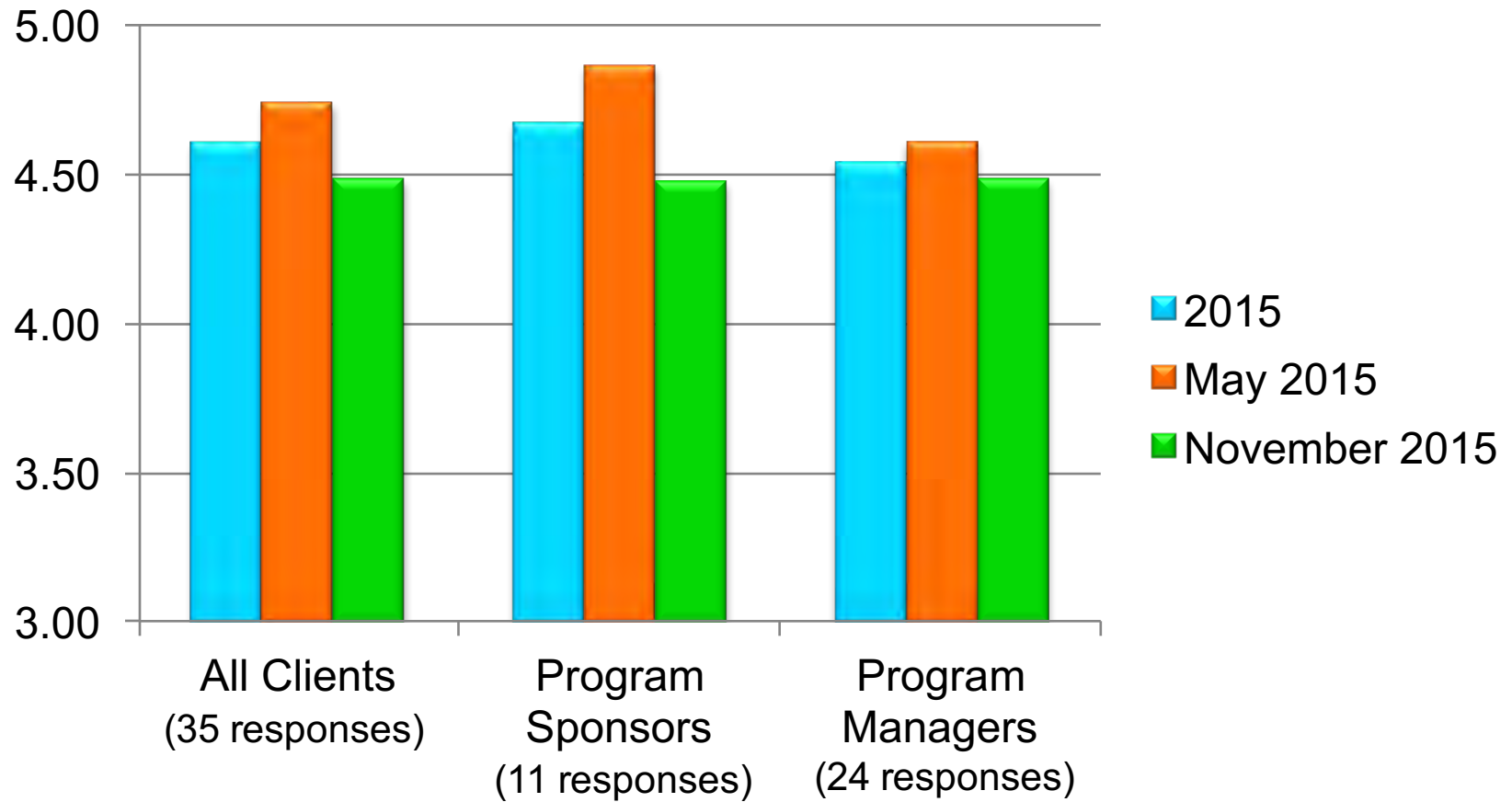


# *Broadsword* *Client Satisfaction Survey*

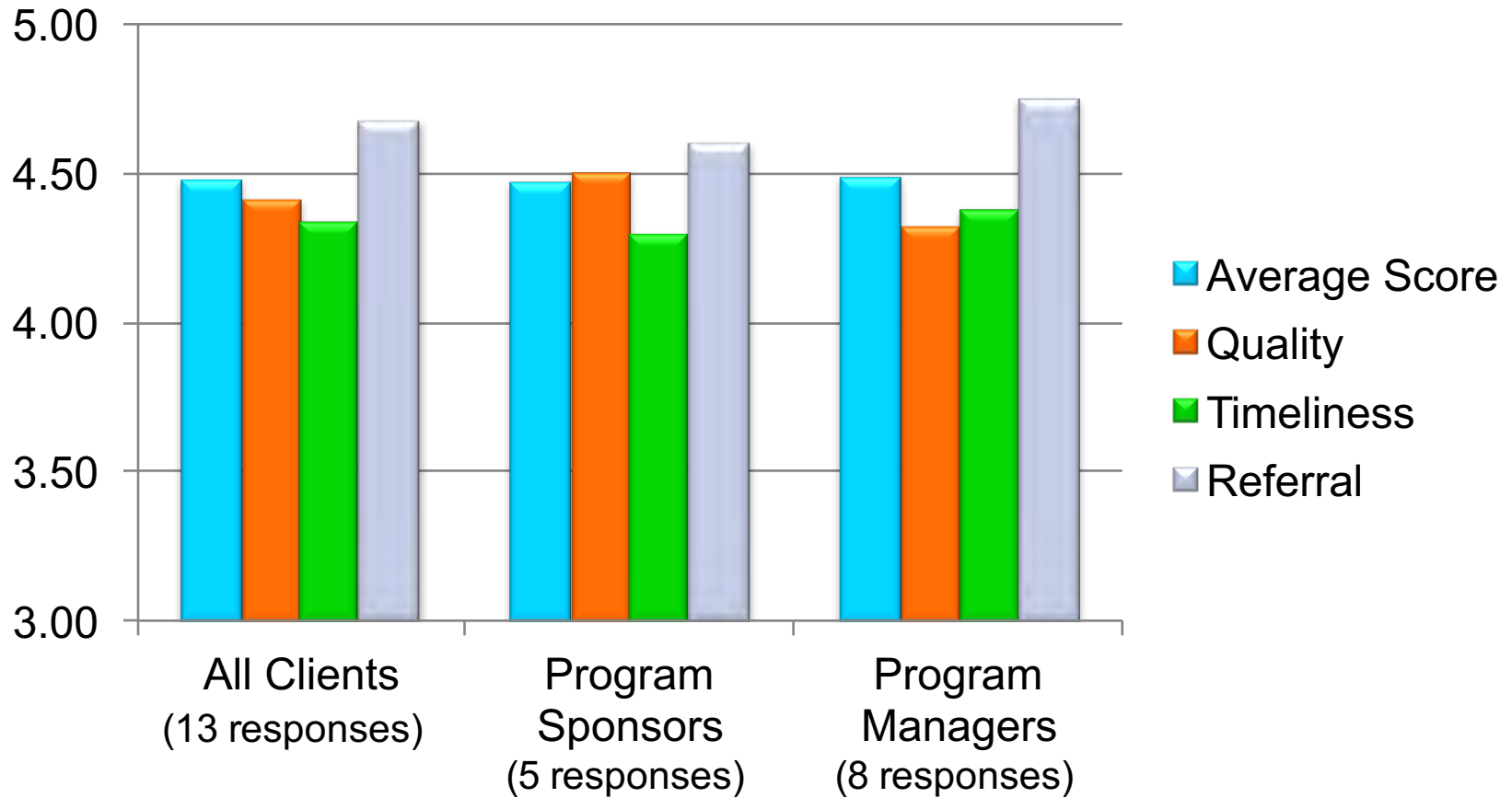
November 2015 Results

November 19, 2015

