

Constant Contact Survey Results

Survey Name: Spring Survey

Response Status: Partial & Completed

Filter: None

Jun 27, 2009 4:35:16 PM

How long have you been a patient at Fair Oaks Skin Care Center?












Answer	0%	100%	Number of Response(s)	Response Ratio
Less than 6 months			18	15.1 %
6 months to less than 1 year			7	5.8 %
1 year to less than 3 years			39	32.7 %
3 years to less than 5 years			23	19.3 %
5 years or more			32	26.8 %
Other			0	0.0 %
No Response(s)			0	0.0 %
Totals			119	100%

Which of our Services do you use?







Select all that apply.

Answer	0%	100%	Number of Response(s)	Response Ratio
Microdermabrasion			44	36.9 %
Botox treatments			44	36.9 %
Chemical Peels			31	26.0 %
Radiesse			8	6.7 %
Restylane			10	8.4 %
Juvederm			7	5.8 %
Fraxel Laser			17	14.2 %
Fillers			7	5.8 %
Sclerotherapy			7	5.8 %
Vbeam Laser			24	20.1 %
Smoothbeam			9	7.5 %
Skincare Products			39	32.7 %
Other			30	25.2 %
Totals			119	100%




What are your skincare concerns?

Answer	0%	100%	Number of Response(s)	Response Ratio
Acne			27	22.6 %
Rosacea			22	18.4 %
Spider Veins			24	20.1 %
Fine Lines and Wrinkles			86	72.2 %
Uneven skintone			51	42.8 %
Unwanted hair			21	17.6 %
Oily skin			15	12.6 %
Frown Lines			50	42.0 %
Lip Lines			24	20.1 %
Sun damaged skin			57	47.8 %
Other			19	15.9 %
Totals			119	100%

How often do you schedule appointments?

Answer	0%	100%	Number of Response(s)	Response Ratio
Every week			0	0.0 %
Every 2 - 3 weeks			3	2.5 %
Every month			21	17.6 %
Every 2 - 3 months			23	19.3 %
Every 4 - 6 months			26	21.8 %
Once or twice a year			34	28.5 %
Other			12	10.0 %
No Response(s)			0	0.0 %
Totals			119	100%

How would you rate your level of satisfaction with us?

Answer	0%	100%	Number of Response(s)	Response Ratio
Highly satisfied			73	61.3 %
Somewhat satisfied			37	31.0 %
Neutral			4	3.3 %
Somewhat dissatisfied			2	1.6 %
Highly dissatisfied			2	1.6 %
No Response(s)			1	<1 %
Totals			119	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*
Customer service						119	4.0
Professionalism						117	4.2
Quality of services						119	4.2
Understanding patients' needs						117	4.1
Front office staff						119	3.8
Nursing staff						118	4.1
Dermatologists						118	4.3
Price						115	3.3

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

It's Report Card Time. Information from surveys help us to improve our services. Let us know what we're doing well and where we need improvement. Please rate the following items:

1 = Unsatisfactory, 2 = Fair, 3 = Satisfactory, 4 = Good, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Providing occasional evening and Saturday hours						106	3.7
Spending time with our patients						119	3.9
Providing product specials						119	3.9
Product information / information on pricing						118	3.8
Providing medical articles and information through e-newsletter						116	3.8

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

Please select the items/topics in which you are interested in receiving future emails.

Answer	0%	100%	Number of Response(s)	Response Ratio
Specials and Coupons Only			41	34.4 %
Newsletter, Articles and Announcements Only			19	15.9 %
Please send all mailings - I don't want to miss anything			77	64.7 %
Product/Service specific information and coupons (please list which products and services in the comment area below)			27	22.6 %
Totals			119	100%

Would you be likely to use an online gift certificate service if it were available on the Fair Oaks Skin Care website?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			73	61.3 %
No thanks.			44	36.9 %
No Response(s)			2	1.6 %
Totals			119	100%

How likely are you to continue doing business with us?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very likely			86	72.2 %
Somewhat likely			28	23.5 %
Neutral			1	<1 %
Somewhat unlikely			1	<1 %
Very unlikely			1	<1 %
No Response(s)			2	1.6 %
Totals			119	100%




How likely is it that you would recommend our services to a friend or colleague?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very likely			84	70.5 %
Somewhat likely			25	21.0 %
Neutral			5	4.2 %
Somewhat unlikely			2	1.6 %
Very unlikely			1	<1 %
No Response(s)			2	1.6 %
Totals			119	100%








Do you have any suggestions for improving our services?

42 Response(s)









What is your gender?

Answer	0%	100%	Number of Response(s)	Response Ratio
Male			3	2.5 %
Female			113	94.9 %
Prefer not to answer			1	<1 %
No Response(s)			2	1.6 %
Totals			119	100%

Which category describes your age?

Answer	0%	100%	Number of Response(s)	Response Ratio
Younger than 18			0	0.0 %
18 - 24			2	1.6 %
25 - 34			17	14.2 %
35 - 44			26	21.8 %
45 - 54			42	35.2 %
55 - 64			21	17.6 %
65 or older			8	6.7 %
Prefer not to answer			2	1.6 %
No Response(s)			1	<1 %
Totals			119	100%

What best describes your employment status?

Answer	0%	100%	Number of Response(s)	Response Ratio
Employed full-time			63	52.9 %
Employed part-time			14	11.7 %
Self-employed			9	7.5 %
Not employed, but looking for work			1	<1 %
Not employed, not looking for work			2	1.6 %
Retired			8	6.7 %
Student			3	2.5 %
Military			0	0.0 %
Homemaker			16	13.4 %
Prefer not to answer			2	1.6 %
Other			1	<1 %
No Response(s)			0	0.0 %
Totals			119	100%




Which of the following categories best describes the industry you work in?

Answer	0%	100%	Number of Response(s)	Response Ratio
Automotive			1	<1 %
Advertising			1	<1 %
Consulting Services			8	6.7 %
Education			19	15.9 %
Entertainment			1	<1 %
Financial Services			5	4.2 %
Government Services			14	11.7 %
Healthcare			9	7.5 %
Human Resources			1	<1 %
Information Technology			6	5.0 %
Marketing/Sales			6	5.0 %
Non-Profit			2	1.6 %
Pharmaceuticals			1	<1 %
Public Relations			4	3.3 %
Technical Services			3	2.5 %
Travel			2	1.6 %
Other			20	16.8 %
No Response(s)			16	13.4 %
Totals			119	100%

How did hear about this survey?

Answer	0%	100%	Number of Response(s)	Response Ratio
Email Invitation			106	89.0 %
Website link			7	5.8 %
Office visit			2	1.6 %
Other			3	2.5 %
No Response(s)			1	<1 %
Totals			119	100%

Would you like to join our mailing list?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes, I've provided my email address in the comment area below.			4	3.3 %
I'm already on the list!			113	94.9 %
No Thanks!			0	0.0 %
No - JUST SEND ME MY THANK YOU COUPON - see email address below			2	1.6 %
No Response(s)			0	0.0 %
Totals			119	100%