

MHSAS Office of Certification
CERTIFICATION SITE REVIEW SATISFACTION SURVEY

Agency Name:	Date of Review:
Name of Person Completing Survey:	Title:
Certification Site Surveyor Name:	
Program(s) Surveyed by Surveyor:	

Please complete a satisfaction survey for each site surveyor. If you have concerns during or after the Certification Site Visit, please contact Beth Bergeron via email beth.bergeron@mh.alabama.gov or office 334-242-3969 or work cell 334-414-1849.

Please email completed satisfaction surveys to MHSAS Director of Certification Beth Bergeron at beth.bergeron@mh.alabama.gov.

Please click the appropriate response.

Was this person identified as the Certification Site Team Leader?

YES NO

1. Were you contacted prior to your site visit by the Site Team Leader?

YES NO

2. Did the Team Leader notify you of material needed from you prior to the site visit?

YES NO

3. Did the Team Leader notify you of material needed from you upon their arrival for site visit?

YES NO

4. Was the material requested reviewed prior to the site visit?

YES NO

5. Did the reviewer conduct themselves in a professional manner while at your facility?

YES NO

Please explain: _____

Additional comments:

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HOW SATISFIED WERE YOU WITH THE: (Please click your answers.)

1. Site Surveyor who conducted the above identified program review(s).

- 1 2 3 4 5
 Not at all satisfied Somewhat Satisfied Neutral Satisfied Very Satisfied

Please explain: _____

2. Site Surveyor's knowledge of the services being reviewed.

- 1 2 3 4 5
 Not at all satisfied Somewhat Satisfied Neutral Satisfied Very Satisfied

Please explain: _____

3. Review was conducted by this site surveyor in a timely and professional manner.

- 1 2 3 4 5
 Not at all satisfied Somewhat Satisfied Neutral Satisfied Very Satisfied

Please explain: _____

4. The exit sessions provided by this surveyor during the site visit as well as the final day.

- 1 2 3 4 5
 Not at all satisfied Somewhat Satisfied Neutral Satisfied Very Satisfied

Please explain: _____

5. The feedback/technical assistance received during the site visit by this surveyor.

- 1 2 3 4 5
 Not at all satisfied Somewhat Satisfied Neutral Satisfied Very Satisfied

Please explain: _____

6. With how this site surveyor treated you, agency staff and the clients.

- 1 2 3 4 5
Not at all satisfied Somewhat Satisfied Neutral Satisfied Very Satisfied

Please explain: _____

HOW SATISFIED WERE YOU WITH THE OVERALL CERTIFICATION SITE VISIT: (Please click your answers.)

- 1 2 3 4 5
Not at all satisfied Somewhat Satisfied Neutral Satisfied Very Satisfied

Please explain: _____

Please tell me how the process could be improved: _____

Other comments: _____

Thank you for taking the time to give us feedback so that we may improve upon our Certification Site visit process.