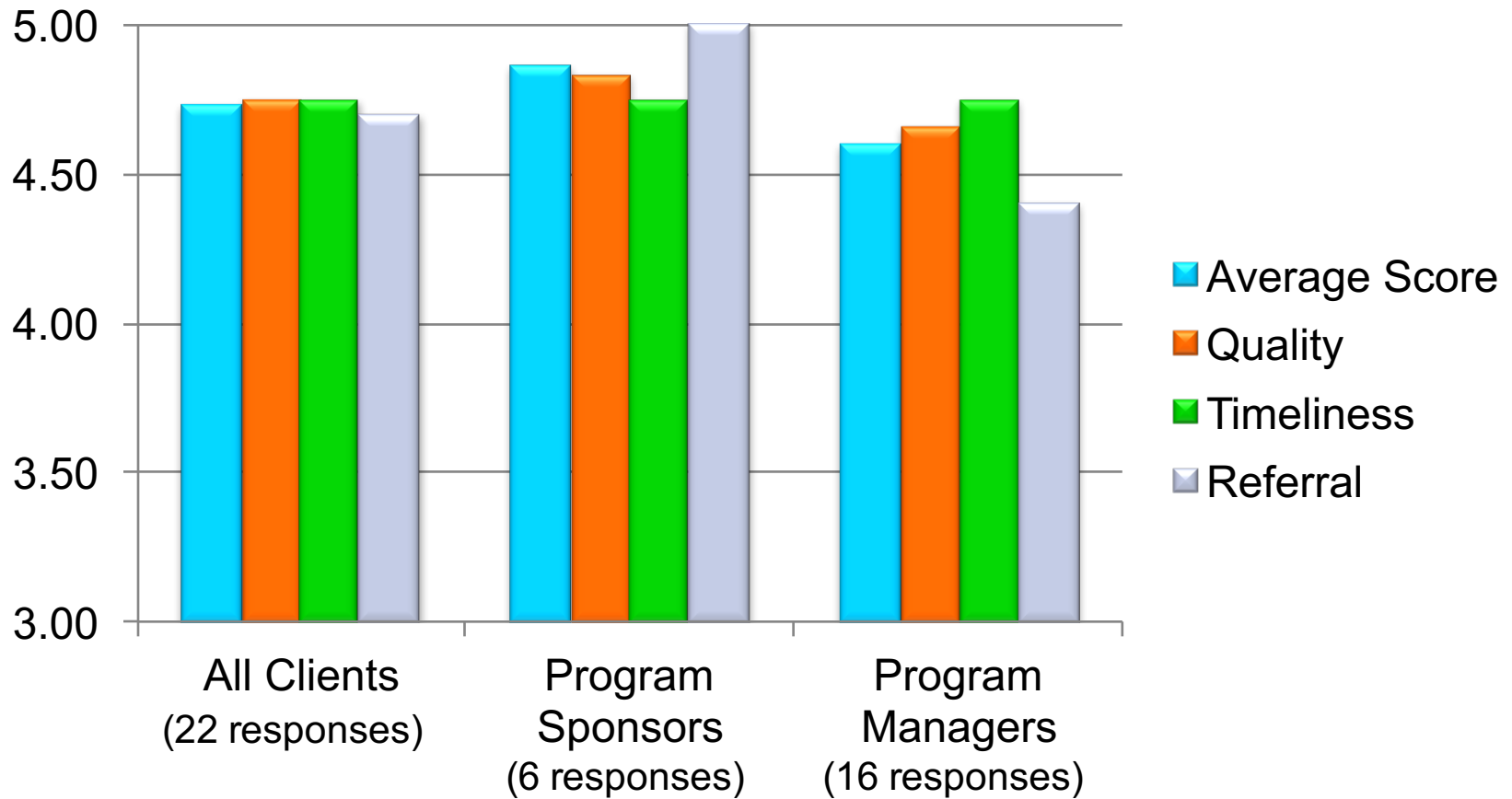
# 2015 Results - Average Score



# November 2015 Results



# May 2015 Results



# 2015 Results Summary

## May 2015 Results:

	Average Score	Quality	Timeliness	Referral
All Clients	4.74	4.74	4.75	4.70
Program Sponsors	4.83	4.83	4.75	5.00
Program Managers	4.64	4.66	4.75	4.40

