

2015 One Month Survey (begin using 2/2/15)

We appreciate your taking a few moments once again to tell us how you and your new animal are adjusting to life together. Even if you no longer have your animal, your responses will help us fine-tune our service and help more animals find homes.

As a thank you for taking this short survey, your name can be entered into our next quarterly drawing for \$50 worth of free veterinary care at one of the three MHS Veterinary Care Centers (Detroit, Rochester Hills, Westland) PLUS receive helpful pet emergency preparedness materials.

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Please give us a little information about the animal(s) you adopted about a month ago from MHS.

1. What did you name your animal(s)?

*2. From which MHS location did you adopt the animal(s)?

- Detroit Zoo adoption event
- MHS Berman Center (Westland) Animal Care Center
- MHS Detroit Animal Care Center
- MHS Rochester Hills Animal Care Center
- PETCO store in Sterling Heights
- PetSmart store in Dearborn
- PetSmart store in Roseville
- PetSmart store in Taylor
- Other (please specify):

*3. Do you still have the animal(s) you recently adopted from MHS?

- Still have the animal(s)
- No longer have the animal(s)

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It would help us to improve our adoption program if we could know some details about why the animal is no longer with you.

***4. What were the reasons you no longer have your recently-adopted animal(s)? (Select all that apply)**

- Allergic to the animal
- Animal ran away, was stolen, or died
- Behavior problems with the animal
- Didn't get along with other pets
- Health problems with the animal
- Moving
- Not a good match for my family / lifestyle
- Unable to keep or care for

Describe:

***5. Where is your recently-adopted animal now?**

- Returned to MHS
- At another animal shelter or adoption group
- With a friend or relative
- With an unrelated person
- Lost/escaped or stolen
- Died or euthanized
- Other (please specify)

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*6. Type of animal(s):

- Cat
- Dog
- Rabbit
- Ferret
- Guinea pig, hamster, gerbil, rat, or other small mammal
- Bird
- Other (please specify):

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*7. Which type of dog or puppy did you adopt?

- HERDING: German Shepherd or mix
- HERDING: Other herding breed or mix (Aussie, Bouvier, Cattle Dog, Collie, Corgi, Sheepdog, etc.)
- HOUND: Beagle or Beagle mix
- HOUND: Other Hound breed or mix (Afghan, Bassett, Basenji, Coonhound, Dachshund, Elkhound, Greyhound, Whippet, etc.)
- NON-SPORTING breed or mix (Bichon, Boston Terrier, Chow, Dalmatian, English Bulldog, Lhasa Apso, Schipperke, Shar-pei, Shiba Inu, Spitz, Std. Poodle, etc.)
- SPORTING: Other breed or mix (Setters, Pointers, Spaniels, Vizsla, Weimaraners, etc.)
- SPORTING: Retriever or mix (Chessie, Golden, Lab, etc.)
- TERRIER: Bully breed or mix (American Bulldog, Pit Bull, Staffordshire)
- TERRIER: Other breed or mix (Airedale, Australian, Bull, Cairn, Jack Russell, Fox, Scottie, Schnauzer, Westie, etc.)
- TOY: Chihuahua or mix
- TOY: Other toy breed or mix (Chin, Maltese, MinPin, Papillon, Peke, Pomeranian, Poodle, Pug, Shih Tzu, Silky Terrier, Yorkie, etc.)
- WORKING: Boxer or mix
- WORKING: Other working breed or mix (Akita, Doberman, Great Dane, Great Pyrenees, Husky, Malamute, Mastiffs, Newfoundland, Rottweiler, Samoyed, St. Bernard, etc.)
- Other (please specify):

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8. Have you taken any dog training classes since the adoption?

- Yes, taking classes or have taken them since adoption
- Signed up for class but have not started yet
- No, but planning to do so
- No, not planning on it

9. How does your dog get along with other dogs?

- Loves other dogs
- Doesn't seem to care about other dogs
- Barks, lunges, or fights with other dogs
- Afraid of other dogs
- Hasn't met other dogs yet

10. Can you take something away from your dog if you need to do so?

- Yes
- Can take some things, but not everything
- No, dog growls
- Haven't tried

11. How does your dog seem to feel about people he/she meets?

- Loves everyone
- Doesn't like strangers
- Doesn't like children
- Doesn't like some adult family members
- Has not yet met any other people

12. How does your dog play with people? (you, strangers, visitors, etc.)

- Very nice to play with
- Mouthy when playing
- Gets too rough and won't calm down
- Doesn't really want to play

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13. Is your dog easy to train?

- Yes, listens well and is obedient
- Sort of, tries really hard
- No, doesn't listen well
- No, gets angry when punished

*14. Is your dog microchipped?

- Yes
- No
- Not sure

15. If your dog is NOT microchipped, why not? (check all that apply)

- Unfamiliar with microchips
- Too expensive
- Don't think microchipping is important
- Planning on microchipping, but haven't done it yet
- Animal is kept indoors
- Other (please specify)

Michigan Humane Society encourages microchipping for all companion animals as a permanent form of identification.

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16. How does your cat get along with other cats?

- Loves other cats
- Doesn't seem to care about other cats
- Hisses, growls, or fights with other cats
- Afraid of other cats
- Hasn't met other cats yet

17. How does your cat seem to feel about people he/she meets?

- Loves everyone
- Doesn't like strangers
- Doesn't like children
- Doesn't like some adult family members
- Has not yet met any other people

18. How does your cat play with people? (you, strangers, visitors, etc.)

- Very nice to play with
- Mouthy or scratchy when playing
- Gets too rough and won't calm down
- Doesn't really want to play

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*19. Is your animal(s) wearing visible identification (collar and tag)?

