Quality Assurance Survey for Home Study and Post-Adoption Services

Everyone at Global Adoption Services, Inc. is committed to providing 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 a choice, just grab the blue 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 in a professional manner with a timely 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 home study process:
2. 2 3 4 5 6 7 8 9 10 N/A
3. The home study fees were explained clearly and accurately:

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

1. The home study process was explained clearly and accurately, including a timeline for completion of the document:

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

1. I/We received helpful guidance regarding the home study documents:

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

1. The Global social worker who conducted my home study was professional and responded to my questions and concerns to my satisfaction:

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

1. My home study was accurate:

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

1. My home study was completed in a timely fashion:

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

1. Global provided sufficient information, training, and materials to prepare me for the adoption process:

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

1. Global staff was available to me/us in a timely manner to schedule and complete required post-placement and/or post-adoption supervision and support:

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

1. Global provided me/us with information, support, counseling (if requested or needed), and resources relevant to our situation and adoption:

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. Global’s Facebook page 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

Please use the space below to give any additional feedback you would like to share:

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