



LFA CLIENT EVALUATION SURVEY

Thank you for taking the time to complete this survey. The purpose of this survey is to receive feedback that will enable LFA to improve its services. An independent evaluator, Leslie Bell, will analyze the survey results. Leslie will present all information **confidentially**: no LFA employee will see names attached to results. If you have any questions, please contact Leslie at xxx-xxx-xxxx.

Your Name:

Date:

Your Title:

Your Organization:

Your Project with LFA is: (project name)

Project Status:

Ongoing

Completed

SATISFACTION WITH THE PROJECT AND RESULTS

Please indicate your level of satisfaction with LFA's work.

Table with 6 columns: How satisfied are you with..., Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied, Not Applicable/No Opinion. Rows 1-9 cover project coordination, work products, timeliness, overall quality, and evaluation/research/planning effectiveness.

SATISFACTION WITH THE PROJECT TEAM

Please indicate your level of satisfaction with the LFA team member(s) who worked with your organization.

Table with 6 columns: How satisfied are you with the LFA team member's..., Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied, Not Applicable/No Opinion. Rows 10-14 cover communication skills, knowledge, understanding of needs, creativity, and responsiveness.

1 Developed by LaFrance Associates, LLC. This survey is a modified version of a client satisfaction survey LFA developed for CompassPoint Nonprofit Services.



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OVERALL SATISFACTION WITH LFA

- 15. Would you recommend LFA's services to a colleague? Yes No
- 16. Would you hire LFA again? Yes No
- 17. What are LFA's strengths? _____
- 18. How could LFA improve its services? _____
- 19. Please share any additional comments here **that you would like to be kept confidential.** _____

Thank You!

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LAFRANCE ASSOCIATES

LFA CLIENT FEEDBACK FORM

Are there comments you feel comfortable sharing directly with LFA?

Please use the space below to provide any thoughts, suggestions or feedback to be separated from the confidential questions and shared directly with LFA. Please note that this feedback may be published with your name on the LFA website. Thank you for your time.

Your Name:

Date:

Your Title:

Your Organization: