

Adult Consumer Satisfaction Survey Scores for each Question by Response Category for Surveys Administered between 2/24/2008 and 3/1/2008

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.	106	70	66.0%	32	30.2%	4	3.8%	0	0.0%	0	0.0%
2. If I had other choices, I would still get services from this agency.	106	66	62.3%	31	29.2%	5	4.7%	3	2.8%	1	0.9%
3. I would recommend this agency to a friend or family member.	104	69	66.3%	32	30.8%	3	2.9%	0	0.0%	0	0.0%
4. The location of services was convenient (parking, public trans, distance, etc.)	105	43	41.0%	47	44.8%	12	11.4%	2	1.9%	1	1.0%
5. Staff were willing to see me as often as I felt it was necessary.	105	67	63.8%	36	34.3%	2	1.9%	0	0.0%	0	0.0%
6. Staff returned my call in 24 hours.	96	58	60.4%	36	37.5%	2	2.1%	0	0.0%	0	0.0%
7. Services were available at times that were good for me.	105	70	66.7%	35	33.3%	0	0.0%	0	0.0%	0	0.0%
8. I was able to get all the services I thought I needed.	105	64	61.0%	35	33.3%	4	3.8%	1	1.0%	1	1.0%
9. I was able to see a psychiatrist when I wanted to.	85	41	48.2%	22	25.9%	14	16.5%	7	8.2%	1	1.2%
10. Staff here believe that I can grow, change and recover.	102	64	62.7%	36	35.3%	2	2.0%	0	0.0%	0	0.0%
11. I felt comfortable asking questions about my treatment and medication.	100	62	62.0%	32	32.0%	6	6.0%	0	0.0%	0	0.0%
12. I felt free to complain.	103	62	60.2%	38	36.9%	3	2.9%	0	0.0%	0	0.0%
13. I was given information about my rights.	106	75	70.8%	29	27.4%	2	1.9%	0	0.0%	0	0.0%
14. Staff encouraged me to take responsibility for how I live my life.	105	65	61.9%	34	32.4%	5	4.8%	1	1.0%	0	0.0%
15. Staff told me what side effects to watch out for.	87	46	52.9%	27	31.0%	13	14.9%	1	1.1%	0	0.0%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	104	70	67.3%	30	28.8%	4	3.8%	0	0.0%	0	0.0%
17. I, not staff, decided my treatment goals.	104	53	51.0%	37	35.6%	13	12.5%	1	1.0%	0	0.0%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	99	58	58.6%	36	36.4%	5	5.1%	0	0.0%	0	0.0%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	103	60	58.3%	37	35.9%	6	5.8%	0	0.0%	0	0.0%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	93	43	46.2%	33	35.5%	15	16.1%	1	1.1%	1	1.1%
21. I deal more effectively with daily problems.	106	41	38.7%	42	39.6%	17	16.0%	6	5.7%	0	0.0%
22. I am better able to control my life.	106	41	38.7%	43	40.6%	16	15.1%	5	4.7%	1	0.9%
23. I am better able to deal with crisis.	105	37	35.2%	43	41.0%	18	17.1%	7	6.7%	0	0.0%
24. I am getting along better with my family.	104	37	35.6%	37	35.6%	22	21.2%	7	6.7%	1	1.0%
25. I do better in social situations.	106	36	34.0%	35	33.0%	24	22.6%	9	8.5%	2	1.9%
26. I do better in school and/or work.	88	30	34.1%	31	35.2%	21	23.9%	3	3.4%	3	3.4%
27. My housing situation has improved.	94	41	43.6%	28	29.8%	20	21.3%	4	4.3%	1	1.1%
28. My symptoms are not bothering me as much.	103	33	32.0%	27	26.2%	27	26.2%	14	13.6%	2	1.9%