



Executive Summary Prepared by
My InnerView by National Research Corporation
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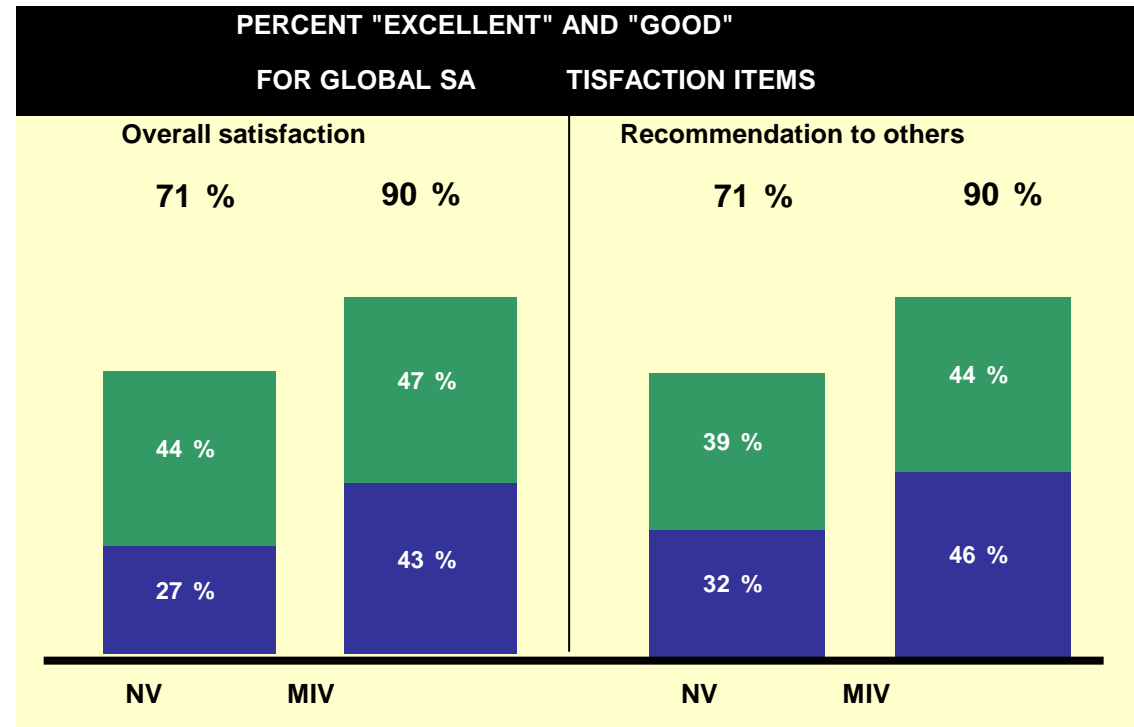
Resident Satisfaction

	2015	2014	2013
RESPONSE RATE	55%	53%	35%
COMMUNITIES SURVEYED	6	6	6
SURVEYS RECEIVED	206	141	94

Resident Satisfaction

Global Satisfaction

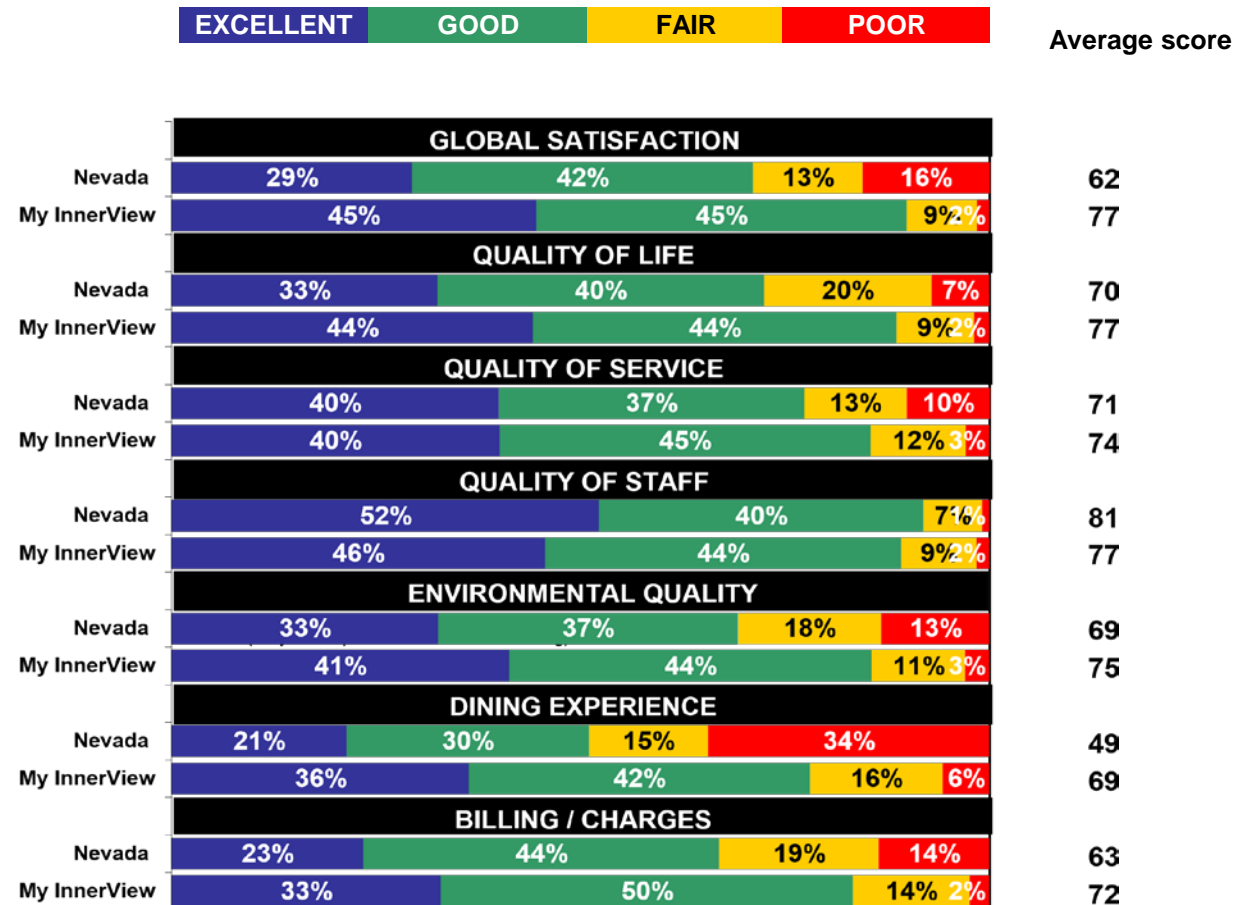
Slide 1



Resident Satisfaction

Rating by Domain 2015

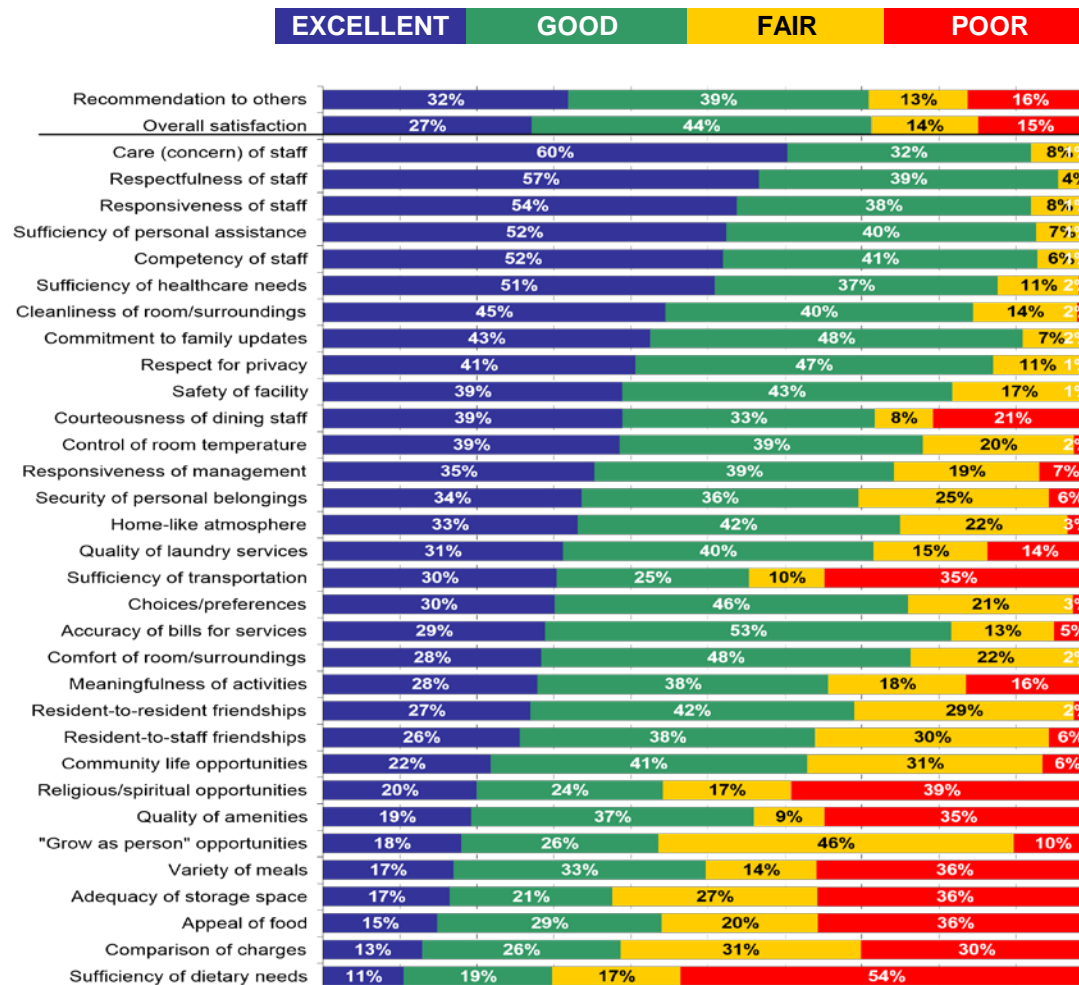
Slide 1



Resident Satisfaction

Items ranked by Percent EXCELLENT for 2015

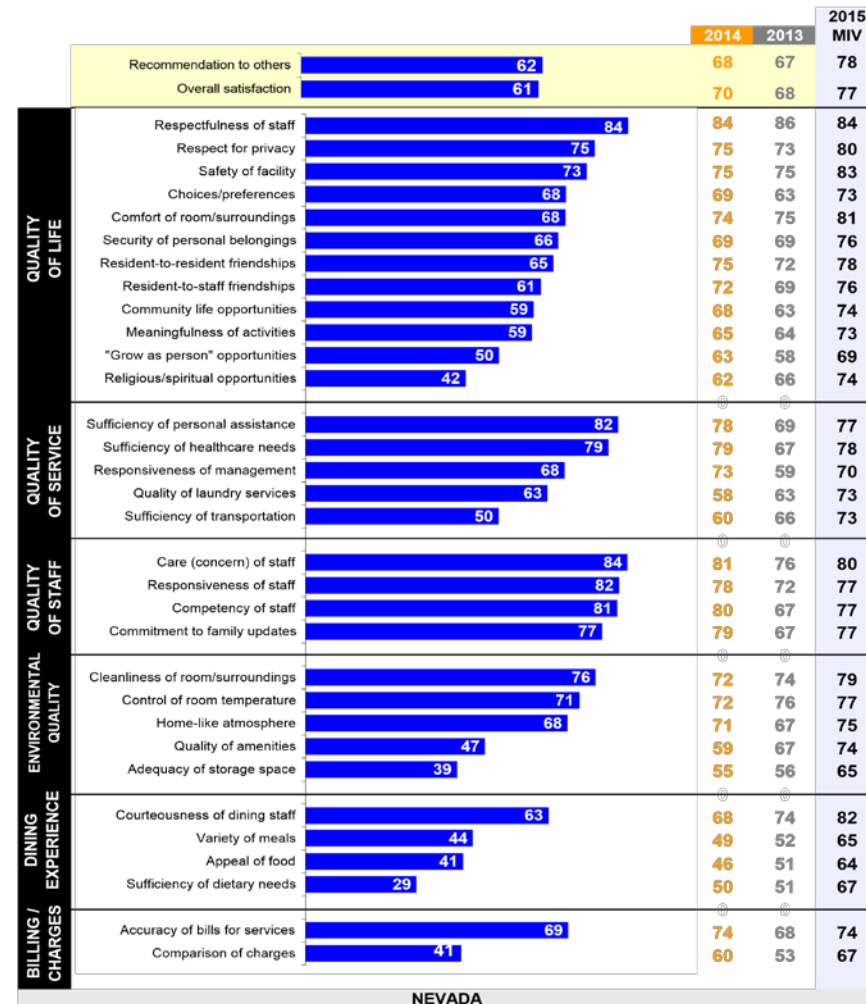
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Resident Satisfaction

Slide 5

Items Ranked within Domain by average scores for 2015



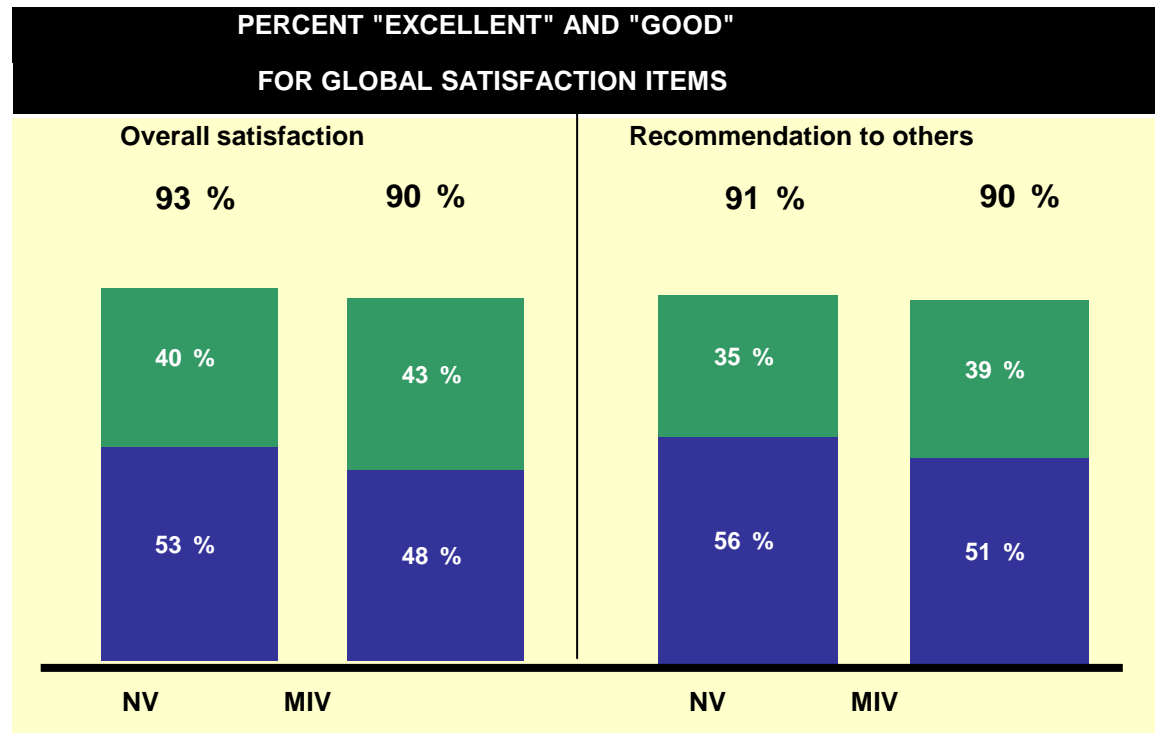
Family Satisfaction

	2015	2014	2013
RESPONSE RATE	24%	34%	26%
COMMUNITIES SURVEYED	6	7	4
