**(New Survey Questions- Updated through Oct. 26th 2021)**

1. Thinking about your visit today, please rate your agreement with the following statements about your counselor:

Note: Two clients had very positive open-ended responses but for the number responses did all “Strongly Disagree.” Given their other responses, I believe they circled the wrong side of the spectrum accidentally and thus I made the adjustment here.

Made me feel comfortable (5 = Strongly Agree, 1= Strongly Disagree)

a. 5- 68 Responses (88%)

b. 4- 5 Responses (11%)

c. 3- 0 Responses (0%)

d. 2- 0 Responses (0%)

e. 1- 0 Responses (0%)

Demonstrated respect for me (5 = Strongly Agree, 1= Strongly Disagree)

a. 5- 68 Responses (91%)

b. 4- 7 Responses (9%)

c. 3- 0 Responses (0%)

d. 2- 0 Responses (0%)

e. 1- 0 Responses (0%)

Listened to and understood me (5 = Strongly Agree, 1= Strongly Disagree)

a. 5- 70 Responses (91%)

b. 4- 7 Responses (9%)

c. 3- 0 Responses (0%)

d. 2- 0 Responses (0%)

e. 1- 0 Responses (0%)

Provided helpful services (5 = Strongly Agree, 1= Strongly Disagree)

a. 5- 70 Responses (91%)

b. 4- 7 Responses (9%)

c. 3- 0 Responses (0%)

d. 2- 0 Responses (0%)

e. 1- 0 Responses (0%)

Shared helpful information (5 = Strongly Agree, 1= Strongly Disagree)

a. 5- 70 Responses (91%)

b. 4- 7 Responses (9%)

c. 3- 0 Responses (0%)

d. 2- 0 Responses (0%)

e. 1- 0 Responses (0%)

2. Did the space here at BCPC seem inviting and comfortable to you?

a. Yes- 72 Responses (100%)

b. No- 0 Responses (0%)

c. If yes, what made it so?

Everyone so sweet/patient

Calm setting

Staff is so amazing

Shannon made me feel at

Atmosphere light & friendly

Great service

Respectful, inviting

Kindness of staff

Organized, clean, patience and kindness

Environment/music made me feel calm

Felt respected and cared

Friendly staffs, warm colors, good music

Everyone was friendly and warm.

The space was very warm and embracing

Private and safe

Felt like home.

Quiet, calm environment, inviting greetings

Cleanliness

Friendly and relaxing environment

Calm and comforting environment

It was very clean.

Nice, neat and home like feel

They made me feel safe and was able to open up

Staff is really sweet, caring and ethical. The music and cleanliness, also.

Cleanliness, ordered procedure (no hassle)

I like the couches.

Beautiful office, pleasant staff

The room

The place of calm

Nice room setting

Non-judgmental, I felt easy talking to them

Nice furniture/comfortable couch

The staff, very friendly

Non-judgmental

The smell (or lack of) was very nice

Cozy, comfortable

Everyone was very pleasant

d. If not, what would you change? No responses

3. The location of the center made it easy to come to receive services. (5 = Strongly Agree, 1= Strongly Disagree)

a. 5- 46 Responses (60%)

b. 4- 21 Responses (27%)

c. 3- 6 Responses (8%)

d. 2- 3 Responses (4%)

e. 1- 1 Responses (1%)

4. How would you describe your overall experience today? (5 = Very Positive, 1= Very Negative)

a. 5- 66 Responses (85%)

b. 4- 11 Responses (15%)

c. 3- 0 Responses (0%)

d. 2- 0 Responses (0%)

e. 1- 0 Responses (0%)

5. Would you recommend this center to a friend?

a. Yes- 77 Responses (100%)

b. No- 0 Responses (0%)

6. What did you like best about this center?

The counselor's enthusiasm

Shannon - very, very welcoming; made me extremely comfortable

The people are amazing

Very kind, personable, understanding

Ambience

Staff make you feel comfortable

The environment and people were amazing. Feel so welcomed.

It's very accessible and educational

Shannon

The service and understanding

Center is close by and everyone is kind.

Being able to talk with someone

All the resources they provide

They provide good care.

Environment.

Everything.

Calming, relaxing and very welcoming

Felt welcome, compassion and kindness of people who served her

Friendly staff and very cool services

People here super nice and helpful

Have staff who speak Spanish

Friendliness

Very welcoming and humble.

The staff are very respectful and understand me.

The services offered

Staff

Privacy

Staff and decoration makes me feel comfortable and secure.

The support

Socialization from staff

The people skills!

Cleanliness

All the service.

The staff

The confidentiality

Welcoming environment

Everyone is very sweet and accomodating.

The place is very helpful. Thanks guys for helping me.

Very welcoming. Great staff.

How clear the counselor was about everything.

Very clean and helpful.

The friendliness of staff.

Comfort and amiability

Internet

Very nice and respectful

Rebecca made me feel comfortable throughout the whole process

Helpful support during our conversation.

Easy appointment and very responsive.

Patient

The environment

Feels like a safe space.

It was open to anyone.

Great services/customer care

Non-judgmental

Hospitable, warm people

Online

The process of taking test - talk - test - talk - result - talk

It's quiet and everyone seems respectful.

Made me feel comfortable.

Welcoming and warm staff

Very welcoming

Everyone was super nice

Very peaceful

7. What could we change to better assist you or others?

Parking

Nothing

Nothing

Very pleasant experience for me

N/A

Nothing - You're perfect

Nothing - amazing service

Nothing - it's great

Nothing

Nothing - thank you so much

N/A

Nothing

Can't think of anything

Parking

No

Maybe interpreter but generally nothing to improve.

Nothing

Everything excellent

Nothing

N/A

More sophisticated pregnancy test

More parking spots

N/A

Perfect experience

All great!

None

None

N/A

Nothing. Thank you very much.

N/A

Nothing, everything was great.

Nothing

N/A

Perfect

N/A

N/A

N/A

N/A

R

N/A

N/A

Nothing - you are fine

N/A

N/A

N/A

Maybe add blood test.

N/A

All is well.

Everything is fine.

N/A

N/A

N/A

45 new questionnaire responses

Total of 157 responses out of 220 = 72% response rate overall.