

Draft Final Client Feedback Interview¹

Background information for the interviewer:

This interview is intended to be carried out at the end of the project by a Cathexis team member who has knowledge of the project, but has not been responsible for managing the project or communicating with the client(s). It is the client contact that should be interviewed. If there is more than one client contact, a group interview could be conducted. The main points from the interview notes should be entered into the Project Database.

Interviewee name(s): _____ Date: _____

Client name: _____ Interviewer: _____

Project name: _____

Consent

The purpose of this interview is to help us determine if we have met your expectations, and to improve our services in the future. In order to do that, the interview will include questions both that has to do with your satisfaction in general as well as the specific impacts the project has had on your program or/and organization.

Your participation is voluntary.

The information you provide will be shared with the project team so that they can improve their services. We may also aggregate your feedback with that of other clients so that we can a) assess our performance on an ongoing basis, and b) contribute to the development of the knowledge base about evaluation, applied research, and reviews. The latter might include sharing aggregated data with those external to our organization, for example, at conferences or through journal articles.

You would be asked for explicit consent before we use any of the content, including quotations, for testimonials.

The interview should take about 20-40 minutes depending on how much you have to say.

Do you agree to participate?

Yes

No

¹ If you modify this tool and wish to give credit to Cathexis, then we would prefer that you use the following wording: "This is a modified tool based on the May, 2008 *Draft Final Client Feedback Interview* by Cathexis Consulting Inc."

1. How would you summarize your experience of working with Cathexis?

Your General Satisfaction

2. Considering the circumstances of the project, how would you rate Cathexis' performance in the following areas?

Area	Poor	Fair	Good	Excellent	N/A or Don't know
a) Understanding of the project and its context.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Attentiveness to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Quality of deliverables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Appropriateness of deliverables, for your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Accessibility of the Project Manager(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Quality of communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explanation for the satisfaction ratings (if given).

3. Overall, how satisfied are you with the services Cathexis provided? Please indicate your answer on a scale from 1 to 10 where 1 is "very dissatisfied" and 10 is "very satisfied."

Very dissatisfied							Very satisfied				Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10		

Explanation for the satisfaction rating (if given).

- 4. Was there anything we did that you particularly appreciated? If so, what?**

- 5. Was there anything we did that made us difficult to work with? If so, what?**

- 6. How can we improve our services? [Interviewer should prompt specifically about any areas that received a “poor” or “fair” rating]**

Use of Study Findings

- 7. How have you used the study findings at this point?/How do you intend to use the study findings?**

Your Goals

- 8. When we started this project, you had said that you wanted to <interviewer to insert goal(s) using the client’s language>.**
 - a. Is that correct? If not, please explain.**
 - b. To what extent do you think this goal has been achieved as of today?**
 - c. How do you know the goal has been achieved?**
 - d. Could the goal have been achieved to the same extent without the project carried out by Cathexis? Why?/Why not?**

[Repeat for any other goals]

- 9. Since we last spoke about goals, have you identified any other goals that you hoped the project would contribute to? If yes, please explain.**
- a. To what extent do you think this goal has been achieved as of today?**
 - b. How do you know the goal has been achieved?**
 - c. Could the goal have been achieved to the same extent without the project carried out by Cathexis? Why?/Why not?**
- 10. Did the project have any other:**
- a. Positive influences on your program or organization?** (If yes, please describe these positive influences and how the project contributed to them.)
 - b. Negative influences on your program or organization?** (If yes, please describe these negative influences and indicate what could be done to minimize them in the future.)
 - c. Unexpected costs?** (If yes, please describe these costs and indicate how they could be avoided in the future.)
- 11. Is there anything else you would like to add about the project, Cathexis or our services?**
- 12. May we contact you in a year's time to re-assess the extent to which your goals for the project were achieved?**
- 13. Would you like to receive a copy of the notes from this interview?**

Thank you for participating in this interview and helping us to improve our services!