

## Santiam Canyon Youth Services Team Satisfaction Survey

**Purpose:** This survey is a way to learn how well we are supporting students and their families, and to learn what can be changed in our process to make it better at serving the student's/family's needs.

**Confidentiality:** The information contained in this document is for the purpose of tracking and improving our process. It will not be shared with parties outside the team or used for any other purpose.

Your feedback is useful to us ...

**1. Overall, how helpful did you find the services that your student/family were referred/connected to by the Santiam Canyon YST?**

Very Helpful    Helpful    Not Helpful    Not Sure

**2. Did you experience change in knowing how to get the services your family needs?**

No change    Some Change    Big change    Not Sure

**3. Did the support of the Santiam Canyon YST and the services you were connected to help you feel more confident in your ability to support your child's needs?**

No change    Some Change    Big change    Not Sure

**4. Specify two services that were most helpful:**

1. \_\_\_\_\_

2. \_\_\_\_\_

**5. Please identify the two biggest improvements you observed at home:**

1. \_\_\_\_\_

2. \_\_\_\_\_

**6. Please identify the two biggest improvements you observed at school:**

1. \_\_\_\_\_

2. \_\_\_\_\_

7. **Is there anything you would like us to change about the way services were delivered?** \_\_\_\_\_

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8. **If you attended a YST staffing, please comment on the following:**

a. Do you feel as though you were treated like a respected member of the team?

Not at all       Somewhat       Mostly       Very Much

b. Do you feel the plan developed in the staffing addressed your child's/family's needs and concerns?

Not at all       Somewhat       Mostly       Very Much

c. Do you feel that the YST plan included new and supportive resources?

Not at all       Somewhat       Mostly       Very Much

d. Was there anyone else you would have liked to be present at the meeting?

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e. Additional comments regarding the Youth Services Team staffing:

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