

# INTERNATIONAL *Family Services*

700 S. Friendswood Drive, Suite A  
Friendswood, TX 77546

Telephone 281-992-4677  
Fax 281-992-3179  
info@ifservices.org

## CLIENT EVALUATION FORM

As noted in the Adoption Services Agreement you have agreed to assist IFS by giving an evaluation of services provided. You may choose to simply fill in your responses to the questions below or attach a letter giving your input, or both. We are deeply appreciative of your assistance for it will be critical in helping us provide the best possible service to future clients.

\_\_\_\_\_  
Father's Name

\_\_\_\_\_  
Mother's Name

\_\_\_\_\_  
Child's Name

\_\_\_\_\_  
Age

\_\_\_\_\_  
Gender

\_\_\_\_\_  
Country of Birth

\_\_\_\_\_  
Date Child Arrived Home

\_\_\_\_\_  
Field Representative

(the person who helped you with your initial application and paperwork)

\_\_\_\_\_  
Program Director

(the person who helped you with the foreign aspects of your adoption, e.g. child referral, travel, etc.)

1) Do you feel you were well informed about the adoptive process, both in the beginning and during the adoption?

No				Yes
1	2	3	4	5

Comments

\_\_\_\_\_

\_\_\_\_\_

2) What especially positive or negative thoughts do you have about how we provided information and the quality of the information.

\_\_\_\_\_

\_\_\_\_\_

3) Please give us input on your Field Representative

	No				Yes
Friendly	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Communicative	1	2	3	4	5
Encouraging	1	2	3	4	5
Helpful	1	2	3	4	5

Comments

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4) Please give us input on your Program Director

	No				Yes
Friendly	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Communicative	1	2	3	4	5
Encouraging	1	2	3	4	5
Helpful	1	2	3	4	5

Comments

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5) Do you feel we adequately prepared you for the uniqueness of the international adoption process?

No					Yes
1	2	3	4	5	

Comments

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6) Please comment on the various materials we provided you during the process:

PLEASE CHECK OR COMMENT IN THE APPROPRIATE COLUMN

	Helpful	Clear	Not Needed	Easily Understandable
Application	_____	_____	_____	_____
Agreement	_____	_____	_____	_____
Confirmation	_____	_____	_____	_____
of information	_____	_____	_____	_____
Forms	_____	_____	_____	_____

7) If you were unexpectedly surprised, either positively or negatively, during the process would you please comment on the situation(s)?

Comments

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8) What one thing could we have done better to have improved our service for you?

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9) Would you recommend IFS to others interested in international adoption?

No				Yes
1	2	3	4	5

Why?

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Additional Comments: