

## Annex 4

You were recently a client of our Advisory Service for Executives (ASE). Could you take a few moments of your time to give us some feedback? The information you provide will be used for two purposes. First, it will be shared with Colette Nault, our Senior Advisor for Executives, to help improve the quality of our service. Secondly, the aggregate data will be part of a summary report provided annually to the Deputy Minister community which is funding the ASE. Thank you in advance for your assistance.

**Please rate the following on a scale of 1 to 5 as follows:**

**1 – Strongly agree**

**2 – Agree**

**3 – Agree to some extent**

**4 – Disagree somewhat**

**5 – Strongly disagree**

**N/A if the statement is not pertinent to your situation**

- 1) APEX responded to my request for service in a timely manner. ( )
- 2) The advice I received was relevant to my situation. ( )
- 3) The advice I received was helpful. ( )
- 4) The information provided to me was accurate. ( )
- 5) The information provided to me was complete. ( )
- 6) The service was delivered in a professional manner. ( )
- 7) Every effort was made to make me feel at ease. ( )
- 8) The service provider is a good listener. ( )
- 9) I was referred to the appropriate expert resources. ( )

**Please indicate which of the following were the most helpful to you. Please rank them with 1 being the most helpful, 4 the least helpful and N/A if the statement does not apply to your situation.**

- a) Being able to tell my story to someone. ( )
- b) The advice provided to me. ( )
- c) The information provided to me. ( )
- d) The referrals to expert resources. ( )
- e) Other (please specify). ( )

Is your particular situation now resolved? If so, was the service provided to you instrumental in resolving it?

Would you recommend this service to colleagues? Why?

What could be done to improve the service?

**Can APEX use your particular situation as an illustrative case study? Your identity would be protected, of course, and we would be in touch with you to discuss our purpose for using the case study.**

**Please feel free to add any other comments or suggestions.**