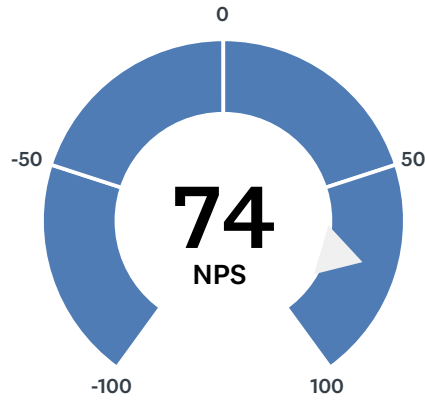


Q1 How likely is it that you would recommend this company to a friend or colleague?

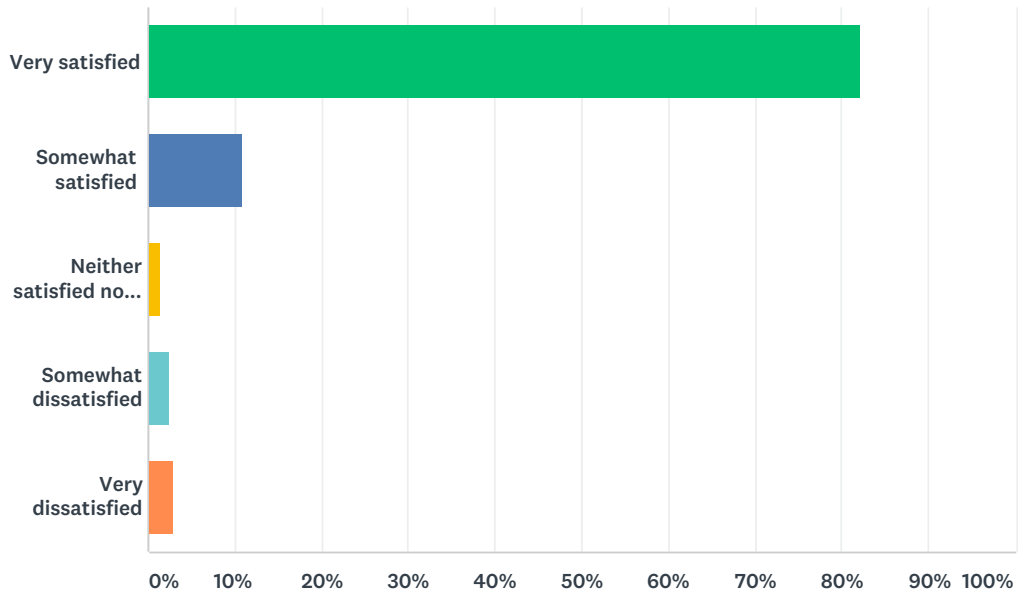
Answered: 203 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
6% 12	14% 28	80% 163	74

Q2 Overall, how satisfied or dissatisfied are you with our company?

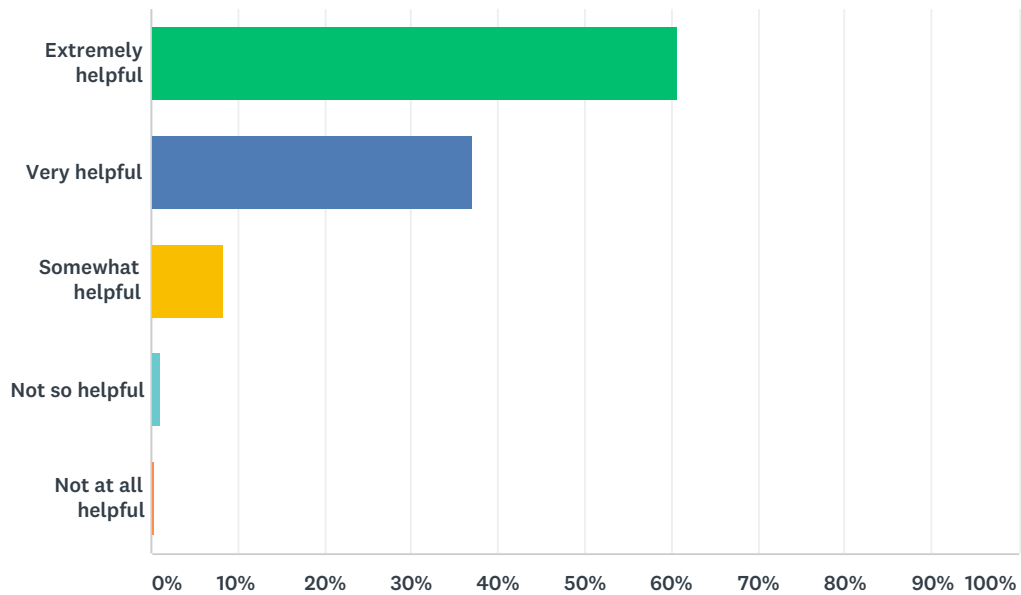
Answered: 203 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	82.27%	167
Somewhat satisfied	10.84%	22
Neither satisfied nor dissatisfied	1.48%	3
Somewhat dissatisfied	2.46%	5
Very dissatisfied	2.96%	6
TOTAL		203

