

SAN GABRIEL VALLEY TRAINING CENTER

PARENTS/CAREPROVIDER SURVEY

SGVTC wants to know what you think about the services that we provide. Your suggestions and comments will help us provide better service. Please take a few minutes to answer this questionnaire. Thank you very much for your participation.

- Ratings:
- 1 – Excellent
 - 2 – Good
 - 3 – Satisfactory
 - 4 – Unsatisfactory
 - 5 – Poor

Questions:

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|--|---|---|---|---|---|
| 1. Overall satisfaction with San Gabriel Valley Training Center. | 1 | 2 | 3 | 4 | 5 |
| 2. Effectiveness of help and support received from SGVTC staff | 1 | 2 | 3 | 4 | 5 |
| 3. SGVTC staff friendliness and ability to make you feel comfortable. | 1 | 2 | 3 | 4 | 5 |
| 4. Usefulness of information you receive from SGVTC. | 1 | 2 | 3 | 4 | 5 |
| 5. SGVTC staff returning your phone calls. | 1 | 2 | 3 | 4 | 5 |
| 6. Satisfaction with your SGVTC counselor. | 1 | 2 | 3 | 4 | 5 |
| 7. Ability to reach SGVTC staff | 1 | 2 | 3 | 4 | 5 |
| 8. Ability of counselors to explain services provided by SGVTC | 1 | 2 | 3 | 4 | 5 |
| 9. How would you generally compare SGVTC services with those provided by other agencies? | 1 | 2 | 3 | 4 | 5 |

Additional Comments:
