



## 2016 Montana Satisfaction Survey

### 2016 Montana SDEO Program Satisfaction Survey

**Welcome! Thank you for taking time to participate in our annual survey.**

1. I am the \_\_\_\_\_.

- Employer  Case Manager/FSS  
 Parent/Legal Guardian  Other  
 Individual Receiving Services

2. Whenever I contact Acumen, I am provided with a timely response to my inquiry.

- Strongly Agree  Agree  Disagree  Strongly Disagree

3. The service(s) I receive from Acumen meet or exceed my expectations.

- Strongly Agree  Agree  Disagree  Strongly Disagree

4. Whenever I contact Acumen, I am treated respectfully.

- Strongly Agree  Agree  Disagree  Strongly Disagree

If you responded "Disagree" or "Strongly Disagree," please share any details.

5. Compared with other customer service experiences, my interactions with Acumen's staff have been \_\_\_\_\_ my interactions with other companies I have worked with in the past.

- better than  the same as  worse than

6. I would recommend Acumen's services to a friend or colleague.

- Yes  No

7. I would like to see Acumen offer these additional services in the future (please list suggestions):

8. One reason I am happy to work with Acumen is:

9. One thing Acumen could do to improve their services is: