

Colchester Institute Counselling Service

Evaluation Form

We are always looking to improve our Counselling Service. Please could you help us by completing this form and rating the following questions about the service provided. Please complete and return this evaluation form via email. Should you wish to remain anonymous – please post to:

Room K452
FREEPOST CL4179
Colchester
Essex
CO3 3BR

All information you provide will be used to monitor and improve the service. Information is anonymous and confidential will not be used for any other reason but for internal evaluation of the service.

How or where did you find out about Colchester Institute Counselling Service?

How do you rate the service's publicity methods? *(Please circle or highlight)*

Poor Fair Average Good Excellent

How was your overall impression of the service, e.g. service over the telephone, amount of time to get an appointment, quality of information *(Please circle or highlight)*

Poor Fair Average Good Excellent

Any comments:

How many sessions of counselling did you receive? *(Please circle)*

7 18 19+

Did you feel this was an adequate amount of counselling to suit your needs? *(Please Circle or highlight)*

Yes **No**

How did you find the general approach of your counsellor? *(Please circle or highlight)*

Poor **Fair** **Average** **Good** **Excellent**

Any comments:

How did you rate their professional ability? *(Please circle or highlight)*

Poor **Fair** **Average** **Good** **Excellent**

How do you rate the therapeutic rapport that was established between you and your counsellor? *(Please circle or highlight)*

Poor **Fair** **Average** **Good** **Excellent**

Any comments:

Upon reflection, was counselling beneficial?

Yes

No

Would you recommend the counselling service to others?

Yes

No

Any comments:

Thank you for taking the time to complete this form.

Please return to the FREEPOST address provided or scan and email to
CICS.info@colchester.ac.uk

Office use only

Date Received: