

SAMPLE - SATISFACTION SURVEY

Interpreter Referral Services Contract Performance Report

ACCES request that you take the opportunity to provide feedback and ask that you sample both interpreters and customers. We want to know if the contract has measured up to your expectations. This information will be used to determine the effectiveness of the contract and improve services. Please feel free to make additional comments.

Referral Service Agency Name:

Customer or Interpreter Name:

Your Affiliation to the Referral Agency: **Customer** **Sub-Contractor**
Describe Service Provided: **On-Site** **VRI**

Customer - (Check Appropriate Box)

	Excellent	Good	Acceptable	Un-Acceptable
The interpreters provided met my interpreting need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The interpreter session was conducted in a professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpreting session began and ended as scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timesheets were provided for signature from all interpreters at all interpreting sessions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sub-Contractor - (Check Appropriate Box)

	Excellent	Good	Acceptable	Un-Acceptable
The Interpreter Referral Agency effectively matched my skills with the customer's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If pre-certified - The Referral Agency provided training opportunities to improve my skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timesheets were provided for each interpreting session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to obtain customer signatures on my timesheet at each interpreting session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For VRI Services Only – (Check Appropriate Box)

	Excellent	Good	Acceptable	Un-Acceptable
Rate video quality of the VRI service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment operated throughout entire session, with no malfunctions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For interpreters: I have been trained in VRI by the Interpreter Referral Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: