

Shamsaha's Client Feedback Form

استمارة ملاحظات عملاء شمسها

Please note that this form will not affect your access to any Shamsaha services in the future. All answers are strictly confidential and optional.

لن تؤثر الإجابات على إمكانية حصولك لخدمات "شمسها" في المستقبل. جميع الأجوبة اختيارية وسرية

* Indicates required question

1. * Today's date تاريخ اليوم *

Example: January 7, 2019

2. Would you like to leave feedback about the mobile application?

Mark only one oval.

☐ Yes Skip to question 13

☐ No

Satisfaction with services

3. Overall how satisfied were you with your experience using the Shamsaha app with crisis volunteers? بشكل عام ، ما مدى رضاك عن تجربتك عند استخدام خطوط المساعدة و / أو الاجتماعات ؟ وجهًا لوجه مع متطوعي "شمسها"؟

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Very satisfied راض جدا

4. Did you feel your crisis volunteer was knowledgeable? هل شعرت أن المتطوعة لديها معرفة عامة؟

Mark only one oval.

1 2 3 4 5

No, I ☐ ☐ ☐ ☐ ☐ Yes, very نعم بالتأكيد

5. Did you feel your crisis volunteer was kind? هل شعرت أن المتطوعة كانت لطيفة؟

Mark only one oval.

1 2 3 4 5

No, I ☐ ☐ ☐ ☐ ☐ Yes, very نعم بالتأكيد

6. Overall how satisfied were you with your experience with your ongoing casework support (Which would have started several days after your first call to us)? بشكل عام، ما مدى رضاك عن تجربتك مع دعم العمل المستمر (الذي يبدأ بعد عدة أيام من مكالمتك الأولى لنا)؟

Mark only one oval.

1 2 3 4 5

Not ☐ ☐ ☐ ☐ ☐ Very satisfied راض جداً

7. Did you feel your caseworker (Who would have called you several days after your first call to us) was knowledgeable? هل شعرت أن اختصاصية الحالات (الذي تتصل بك بعد عدة أيام بعد مكالمتك الأولى لنا) لديها معرفة عامة؟

Mark only one oval.

1 2 3 4 5

No, ☐ ☐ ☐ ☐ ☐ Yes, very نعم بالتأكيد

8. Did you feel your caseworker (Who would have called you several days after your first call to us) was kind? هل شعرت أن اختصاصية الحالات (الذي تتصل بك بعد عدة أيام من مكالمتك الأولى لنا) كانت لطيفة؟

Mark only one oval.

1 2 3 4 5

No, ☐ ☐ ☐ ☐ ☐ Yes, very نعم بالتأكيد

9. Would you recommend Shamsaha's services to others? هل تنصح الآخرين بخدمات "شمسها"؟

Mark only one oval.

1 2 3 4 5

No, ☐ ☐ ☐ ☐ ☐ Yes, definitely نعم بالتأكيد

10. Please leave us a testimonial about any positive experiences you had with Shamsaha. من فضلك اترك لنا تعليقاً حول انطباعاتك الإيجابية الذي مررت بها مع "شمسها".

11. Please give us more details if you had any negative experiences with Shamsaha. يرجى ترك لنا تعليقاً حول انطباعاتك السلبي إذا كانت لديك تجربة سيئة مع "شمسها".

12. Please tell us if there was anything you would have like to have had or experienced, but did not. Or any additional thoughts/comments. هل تود أن نخبرنا بشيء لم يتحقق في تجربتك مع "شمسها" أو أي أفكار أخرى؟

Satisfaction with the Shamsaha mobile phone application.

Please tell us about your experience with the new Shamsaha mobile phone application.

13. Have you downloaded the Shamsaha mobile phone application?

Mark only one oval.

☐ Yes

☐ No

14. From which store did you download it?

Mark only one oval.

☐ Apple Store

☐ Google Play Store

15. Did you use any of the talk to us features, such as app to app chat, app to app calling, or app to app video?

Mark only one oval.

☐ Yes

☐ No

16. Did you experience any technical issues?

Mark only one oval.

☐ Yes

☐ No

17. Please describe what you experienced if you had any technical issues.

18. Did you enjoy using the app?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Somewhat

19. Did you find it easy to use?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Somewhat

20. Did you feel it was welcoming and friendly?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Somewhat

21. Did you feel safe and secure while using it?

Mark only one oval.

☐ Yes

☐ No

☐ Somewhat

22. Is there anything else you would like to tell us?

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