



Community Living Alternatives

CLASS Satisfaction Survey

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Summary

Persons Receiving Services (PRS) in the Day Program, CLASS, at Community Living Alternatives, Inc. (CLA) were asked to participate in an anonymous survey to help evaluate the effectiveness and satisfaction of the services being provided to them. The survey included questions about how CLASS makes them feel as well as the activities, staff and outings.

Note: The complete survey questionnaire is included later in this document for reference.

Methodology

The survey forms were developed through a Satisfaction Survey Committee. A preliminary draft of the survey was then sent to the Day Program Director who was asked to respond to the questions and make suggestions for possible changes, additions, or deletions.

The survey administrator met with the PRS individually and explained that the survey would be anonymous. For each question, the person being surveyed was asked to point on a line with a happy face, neutral face and sad face to indicate their level of satisfaction. An additional sheet of photos of activities was given to the person being surveyed, and asked to point to activities they enjoy or would like to do more of. A total of 20 surveys were conducted.

Note: The results reported can only be considered the opinions of the survey participants. They cannot be generalized to represent the entire population as a whole.

Overall Satisfaction

The overall level of satisfaction uses an average of replies to quantifiable survey questions, based on a scale of 1 (Very unsatisfied) through 5 (very satisfied).

5-Happy Face

4-Between Happy Face and Neutral

3-Neutral Face

2-Between Neutral Face and Sad Face

1-Sad Face

Survey Results

Survey Question	Average Answer
When I go to CLASS it makes me feel...	5
The Activities we do at CLASS makes me feel...	4.4
The staff at CLASS make me feel	4.7
I help the staff decide what outings we go on.	4.5

Overall satisfaction score of: 4.7 out of a possible 5

Activities that were noted as liking most and/or wanting more of, were exercise, choir, art, guitar, keys (keyboard, piano), cooking, technology and poetry.
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Community Living Alternatives, Inc.

CLASS Satisfaction Survey

1. When I go to CLASS it makes me feel...



2. The activities we do at CLASS makes me feel...



3. The staff at CLASS make me feel...



4. I help the staff decide what outings we go on.



My favorite CLASS activities are:

