

Post-Appointment Questionnaire Results

As part of our initiatives to measure satisfaction of persons served (our examinees), following each assessment we provide our examinees with a satisfaction survey, which they are encouraged to complete. Filling out the questionnaire is voluntary, as is providing identifying information and comments.

Four times a year we report this information to our employees, assessors, and clients, and post the results in our clinic for review.

Here is the data set for examinee satisfaction surveys for the period January through March 2019.

For the questions 1 is strongly disagree and 10 is strongly agree. Our internal target is to maintain all categories at 9.00 or greater.

2018 – SOMA Post Appointment Questionnaire Results				
Questions Asked	January	February	March	Average
1. The assessor clearly explained the nature and purpose of today's assessment.	9.72	9.73	9.60	9.68
2. The assessor conducted himself/herself in a respectful and professional manner.	9.75	9.85	9.76	9.79
3. I was provided the opportunity to express any concerns during the assessment.	9.66	9.82	9.64	9.71
4. When I asked questions, the assessor answered to my satisfaction.	9.63	9.79	9.57	9.66
5. Facility staff members were professional and knowledgeable.	9.78	9.81	9.75	9.78
6. The facility cleanliness & set up was acceptable for my assessment.	9.78	9.91	9.69	9.79
7. The transportation/translation service were professional and knowledgeable	9.27	9.6	9.45	9.44
Total of all questions answered (out of 70):	67.87	68.48	67.75	68.03
Score out of 10 for all questions answered:	9.7	9.8	9.6	9.7
Total Responses Received:	83	67	80	