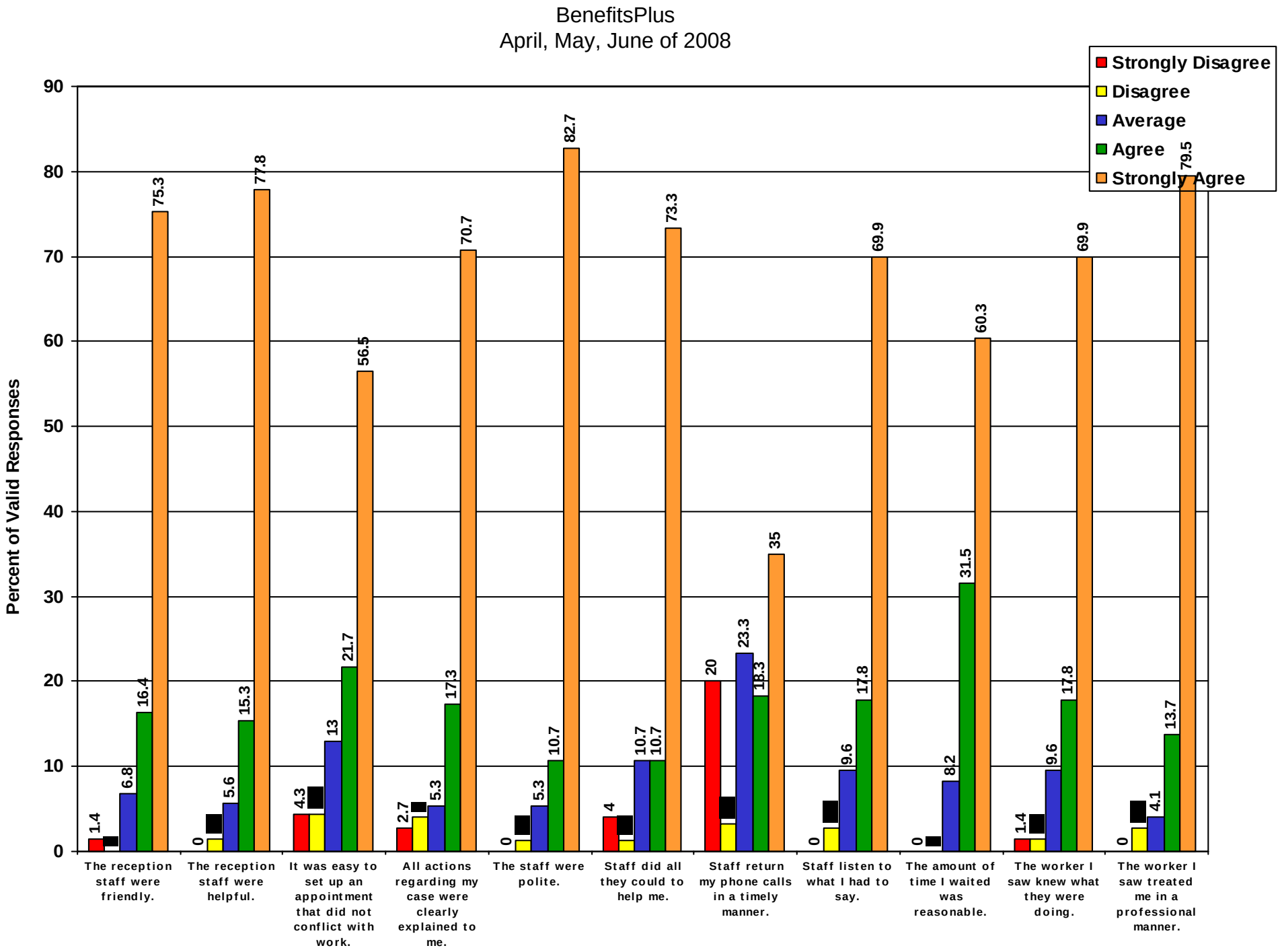
BenefitsPlus
April, May, June of 2008
Strongly Disagree
Disagree
Average
Agree
Strongly Agree
Percent of Valid Responses
0
10
20
30
40
50
60
70
80
90
1.4
6.8
16.4
75.3
0
5.6
15.3
77.8
4.3
13
21.7
56.5
2.7
5.3
17.3
70.7
0
5.3
10.7
82.7
4
10.7
10.7
73.3
20
23.3
18.3
35
0
9.6
17.8
69.9
0
8.2
31.5
60.3
1.4
9.6
17.8
69.9
0
4.1
13.7
79.5
The reception staff were friendly.
The reception staff were helpful.
It was easy to set up an appointment that did not conflict with work.
All actions regarding my case were clearly explained to me.
The staff were polite.
Staff did all they could to help me.
Staff return my phone calls in a timely manner.
Staff listen to what I had to say.
The amount of time I waited was reasonable.
The worker I saw knew what they were doing.
The worker I saw treated me in a professional manner.