

# Client Satisfaction Survey 2020

Surveys Administered:  
September 14th - 25th



## Youth for Change

### Rating Scale

Each question was rated on a 5 star rating scale:

- 5 stars = Excellent
- 4 stars = Good
- 3 stars = Average
- 2 stars = Below Average
- 1 star = Well below average

### Overall Score



### Survey items:

1) I have felt safe while receiving YFC services.



2) I received the services I wanted.



3) I was treated with respect.



4) I took part in planning my services and setting goals.



5) My services were provided in a way I could understand.



6) My service provider asked for feedback regarding services.



7) I received my services in a timely manner.



8) I am satisfied with the services I received at YFC.



9) YFC was responsive to my culture and values.



10) My life has improved, as a result of my services provided by YFC.