Q3 Which of the following words would you use to describe our services? Select all that apply.

Answered: 203 Skipped: 0

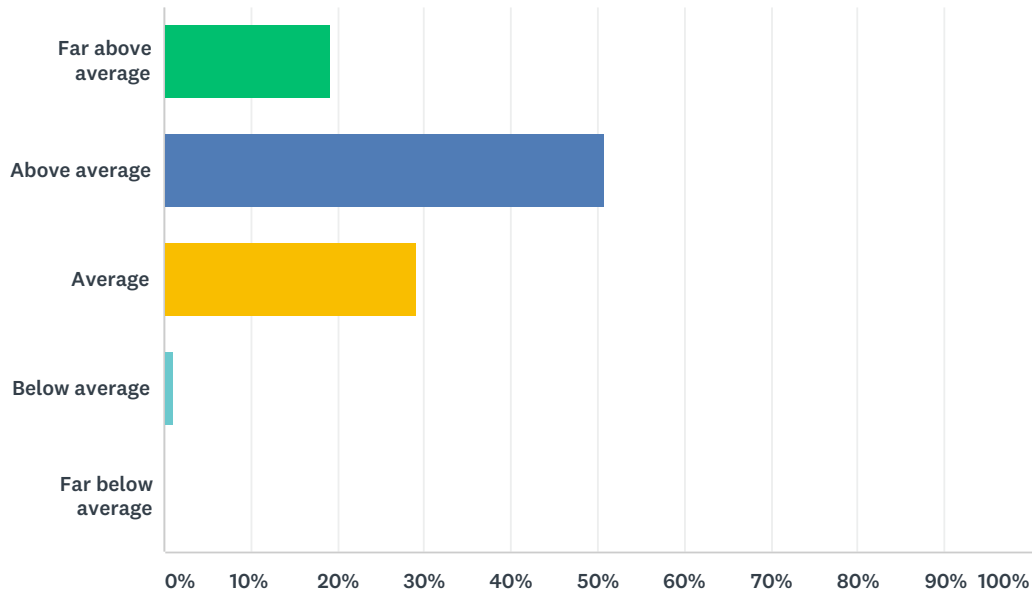


ANSWER CHOICES	RESPONSES	
Extremely helpful	60.59%	123
Very helpful	36.95%	75
Somewhat helpful	8.37%	17
Not so helpful	0.99%	2
Not at all helpful	0.49%	1
Total Respondents: 203		

#	OTHER (PLEASE SPECIFY)	DATE
1	The person who answers emails was unhelpful and rude in a certain situation that almost made me cancel my appointment and go to another business.	10/8/2019 9:04 AM
2	I am not feeling a connection with my therapist, which has made the sessions awkward.	10/3/2019 3:01 AM

Q4 How would you describe our office space and facilities?