- Yes
- Sometimes
- No

20. If not, why not? (check all that apply)

- Animal doesn't wear a collar
- Haven't purchased a collar/tag yet
- Lost tag and haven't replaced
- Don't think wearing visible I.D. is important
- Animal is kept indoors
- Other (please specify)

Michigan Humane strongly advises that ALL dogs and cats wear collars and tags, even those who live indoors. Indoor pets who get loose are likely to become lost. Their collar and tag is their ticket back home to you!

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*21. How well has your new animal(s) adjusted to your home at this time?

- Extremely well
- Moderately well
- Fair
- Poorly
- Not working out at all

Please email or call MHS Adopter Support for help with adjustment problems at AdopterSupport@michiganhumane.org or 1-87-PETSRFUN (toll free)

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***22. Does your adopted animal(s) have any UNRESOLVED health problems NOW?**

No

Yes

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*23. Which health problems is your animal still experiencing? (check all that apply)

- Allergies
- Bone or joint problems
- Cancer or other serious disease
- Dental problems
- Ear problems
- Eye problems
- Feet, limbs or tail problems
- Fleas, mites, or external parasites
- Heart problems, including heartworm
- Not eating or lethargic
- Skin or coat problems
- Sneezing, coughing or runny nose
- Surgery recovery
- Vomiting or diarrhea
- Weight (too fat or too thin)
- Worms or intestinal parasites
- Other (please specify)

If you need assistance with a health issue, please contact a veterinarian as soon as possible! Any sign of illness, no matter how small, should be discussed with your veterinarian to avoid further health complications. For questions, appointments, rates and other MHS veterinary service inquiries, please call:

MHS Detroit Center for Animal Care: 313-872-0004

MHS Rochester Hills Center for Animal Care: 248-852-7424

MHS Westland Center for Animal Care: 734-721-4195

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24. Which brand of food are you primarily feeding your new pet?

- Purina (Chows, ONE, ProPlan, or specialty diets)
- Any other brand

If not Purina, why not?

25. Is the MHS 10% Alumni Club Discount for Veterinary Services an incentive for you to utilize a MHS Veterinary Center?

- Yes
- No

26. If your animal needed medical attention, how likely would you be to take your animal to one of the MHS veterinary centers?

- Definitely would go to an MHS clinic
- Probably would go to an MHS clinic
- Probably would go elsewhere
- Definitely would go elsewhere

Reason you would go elsewhere?

*27. Have you taken your animal to a veterinarian yet?

- YES, one of the MHS vet centers
- YES, a VCA Animal Hospital
- YES, another vet
- NO

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*28. Which one of our three vet centers did you visit?

- Detroit
- Rochester Hills
- Westland

29. How satisfied were you with each of the following items during your vet center visit?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterinarian's knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency/promptness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical treatment of my animal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall value for amount paid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall clinic experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

If you have a customer service question, please either email or call us right away! We can be reached at 866-MHUMANE or at MHSEops@michiganhumane.org

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***30. How has your animal's behavior changed since coming home?**

- Greatly improved
- Somewhat improved
- About the same as when adopted
- Somewhat worse
- Much worse

31. Is your animal having any behavior problems at this time?

- Yes
- No

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*32. Is your animal(s) having any ongoing behavior problems? (check all that apply)

- Biting, growling, hissing, scratching or snapping AT OTHER ANIMALS
- Biting, growling, hissing, scratching or snapping AT PEOPLE
- Chewing or digging or scratching objects
- High energy level
- Housetraining or litterbox training
- Manners (including stealing food, jumping up, leash pulling, etc.)
- Noisy
- Problem behavior when left alone (including separation anxiety)
- Running away or fence jumping
- Shy, fearful or hiding
- Other (please specify)

**If you need assistance with your pet's behavior, let us help! Complete the email form which can be found on our website:
www.michiganhumane.org/behavior_helpLine**

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***33. Have you contacted MHS Adopter Support by phone or email over the past month?**

- No
- Yes, for a health problem
- Yes, for a behavior problem
- Yes, to return an animal
- Yes, other customer service

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34. How did you contact Adopter Support?

- Emailed
- Called the toll-free phone line

35. Would you call or email MHS Adopter Support again?

- Yes
- No
- Maybe

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THANK YOU again for adopting an MHS animal and for helping us do a better job of helping the tens of thousands of animals who come to us for care each year. We'll be in touch again in a few months to see how things are going. Please keep the MHS Adopter Support email and phone number handy: AdopterSupport@michiganhumane.org
1-87-PETSRFUN (877-387-7386)

Read below to receive your coupon and planning materials. Our very best wishes for a long and happy life with your adopted family member!

36. Do you have any additional comments or feedback for us?

37. To have your name entered into our next quarterly drawing for \$50 of free vet care at an MHS vet clinic AND receive helpful animal disaster preparedness materials, please provide your email address. The 2015 drawings will be held on April 15, July 15, and October 15, and winners will be notified within one week of each drawing.

No thanks

YES! I would like to be entered in the drawing and get the pet emergency preparedness materials. Please email the drawing

confirmation and materials to:

38. For MHS Internal Use Only: