

# Executive Service Corps Long-Term Client Evaluation

Thank you for completing this evaluation of a project you had in the past with ESC. Your feedback will help us gauge the long-term effectiveness of the services we provide. We encourage you to go into detail about your experiences with ESC, and we value your opinions!

Please note that all questions marked with a \* are required. Information contained in this evaluation will be kept confidential unless permission is given for ESC to use the comments herein (see last page of evaluation for details).

**\* 1. Name of Client Organization:**

**\* 2. Client Contact Person**

**\* 3. Dates of Consultancy**

**\* 4. ESC Consultants**

**\* 5. Project Description**

**\* 6. Were you with the organization when the project was completed?**

Yes

No

**\* 7. Has the Executive Director changed since the project was completed?**

Yes

No

**\* 8. With the benefit of hindsight, were the consultants' skills and expertise a good match to your needs?**

Yes

No

Unknown

**9. If "No", what seemed to be missing?**

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**\* 10. Based on your experience since the project was completed, how would you rate the service the consultant(s) provided?**

- Very Valuable     Valuable     Somewhat Useful     Not Useful     Unknown

**\* 11. What impact has the project had on your organization?**

**\* 12. What specific recommendations have been put into place?**

**\* 13. Were there any recommendations the consultant(s) made that were not implemented?**

- Yes     No

**14. If yes, why weren't they implemented?**

- Lack of resources
- Staff leadership changes
- Board leadership changes
- Changes in the environment (policy, other organizations, community, etc)
- Other (please specify)

**\* 15. Do you feel your organization is better able to perform its mission as a result of this project? Why or why not?**

**\* 16. If you compare your organization today with your organization when the project ended, is it:**

- More stable and more able to meet internal objectives
- Less stable and/or less able to meet internal objectives
- Other (please specify)

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**\* 17. Which of the following statements best describes how you feel about the future of your organization?**

- I am optimistic about the future and believe the organization will continue to improve its ability to accomplish its mission.
- I am cautiously optimistic about the future and expect the organization to be able to at least maintain its current programming.
- I am worried about our ability to maintain the organization in the future.
- I am very concerned that our organization will not be able to continue to accomplish its mission in coming years.

**\* 18. Have you worked with independent consultants since this project was completed? How would you compare the experience of working with independent consultants and working with ESC consultants?**

**\* 19. Would you work with ESC consultants again?**

- Yes  No

**20. If not, why not?**

**\* 21. Would you recommend ESC to other non-profit organizations?**

- Yes  No

**22. If not, why not?**

**\* 23. Can ESC consultants help you implement the recommendations of this project or help you address other issues?**

- No
- Yes, call me to discuss
- Yes, later. Contact me in

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**\*24. We sometimes use comments made by our clients in promotional materials and/or grant requests. May we use comments from this evaluation? ESC will only use comments with permission of the Client.**

- Yes, ESC may use comments in this evaluation for promotional or fundraising purposes.
- No, ESC may not use comments in this evaluation for promotional or fundraising purposes.
- ESC is granted permission to use the following comments for promotional or fundraising purposes.

Thank you for your feedback!

If your organization has benefited from working with ESC consultants, pass it on...

Please copy the information below and send in an email to colleagues in non-profits, schools, or government organizations:

"My organization has benefited from working with dedicated volunteers from the Executive Service Corps of Washington. This non-profit organization provides professional consulting services at affordable rates. Give them a call at 206/682-6704, or find them on the web at [www.escwa.org](http://www.escwa.org)."