

## Adult Consumer Satisfaction Survey Scores for each Question by Response Category for Surveys Administered between 4/19/2009 and 5/2/2009

### 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.	181	121 66.9%	51 28.2%	8 4.4%	1 0.6%	0 0.0%
2. If I had other choices, I would still get services from this agency.	181	114 63.0%	51 28.2%	13 7.2%	2 1.1%	1 0.6%
3. I would recommend this agency to a friend or family member.	178	121 68.0%	46 25.8%	9 5.1%	2 1.1%	0 0.0%
4. The location of services was convenient (parking, public trans, distance, etc.)	180	89 49.4%	60 33.3%	19 10.6%	11 6.1%	1 0.6%
5. Staff were willing to see me as often as I felt it was necessary.	179	118 65.9%	54 30.2%	5 2.8%	2 1.1%	0 0.0%
6. Staff returned my call in 24 hours.	167	99 59.3%	58 34.7%	6 3.6%	3 1.8%	1 0.6%
7. Services were available at times that were good for me.	179	118 65.9%	53 29.6%	3 1.7%	2 1.1%	3 1.7%
8. I was able to get all the services I thought I needed.	176	107 60.8%	53 30.1%	13 7.4%	3 1.7%	0 0.0%
9. I was able to see a psychiatrist when I wanted to.	154	78 50.6%	53 34.4%	16 10.4%	4 2.6%	3 1.9%
10. Staff here believe that I can grow, change and recover.	178	116 65.2%	51 28.7%	10 5.6%	0 0.0%	1 0.6%
11. I felt comfortable asking questions about my treatment and medication.	174	105 60.3%	61 35.1%	8 4.6%	0 0.0%	0 0.0%
12. I felt free to complain.	180	116 64.4%	59 32.8%	4 2.2%	1 0.6%	0 0.0%
13. I was given information about my rights.	179	128 71.5%	47 26.3%	4 2.2%	0 0.0%	0 0.0%
14. Staff encouraged me to take responsibility for how I live my life.	176	114 64.8%	55 31.3%	6 3.4%	1 0.6%	0 0.0%
15. Staff told me what side effects to watch out for.	147	86 58.5%	39 26.5%	15 10.2%	6 4.1%	1 0.7%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	177	118 66.7%	54 30.5%	3 1.7%	2 1.1%	0 0.0%
17. I, not staff, decided my treatment goals.	172	90 52.3%	53 30.8%	20 11.6%	7 4.1%	2 1.2%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	168	100 59.5%	61 36.3%	6 3.6%	0 0.0%	1 0.6%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	170	104 61.2%	52 30.6%	10 5.9%	3 1.8%	1 0.6%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	151	72 47.7%	45 29.8%	24 15.9%	8 5.3%	2 1.3%
21. I deal more effectively with daily problems.	176	73 41.5%	73 41.5%	26 14.8%	3 1.7%	1 0.6%
22. I am better able to control my life.	176	65 36.9%	71 40.3%	35 19.9%	4 2.3%	1 0.6%
23. I am better able to deal with crisis.	171	63 36.8%	66 38.6%	37 21.6%	4 2.3%	1 0.6%
24. I am getting along better with my family.	175	63 36.0%	59 33.7%	40 22.9%	8 4.6%	5 2.9%
25. I do better in social situations.	171	54 31.6%	62 36.3%	43 25.1%	8 4.7%	4 2.3%
26. I do better in school and/or work.	134	41 30.6%	48 35.8%	36 26.9%	6 4.5%	3 2.2%
27. My housing situation has improved.	159	60 37.7%	51 32.1%	30 18.9%	13 8.2%	5 3.1%
28. My symptoms are not bothering me as much.	169	53 31.4%	50 29.6%	39 23.1%	20 11.8%	7 4.1%