

*Draft Interim Client Feedback Interview*¹

Background information for the project manager:

This interview is intended to be carried out periodically by the project manager. It should be a very informal “touching base.” It is not necessary to read the questions verbatim, as long as you get a sense of how the client is feeling, what is working, and what could be improved.

This interview should be done halfway through a project, or whenever the project manager senses there are issues. For projects lasting more than 6 months, it would be ideal to do this interview every 3 months or so.

1. How do you feel about how the project is going so far?
(follow up as appropriate to the client’s response)
2. What do you feel is working well? Why is it working well?
3. What do you feel is not working as well? Why isn’t it working well? What can we do to improve?
4. Has the project had any influence on your organization or initiative as of yet? If yes, please describe.
5. When we started this project, you had said that you wanted to <interviewer to insert goal(s) using client’s own language>.
 - a. Is this goal still relevant? If not, please explain.
 - b. Since we last spoke about goals, have you identified any other goals that you hoped the evaluation would contribute to? If yes, please explain.
6. At this point, does it seem like the project will contribute to **this/these** goal(s)? If no: what can we do to get back on track?

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 April, 2008 *Draft Interim Client Feedback Interview* by Cathexis Consulting Inc.”