

Sample Customer Feedback and Satisfaction Survey (Northwest Access Fund)

Please answer the following questions about the services you received from the Washington Access Fund. We need this information to provide high quality services and to meet the requirements for receiving federal funding.

1. Which of the following best reflects your level of satisfaction with the services you received? (Check one.)

- Highly satisfied
- Satisfied
- Satisfied somewhat
- Not at all satisfied

2. What is the primary purpose for which the equipment you purchased was needed?

- Education
- Employment
- Community (or Independent) Living

3. Why did you choose to pay for this equipment through the Washington Access Fund?

- Could only afford the equipment through our low interest loan program
- Equipment was only available through Washington Access Fund
- Equipment was available through other programs but the system was too complex or the wait time was too long
- None of the above

Please feel free to provide additional comments, suggestions, and additional information on the back of this page.