

Sample client/member questions

- Here are some sample questions developed by Arts Queensland that you may like to consider in developing your survey **for your organisation's clients and paid members**
- Key questions for Arts Queensland outcome reports are marked with a star ★
- There are several ways you can administer surveys – face-to-face 'interview' or self-completion option using a paper survey or ipad/android applications, or online using one of many online survey tools available
- For more tips on designing surveys, refer to the 'Developing and implementing surveys' fact sheet available at http://www.arts.qld.gov.au/funding/outcome_reports.html

Introduction

We would like to ask you a few questions about your experience of our services. Your responses are confidential and you will not be identified in the survey results. Please be open and honest with your feedback as this will help us with our future planning.

Questions

Feedback on services accessed or received

1. In the past 12 months, how frequently have you accessed or received services from our organisation?

- Weekly
- Monthly
- Every 3-6 months
- Every 6 months or less

2. Which of the following services have you received or accessed in the past 12 months?

- [insert a list of the services/programs you provide for respondents to select from]
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3. How would you rate your satisfaction with the following aspects of the services you have received or accessed?

| | Very satisfied | Satisfied | Unsatisfied | Very unsatisfied | Not sure |
|---------------------------------------|----------------|-----------|-------------|------------------|----------|
| Quality of services provided | | | | | |
| Professionalism and courtesy of staff | | | | | |
| Timeliness of services provided | | | | | |
| Your awareness of this service | | | | | |



4. Overall, how would you rate the services you received or accessed in the past 12 months?

- Excellent
- Good
- Average
- Poor
- Very poor

5. What did you like most about the services you received or accessed?

6. What do you think we could do to improve our services?



7. Had you ever accessed our services prior to the past 12 months?

- Yes
- No
- Don't know

Feedback on information resources and communications

8. How often do you access our information resources as listed below?

| | Weekly | Monthly | Every 3-6 months | Every 6 months or less | Never |
|-----------------------------|--------|---------|------------------|------------------------|-------|
| Website | | | | | |
| Facebook | | | | | |
| Twitter | | | | | |
| E-newsletter | | | | | |
| [adapt list as appropriate] | | | | | |

9. How useful are our information resources to you?

| | Very useful | Useful | Rarely useful | Not at all useful | Not sure |
|-----------------------------|-------------|--------|---------------|-------------------|----------|
| Website | | | | | |
| Facebook | | | | | |
| Twitter | | | | | |
| E-newsletter | | | | | |
| [adapt list as appropriate] | | | | | |

10. How easy is it to find the information you are looking for about our services and programs?

- Very easy
- Quite easy
- Quite difficult
- Very difficult
- Not sure

11. Do you have any comments about our information resources and communications?

12. Are there any final comments you would like to make?

Thank you for your time.