



## HEAP SURVEY

Please tell us how we are doing! Your experience at our office is important to us. Your comments will help us serve you and others in the community better. Please take the time to fill out this brief survey. Your participation is greatly appreciated.

1. I was treated fairly and with respect during my visit.

1                      2                      3                      4                      5  
Strongly Disagree    Disagree            Neutral              Agree                Strongly Agree

2. The intake worker gave a clear explanation of the services I received today.

1                      2                      3                      4                      5  
Strongly Disagree    Disagree            Neutral              Agree                Strongly Agree

3. The resources I received will be helpful in the future.

1                      2                      3                      4                      5  
Strongly Disagree    Disagree            Neutral              Agree                Strongly Agree

4. How would you rate the service you received today?

1                      2                      3                      4                      5  
Poor                      Fair                      Average              Good                      Excellent

5. I would return to the E-HEAP office at the Breathing Association.

1                      2                      3                      4                      5  
Strongly Disagree    Disagree            Neutral              Agree                Strongly Agree

6. I would refer friends and family to The Breathing Association.

1                      2                      3                      4                      5  
Strongly Disagree    Disagree            Neutral              Agree                Strongly Agree

7. I was informed/referred on the additional service available from The Breathing Association.

1                      2                      3                      4                      5  
Strongly Disagree    Disagree            Neutral              Agree                Strongly Agree

8. How did you find out about The Breathing Association HEAP site?

\_\_\_\_\_ Newspaper    \_\_\_\_\_ Friend    \_\_\_\_\_ First Link    \_\_\_\_\_ Agency