

Client Program Satisfaction Survey

Thank you for taking advantage of the pampering services offered to you today by the Cleveland Clinic Office of Civic Education Initiatives/Shaw High School Beyond the Chair program. The program has two main focus areas. First, this program is an outreach program that takes aspiring cosmetologists out beyond the classroom and into a real world, experience-building opportunity, allowing them to put into practice the skills learned in the classroom. Under the guidance and supervision of their licensed instructor, students provide heated and non-heated hand and arm massages and paraffin hand dips to their clients.

Secondly, the program is also designed to offer Cleveland Clinic patients a patient-enhancing "pampering" service at Cleveland Clinic's Infusion Center at the Mellen Center.

So that we may serve you better, please take a moment to complete this very brief survey regarding the services you received today. You may return it to your student or the instructor when finished. Thank you again for your participation and for completing our survey!

Today's Date _____

Cleveland Clinic Location where service(s) performed (Please check one)

Mellen Center

Service(s) provided (Check all that apply)

Hand/Arm Massage (non-heated) Hand/Arm Massage (heated) Paraffin Hand Dip

Please rate each of the following statements according to the following criteria:

1 point = strongly disagree 2 points = disagree 3 points = agree 4 points = strongly agree

Student Professionalism –

Student approached your chairside in a professional manner.	1	2	3	4
Student introduced themselves to you by name.	1	2	3	4
Student asked you your name to verify identification.	1	2	3	4
Student explained the services offered to you.	1	2	3	4
Student answered any questions you had regarding the services.	1	2	3	4

Student Technique –

Student's application of service & products was appropriate.	1	2	3	4	
Student's touch was unobtrusive and appropriate.	1	2	3	4	
Student explained what they were doing each step of the way.	1	2	3	4	
Student sought instructor's input as needed.	1	2	3	4	
Student's process did not cause any discomfort or pain.	1	2	3	4	
Student's process did not interfere with your medical treatment.	1	2	3	4	NA

Student Communication –

Student offered appropriate conversation.	1	2	3	4
Student instructed you on any follow-up care/maintenance.	1	2	3	4
Student answered any questions regarding follow-up/maintenance.	1	2	3	4

Your Satisfaction –

I am satisfied with the services I received today.	1	2	3	4
I would like to try available services that I did not utilize today.	1	2	3	4
I would consider scheduling my next appointment on program days.	1	2	3	4
I would recommend this program to others.	1	2	3	4

Additional services I would like to see offered _____

Suggestions & Comments _____



OFFICE OF CIVIC EDUCATION INITIATIVES



Shaw High School