Answered: 203 Skipped: 0

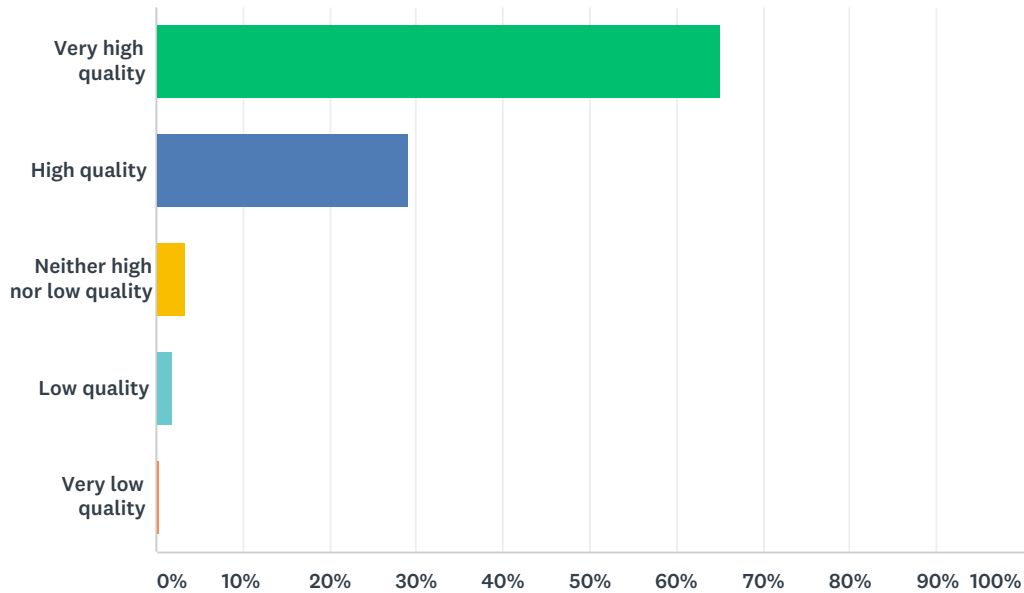


ANSWER CHOICES	RESPONSES	
Far above average	19.21%	39
Above average	50.74%	103
Average	29.06%	59
Below average	0.99%	2
Far below average	0.00%	0
TOTAL		203

#	OTHER (PLEASE SPECIFY)	DATE
1	Very peaceful space to share feelings	10/5/2019 6:27 AM
2	Comfortable	10/3/2019 4:15 AM
3	Sometimes I am not greeted when I come in, which is fine, but when I speak to the workers up front, they don't reply back to me.	10/2/2019 7:37 PM
4	There are comfy chairs to wait in and you can get water or a coffee pod thing too. Theres music playing so its not dead silent and occasionally you can get a fancy cooking magazine!	10/2/2019 7:13 PM

Q5 How would you rate the skills and professionalism of your therapist?

Answered: 203 Skipped: 0

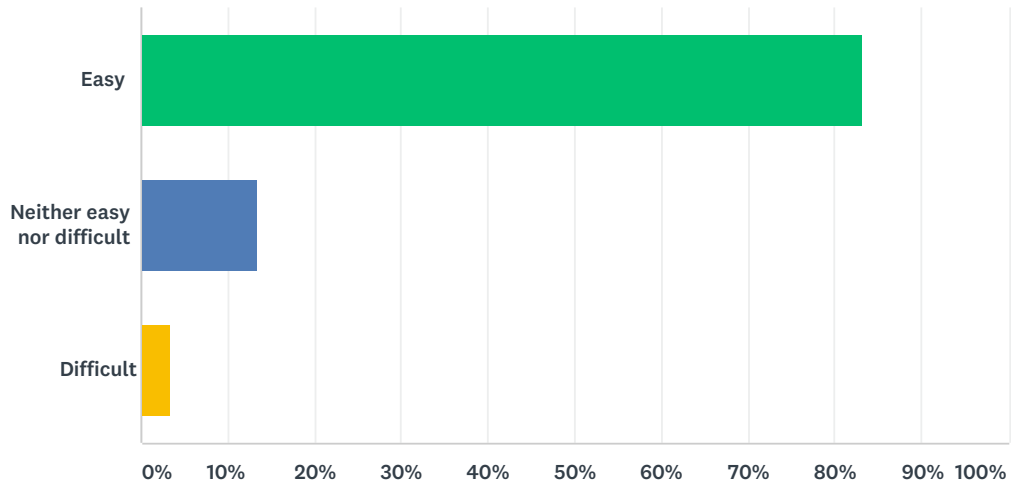


ANSWER CHOICES	RESPONSES	
Very high quality	65.02%	132
High quality	29.06%	59
Neither high nor low quality	3.45%	7
Low quality	1.97%	4
Very low quality	0.49%	1
TOTAL		203

#	OTHER (PLEASE SPECIFY)	DATE
1	My first therapist, I adored and found so helpful but since her medical leave I feel lost and have not found a good fit.	10/3/2019 2:45 PM
2	professional, but not so professional as to be unrelatable :)	10/3/2019 7:18 AM
3	I get the feeling she is young and still learning. My last session had lots of silence.	10/3/2019 3:01 AM
4	First therapist and he makes me feel comfortable, but sometimes I wish he had more input on things for me rather than just sitting in silence when I stop talking	10/2/2019 7:37 PM
5	I feel like I can talk to my therapist about anything, I've texted Liz if something is actively causing issues and she has helped me greatly with my negative thinking.	10/2/2019 7:13 PM

Q6 How would you describe our intake process?

Answered: 203 Skipped: 0

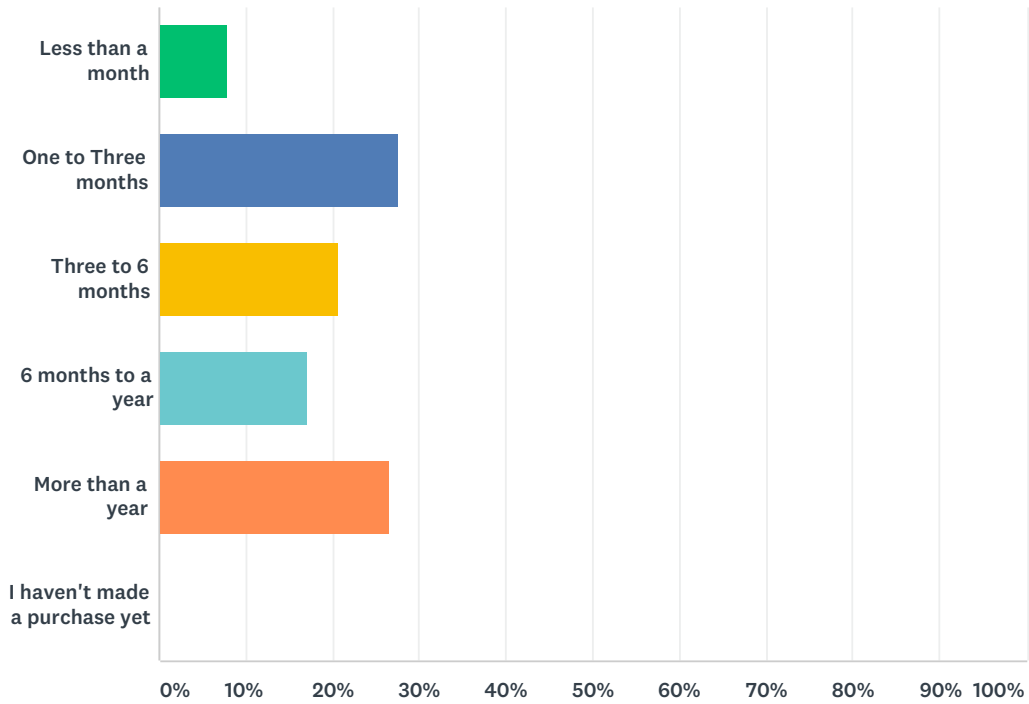


ANSWER CHOICES	RESPONSES
Easy	83.25% 169
Neither easy nor difficult	13.30% 27
Difficult	3.45% 7
TOTAL	203

#	OTHER (PLEASE SPECIFY)	DATE
1	glad it could be conducted online	10/3/2019 7:18 AM
2	I don't remember- it's been awhile	10/3/2019 3:29 AM
3	I filled it out online but it was never received. I was told by front desk at my 1st appt I didn't need to do any paperwork but after the appt I had to stay to complete paperwork	10/3/2019 3:26 AM
4	Was hard to get initial contact (several years ago)	10/2/2019 6:35 PM

Q7 How long have you been a client with our company?

