



Constant Contact Survey Results

Survey Name: 2011 surveys

Response Status: Partial & Completed

Filter: None

1/25/2012 1:43 PM PST

How long have you been coming to our office?

Answer	0%	100%	Number of Response(s)	Response Ratio
First Visit			18	20.2 %
1 year to less than 3 years			14	15.7 %
3 years to less than 5 years			12	13.4 %
5 years or more			45	50.5 %
No Response(s)			0	0.0 %
Totals			89	100%

How would you rate your overall level of satisfaction with us?

Answer	0%	100%	Number of Response(s)	Response Ratio
Highly satisfied			64	71.9 %
Mostly satisfied			19	21.3 %
Neutral			2	2.2 %
Somewhat dissatisfied			2	2.2 %
Highly dissatisfied			1	1.1 %
No Response(s)			1	1.1 %
Totals			89	100%

How do we rate on the following attributes?

1 = Well Below Average, 2 = Below Average, 3 = Average, 4 = Above Average, 5 = Well Above Average

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Courteousness and helpfulness of the staff						89	4.2
Seen in a timely manner for exam						88	4.2
Thoroughness of your exam						88	4.6
Explanations of your visual conditions and treatment options from Dr.						88	4.6
Explanations of your treatment options from staff						82	4.2
Selection of frames						77	3.7
Timeliness of delivery of eyewear						74	4.0
Service and quality of eyewear						73	4.2

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

How do we rate in comparison to other eyecare providers?

Answer	0%	100%	Number of Response(s)	Response Ratio
Much higher			34	38.2 %
Somewhat higher			22	24.7 %
Same			9	10.1 %
Somewhat lower			3	3.3 %
Much lower			1	1.1 %
Don't know			18	20.2 %
No Response(s)			2	2.2 %
Totals			89	100%

How likely are you to continue using our services?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very likely			72	80.8 %
Somewhat likely			9	10.1 %
Neutral			5	5.6 %
Somewhat unlikely			2	2.2 %
Very unlikely			1	1.1 %
No Response(s)			0	0.0 %
Totals			89	100%

Will you recommended us to others?

Answer	0%	100%	Number of Response(s)	Response Ratio
No			6	6.7 %
Yes, plan to in the future			27	30.3 %
Yes, have recommended once or twice			26	29.2 %
Yes, have recommended several times			24	26.9 %
No Response(s)			6	6.7 %
Totals			89	100%

Do you have any suggestions for improvement?

17 Response(s)

What is your age?

Answer	0%	100%	Number of Response(s)	Response Ratio
Younger than 18			0	0.0 %
18 - 24			1	1.1 %
25 - 34			10	11.2 %
35 - 44			16	17.9 %
45 - 54			31	34.8 %
55 - 64			22	24.7 %
65 or older			8	8.9 %
Prefer not to answer			1	1.1 %
No Response(s)			0	0.0 %
Totals			89	100%

If you would like us to contact you regarding any issue, please provide us with your name.

Answers	Number of Response(s)
First Name	5
Last Name	5