

Client Post-Project Interview

* Client Organization

* Name of Client Primary Contact or Coachee (first and last)

* Type of Project

- Blended
- Board Development
- Competitive Analysis
- Customized
- Financial Oversight Coaching
- Fund Development
- Human Resources
- Leadership Coaching
- Organizational Development
- Organizational Assessment
- Retreat Facilitation
- Strategic Planning

Name of Consultant(s) on Project

Consultant #1

Consultant #2

Consultant #3

Consultant #4

Consultant #5

What initially brought you/{{ Q1 }} to ESC for your {{ Q3 }} project?

- *What was the presenting issue/challenge for you/your organization?*
- *How did you hear about ESC?*

What do you feel went particularly well during this project?

What do you feel could have gone better during this project?

On a scale of 1-5, how would you rate your level of satisfaction with your CONSULTANT TEAM?

**Note: With the consultant team specifically, not overall satisfaction.*

1- Very Dissatisfied	2- Dissatisfied	3- Neither Satisfied nor Dissatisfied	4- Satisfied	5- Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

Do you have any feedback on your consulting team - as a whole or as individual members?

- *Was there anything about your consultants' work styles you particularly liked or disliked?*
- *How effective do you feel you and your consultants were as a team?*
- *Do you feel the members of your consulting team were a good match for your organization?*

* Proceed to Outcomes and Satisfaction Questions

Yes

What initially brought you to ESC for {{ Q3 }}?

- *How did you hear about ESC?*

What do you feel went particularly well during this coaching engagement?

What do you feel could have gone better during this coaching engagement?

On a scale of 1-5, how would you rate your level of satisfaction with your COACH?

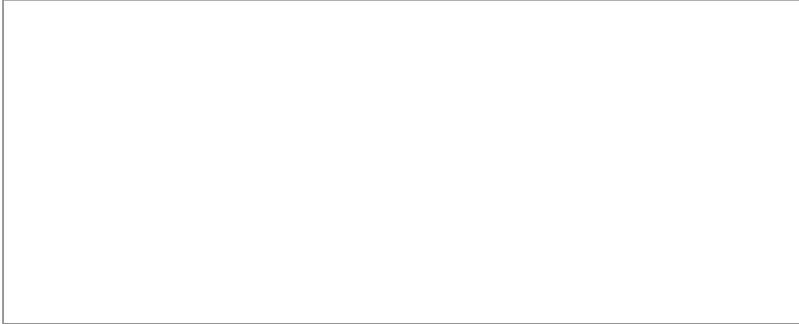
**Note: With the coach specifically, not overall satisfaction.*

1- Very Dissatisfied	2- Dissatisfied	3- Neither Satisfied nor Dissatisfied	4- Satisfied	5- Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

Do you have any specific feedback you'd like us to share with your coach?

- *Was there anything about your coach's work style that worked particularly well (or not so well) for you?*
- *Do you feel your coach was a good match for you?*
- *In terms of specific behaviors - and how your coach might be able to adjust these behaviors for future coaching engagements - is there anything your coach should ...*
 - *KEEP doing?*
 - *START doing?*
 - *STOP doing ?*

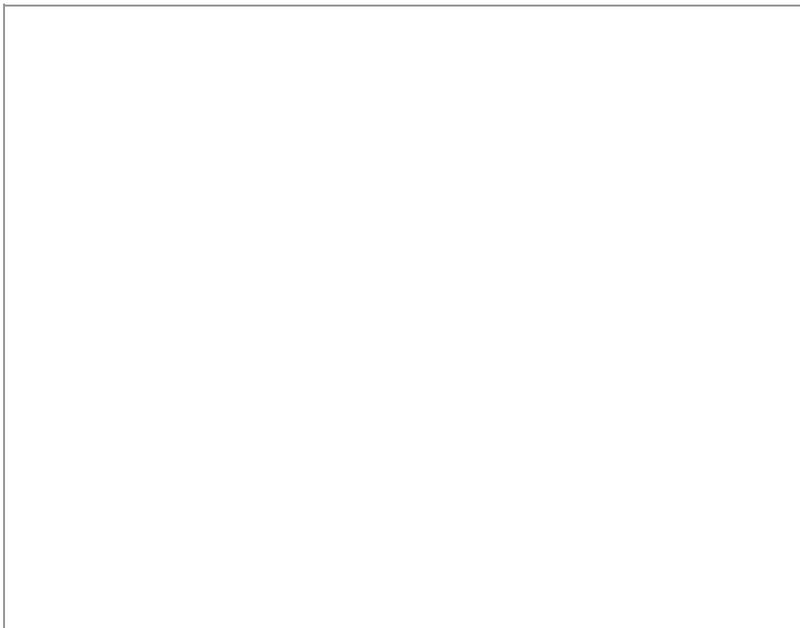


What do you feel was the greatest tangible outcome or achievement of this {{ Q3 }} engagement?



Are there any additional specific outcomes of this project that will have enduring value to you or {{ Q1 }}?

- *A year from now, how will you know that working with ESC had an impact on you/{{ Q1 }}?*



On a scale of 1-5, please rate your agreement with the following statements:

	1- Strongly Disagree	2- Disagree	3- Neither Agree nor Disagree	4- Agree	5- Strongly Agree	N/A
A - Our organization is now better equipped to address the needs/issues which initially brought us to ESC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B - Working with ESC helped our organization operate more effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C - Completing this engagement improved our organization's ability to achieve our mission.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D - Working with ESC on this project helped clarify the next steps for our organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

On a scale of 1-5, how would you rate your OVERALL satisfaction with this {{ Q3 }} engagement?

1- Very Dissatisfied	2- Dissatisfied	3- Neither Satisfied nor Dissatisfied	4- Satisfied	5- Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

What advice, if any, would you give to future clients working on similar {{ Q3 }} engagements with ESC?

On a scale of 1-5, please rate your agreement with the following statements:

	1- Strongly Disagree	2- Disagree	3- Neither Agree nor Disagree	4- Agree	5- Strongly Agree	N/A
A - Our organization received high quality services from ESC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B - Our organization would work with ESC again if we had a need in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If B was 4 or 5... Are there any immediate or near-future needs you would like to discuss with an ESC staff member?

On a scale of 1-10, how likely would you be to recommend ESC to colleagues facing similar issues?

1 10

* *If above score was 8, 9, or 10...* Would you mind if ESC used you as a reference when speaking with potential clients?

- Response above was NOT 8, 9, or 10
- Yes - use me as a reference!
- No - I'd prefer not.

* *If above response was "Yes"...* Is there any specific person or organization in your network we should reach out to about our services?

- Above response was NOT "Yes"
- No, can't think of any.
- Maybe, let me think about it.
- Yes! (please provide name of organization, name of contact, and contact information OR email introduction to Vicky/Julia)

Is there anything else we should know about this project or your experience to be able to provide the highest quality and most effective services in the future?

A large, empty rectangular box with a thin black border, intended for the respondent to provide additional information or experience relevant to the project and future service quality.

Client Post-Project Interview

[Need to re-work language to serve as easy template for Consultant Evaluators.]

Thank you for completing this Post-Project Interview! Your responses and feedback are greatly appreciated.

If you have questions about this survey - or to provide feedback not explicitly addressed above - please contact Marissa Belau, Special Projects Coordinator (mbelau@escsc.org or 213-613-9103 x23).