**5-Why on Customer Satisfaction Indicators**

**Quality Indicator One: Working Relationship with Counselor and Consumer**

Your satisfaction in your working relationship with your counselor may be influenced by factors such as:

* Having access to your counselor (counselor returning phone calls, being able to schedule appointments when needed)
* The counselor helping you understand your choices and explore options for meeting your needs
* Services being provided in a timely manner
* Understanding how to resolve concerns and your options, including appeal rights, when you disagreed with the counselor’s decision
* Other factors you deem important in your working relationship with your counselor

**On a scale of 1 – 4 where “1” means “Untrue” and 4 means “True,” please respond to the following statements:**

1. **I was satisfied with the way my counselor related to me.**

1-Untrue 2 –Mostly Untrue 3–Mostly True 4–True

1. **My counselor took my concerns seriously.**

1-Untrue 2 –Mostly Untrue 3–Mostly True 4–True

**“True” or “False” follow-up (alright to say “Not applicable”):**

* My counselor took the time to listen to my concerns.
* My counselor took my opinion into consideration and responded appropriately.
* My counselor was open to me expressing my complaints.

1. **My counselor understood my needs.**

1-Untrue 2 –Mostly Untrue 3–Mostly True 4–True

**“True” or “False” follow-up (alright to say “Not applicable”):**

* My counselor gave me useful advice.
* My counselor helped me find resources in the community.
* My counselor helped me challenge my expectations of myself.

1. **My counselor treated me with respect.**

1-Untrue 2 –Mostly Untrue 3–Mostly True 4–True

**“True” or “False” follow-up (alright to say “Not applicable”):**

* My counselor was timely when responding to me.
* My counselor acted in my best interest.
* My counselor respected my culture.

1. **My counselor involved me in decision-making.**

1-Untrue 2 –Mostly Untrue 3–Mostly True 4–True

**“True” or “False” follow-up (alright to say “Not applicable”):**

* My counselor helped me focus on employment.
* My counselor helped me explore my options.
* My counselor helped me understand the pros and cons of my decisions.