CUSTOMER SATISFACTION SURVEY

We are committed to providing quality services to satisfied customers. Please take a few moments to let us know how we're doing.

How satisfied were you with the customer service you received?

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A
ACDS	○	○	○	○	○
Behavior Consultations	○	○	○	○	○
Nurse Health Consultations	○	○	○	○	○
Statewide Training Events	○	○	○	○	○
T.E.A.C.H.	○	○	○	○	○
ICC/BTT Trainings	○	○	○	○	○
WV STARS	○	○	○	○	○

The person(s) I spoke with effectively relayed knowledge of their program:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A
ACDS	○	○	○	○	○
Behavior Consultations	○	○	○	○	○
Nurse Health Consultations	○	○	○	○	○
Statewide Training Events	○	○	○	○	○
T.E.A.C.H.	○	○	○	○	○
ICC/BTT Trainings	○	○	○	○	○
WV STARS	○	○	○	○	○

Information was communicated professionally, promptly, and effectively:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A
ACDS	○	○	○	○	○
Behavior Consultations	○	○	○	○	○
Nurse Health Consultations	○	○	○	○	○
Statewide Training Events	○	○	○	○	○
T.E.A.C.H.	○	○	○	○	○
ICC/BTT Trainings	○	○	○	○	○
WV STARS	○	○	○	○	○

Sufficient information was available on the internet to meet my needs:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A
ACDS	○	○	○	○	○
Behavior Consultations	○	○	○	○	○
Nurse Health Consultations	○	○	○	○	○
Statewide Training Events	○	○	○	○	○
T.E.A.C.H.	○	○	○	○	○
ICC/BTT Trainings	○	○	○	○	○
WV STARS	○	○	○	○	○

Considering everything (customer service, benefits, resources, etc.) how satisfied are you with the program as a whole?

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A
ACDS	○	○	○	○	○
Behavior Consultations	○	○	○	○	○
Nurse Health Consultations	○	○	○	○	○
Statewide Training Events	○	○	○	○	○
T.E.A.C.H.	○	○	○	○	○
ICC/BTT Trainings	○	○	○	○	○
WV STARS	○	○	○	○	○

If not completely satisfied, please let us know what we can do to better serve your needs:

Additional comments:

Mail to: E-Mail to:

River Valley Child Development Services   tcr@rvcds.org
Attn: Christie Dunbar
611 7th Avenue Suite 300
Huntington, WV 25701

West Virginia Early Childhood Training Connections and Resources is a program of River Valley Child Development Services