

<b>Student Name:</b> Elizabeth Dookie
<b>Supervisor Name:</b> Devonne Allen
<b>Site Location:</b> Desiring Wellness (Online study)
<b>Date of session:</b> 2-26-23
<b>Length of session:</b> 7 minutes
<b>Client Name:</b> Jane Doe
<b>Notes:</b>

**Presenting issues:** Therapy sessions involving conflicts within relationships.

**Purpose of interview:** To survey clients satisfaction on their therapy sessions

## PROCESS RECORDING SURVEY

Content:	Skills used:	Reaction Thoughts/Feelings:	Field instructors comments:
<p><b>W:</b> Hello Jane, how are you today? My name is Elizabeth. I'm a social work intern working alongside Dr.Allen On Desiring Wellness and assisting with a Feedback Survey to rate her clients satisfaction. If it's alright can we speak for 5 mins of your time?</p> <p><b>C:</b> Hey, sure yes I' free to speak for a few minutes</p>	<p>Open probe</p>	<p>I felt relieved that she picked up the call and was available to speak. She sounds friendly and willing to participate. I feel more at ease knowing I called on her free time.</p>	
<p><b>W:</b> Great! I just have a few questions regarding your feedback if that's alright. You can rate your satisfaction on a scale of 1-10 with 10 being the best score and 1 being the least.</p> <p><b>C:</b> Umm okay sure</p>	<p>Open probe</p>	<p>I hope I explained that clearly. I'm sure she understands the assignment.</p>	

<p><b>W:</b> How have you been doing personally?</p> <p><b>C:</b> 8</p>	<p><b>Closed question</b></p>	<p><b>I was a bit nervous asking about the clients personal life as a start off question in worry that the client may not feel comfortable to answer. However, her tone sounded willing to participate and reassuring.</b></p>	
<p><b>W:</b> How have things been going in your relationships?</p> <p><b>C:</b> 9</p>	<p><b>Closed question</b></p>	<p><b>Her ratings are improving so far; this boosts confidence that this survey will conclude overall well results.</b></p>	
<p><b>W:</b> How have things been going for you socially in regards to outside your home?</p> <p><b>C:</b> I would say an 8 or a 9</p>	<p><b>Closed question</b></p>	<p><b>She seems unsure about her social life outside of home. Maybe she's set on an 8 realistically but is striving for a 9.</b></p>	

<p><b>W:</b> Would you be more lenient toward 8 or more on 9?</p> <p><b>C:</b> I would say a 9</p>	<p>Closed question</p>	<p>I was happy to hear that the client was more open minded to a higher number of positivity in terms of improvement in her social life.</p>	
<p><b>W:</b> How would you rate how things are going in your life overall?</p> <p><b>C:</b> 9</p>	<p>Closed question</p>	<p>I admire her positivity in leaning toward the more positive score especially when considering her overall progress.</p>	
<p><b>W:</b> To What degree do you feel heard or understood today?</p> <p><b>C:</b> 9</p>	<p>Closed question</p>	<p>I wonder if she actually felt I heard or understood to the degree of a 9 or if she's scoring a 9 to consider my feelings as the interviewer.</p>	
<p><b>W:</b> On a scale of 1-10 to what degree did we work on the issues that you wanted to work on today?</p> <p><b>C:</b> For our conversation or my conversations with Dr. Allen?</p>	<p>Closed question</p>	<p>I felt that she was probably confused about the question since we didn't really discuss her issues.</p>	

<p><b>W:</b> The topics we spoke on today</p> <p><b>C:</b> A 9</p>	<p><b>Closed question</b></p>	<p><b>I'm pretty sure she's scoring a 9 to be considerate since we didn't go into depth concerning her experience.</b></p>	
<p><b>W:</b> And how about with your sessions with Dr.Allen?</p> <p><b>C: 9</b></p>	<p><b>Closed question</b></p>	<p><b>I should ask her about her direct experiences with Dr. Allen.</b></p>	
<p><b>W:</b> On a scale of 1-10 how well did the approach, the way we worked on make sense &amp; fit for you?</p> <p><b>C:</b> 9</p>	<p><b>Closed question</b></p>	<p><b>Her answers seem to maintain a consistent satisfaction score.</b></p>	

<p><b>W:</b> How would you rate things in today's session overall?</p> <p><b>C:</b> 10</p>	<p><b>Open probe</b></p>	<p><b>Seems like a positive answer to overall wrap up our survey session. She maintained a confident tone of voice throughout the interview and had a comforting approach. I hope she was truly satisfied with the questions being surveyed as well as continues to progress within her sessions if she chooses to continue them.</b></p>	
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**Overall Assessment of the Interview**

**A. Reflecting on the interview as a whole, how effective were you in achieving your purpose?**

I feel that the interview was effective in achieving my purpose in rating the clients satisfaction on her therapy services. I do feel that I could have been more effective by asking more specific questions to prolong a better conversation. However, I was able to gather enough information to fulfill Dr.Allen’s survey questions. The client was compliant, spoke with confidence within her answers, and displayed a positive and friendly attitude. Her time was upbeat and eager to speak. She spoke politely, clearly, and complied with each question that was asked. Her scale ratings displayed positive results and progressed even better as the survey went on. She seems to have highly benefited from the therapy sessions received at Desiring Wellness and I am confident she has improved from these services.

**B. What techniques and skills were successful?**

Asking open probe and close-ended questions helped to gain insight on the client. Also asking her to rate her satisfaction on a scale level helps to grasp a better understanding of her thought process.

**C. What specific skills should you emphasize in the future?**

For my next interview I definitely plan to ask more open ended and specific questions. I should ask at least a few questions on one topic next time rather than asking one then moving onto the next topic. I also plan to practice casual conversation within the next interview to make the client feel more comfortable. Sometimes just asking questions may feel like an interrogation, however if I strengthen my communication skills I can develop a better bond with the client.

**D. What specific lessons have you learned that you will take into consideration in your next interview with this client and/or other clients?**

I have learned to not let my nerves and anxious feelings get the best of me because it can affect my work. I wish I had better confidence to do better within my communication skills that way I would have had a more informative and fulfilling interview. Being that this was my first survey, I was definitely nervous, but this experience has helped me to recognize my errors and to work on them for more successful interviews in the future.