

# Wake County Animal Adoption Success Survey

1. If you would like to receive information from us regarding upcoming special events, adoption drives, volunteer and foster opportunities, please provide your contact information.

We will attempt to provide most information to you electronically, so an email address would be especially helpful. Thank you.

Name:

Address:

Address 2:

City/Town:

State:

ZIP/Postal Code:

Email Address:

Phone Number:

2. How did you hear about the Wake County Animal Adoption Center? (You may select more than one)

- Friends/Family
- Telephone Book
- Newspaper
- Internet
- Other (please specify)
- TV
- Radio
- Community Event
- Drove by the facility
- Pet Retail stores
- Veterinarians
- Other Pet Adoption Centers/Organizations

3. What methods did you use to find the pet you chose to adopt? (You may select more than one)

- We visited the Wake County facility and found him/her there
- We visited other facilities in the area before selecting our pet
- We looked at pets at local adoption drives
- We looked online to find the perfect pet (websites such as Petfinder.com, Petharbor.com, or the Wake County website)
- We checked print and/or online classifieds (such as the News & Observer or craigslist.org)
- Other (please specify)

4. Have you previously adopted a pet from the Wake County Animal Adoption Center?

- Yes, I've adopted from the Center before
- No, this was my first time adopting from the Center

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5. Have you previously adopted a pet from other animal adoption centers or shelters?

Yes, we've adopted from other centers before

No, our first adoption was with Wake County

6. How would you rate or describe your overall experience adopting from the Wake County Animal Adoption Center?

Very Positive

Positive

Positive in some areas, negative in others

Negative

Very Negative

7. In the future, would you adopt from the Wake County Animal Adoption Center again?

Yes

No

Undecided

8. Tell us about the condition of our facility. How would you rate the following factors?

	Great	Good	Fair	Poor	Very Poor
Cleanliness of the Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise level in the Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smell/odor in the Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature of the rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility to get to the animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the "get acquainted" room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall appearance of the Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. What physical changes would you like to see us make to the Adoption Center?

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## 10. Tell us about our staff.

	Yes	No	N/A
Were you greeted when you arrived?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were our staff prompt to meet your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did our staff answer your questions to your satisfaction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did our staff suggest animals that would be a good match for you and your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were our staff courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were our staff helpful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 11. What suggestions would you offer to help us improve our customer service?

## 12. Tell us about our Adoption Process.

	Yes	Somewhat	No
Did you find the adoption process simple and easy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you receive the take-home DVD "Pet Incredible"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you find the DVD helpful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 13. What suggestions would you offer to help us improve our adoption process?

## 14. What type of pet did you most recently adopt from the Wake County Animal Adoption Center?

Cat

Dog

Small Animal (rabbit, guinea pig, etc.)

Other (please specify)

## 15. Do you still have the animal you most recently adopted from Wake County?

Yes

No

The animal has passed away

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16. If the animal had not yet been spayed or neutered when you brought her/him home, has the animal since had its surgery?

- Yes
- No
- No, the animal is still too young to have the surgery
- No, there are health issues preventing the surgery from taking place
- The animal was spayed/neutered before we brought her/him home

17. Have you had any of the following problems with your adopted pet?

	Yes	No	N/A
Health Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioral Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housebreaking Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with other pets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with family members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>		

18. In October of 2007, the Wake County Animal Adoption Center began offering a 5-day health guarantee on all animals in partnership with VCA animal hospitals. If you've adopted your pet since October 2007, please tell us about your experience with this program.

	Yes	No	N/A
Did the 5-day guarantee impact your decision to adopt from Wake County?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you take your animal to VCA for its first wellness check as a part of the guarantee?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have you returned a pet to the shelter because of problems found under the 5-day guarantee?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you consider adopting from the County again because of this guarantee?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. If Wake County offered the following services, either at a nominal charge or no charge, would you utilize these services? (You may select more than one)

	Yes, I would if it was free	Yes, I would if there was a nominal charge	I am undecided	No, I would not, even if it was free	No, I would not if there was a nominal charge
Dog Obedience Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioral Assessments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training for New Owners with Pets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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20. We are always looking for help to increase our adoption success. If you would be interested in any of the following, please indicate such and be certain to complete Question #1 with your contact information.

- Volunteering at the Animal Center
- Volunteering at Adoption Drives
- Serving as a Foster Family to a shelter pet

21. Is there anything you would like to tell us about your experience adopting from the Wake County Animal Adoption Center?

22. Do you have any additional suggestions to offer that would help the County improve its animal adoption services?