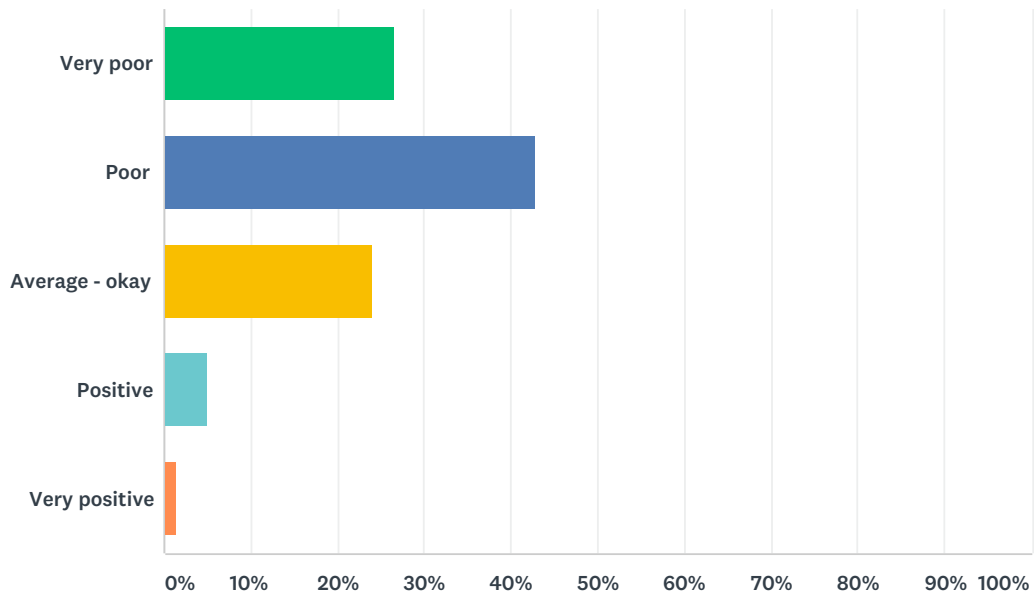
Answered: 203 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than a month	7.88%	16
One to Three months	27.59%	56
Three to 6 months	20.69%	42
6 months to a year	17.24%	35
More than a year	26.60%	54
I haven't made a purchase yet	0.00%	0
TOTAL		203

Q8 How would you rate your overall emotional and mental health at the time you first contacted us?

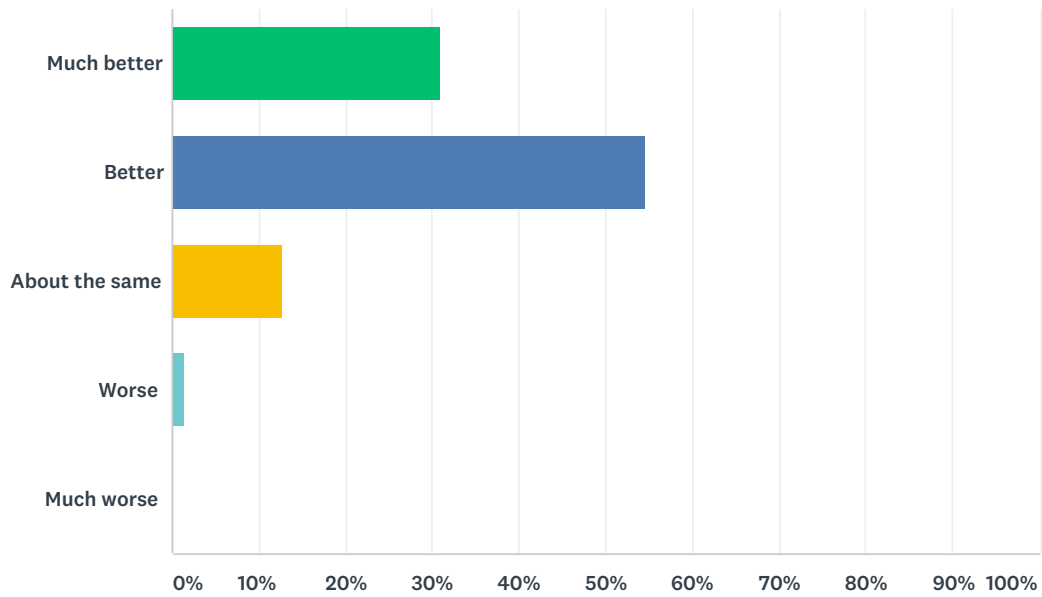
Answered: 203 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very poor	26.60%	54
Poor	42.86%	87
Average - okay	24.14%	49
Positive	4.93%	10
Very positive	1.48%	3
TOTAL		203

Q9 How would you rate your overall emotional and mental health currently?

