Counselling Service Evaluation Survey

We appreciate you taking the time to share your feedback on the counselling sessions you had with your advisor. This survey is designed to collect your honest opinions to help us enhance the quality of our educational services.

Please answer the questions based on your experience, and rest assured that all responses will be kept confidential. Your insights are valuable and will contribute to improving our services.

Thank you for your participation!

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |
| Gender | Male |  | Female |  | Other |  |  |  |
| Age | <50 |  | 51-55 |  | 56-60 |  | 61-65 |  |
|  | 66-70 |  | 71-75 |  | 76-80 |  | >80 |  |
| Employment status | Employed |  | Unemployed |  | Retired |  | Upskilling |  |
| Education level | Primary |  | Secondary |  | Higher |  | Other |  |

**Mark the appropriate column with X.**

**Scale:**

**1: Strongly Disagree/Very Dissatisfied/Never/Very Poor**

**5: Strongly Agree/Very Satisfied/Always/Excellent**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Criteria | 1 | 2 | 3 | 4 | 5 |
| 1. What is your overall satisfaction with the counselling service? |  |  |  |  |  |
| 1. Were the instructions clear? |  |  |  |  |  |
| 1. Was the counsellor’s expertise satisfactory? |  |  |  |  |  |
| 1. To what extent was the scope of the advice provided appropriate to your needs? |  |  |  |  |  |
| 1. How would you assess the advisor's dedication and readiness to provide guidance? |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Criteria | 1 | 2 | 3 | 4 | 5 |
| 1. Did the counsellor sufficiently address your questions? |  |  |  |  |  |
| 1. Did you feel understood and respected throughout the process? |  |  |  |  |  |
| 1. To what extent has your knowledge of the subject covered in the advisory service increased? |  |  |  |  |  |
| 1. Were you sufficiently informed about potential vocations? |  |  |  |  |  |
| 1. Was the direction of your education discussed sufficiently? |  |  |  |  |  |
| 1. Were the skills to be obtained in each proposed education path comprehensively described? |  |  |  |  |  |
| 1. Were the accommodation conditions satisfactory? |  |  |  |  |  |
| 1. Was the organization of the consulting service adequate? |  |  |  |  |  |
| 1. Did the consulting service sessions begin and end on time? |  |  |  |  |  |
| 1. Would you be interested in using individual advisory services again in the future? |  |  |  |  |  |
| 1. What actions or initiatives do you think would draw more people to seek out advisory services? |  |  |  |  |  |