

The John Howard Society of North Island
Satisfaction Survey

(For Youth)

The purpose of this form is to make our service better. When you are done please give the form to the front receptionist or mail it to JHSNI. It will then go to the worker's supervisor. If there is something you think the supervisor's boss needs to know, just ask the front desk for a complaint form. Thank you for taking your time to fill this out.

Age _____ Gender _____ Culture _____

Program: _____

Service provider: _____ Number of meetings: _____

1. You came to John Howard for a reason. Is that concern:

Much better Somewhat better Same Somewhat worse Much worse

2. How good was the John Howard worker?

1	2	3	4	5
Very poor	Poor	Neutral	Good	Very good

3. Please check off or write anything that got better for you.

- Feel better about myself Get along with people better Things are better at home
 Things are better at school Better able to manage my emotions Other

4. Did your worker help you avoid any of these things?

- Fighting Living on the street Re-offending Other

5. What was the most helpful?

6. We want to learn from our mistakes. Did the worker say or do anything that made things worse? Yes No

If yes, what was it? _____

If yes, did you talk about it with your worker? Yes No

Did your worker take it seriously? Yes No

7. Were you able to see your program worker as much as you needed?

- Yes No

8. Did transportation get in the way of seeing your worker? Yes No

August 30, 2004

Over