Answered: 203 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much better	31.03%	63
Better	54.68%	111
About the same	12.81%	26
Worse	1.48%	3
Much worse	0.00%	0
TOTAL		203

Q10 Do you have any other comments, questions, or concerns?

Answered: 65 Skipped: 138

#	RESPONSES	DATE
1	None	10/10/2019 7:37 AM
2	I'm very thankful that my family and I found Serenity and I will still be continuing to go here as long as I need to	10/10/2019 4:59 AM
3	Nora has made such a positive impact on my life, I am so grateful she is my therapist & I was so happy with her services I referred a friend/coworker of mine to SBH who also loves SBH!	10/9/2019 1:56 PM
4	None	10/9/2019 1:55 AM
5	Love working with angel...really has helped me.	10/8/2019 2:40 PM
6	Not at this time, thanks for checking in	10/8/2019 1:43 PM
7	The service has been great	10/8/2019 11:39 AM
8	N/A	10/8/2019 11:26 AM
9	Need to be rescheduled. I did not receive the customary email and know that I was to see Angel already.	10/8/2019 10:19 AM
10	I appreciate Jenn very much. Her professionalism, flexibility, sense of humor, and therapeutic approach are a good fit for me.	10/8/2019 8:53 AM
11	Nope	10/8/2019 8:24 AM
12	None	10/8/2019 8:11 AM
13	Your online intake was amazing for someone who didn't want to make calls and would have put this off forever if it meant talking to someone on the phone about my mental health and insurance	10/8/2019 7:54 AM
14	No	10/8/2019 7:44 AM
15	Website and online patient portal could use some improvements.	10/8/2019 3:46 AM
16	Angel is the best!!	10/6/2019 11:42 AM
17	No	10/5/2019 2:00 PM
18	You all have been very helpful but circumstances have caused additional mental strain is the only reason I did not mark improved on my mental state	10/4/2019 2:50 PM
19	No	10/4/2019 12:19 PM
20	Both Bailey and Jen have made a profound impact on my life. I'm very grateful for there help.	10/4/2019 8:11 AM
21	Angel is by far the best therapist I have ever seen. She is very knowledgeable and shows great passion for her work.	10/4/2019 3:19 AM
22	My mental health is worse because I'm in my second year of law school, NOT because of Liz. Liz has helped me maintain my mental health at a spot where I am not dropping out of law school.	10/4/2019 2:48 AM
23	My therapist brushed off my concerns of sexual assault trauma because it didn't fit her idea for what was troubling me. "Lots of women go through that. But I think we should focus on your parents divorce." - I was there because I can't have sex with my husband. Will not be back.	10/4/2019 2:45 AM
24	I am really glad I found y'all!	10/3/2019 11:06 PM
25	Nora is great	10/3/2019 7:51 PM
26	Angel is the best!	10/3/2019 6:14 PM
27	Takibg a break but I'll be back	10/3/2019 5:33 PM
28	Nora Wightman is an excellent counselor, she has exponentially increased my mental wellbeing.	10/3/2019 5:27 PM
29	No	10/3/2019 5:26 PM