SURVEYS RECEIVED	60	87	44

Family Satisfaction

Global Satisfaction

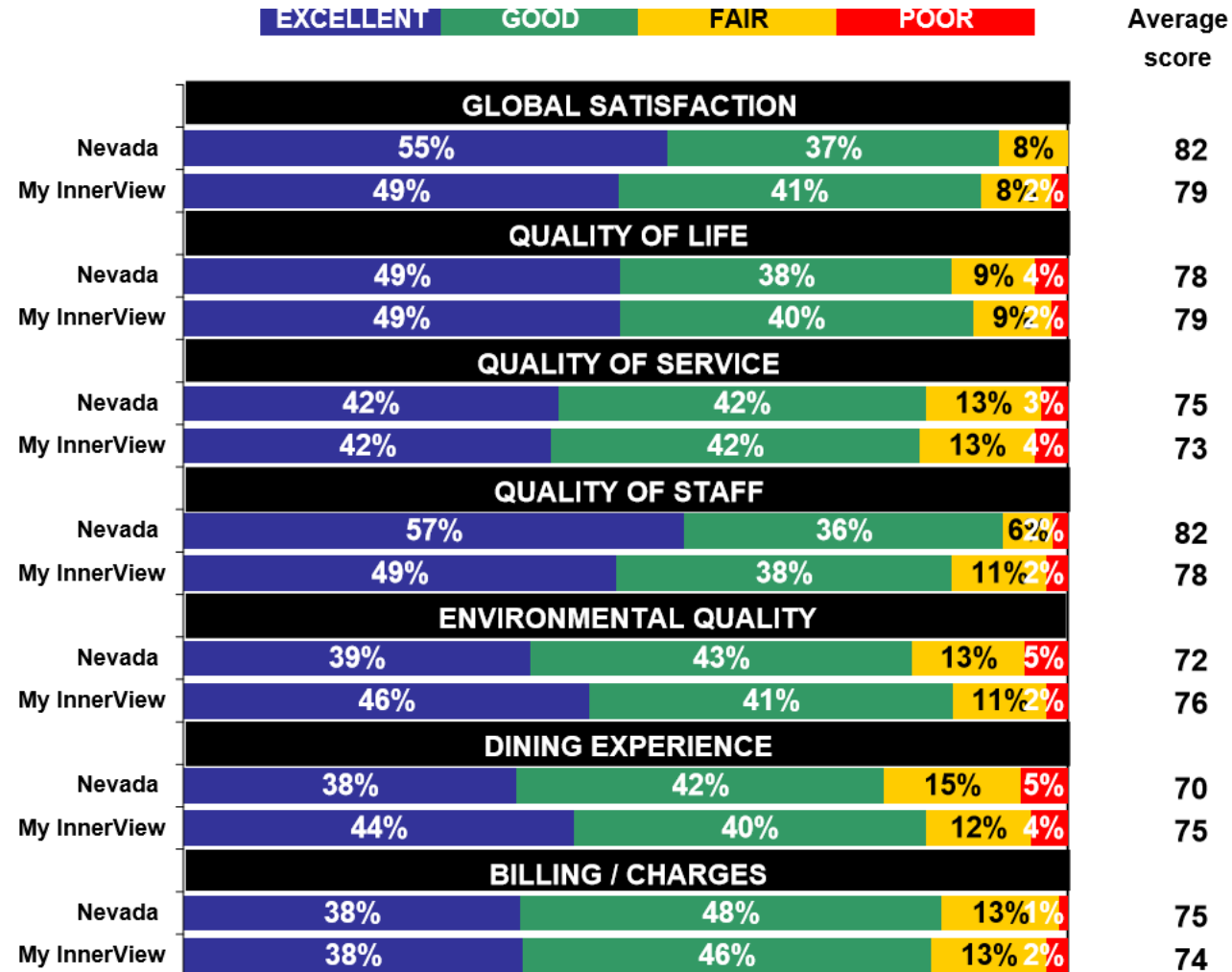
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Family Satisfaction

