

SATISFACTION SURVEY SUMMARY

Heritage on the Marina

3400 Laguna Street
San Francisco, CA 94123 USA

Heritage on the Marina- Independent Living

WHAT'S INSIDE

This report summarizes your satisfaction survey results. The charts and graphs selected by your organization provide important information necessary to better understand the perceptions of those individuals closely aligned to your organization.

Independent Living Community

Results for:

Resident

Survey date

For Jul 2019 to Jul 2019

Surveys distributed

71

Surveys returned

47

Response rate

66%

Printed from My InnerView's members-only Web site on **Sep 12, 2019**

Peer group: **National Database**

Peer group size: **253**

See the members' site for:

- Satisfaction survey items and reference labels
- Glossary of items

PREPARED BY



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Summary

Global satisfaction: Percent of "Excellent" and "Good" responses

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SUM-G-PE/G

Scores represent the percent of responses in the **EXCELLENT AND GOOD** category to these questions:

- What is your recommendation of this community to others?
- How would you rate your overall satisfaction with this community?

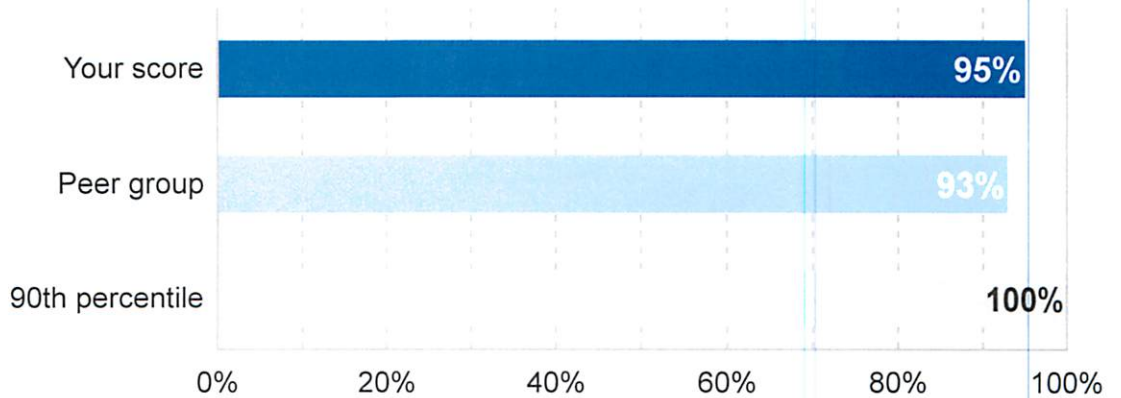
Peer group: **National Database**

90th percentile: Percent of **Excellent and Good** responses in the peer group that fall in the 90th percentile.

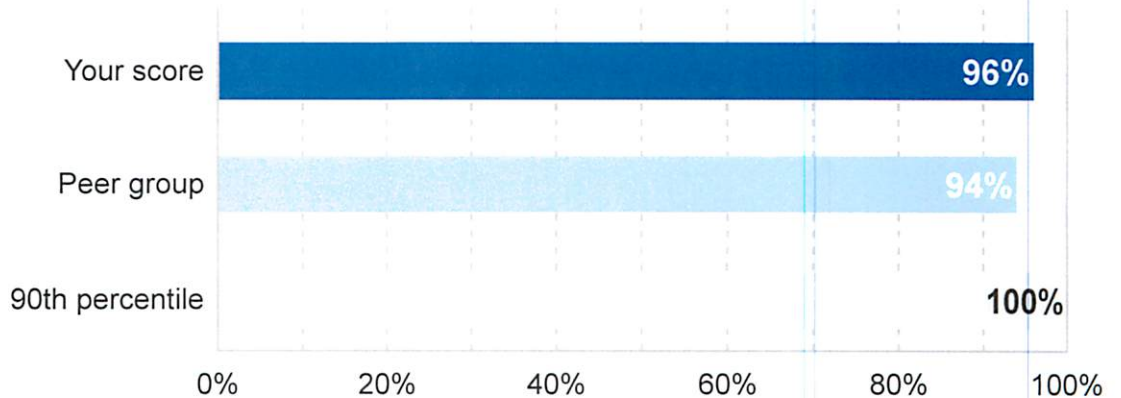
Resident

For Jul 2019 to Jul 2019

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



Results by item

"Excellent," "Good", "Fair" and "Poor" ranked by percent "Excellent"

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Item-E/G/F/P-PE

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)

