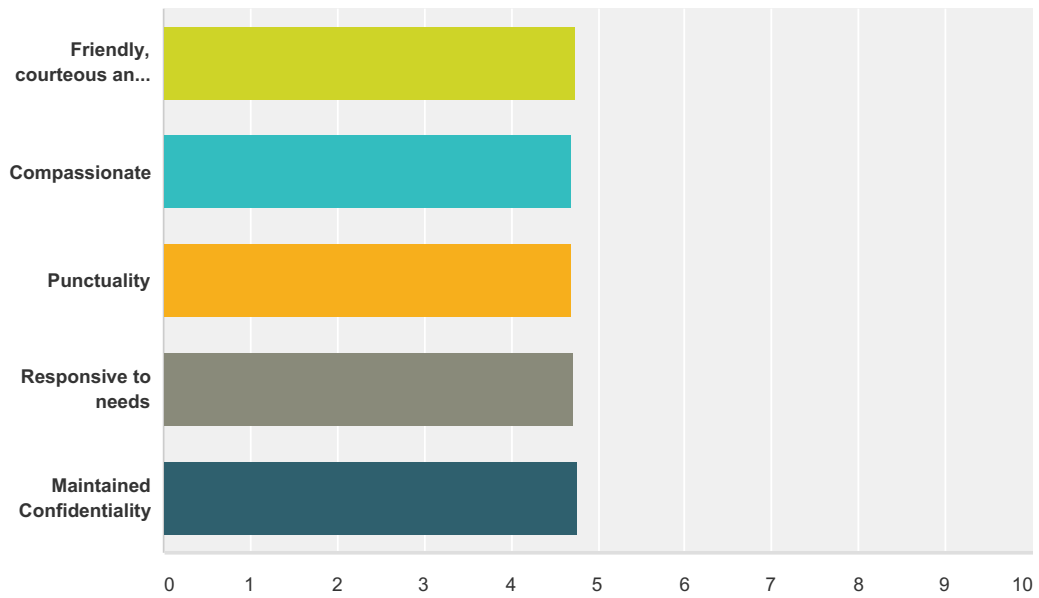


NECAC Client Satisfaction Survey

Q1 Circle the number that best represents your experience.

Answered: 5,326 Skipped: 13



	Poor	Fair	Good	Great	Excellent	Total	Weighted Average
Friendly, courteous and respectful	0.13% 7	0.36% 19	5.07% 270	14.81% 788	79.63% 4,237	5,321	4.73
Compassionate	0.17% 9	0.55% 29	5.72% 304	15.76% 838	77.81% 4,138	5,318	4.70
Punctuality	0.21% 11	0.38% 20	5.93% 315	15.88% 844	77.61% 4,124	5,314	4.70
Responsive to needs	0.26% 14	0.56% 30	5.31% 282	15.21% 808	78.65% 4,177	5,311	4.71
Maintained Confidentiality	0.13% 7	0.30% 16	4.57% 242	13.57% 719	81.43% 4,315	5,299	4.76