

CENTER FOR SUBSTANCE ABUSE TREATMENT

Attachment 2-3: Customer Satisfaction Survey—Technical Assistance

Please enter the Personal ID Code you used on the consent form here _____.

Date of technical assistance, location (i.e., city, state), and topic will be pre-coded and entered in this area of the form.

Please check here () if you have received this survey in error, (i.e., you did not attend the technical assistance listed above) and return the uncompleted survey in the enclosed postage-paid envelope.

PLEASE BASE YOUR ANSWER ON HOW YOU FEEL ABOUT THE SESSION NOW.

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>
	1	2	3	4	5
1. How satisfied are you with the overall quality of this technical assistance?	1	2	3	4	5
2. How satisfied are you with the quality of the staff leading the session?	1	2	3	4	5
3. How satisfied are you with the quality of the technical assistance materials?	1	2	3	4	5
4. Overall, how satisfied are you with your technical assistance experience?	1	2	3	4	5

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
	1	2	3	4	5
5. The technical assistance was well organized.	1	2	3	4	5
6. The material presented in this session will be useful to me in dealing with substance abuse.	1	2	3	4	5
7. The staff was knowledgeable about the subject matter.	1	2	3	4	5
8. The staff was well prepared for the course.	1	2	3	4	5
9. The staff was receptive to participants Comments and questions.	1	2	3	4	5
10. I am currently effective when working in this topic area.	1	2	3	4	5
11. The technical assistance enhanced my skills in this topic area.	1	2	3	4	5
12. The technical assistance was relevant to my career.	1	2	3	4	5

Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information to the SAMHSA Reports Clearance Officer, Room 7-1044, 1 Choke Cherry Road, Rockville, MD 20857. An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The control number for this project is 0930-0197.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
13. I expect to use the information gained from this technical assistance.	1	2	3	4	5
14. I expect this technical assistance to benefit my clients.	1	2	3	4	5
15. This technical assistance was relevant to substance abuse treatment.	1	2	3	4	5
16. I would recommend this technical assistance to a colleague.	1	2	3	4	5

	Very Useful	Useful	Neutral	Useless	Not Applicable
17. How useful was the information you received from the instructor?	1	2	3	4	5

18. Please indicate which title best describes your job:

<input type="checkbox"/> Medical Director	<input type="checkbox"/> Clinical Administrator/Manager	<input type="checkbox"/> State Government Official
<input type="checkbox"/> Physician	<input type="checkbox"/> Clinical Supervisor	<input type="checkbox"/> County Government Official
<input type="checkbox"/> Nurse	<input type="checkbox"/> Psychologist	<input type="checkbox"/> Researcher
<input type="checkbox"/> Physician's Assistant	<input type="checkbox"/> Counselor	<input type="checkbox"/> Other (please specify) _____
<input type="checkbox"/> Pharmacist	<input type="checkbox"/> Social Worker	
<input type="checkbox"/> Manager Director	<input type="checkbox"/> Federal Government Official	

19. Please indicate which best describes your agency or affiliation:

<input type="checkbox"/> Federal Government	<input type="checkbox"/> Substance Abuse Treatment Program
<input type="checkbox"/> State Government	<input type="checkbox"/> University or other higher education institution
<input type="checkbox"/> County Government	<input type="checkbox"/> Other (please describe) _____
<input type="checkbox"/> Local Government	

20. What is your gender? 1. Male 2. Female

21. Are you Hispanic or Latino? 1. Yes 2. No

22. What is your race (Mark all that apply)?

<input type="checkbox"/> Black or African American	<input type="checkbox"/> Alaska Native
<input type="checkbox"/> Asian	<input type="checkbox"/> American Indian
<input type="checkbox"/> White	<input type="checkbox"/> Native Hawaiian or Other Pacific Islander

What about the technical assistance was most useful in supporting your work responsibilities?

How can CSAT improve its technical assistance?

Thank you for completing our survey.

Return your survey to the Survey Administrator for your Session.