

What our Clients are Saying About Us!

During the summer of 2014, the Speech, Hearing and Learning Services solicited client feedback about our program with a customer service survey. Here's what they had to say.

On a 1 - 5 scale, with 5 being the highest rating, our clients rating us as follows:

Evaluation Item:	Average Rating:
Overall, the Longwood Speech, Hearing and Learning Services provided me with excellent service	4.97
Useful tips were provided for communication or academics	4.9
I was informed about the purpose and results of any testing that was performed.	4.97
I was informed about the methods and techniques being used as well as any progress made during therapy or tutoring.	4.85
Services/results were explained to me in a way that I could understand.	4.85
The services provided help me to better understand my/my child's communication needs.	4.85
I was given opportunities to ask questions or provide input regarding therapy/tutoring.	4.97
I would recommend this clinic to others.	4.94

(Response rate: 100%. 34 of 34 surveys returned.)

Our clients provided a few additional comments:

“TOP NOTCH EXPERIENCE! THANKS SO MUCH!”

“My children enjoyed the program.”

“Thanks for the chances to be able for him to come. [NAME] loves the thought of coming to school.”