

Customer Satisfaction Report Card

| Committee | Goals | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Outcome |
|------------------|--|-------|-------|-------|-------|---------|
| 2017-2018 | | | | | | |
| | 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% |
| 2018-2019 | | | | | | |
| | 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% |
| 2019-2020 | | | | | | |
| | 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% |
| 2020-2021 | | | | | | |
| | Hickory Assessment Satisfaction Surveys Goal 88% | 100% | 96% | 98% | 100% | 99% |
| | Conover Youth Assessment | 99% | -- | -- | -- | 99% |
| | Conover Guardian Assessment Satisfaction Goal 88% | 100% | -- | -- | -- | 100% |
| | Hickory Enhanced Services Satisfaction Survey Goal 88% | 99% | 83% | 95% | 100% | 95% |
| | Hickory ROPT Satisfaction Surveys Goal 88% | 100% | 98% | 97% | 97% | 98% |
| | CCC ROPT Satisfaction Surveys Goal 88% | 100% | 100% | 100% | 100% | 100% |
| | | 0% | 0% | 0% | 0% | 0% |
| | 0 | 0% | 0% | 0% | 0% | 0% |
| | | 0% | 0% | 0% | 0% | 0% |
| 2021-2022 | | | | | | |
| | Hickory Assessment Satisfaction Surveys Goal 88% | 96% | 100% | 100% | 100% | 99% |
| | Conover Youth Assessment Satisfaction Survey Goal 88% | --% | --% | 91% | 100% | 96% |
| | Conover Guardian Assessment Satisfaction Goal 88% | --% | --% | 100% | --% | 100% |
| | Hickory Enhanced Services Satisfaction Survey Goal 88% | 100% | 100% | 100% | 100% | 100% |
| | Hickory ROPT Satisfaction Survey Goal 88% | 100% | 96% | 100% | 100% | 99% |
| | Conover ROPT Satisfaction Survey Goal 88% | 100% | 97% | 93% | 100% | 98% |
| 2022-2023 | | | | | | |
| | Hickory Assessment Satisfaction Surveys Goal 88% | 91% | -- | 100% | --% | 96% |
| | Conover Youth Assessment Satisfaction Survey Goal 88% | 100% | -- | -- | 100% | 100% |
| | Conover Guardian Assessment Satisfaction Goal 88% | #### | -- | -- | 100% | 100% |
| | Hickory Enhanced Services Satisfaction Survey Goal 88% | #### | #### | #### | ##### | 99.70% |
| | Hickory ROPT Satisfaction Survey Goal 88% | #### | #### | #### | ##### | 99.6% |
| | Conover ROPT Satisfaction Survey Goal 88% | 88% | 98% | 98% | 100% | 96% |