Slide 1

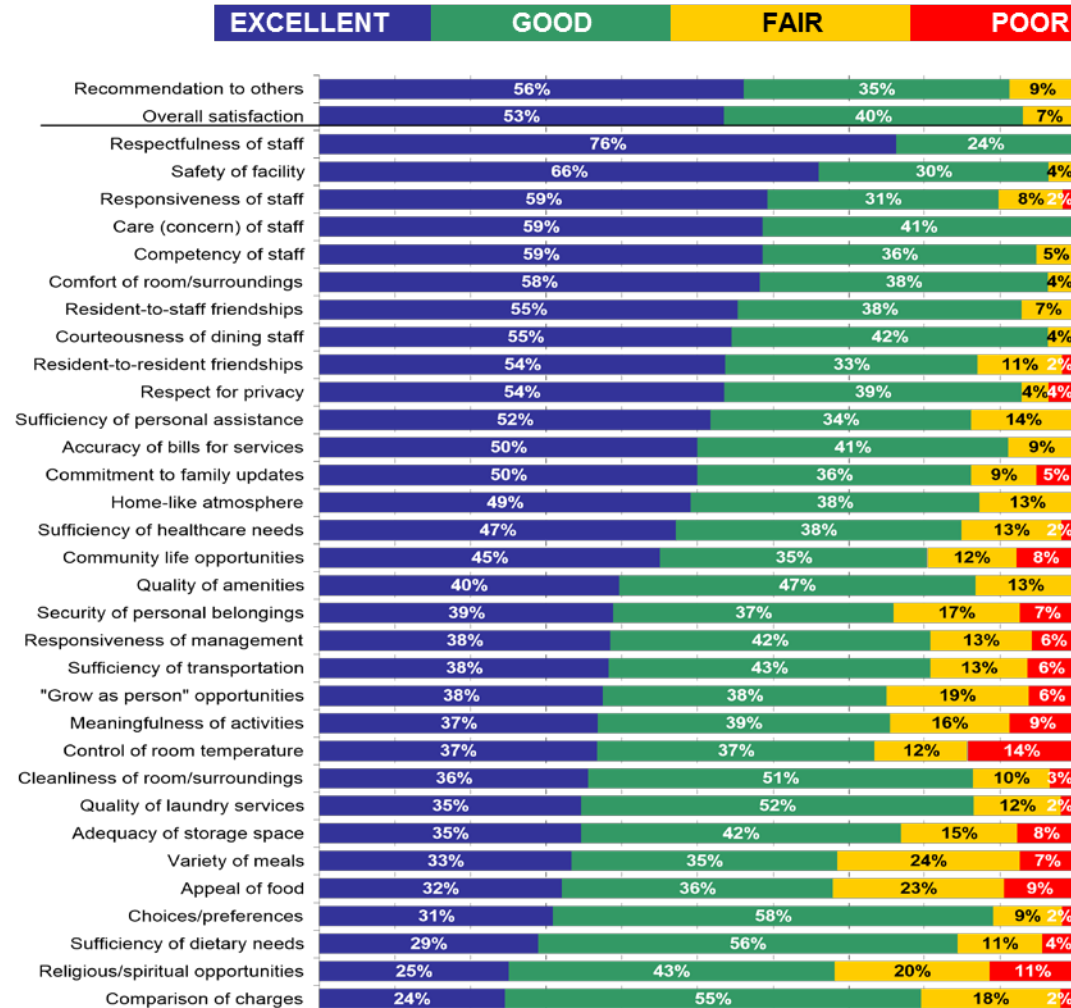
Ratings by Domain for 2015



Family Satisfaction

Items Ranked by % EXCELLENT for 2015

