

REFERRAL SOURCE QUESTIONNAIRE

PHONE SCRIPT

Hi, am I speaking (may I speak) to _____?

My name is _____. I am a graduate student at the University of Cincinnati. I have been contracted by Talbert House to perform its annual referral source satisfaction survey.

You were selected to participate in this study because you have referred clients to Talbert House in the past year. The purpose of the survey is to gather information about the overall satisfaction of agencies that refer individuals to programs at Talbert House. Because Talbert House strives to provide good customer service, the responses to this survey will assist them in improving their customer service.

The survey will only take 5 to 10 minutes to complete. All your responses will be kept confidential. Only people directly involved with this project will have access to the surveys.

Discussion and completion of this survey indicate voluntary consent to participate. Would you like to participate in this survey?

Voicemail:

Hi, my name is _____. I am a graduate student at the University of Cincinnati. I have been contracted by Talbert House to perform its annual referral source satisfaction survey. You were selected to participate in this study because you have referred clients to Talbert House in the past year.

If you prefer to fill out the survey by email or to schedule a time to take the survey over the phone, please contact me by phone at 513-751-7747 extension 103_ or by email at _____@talberthouse.org.

I will be contacting you again, as your feedback will help Talbert House improve its customer service. Thank you in advance for your participation.