Quality Assurance Survey for Adoption Services

Everyone at Global Adoption Services, Inc. is committed to providing all our families with a positive experience and quality adoption services. If we have met or exceeded your expectations, we would love to hear about it and if we have fallen short of our goal of excellence, we would love your feedback to help us improve our services.

Please take a moment to fill out the survey below by reading each statement below and providing a rating of 1 – 10 where 10 indicates that we have met or exceeded your expectations with the highest quality of service and a rating of 1 – 9 indicates that we have fallen short of your expectations to some degree. To make your choice, just grab the circle and slide to the right. Detailed information can be provided at the end of the survey.

Also, please indicate whether you give your permission to share any of your comments as testimonials on our website or in future publications. YES\_\_\_\_\_\_ NO\_\_\_\_\_\_

Rating Scale:

 10: Excellent 5: Average 3 & 4: Needs Improvement

8 & 9: Very Good 1 & 2: Needs Immediate Corrective Action

6 & 7: Good N/A: Not Applicable

1. Phone calls and/or e-mails with questions to Global Adoption Services, Inc. (aka: Global) were answered in a timely manner:

1 2 3 4 5 6 7 8 9 10 N/A

1. Phone calls and/or e-mails to Global were handled with a professional response:

1 2 3 4 5 6 7 8 9 10 N/A

1. Global staff were informed and able to answer my questions:

1 2 3 4 5 6 7 8 9 10 N/A

1. Global provided support for me throughout the adoption process:

1 2 3 4 5 6 7 8 9 10 N/A

1. Global provided sufficient information regarding fees and expenses related to the adoption from the outset of the adoption process:
2. 2 3 4 5 6 7 8 9 10 N/A
3. Global provided sufficient information and materials to prepare me for the adoption process:

1 2 3 4 5 6 7 8 9 10 N/A

1. Global’s website is helpful and informative:

1 2 3 4 5 6 7 8 9 10 N/A

1. I/We are satisfied with the service provided to me/us by Global:

1 2 3 4 5 6 7 8 9 10 N/A

1. I/We would recommend Global Adoption Services, Inc. to someone looking for adoption agency services:

1 2 3 4 5 6 7 8 9 10 N/A

1. I/We were well-informed by Global staff regarding the required documents, and the process of dossier preparation:

1 2 3 4 5 6 7 8 9 10 N/A

1. The length and timing of the referral process was what I/we expected:

1 2 3 4 5 6 7 8 9 10 N/A

1. My Global case coordinator was responsive and supportive throughout the referral process:

1 2 3 4 5 6 7 8 9 10 N/A

1. The materials received from Global Adoption Services, Inc. prepared me/us well for my/our experience in the country I/we adopted the child from:

1 2 3 4 5 6 7 8 9 10 N/A

1. The Global coordinator was well informed and able to answer all of my/our questions regarding my/our travel experience:

1 2 3 4 5 6 7 8 9 10 N/A

1. The Global staff in the US were available to me/us by phone and/or e-mail while abroad:

1 2 3 4 5 6 7 8 9 10 N/A

1. My/Our travel experience was well-organized (i.e., paperwork, travel, accommodations) and met my/our expectations:

1 2 3 4 5 6 7 8 9 10 N/A

1. The overseas coordinators were professional and helpful during my/our travels:

1 2 3 4 5 6 7 8 9 10 N/A

1. The drivers and translators were professional and helpful during my/our travels:

1 2 3 4 5 6 7 8 9 10 N/A

Please use the space below to give positive or negative feedback regarding your experience with Global Adoption Services, Inc. Please provide suggestions for improvement and/or praise for things we do well.

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