

Adult Consumer Satisfaction Survey Scores for each Question by Response Category for Surveys Administered between 8/4/2008 and 8/10/2008

Mid-Ohio Psychological Services

Survey Questions	Total Response	Strongly Agree		Agree		I am Neutral		Disagree		Strongly Disagree	
1. I like the services I received here.	88	61	69.3%	22	25.0%	4	4.5%	1	1.1%	0	0.0%
2. If I had other choices, I would still get services from this agency.	88	61	69.3%	24	27.3%	2	2.3%	1	1.1%	0	0.0%
3. I would recommend this agency to a friend or family member.	87	63	72.4%	20	23.0%	4	4.6%	0	0.0%	0	0.0%
4. The location of services was convenient (parking, public trans, distance, etc.)	88	45	51.1%	28	31.8%	11	12.5%	4	4.5%	0	0.0%
5. Staff were willing to see me as often as I felt it was necessary.	87	63	72.4%	21	24.1%	3	3.4%	0	0.0%	0	0.0%
6. Staff returned my call in 24 hours.	83	59	71.1%	19	22.9%	4	4.8%	1	1.2%	0	0.0%
7. Services were available at times that were good for me.	87	63	72.4%	16	18.4%	8	9.2%	0	0.0%	0	0.0%
8. I was able to get all the services I thought I needed.	87	57	65.5%	19	21.8%	7	8.0%	4	4.6%	0	0.0%
9. I was able to see a psychiatrist when I wanted to.	76	47	61.8%	11	14.5%	14	18.4%	3	3.9%	1	1.3%
10. Staff here believe that I can grow, change and recover.	87	59	67.8%	24	27.6%	3	3.4%	1	1.1%	0	0.0%
11. I felt comfortable asking questions about my treatment and medication.	82	49	59.8%	24	29.3%	6	7.3%	3	3.7%	0	0.0%
12. I felt free to complain.	86	58	67.4%	22	25.6%	4	4.7%	2	2.3%	0	0.0%
13. I was given information about my rights.	88	67	76.1%	20	22.7%	1	1.1%	0	0.0%	0	0.0%
14. Staff encouraged me to take responsibility for how I live my life.	84	57	67.9%	24	28.6%	3	3.6%	0	0.0%	0	0.0%
15. Staff told me what side effects to watch out for.	69	35	50.7%	19	27.5%	14	20.3%	0	0.0%	1	1.4%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	87	59	67.8%	22	25.3%	5	5.7%	1	1.1%	0	0.0%
17. I, not staff, decided my treatment goals.	83	49	59.0%	20	24.1%	10	12.0%	3	3.6%	1	1.2%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	77	57	74.0%	16	20.8%	3	3.9%	1	1.3%	0	0.0%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	80	53	66.3%	22	27.5%	5	6.3%	0	0.0%	0	0.0%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	69	38	55.1%	15	21.7%	13	18.8%	3	4.3%	0	0.0%
21. I deal more effectively with daily problems.	85	32	37.6%	28	32.9%	23	27.1%	2	2.4%	0	0.0%
22. I am better able to control my life.	85	30	35.3%	31	36.5%	21	24.7%	3	3.5%	0	0.0%
23. I am better able to deal with crisis.	84	31	36.9%	26	31.0%	25	29.8%	1	1.2%	1	1.2%
24. I am getting along better with my family.	84	33	39.3%	28	33.3%	18	21.4%	3	3.6%	2	2.4%
25. I do better in social situations.	84	24	28.6%	25	29.8%	22	26.2%	12	14.3%	1	1.2%
26. I do better in school and/or work.	64	21	32.8%	21	32.8%	16	25.0%	4	6.3%	2	3.1%
27. My housing situation has improved.	76	24	31.6%	23	30.3%	21	27.6%	7	9.2%	1	1.3%
28. My symptoms are not bothering me as much.	79	23	29.1%	19	24.1%	24	30.4%	10	12.7%	3	3.8%