

Capital District Center for Independence, Inc.  
Customer Satisfaction Survey

Quality and customer satisfaction performance is rated based on a scale of  
**0 - 10 points**  
**0 being very poor – 10 being outstanding**

**Timeliness:** The staff I met with or spoke with assisted me willingly and promptly. \_\_\_\_\_

**Competence:** Staff had the knowledge and skills necessary to assist me. \_\_\_\_\_

**Communication:** The staff I met with or spoke with presented the information clearly. \_\_\_\_\_

**Understanding:** The staff made an effort to understand my specific needs. \_\_\_\_\_

**Reliability:** I was able to count on staff to do what they said they would do. \_\_\_\_\_

**Courtesy:** Staff treated me with respect and courtesy. \_\_\_\_\_

**Overall Satisfaction:** I felt satisfied overall with the Center. \_\_\_\_\_

**Accessibility:** All Center programs/resources and services are accessible \_\_\_\_\_

**Service Effectiveness:** Programs and resources enhanced my day to day ability \_\_\_\_\_

**Consumer Control:** I always felt in charge of my own service \_\_\_\_\_

**Promotion:** I would recommend the Center to others \_\_\_\_\_



This survey can also be found on our website:  
<http://www.cdciweb.com/customer-satisfaction-survey/>  
Thank you for your participation.