



CUSTOMER SATISFACTION SURVEY

We're interested in helping you help others in the best way possible. To that end, we'd like to find out a little more about your needs. Please take a few minutes to fill out this questionnaire, and in return, we will enter your responses in a quarterly draw for \$50 Source RE Source gift certificates – 4 prizes in all. We thank you for your help.

1. I learned about Source Re Source: Through my organization Through word of mouth
 Through an on-line search At a conference Other (please specify): _____
2. I have ordered items from Source RE Source: Once 2 - 4 times 5 or more times Not yet
3. I ordered: On-line By phone By fax By mail
4. I prefer to find items I need: On-line In the catalogue
5. I would be interested in receiving the catalogue on CD instead of in print. Yes No
6. The Source Re Source web site is easy to navigate: Yes Not applicable
 No (please specify): _____
7. This Source Re Source catalogue is easy to navigate: Yes No (please specify): _____
8. It is important to me that Source RE Source prices are quoted in Canadian dollars: Yes No
9. I have ordered items in the following categories (please check all those that apply):
 Abuse/Trauma ADD/ADHD Adoption/Foster Care Anger/Aggression Autism/Asperger's Better Behaviour
 Bullying Character Education Conflict Resolution Counselling Resources Divorce Feelings Grief/Loss
 Life Skills Parenting resources Self-Esteem Social Skills Special Needs Stress Management
 Teacher Resources Teen Issues Series Backlist Other (please specify): _____
10. I plan to order items in the following categories (please check all those that apply):
 Abuse/Trauma ADD/ADHD Adoption/Foster Care Anger/Aggression Autism/Asperger's Better Behaviour
 Bullying Character Education Conflict Resolution Counselling Resources Divorce Feelings Grief/Loss
 Life Skills Parenting resources Self-Esteem Social Skills Special Needs Stress Management
 Teacher Resources Teen Issues Series Backlist Other (please specify): _____
11. I require resources in additional categories: No Yes (please specify): _____
12. I have attended a Source RE Source seminar: No Yes (please specify): _____
13. I plan to attend a Source RE Source seminar: No Yes (please specify): _____
14. I would be interested in attending a seminar on the following topic(s): _____
15. I would be interested in purchasing resources on the following topic(s): _____
16. Additional request/comment: _____

Name: _____ Organization: _____

Address: _____

City: _____ Province/State: _____ Postal/Zip Code _____

Telephone: _____ Email: _____