**Appendix**

**Survey of Patient and Caregiver Satisfaction of**

**Services Provided at a University Clinic**

I hope you and your family are staying healthy and well during the unprecedented time. My name is ZZZ, a faculty member in the department of Communication Sciences and Disorders (CSD) at XXXXX University (XXX). My colleague Dr. YYY, a faculty member in the CSD department, MMM, an Honors College senior in the CSD department, and I are conducting a survey study to know about your satisfaction of services provided at XXX Speech and Hearing Clinic. Participation in this survey is voluntary, which takes about 20 minutes to complete both consent process and questionnaire. We hope we can improve our services by carefully reviewing your feedback. Please click a survey link below to begin the consent process and questionnaire. If you have any questions, please email me at\_\_\_\_\_. Thank you so much for your invaluable time in advance. Take care.

**For all respondents:**

1. How would you rate your (or your family member’s) progress made at the clinic?
2. How would you rate the quality of the student clinician’s materials used in your sessions (e.g., photos, communication boards)?
3. How would you rate the overall interactions with your student clinician?
4. How would you rate the professionalism (e.g., dress, language, communication skills) of the student clinician?
5. How would you rate the overall interaction with the supervisor?
6. (Open-ended question) would you recommend XXXXX University Speech and Hearing clinic to your friends and/or family? Why or why not?

**For the respondents who received both in-person and telepractice services:**

1. I (or my family member) made more progress using telepractice compared to in-person services.
2. I found my student clinician to be more comfortable delivering services via telepractice compared to in-person services.
3. I found the materials used in telepractice more effective than those used in in-person service provision.
4. My interactions with the student clinician over telepractice were better than in-person settings.
5. Student clinicians had a high level of professionalism over telepractice than in-person services.
6. My interaction with the supervisor over telepractice was better than in-person settings.
7. Overall, I enjoyed receiving services through telepractice more than in-person modality at the clinic.

**For the respondents who received telepractice services:**

1. How would you rate your prior experience with Zoom before receiving telepractice at the clinic?
2. How would you rate your personal technology abilities (e.g., sharing screen, troubleshooting)?
3. How would you rate the student clinician’s technology abilities (e.g., sharing screen, troubleshooting)?
4. How would you rate the overall telepractice services provided to you (or your family member) by the student clinician?
5. (Open-ended question) is there anything that would improve your telepractice experience at the XXXXX University Speech and Hearing Clinic?

**For the respondents who received in-person services only:**

1. How would you rate the overall in-person services provided to you (or your family member) by the student clinician?