

Appendix. Guide to Questions

1. How did you hear about the GVSU physical therapy clinic?
2. What did you know about physical therapy prior to your first visit?
3. Is there anything you wish you would have known about physical therapy prior to or during your first visit?
4. What expectations did you have for your physical therapy experience? How were they met or not met?
5. What has influenced your overall physical therapy experience?
 - How did the therapist/student therapist impact your experience?
 - How did the clinic environment impact your experience?
6. Is there anything we could do to better serve you in physical therapy?
7. Did the physical therapist help you better understand your _____? (insert condition written on demographic survey)
 - If yes: How?
 - If no: Is there something that they could have done to help you better understand your _____ ? (insert condition)
8. When not at the clinic, did anything impact your ability to follow the suggestions of the physical therapist? (stretching, exercises, etc.) Please explain
9. Have you ever received physical therapy care anywhere else? If so, how did that experience compare to your visits with the Grand Valley pro bono clinic?
10. How did your experience with physical therapy compare to your other health care experiences (doctor or dental appointments)?
11. You are talking with a friend who asks you about your experience with physical therapy. What would you tell them?
12. Is there anything else you want to tell us about your physical therapy experience at the Grand Valley Pro Bono Clinic?