## November 2015 Results:

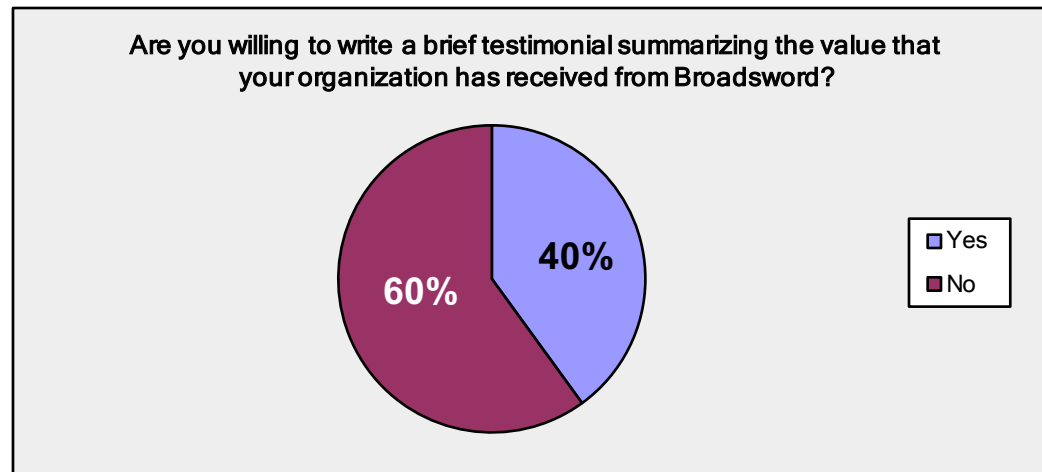
	Average Score	Quality	Timeliness	Referral
All Clients	4.48	4.41	4.34	4.68
Program Sponsors	4.47	4.50	4.30	4.60
Program Managers	4.48	4.32	4.38	4.75

