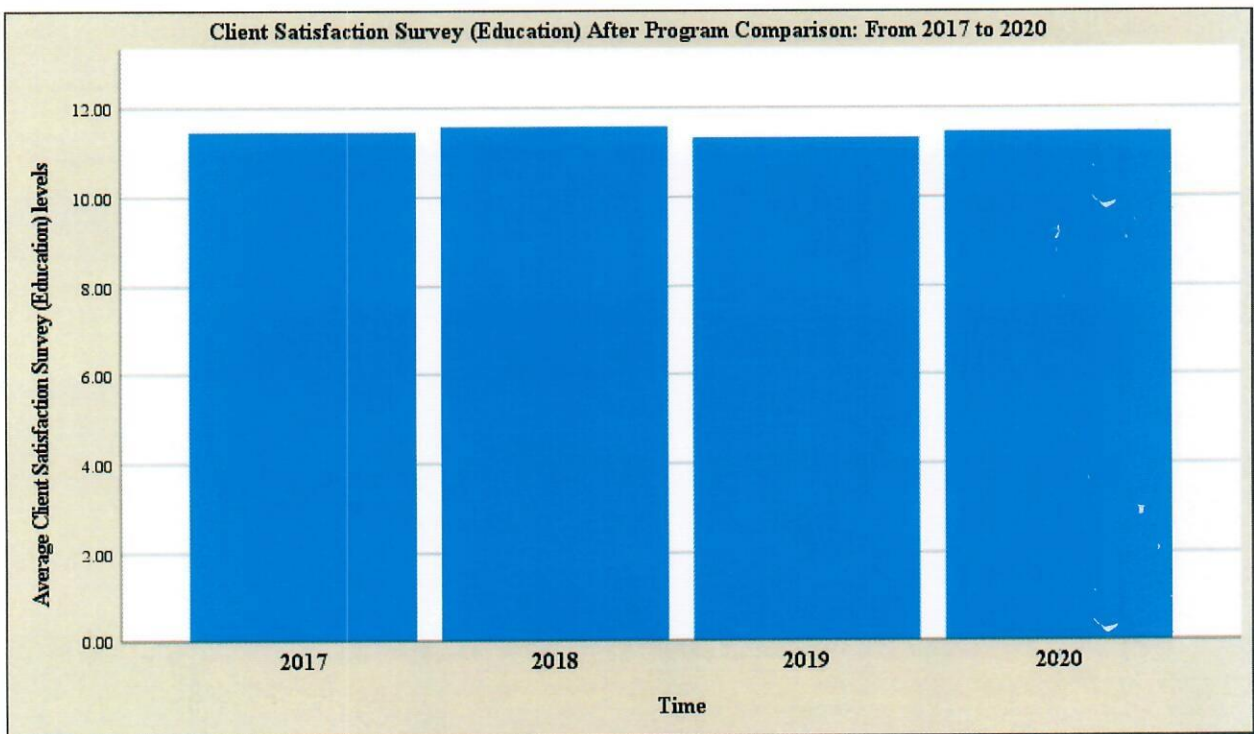




Client Satisfaction Survey: Comparison of Client Education average scores (2017, 2018, 2019 and 2020)

Statistical Summaries: Client Satisfaction Survey for Client Education (2017 to 2020)

Year	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	2.0 (unfavorable) to 12.0 (favorable)	15	11.47	12.00	0.99	9.00	12.00
2018	2.0 (unfavorable) to 12.0 (favorable)	29	11.59	12.00	1.02	8.00	12.00
2019	2.0 (unfavorable) to 12.0 (favorable)	33	11.33	12.00	1.29	7.00	12.00
2020	2.0 (unfavorable) to 12.0 (favorable)	21	11.48	12.00	1.08	8.00	12.00
Total		98	11.46	12.00	1.11	7.00	12.00



Layman's Conclusion:

There were a total of 98 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome results between the years of 2017, 2018, 2019 and 2020. The results have shown that the participant's self-reported average education scores after the treatment program were not

statistically different in each of the last preceding four years implying dependable staff performance and such outcome was within the center's benchmark of good client education practice and therefore, the latest result was consistent in providing excellent services in the client's education experience.