

## A rating scale of client satisfaction

	True	Could be better	Not True
1. I felt your office was easy to find.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. It feels friendly here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I felt that my privacy was respected here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. It's easy to read the posters and signs here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I understood your forms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Someone offered to help me fill out forms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I understood most of what you told me about your services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I felt comfortable asking questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I liked the videos and audio clips which describe your services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I think you treat everyone with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments and suggestions: