

PHILLYCAM MEMBER SATISFACTION SURVEY

DATE: ____/____/____

1. Overall, how satisfied or dissatisfied are you with our services?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Please tell us why you are not fully satisfied with our service(s)? Use the space below to explain.

3. How would you rate the quality of our equipment and facilities?

- Excellent
- Above Average
- Average
- Below average
- Poor

Please tell us which equipments or facilities are below average? Do you have a recommendation?

2. Overall, how satisfied or dissatisfied are you with our staff?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

If you are not fully satisfied with our staff please use the space below to explain ?

4. How responsive have we been to your questions and concerns about our services?

- Extremely responsive
- Very responsive
- Moderately responsive
- Not so responsive
- Not at all responsive
- Not applicable

5. How responsive have we been to your questions and concerns about our staff?

- Extremely responsive
- Very responsive
- Moderately responsive
- Not so responsive
- Not at all responsive
- Not applicable

6. How responsive have we been to your questions and concerns about access to our equipment or facilities?

- Extremely responsive
- Very responsive
- Moderately responsive
- Not so responsive
- Not at all responsive
- Not applicable

7. How long have you been a member of PhillyCAM?

- Less than six months
- Six months to a year
- 1-2 years
- 3 or more years

To submit this form anonymously, you can drop it off in the Feedback Box or **mail** it to PhillyCAM ATTN: **Gretjen Clausing**, Executive Director.

PhillyCAM
699 Ranstead Street
Philadelphia, PA 19106

Otherwise feel free to email it directly to : gretjen@phillycam.org.

If you would like us to contact you and speak with you directly via email or phone, then please fill-out the information below and let us know your preferred method for contact.

Your Name: _____

Phone: _____ Preferred method

Email: _____ Preferred method