



# MISERICORDIA UNIVERSITY

Each year we conduct a client satisfaction survey. During the spring semester, 2021, the Misericordia University Speech-Language and Hearing Center conducted a satisfaction survey to assess the quality of the services we provide to our clients. We would like to share the results with you.

	<b>Diagnostic Services</b>	<b>% Strongly Disagree</b>	<b>% Disagree</b>	<b>% Undecided</b>	<b>% Agree</b>	<b>% Strongly Agree</b>	<b>% N/A</b>
1.	The diagnostic evaluation was scheduled in a reasonable amount of time.	0%	0%	0%	27.9%	67.4%	4.7%
2.	The fee for the diagnostic evaluation was reasonable.	0%	0%	2.3%	51.2%	39.5%	7%
3.	The diagnostic evaluation was conducted in a professional manner.	0%	0%	0%	23.3%	74.4%	2.3%
4.	I was satisfied with the results and recommendations made following the initial diagnostic evaluation.	0%	0%	0%	20.9%	76.8%	2.3%
5.	Therapy was scheduled in a reasonable amount of time following the initial diagnostic evaluation.	0%	0%	0%	25.6%	72.1%	2.3%
6.	The fee for therapy/semester was reasonable.	0%	0%	7%	46.5%	41.9%	4.6%
7.	The faculty, staff, and students at the Center are friendly, courteous, and responsive to my questions and concerns.	0%	0%	0%	14%	83.7%	2.3%
8.	I received sufficient feedback from the student clinician/supervisor following each therapy session	0%	0%	2.3%	23.3%	67.4%	7%
9.	I am satisfied with the quality of therapeutic services rendered.	0%	0%	4.6%	18.6%	72.1%	4.7%
10.	The overall goal of the Center is to develop a well-rounded, empathetic, competent professional who will provide the highest quality of care to individuals with communication disorders. Do you believe that your student clinician has achieved this goal?	0%	0%	0%	18.6%	79.1%	2.3%
11.	I would recommend the Misericordia University Speech-Language and Hearing Center to my friends and family.	0%	0%	0%	13.9%	86.1%	0%

The faculty and staff are pleased to report that overall survey results indicate that the majority of our clients are satisfied with the quality of the diagnostic and therapeutic services that we offer. We have read your suggestions and comments and we will use your feedback to further enhance the quality of services we provide. Thank you for your participation in our survey and we look forward to continuing to provide you and your families with exceptional services in the upcoming year.

**Faculty, Staff, and Students in the Misericordia University Speech-Language and Hearing Center**