



## CONFIDENTIAL CUSTOMER SURVEY

**We enjoyed serving you! Thank you for taking a few minutes to fill out this survey.**

**Your responses assist us in serving you better.**

**1. Did the services you received from the YWCA of Oahu contribute to positive change in your life?**

- Yes                       No

**1a. If "NO", why not?** \_\_\_\_\_

**(please skip to question 3)**

**2. If yes, what type of positive change? (Please check all that apply)**

- A. I feel better about myself
  - B. I learned something new
  - C. I gained a new skill(s)
  - D. I have an improved ability to obtain employment
  - E. I am healthier
  - F. I have more direction/options in life
  - G. I am more confident
  - H. I gained more friends and people who support me
  - I. I am better able to care for myself/my family
  - J. I am more financially stable
  - K. I feel more connected to the community
  - L. I feel more comfortable taking on a leadership role
  - M. I had access to shelter and food when I needed them
  - N. My future for myself and/or family is better
  - O. I helped others and made a difference in my community
  - P. My child learned something new
  - Q. My child has reliable supervision when I am unavailable
  - R. I don't know yet
  - S. Other
- \_\_\_\_\_

**\*\*Please turn the page\*\***

3. Please show how we rank according to the attributes listed below by circling the appropriate number.

HOW DID YWCA DO? (Circle Below)						SERVICE AREAS	IMPORTANCE TO YOU (Circle Below)					
Don't Know	Very Weak	Weak	Adequate	Strong	Very Strong		Don't Know	Not Important	Little Importance	Somewhat Important	Important	Very Important
0	1	2	3	4	5	YWCA anticipates my needs	0	1	2	3	4	5
0	1	2	3	4	5	<i>Computer room</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Laundry</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Library</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Mail</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Outdoor areas</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Parking</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Room high speed internet access</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Telephone</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>TV lounge</i>	0	1	2	3	4	5
0	1	2	3	4	5	YWCA cares about and listens to me	0	1	2	3	4	5
0	1	2	3	4	5	YWCA is committed to my success	0	1	2	3	4	5
0	1	2	3	4	5	YWCA is knowledgeable about programs and services I care about	0	1	2	3	4	5
0	1	2	3	4	5	YWCA responds to me in a timely and efficient manner	0	1	2	3	4	5
0	1	2	3	4	5	<i>Easy to make reservation</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Easy check-in</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Maintenance requests</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Easy check-out</i>	0	1	2	3	4	5
0	1	2	3	4	5	YWCA is convenient and accessible	0	1	2	3	4	5
0	1	2	3	4	5	YWCA delivers high quality programs & services	0	1	2	3	4	5
0	1	2	3	4	5	<i>Clean room</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Clean facility</i>	0	1	2	3	4	5
0	1	2	3	4	5	<i>Meals</i>	0	1	2	3	4	5

Comments:

4. What do you want the YWCA of Oahu to help you achieve now?