



Anishinabek Employment and Training Services

Thank you for giving us the opportunity to serve you better. Please take a few minutes to tell us about your experience with the [Satisfaction Survey](#). It will take up to 15 minutes.

Date (Month/Day/Year)

Client Name (Optional)



How long have you been a client?

- Less than a month
- 1 - 6 months
- 6 months to 1 year
- More than 1 year
- 5 - 10 years
- More than 10 years

How often do you use our programs and/or services?

- Daily
- Several times a week
- About once a week
- A couple times a month
- About once a month
- Once a year
- Other



How likely are you to recommend our organization to a friend or colleague?

- Very likely
- Somewhat likely
- Unsure
- Not very likely
- Not likely

If not, why?

Based on your experience, will you continue accessing programs and/or services from us in the future?

- Very likely
- Somewhat likely
- Unsure
- Not very likely
- Not likely

If not, why?



What could we do to increase your level of satisfaction?

Compared to similar companies, how would you rate our programs or services?

- Much better
- Somewhat better
- About the same
- Worse
- Much worse

Please rate your satisfaction with the following aspects of our programs and/or services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Overall experience					
Quality					
Ability to meet needs					
Professionalism					
Communication					
Friendliness					
Responsiveness					

What could we do to increase your level of satisfaction?