

## Customer Satisfaction Report Card

	Goals	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Outcome
<b>2017-2018</b>						
	Hickory Assessment Satisfaction Surveys Goal 88%	95%	97%	98%	99%	97%
	Burke Assessment Satisfactio Surveys Goal 88%	99%	99%	99%	98%	99%
	Conover Youth Assessment Satisfaction Survey Goal 88%	89%	95%	95%	95%	94%
	Conover Guardian Assessment Satisfaction Goal 88%	95%	98%	98%	98%	97%
	Hickory Enhanced Services Satisfaction Survey Goal 88%	94%	92%	95%	95%	94%
	Burke Enhanced Services Satisfaction Survey Goal 88%	100%	---	98%	96%	98%
	Hickory ROPT Satisfaction Surveys Goal 88%	92%	96%	95%	97%	95%
	Burke ROPT Satisfaction Surveys Goal 88%	93%	---	100%	---	97%
	CCC ROPT Satisfaction Surveys Goal 88%	91%	92%	95%	---	93%
<b>2018-2019</b>						
	Hickory Assessment Satisfaction Surveys Goal 88%	96%	97%	97%	99%	97%
	Burke Assessment Satisfactio Surveys Goal 88%	98%	97%	98%	---	98%
	Conover Youth Assessment Satisfaction Survey Goal 88%	95%	95%	98%	98%	97%
	Conover Guardian Assessment Satisfaction Goal 88%	99%	100%	99%	100%	100%
	Hickory Enhanced Services Satisfaction Survey Goal 88%	94%	95%	100%	99%	97%
	Burke Enhanced Services Satisfaction Survey Goal 88%	90%	100%	---	---	95%
	Hickory ROPT Satisfaction Surveys Goal 88%	97%	93%	100%	99%	97%
	Burke ROPT Satisfaction Surveys Goal 88%	---	---	100%	---	100%
	CCC ROPT Satisfaction Surveys Goal 88%	93%	94%	99%	97%	96%
<b>2019-2020</b>						
	Hickory Assessment Satisfaction Surveys Goal 88%	99%	99%	100%	100%	100%
	Burke Assessment Satisfactio Surveys Goal 88%	99%	100%	100%	---	100%
	Conover Youth Assessment Satisfaction Survey Goal 88%	100%	---	94%	--	97%
	Conover Guardian Assessment Satisfaction Goal 88%	100%	---	100%	--	100%
	Hickory Enhanced Services Satisfaction Survey Goal 88%	100%	97%	100%	95%	98%
	Burke Enhanced Services Satisfaction Survey Goal 88%	100%	100%	100%	--	100%
	Hickory ROPT Satisfaction Surveys Goal 88%	98%	100%	100%	100%	100%
	Burke ROPT Satisfaction Surveys Goal 88%	---	---	100%	--	100%
	CCC ROPT Satisfaction Surveys Goal 88%	94%	100%	94%	88%	94%
<b>2020-2021</b>						
	Hickory Assessment Satisfaction Surveys Goal 88%	100%	96%	0%	0%	0%
	Conover Youth Assessment	99%	--	0%	0%	0%
	Conover Guardian Assessment Satisfaction Goal 88%	100%	--	0%	0%	0%
	Hickory Enhanced Services Satisfaction Survey Goal 88%	99%	83%	0%	0%	0%
	Hickory ROPT Satisfaction Surveys Goal 88%	100%	98%	0%	0%	0%
	CCC ROPT Satisfaction Surveys Goal 88%	100%	100%	0%	0%	0%
		0%	0%	0%	0%	0%
		0%	0%	0%	0%	0%
		0%	0%	0%	0%	0%
<b>2021</b>						
	Hickory Assessment Satisfaction Surveys Goal 88%	0%	0%	0%	0%	0%
	Burke Assessment Satisfactio Surveys Goal 88%	0%	0%	0%	0%	0%
	Conover Youth Assessment Satisfaction Survey Goal 88%	0%	0%	0%	0%	0%
<b>2022</b>						
	Hickory Assessment Satisfaction Surveys Goal 88%	0%	0%	0%	0%	0%
	Burke Assessment Satisfactio Surveys Goal 88%	0%	0%	0%	0%	0%
	Conover Youth Assessment Satisfaction Survey Goal 88%	0%	0%	0%	0%	0%