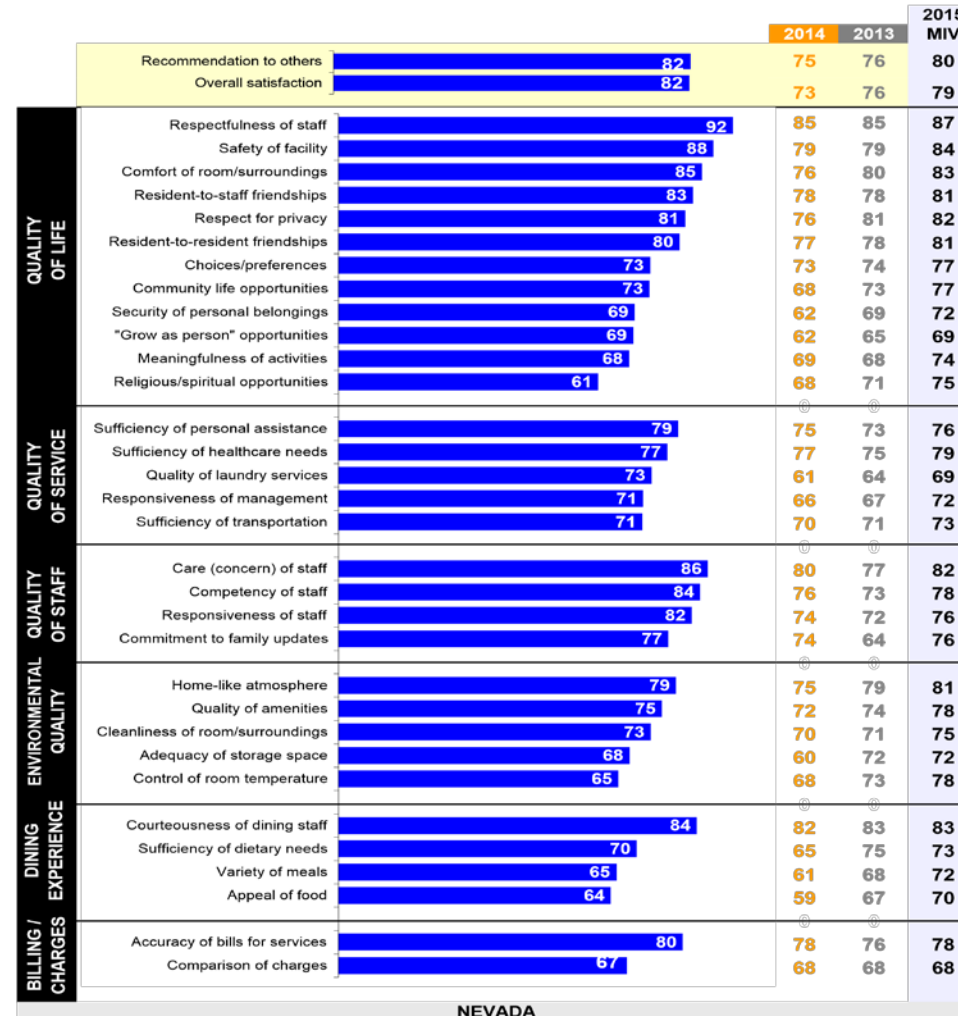
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Family Satisfaction