SerenityBHS Client Satisfaction Survey

30	Great people and great place to grow and learn about myself. I've learned strategies to help me cope with everyday challenges.	10/3/2019 4:55 PM
31	N/a	10/3/2019 4:54 PM
32	Jen Martin is a gifted therapist. I wish I had known her a long time ago. Thank you Jen for providing this service to Columbus.	10/3/2019 4:30 PM
33	I plan on seeing Nora real soon. She is wonderful	10/3/2019 4:29 PM
34	Wendy is awesome! Always easy to pay. Plenty of parking.	10/3/2019 4:23 PM
35	I loved my therapist, but since her medical leave I felt abandoned and don't fault her at all. I tried someone else and didn't find a connection. I called in to try to get scheduled with someone else and don't feel it was the normal person because she want super compassionate about the whole situation or overly helpful when it came towards trying to find the right fit. When I originally called a year ago the woman was so helpful in trying to help me find the right fit, I'm definitely frustrated and trying to fit a new therapist until if or when my original therapist returns. I loved not only her help but her Saturday hours.	10/3/2019 2:45 PM
36	I went to a few therapists before I started seeing Angel and I was always discouraged because nothing seemed to help. Angel was able to help me get to the root cause of my anxieties and work on self awareness to improve my overall happiness. I am very grateful for her.	10/3/2019 12:56 PM
37	No	10/3/2019 12:54 PM
38	Nora is the best!!!	10/3/2019 11:40 AM
39	Figure out the billing	10/3/2019 9:24 AM
40	Courtney has been such a great help to me these past few months and I have really appreciated being a patient and BHS!	10/3/2019 8:49 AM
41	I'm getting help addressing trauma that I've never addressed before. My therapist, Sarah is the best therapist I've ever seen up to this point and I've seen several counselors in the past.	10/3/2019 7:06 AM
42	No	10/3/2019 5:00 AM
43	Liz has helped me so much over the time I've been with her. Will forever be grateful.	10/3/2019 4:53 AM
44	This has been such a great experience and very helpful to my mental health	10/3/2019 4:39 AM
45	Mary is amazing. We will be forever grateful to her guidance on our path to mental wellness and relationship "wellness". We always felt comfortable in her office. The office environment is warm, welcoming, comfortable.	10/3/2019 4:15 AM
46	No	10/3/2019 4:14 AM
47	No	10/3/2019 4:13 AM
48	Thanks for all that you do.	10/3/2019 3:29 AM
49	Front desk staff can be very rude. If you don't like your job, find a different one especially in the counseling services. People are coming in sad/hurt/depressed and rude front desk staff does not help that.	10/3/2019 3:26 AM
50	No	10/3/2019 3:07 AM
51	I would like to know if there are any other therapists within the practice that accept my insurance. It is my understanding that my therapist is still a "student". I would like maybe someone a little more seasoned to create more dialoug.	10/3/2019 3:01 AM
52	No	10/3/2019 1:06 AM
53	I did not continue with my therapist due to my not giving with her energy. I do still recommend the services offered as the LGBTQ community needs resources and they are lacking. Thank you regardless you f my own personal experience.	10/2/2019 8:17 PM
54	N/a	10/2/2019 7:59 PM
55	N/A	10/2/2019 7:37 PM
56	Nope.	10/2/2019 7:13 PM

SerenityBHS Client Satisfaction Survey

57	Liz Lupetow has been a life-saver. She has taught me important coping strategies and ways of reframing my thinking. I would not have made it through this last year intact if not for Liz.	10/2/2019 6:58 PM
58	Nice decor	10/2/2019 6:51 PM
59	We like the Hershey Kisses in the waiting room. Deanna helps us so we don't feel so overwhelmed. She has a great sense of humor but can also be serious when needed.	10/2/2019 6:36 PM
60	Jessica is amazing.	10/2/2019 6:32 PM
61	No.	10/2/2019 6:32 PM
62	I had a terrible experience with the website. I signed up, and the website worked for one session. I attempted to login a second time the next day, and it did not 'remember' my username or password. I absolutely wrote the correct info down in a document saved to my local hard drive before copy-pasting the info into the site, so the info should have been exactly duplicated. There was no option to reset password by email, which is standard for most websites using basic u-n-p authorization. The website merely told me to contact the site administrator. The website is third party software not managed by anyone at Serenity, so it was clear my original login info had simply been lost. I have since that first day conducted all business by phone and had excellent service from talking to the real people. So the inaccessible website has in no way impacted my ability to receive psychological services, but it's still a bummer.	10/2/2019 6:27 PM
63	All I can say is, coming to this office was the best thing that happened to me. Thank you	10/2/2019 6:16 PM
64	Nope	10/2/2019 6:15 PM
65	No	10/2/2019 6:08 PM