.1%
6. Staff returned my call in 24 hours.	86	46	53.5%	30	34.9%	8	9.3%	2	2.3%	0	0.0%
7. Services were available at times that were good for me.	93	49	52.7%	34	36.6%	8	8.6%	2	2.2%	0	0.0%
8. I was able to get all the services I thought I needed.	92	53	57.6%	29	31.5%	9	9.8%	0	0.0%	1	1.1%
9. I was able to see a psychiatrist when I wanted to.	85	38	44.7%	33	38.8%	13	15.3%	1	1.2%	0	0.0%
10. Staff here believe that I can grow, change and recover.	91	51	56.0%	26	28.6%	13	14.3%	1	1.1%	0	0.0%
11. I felt comfortable asking questions about my treatment and medication.	91	49	53.8%	28	30.8%	12	13.2%	1	1.1%	1	1.1%
12. I felt free to complain.	90	53	58.9%	23	25.6%	12	13.3%	2	2.2%	0	0.0%
13. I was given information about my rights.	93	54	58.1%	28	30.1%	11	11.8%	0	0.0%	0	0.0%
14. Staff encouraged me to take responsibility for how I live my life.	91	51	56.0%	25	27.5%	13	14.3%	2	2.2%	0	0.0%
15. Staff told me what side effects to watch out for.	85	34	40.0%	29	34.1%	17	20.0%	3	3.5%	2	2.4%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	89	52	58.4%	26	29.2%	9	10.1%	2	2.2%	0	0.0%
17. I, not staff, decided my treatment goals.	92	47	51.1%	23	25.0%	19	20.7%	1	1.1%	2	2.2%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	86	44	51.2%	25	29.1%	16	18.6%	1	1.2%	0	0.0%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	90	47	52.2%	31	34.4%	10	11.1%	1	1.1%	1	1.1%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	74	25	33.8%	21	28.4%	26	35.1%	2	2.7%	0	0.0%
21. I deal more effectively with daily problems.	92	28	30.4%	38	41.3%	20	21.7%	5	5.4%	1	1.1%
22. I am better able to control my life.	92	30	32.6%	28	30.4%	28	30.4%	6	6.5%	0	0.0%
23. I am better able to deal with crisis.	92	26	28.3%	34	37.0%	26	28.3%	6	6.5%	0	0.0%
24. I am getting along better with my family.	90	28	31.1%	31	34.4%	23	25.6%	6	6.7%	2	2.2%
25. I do better in social situations.	92	23	25.0%	26	28.3%	29	31.5%	14	15.2%	0	0.0%
26. I do better in school and/or work.	74	20	27.0%	25	33.8%	23	31.1%	4	5.4%	2	2.7%
27. My housing situation has improved.	89	25	28.1%	29	32.6%	27	30.3%	4	4.5%	4	4.5%
28. My symptoms are not bothering me as much.	88	19	21.6%	32	36.4%	20	22.7%	12	13.6%	5	5.7%