

Social Anxiety West Feedback Survey Results for October 2009

Using their experience of our self-help groups over the last six months, we asked our members fill out the feedback form shown on page 2. Our members were asked be honest in their responses and were allowed to submit their feedback anonymously.

We asked our members to rate how beneficial each of our sessions are on a scale of 1 to 10, with 1 being not at all beneficial and 10 being very beneficial. The average ratings from the responses we collected are below.

Type of Session	Avg. Rating	No. of Responses	Sessions per year
The Women's Group	8.5	6	11
Public Speaking Sessions	8.4	17	17
Question and Answers Sessions	7.9	17	6
New Members/Sharing Sessions	7.7	19	12
Goal Setting Sessions	7.7	15	18
Topic Sessions	7.6	20	18
Games Sessions	7.3	18	12
Last Thursday of the Month Social	6.9	17	11
Open Sessions (open to non-SA people)	5.6	10	4
Free Sessions (unfacilitated)	5.5	13	3

Our members were then asked to rate each of the following statements on a scale of 1 to 10, with 1 being not at all and 10 being very much.

Attending the group(s) has helped me reduce my social anxiety.

Rating: 7.3 No. of Responses: 23

Attending the group(s) has helped me increase my confidence.

Rating: 7.7 No. of Responses: 23

Attending the group(s) has helped me make new friends.

Rating: 8.0 No. of Responses: 23

Attending the group(s) has helped me become more sociable.

Rating: 7.3 No. of Responses: 23

I like how the sessions are facilitated.

Rating: 8.4 No. of Responses: 23

I think Social Anxiety West is a well-run organisation.

Rating: 9.1 No. of Responses: 23

Overall, attending the group(s) has been beneficial for me.

Rating: 8.6 No. of Responses: 23

When our members were asked what is something they find beneficial about attending, 11 of 19 responses were about talking to other people with similar issues. 4 of the 19 responses were about being more sociable. There was no pattern in the remaining responses.

When our members were asked what is something they would like to improve, change or not include in our sessions, 3 of 7 responses were about more time for topics. There was no pattern in the remaining responses.

No other comments or suggestions were offered.

Social Anxiety West Feedback Form

V2.1 - 16/10/2009

Your feedback will help us provide better services. Please consider your experience of the group within the last six months and answer the following questions. Please be as honest as possible to help us improve. Your feedback will remain anonymous.

Please rate how beneficial you find our sessions: 1 = Not at all, 10 = Very Beneficial. Please circle your answers.

Topic Sessions	Not Attended	1	2	3	4	5	6	7	8	9	10
Games Sessions	Not Attended	1	2	3	4	5	6	7	8	9	10
Public Speaking Sessions	Not Attended	1	2	3	4	5	6	7	8	9	10
New Members / Sharing Sessions	Not Attended	1	2	3	4	5	6	7	8	9	10
Goal Setting Sessions	Not Attended	1	2	3	4	5	6	7	8	9	10
Questions and Answer Sessions	Not Attended	1	2	3	4	5	6	7	8	9	10
Free Sessions (unfacilitated)	Not Attended	1	2	3	4	5	6	7	8	9	10
Open Sessions (open to non-SA people)	Not Attended	1	2	3	4	5	6	7	8	9	10
The Women's Group	Not Attended	1	2	3	4	5	6	7	8	9	10
Last Thursday of the Month Social	Not Attended	1	2	3	4	5	6	7	8	9	10

Please rate the following statements: 1 = Not at all, 10 = Very Much

Attending the group(s) has helped me reduce my social anxiety...
 1 2 3 4 5 6 7 8 9 10

Attending the group(s) has helped me increase my confidence...
 1 2 3 4 5 6 7 8 9 10

Attending the group(s) has helped me make new friends...
 1 2 3 4 5 6 7 8 9 10

Attending the group(s) has helped me become more sociable...
 1 2 3 4 5 6 7 8 9 10

I like how the sessions are facilitated...
 1 2 3 4 5 6 7 8 9 10

I think Social Anxiety West is a well-run organisation...
 1 2 3 4 5 6 7 8 9 10

Overall, attending the group(s) has been beneficial for me...
 1 2 3 4 5 6 7 8 9 10

Something I find beneficial about attending is...

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Something I would like to see improved/changed/not included in sessions is...

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Any other comments/suggestions:
