

Client Satisfaction: Personal Improvement in Performance (CSPP)

Purpose: Measures how satisfied clients are with their personal improvement in performance after participating in the performance enhancement program.

Instructions:

Please rate the following statements based on your experience at White Performance Center using the scale below:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

Survey Items:

1. I have seen noticeable improvement in my sport performance since starting the program. _____
2. I feel more confident in my ability to perform. _____
3. My physical and mental training has contributed to my overall improvement. _____
4. I have achieved or am on track to achieving my personal performance goals. _____
5. I feel that sessions here have positively impacted my overall well-being. _____

Scoring:

- A higher total score (out of 25) indicates greater satisfaction with personal improvement.
- Scores below 15 may indicate areas where clients feel their improvement has been limited.
- The highest score possible is 25, the lowest score possible is a zero (0)
- Client Records Score next to survey Item and tallies their total

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