Slide 5

Items Ranked within Domain by Average Scores for 2015



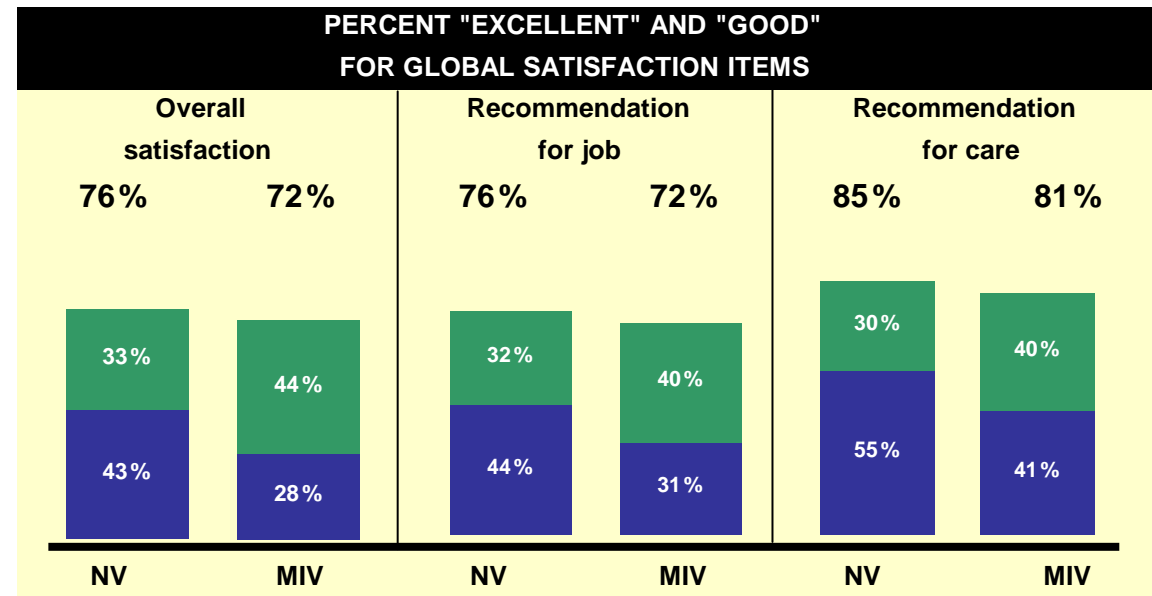
Employee Satisfaction

	2015	2014	2013
RESPONSE RATE	57%	83%	86%
COMMUNITIES SURVEYED	3	6	4
SURVEYS RECEIVED	42	189	102

Employee Satisfaction

Global Satisfaction

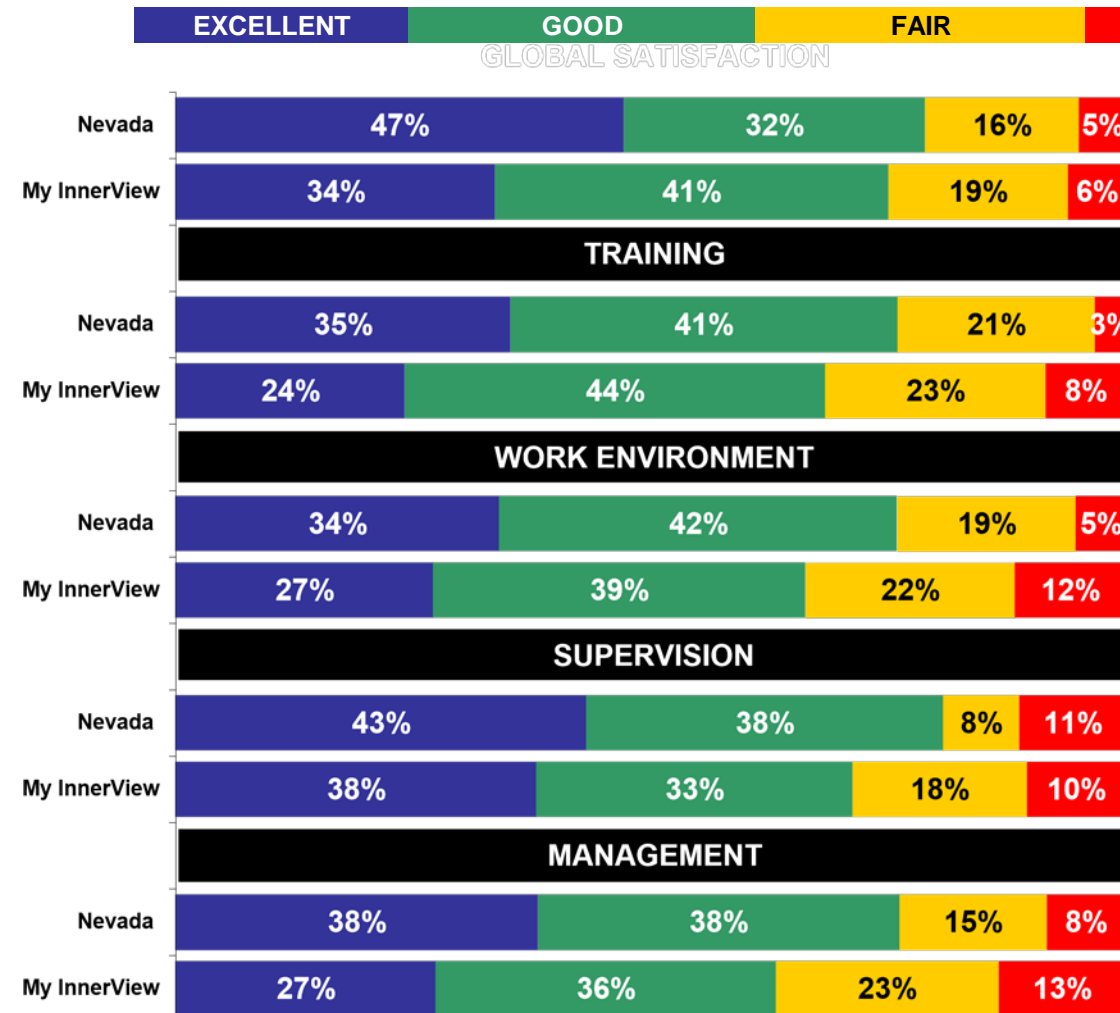
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Employee Satisfaction

Ratings by Domain for 2015

Slide 1



Employee Satisfaction

Slide 5

Items Ranked within Domain by Average Scores for 2015

