

CENTER FOR SUBSTANCE ABUSE TREATMENT

**Attachment 2-1: Customer Satisfaction Survey—CSAT Meeting**

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

Date of meeting, 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 meeting 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. How satisfied are you with the overall quality of this meeting?	1	2	3	4	5
2. How satisfied are you with the quality of the information/instruction from this meeting?	1	2	3	4	5
3. How satisfied are you with the quality of the meeting materials?	1	2	3	4	5
4. Overall, how satisfied are you with the meeting experience?	1	2	3	4	5

PLEASE INDICATE YOUR AGREEMENT WITH THESE STATEMENTS ABOUT THE MEETING.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
5. The meeting class was well organized.	1	2	3	4	5
6. The material presented in this meeting class will be useful to me in dealing with substance abuse.	1	2	3	4	5
7. I expect to use the information gained from this meeting.	1	2	3	4	5
8. I expect this meeting to benefit my clients.	1	2	3	4	5
9. This meeting was relevant to substance abuse treatment.	1	2	3	4	5
10. I would recommend this meeting to a colleague.	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.

	<u>Very Useful</u>	<u>Useful</u>	<u>Neutral</u>	<u>Useless</u>	<u>Not Applicable</u>
	1	2	3	4	5

11. How useful was the information you received?

---

12. Please indicate which title best describes your job:

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

13. 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   |   |

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

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

16. 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 meeting was most useful in supporting your work responsibilities?

How can we improve our meetings?

**Thank you for completing our survey.**  
*Return your survey to the Survey Administrator for your Session.*