# Testimonial Question - May 2015

## Program Sponsors



## Program Managers

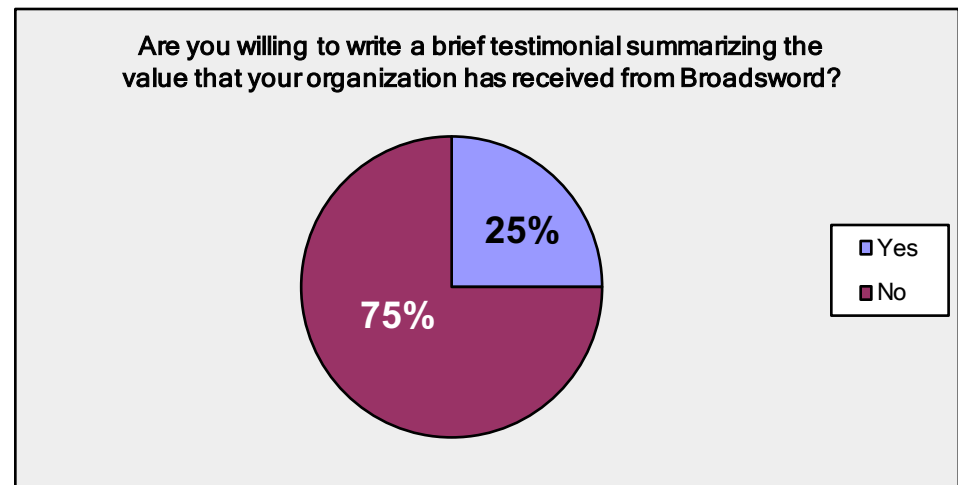


# Testimonial Question - November 2015

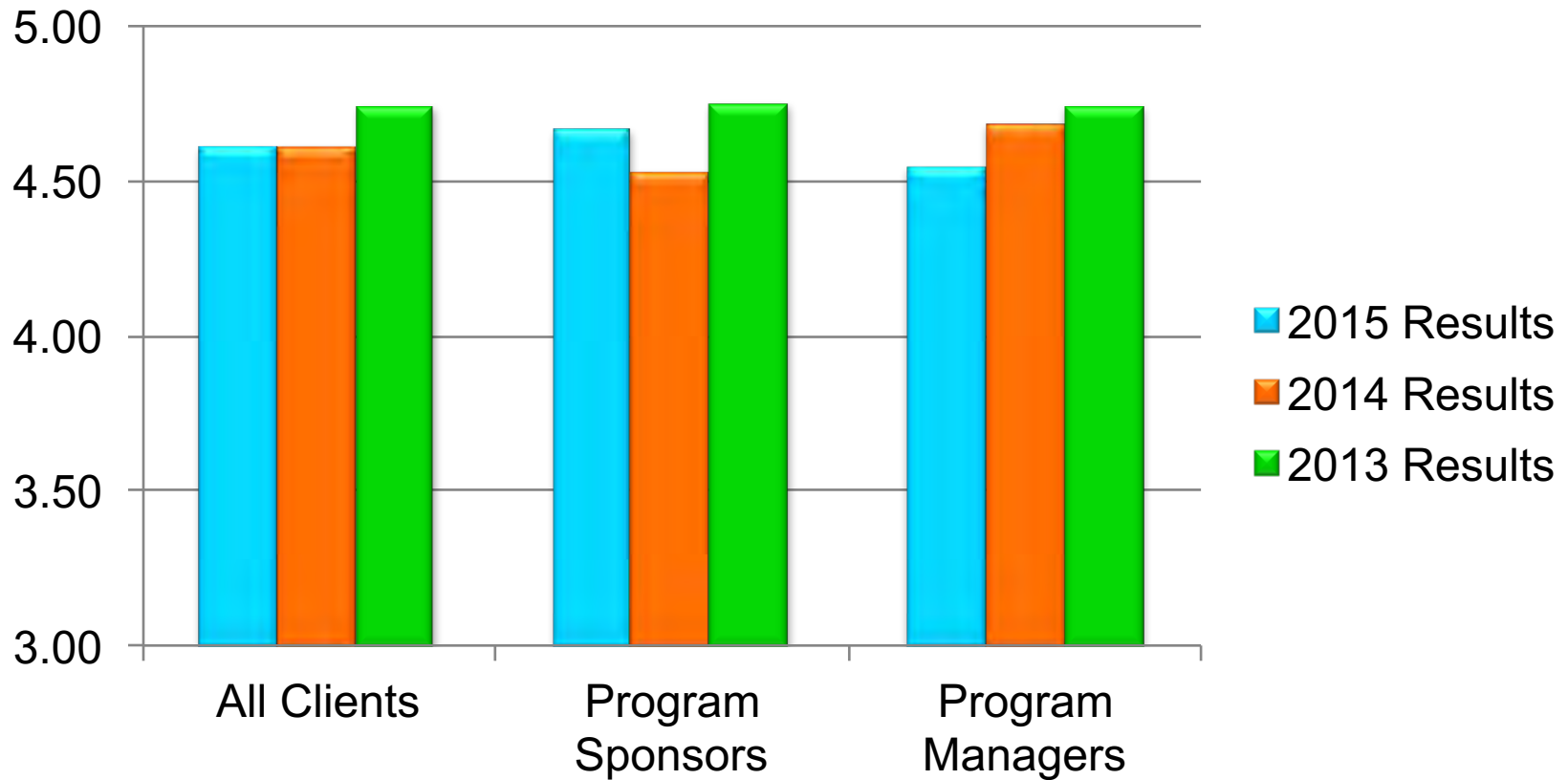
## Program Sponsors



## Program Managers



# Trend Analysis (2013 - 2015 Results)





# Trend Analysis (2013 - 2015 Results)

- 2015 Client Satisfaction Scores are consistent with 2014
- Broadsword's clients are "very likely" to refer Broadsword to others; this trend is consistent over the past 3 years
- The number of clients who are willing to write a brief testimonial of their experience with Broadsword has decreased