

# INFORMATION AND ASSISTANCE SATISFACTION SURVEY

Version: April 4, 2002

Hello [CLIENT'S NAME]. My name is [INTERVIEWER'S NAME] of the [AGENCY'S NAME]. I am following up with people who have called [AGENCY'S NAME] in the past few weeks, to ask for their feedback about the Information and Assistance Services. This will just take a few minutes, and will help improve our service to callers. Your responses are completely confidential and will not affect the services that you are receiving in any way.

So, let's talk about your call last week [DATE] \_\_\_\_\_ to the Information and Assistance Services of [AGENCY'S NAME] about \_\_\_\_\_ [TOPIC OF CALL].

***Please answer each question by checking the appropriate response or filling in the blank.***  
**PLEASE READ ALL CHOICES UNLESS DIRECTED OTHERWISE.**

1. First, did you call [NAME OF I & A SERVICE] to obtain help or services for yourself, for a relative or someone you know, or were you calling from an agency for a client?  
***(Check all that apply.)***

- For self
- For relative/friend
- For client
- Other (describe): \_\_\_\_\_

2. Please tell me the reason why you called.  
***(Check all that apply.)***

- To get information
- To obtain services (transportation, housing, health care, meals, etc.)
- To refer a client for services
- To follow up on a prior call
- To express health insurance concerns
- To file a complaint (describe): \_\_\_\_\_
- To express financial concerns
- Other (describe): \_\_\_\_\_

3. Had you ever used this service before last week?

- Yes
- No ***(Skip to 4.)***

3a. About how many times have you used it in the past year? \_\_\_\_\_

→ ***(Go to question 4 on the next page)***

Office Use Only:

Client ID: \_\_\_\_\_ Survey Date: \_\_\_\_\_

Date of Original I&A Call: \_\_\_\_\_ I&A Operator ID: \_\_\_\_\_

1 of 6

# INFORMATION AND ASSISTANCE SATISFACTION SURVEY

Version: April 4, 2002

4. When you called the [NAME OF I & A SERVICE] last week, did you get a busy signal?

- Yes
- No (*Skip to 5.*)

4a. How many times did you call before getting through? \_\_\_\_\_

5. How quickly was your call answered?

- Immediately, such as after 1 ring or 2 rings
- Quickly, less than 5 rings
- After a little while, 5-15 rings or
- Had to wait a long time, more than 15 rings

6. Was the phone answered by voice mail or by a person?

- Person (*Skip to 7.*)
- Voice mail

6a. How well did you understand the voice mail instructions?

- Very well
- Somewhat well
- Only a little
- Not at all

6b. Did someone call you back?

- Yes
- No (*Skip to 6d.*)

6c. When did they call you back?

- Within the hour
- In the same day
- In the same week
- More than a week

*(Skip to 7.)*

6d. Did you call them back?

- Yes
- No (*Skip to 13.*) \_\_\_\_\_

6e. Did you speak with a person when you called them back?

- Yes
- No (*Skip to 13.*) \_\_\_\_\_

*(Go to question 7 on the next page)*

*(Go to question 13 on page 4)*

# INFORMATION AND ASSISTANCE SATISFACTION SURVEY

Version: April 4, 2002

Now I have a few questions about the person you spoke to at the [NAME OF I & A SERVICE].

7. Overall, did the person(s) listen carefully to what you wanted?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

8. Overall, did the person(s) understand what you wanted?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

9. Did she/he explain things in a way that you could understand?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

10. Did you experience any of the following communication problems?  
(**Check all that apply.**)

- Language problem (e.g., did not speak Spanish)
- Hearing problem
- Operator needed to speak louder and slower
- Operator needed to listen more
- Other (specify): \_\_\_\_\_
- None

Next, I have a few questions about your overall experience with the [NAME OF I & A SERVICE].

11. Overall, did you receive the information from [NAME OF I & A SERVICE] that you were looking for?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

# INFORMATION AND ASSISTANCE SATISFACTION SURVEY

Version: April 4, 2002

12. Do you expect that the information you received from [NAME OF I & A SERVICE] will be helpful in resolving the issue you called about?

- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

13. Overall, how satisfied were you with the way your call was handled?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not at all satisfied

14. Would you recommend this service to a friend or colleague who needs the kind of information and assistance you did?

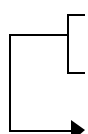
- Yes, definitely
- Yes, I think so
- No, I don't think so
- No, definitely not

15. Do you have any recommendations on how to make the [NAME OF I & A SERVICE] better?  
**(DO NOT READ LIST. Check all that apply.)**

- None
- Increase the hours the service is available
- Reduce the waiting time to speak to someone
- Eliminate voice mail system/have persons answer the phone
- Get more knowledgeable persons to answer the phone
- Try to answer all questions on the first call
- Be more timely in returning phone calls
- Better advertising of services
- Reduce the wait time on services
- Other (describe): \_\_\_\_\_

16. Were you referred to any other places to call?

- Yes
- No (*Skip to 17.*)
- N/A (*Skip to 17.*)



**(Go to question 17 on the next page)**

# INFORMATION AND ASSISTANCE SATISFACTION SURVEY

Version: April 4, 2002

16a. Did you contact any of them?

- Yes (*Skip to 16c.*)
- No

16b. May I ask why you did not contact them? (**DO NOT READ LIST.**)

- Haven't had a chance to yet
- I tried to, but haven't heard from them yet
- They called and left message, but I haven't called them back.
- I got help from somewhere else
- Other (describe): \_\_\_\_\_  
(*Skip to 17.*)

16c. Did you start receiving services from any of the places you were referred to?

- Yes
- No

17. Have you made any other calls besides the referrals to get the information or help you needed?

- Yes
- No (*Skip to 18.*)

17a. Did you get the information or help you needed?

- Yes
- No (*Skip to 18.*)

17b. About how many calls did you have to make before you got the information or help you needed? \_\_\_\_\_

→ (*Go to Question 18 on the next page*)

# INFORMATION AND ASSISTANCE SATISFACTION SURVEY

Version: April 4, 2002

Finally, could you please tell me a bit about yourself? Like all of your other answers, all of this information will be kept strictly confidential.

18. Would you say, you were calling [NAME OF I & A SERVICE] primarily...  
(*Select only one.*)

- For yourself (*Skip to demographics section.*)
- For a relative or friend (*End Interview.*)
- For a client (*Skip to #19, then End Interview.*)
- Other (*describe, then End Interview*): \_\_\_\_\_

19. What type of service provider are you?

- Hospital
- Long-term care
- Social service agency
- Other: \_\_\_\_\_

**(END INTERVIEW)**

*(Go to demographics questionnaire)*