

Constant Contact Survey Results

Survey Name: Nov 20 2008 Survey

Response Status: Partial & Completed

Filter: None

Dec 15, 2008 4:37:10 AM

How long have you used our services?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|------------------------------|----|------|-----------------------|----------------|
| Less than 6 months | | | 3 | 13.6 % |
| 6 months to less than 1 year | | | 5 | 22.7 % |
| 1 year to less than 2 years | | | 11 | 50.0 % |
| 2 years to less than 3 years | | | 3 | 13.6 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |



What miniature ranges do you have us paint for you? Please select all that apply.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-------------------|----|------|-----------------------|----------------|
| Warhammer 40,000 | | | 7 | 21.2 % |
| Warhammer Fantasy | | | 10 | 30.3 % |
| Flames of War | | | 2 | 6.0 % |
| Blood Bowl | | | 1 | 3.0 % |
| Hordes | | | 5 | 15.1 % |
| Warmachine | | | 5 | 15.1 % |
| Other | | | 3 | 9.0 % |
| Totals | | | 33 | 100% |

How frequently do you purchase from us?









| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-----------------------------|----|------|-----------------------|----------------|
| About one a month | | | 0 | 0.0 % |
| About once every two months | | | 1 | 4.5 % |
| About once a quarter | | | 6 | 27.2 % |
| About once every six months | | | 9 | 40.9 % |
| About once a year | | | 4 | 18.1 % |
| Other | | | 2 | 9.0 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |

How would you rate your level of satisfaction with us?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-----------------------|---|------|-----------------------|----------------|
| Highly satisfied |  | | 14 | 63.6 % |
| Somewhat satisfied |  | | 8 | 36.3 % |
| Neutral | | | 0 | 0.0 % |
| Somewhat dissatisfied | | | 0 | 0.0 % |
| Highly dissatisfied | | | 0 | 0.0 % |
| Other | | | 0 | 0.0 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |




How do we rate on the following attributes?

1 = Well Below Average, 2 = Below Average, 3 = Average, 4 = Above Average, 5 = Well Above Average


| Answer | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|-----------------------------|--|---|---|---|---|-----------------------|---------------|
| Quality |  | | | | | 22 | 4.0 |
| Price |  | | | | | 22 | 4.3 |
| Time to Delivery |  | | | | | 22 | 2.6 |
| Actually Listening |  | | | | | 22 | 3.9 |
| Product Knowledge |  | | | | | 22 | 4.0 |
| Innovation |  | | | | | 22 | 3.9 |
| Ability to get the job done |  | | | | | 22 | 4.0 |
| Compared to the competition |  | | | | | 21 | 4.3 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

How likely are you to continue doing business with us?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-------------------|---|------|-----------------------|----------------|
| Very likely |  | | 16 | 72.7 % |
| Somewhat likely |  | | 4 | 18.1 % |
| Neutral |  | | 2 | 9.0 % |
| Somewhat unlikely | | | 0 | 0.0 % |
| Very unlikely | | | 0 | 0.0 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |




How likely is it that you would recommend our us to your mates?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-------------------|---|------|-----------------------|----------------|
| Very likely |  | | 18 | 81.8 % |
| Somewhat likely |  | | 2 | 9.0 % |
| Neutral |  | | 2 | 9.0 % |
| Somewhat unlikely | | | 0 | 0.0 % |
| Very unlikely | | | 0 | 0.0 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |

Do you have any suggestions for improving our <<PRODUCTS/SERVICES>>?

12 Response(s)

Which category describes your age?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------|---|------|-----------------------|----------------|
| Younger than 18 | | | 0 | 0.0 % |
| 18 - 24 | | | 0 | 0.0 % |
| 25 - 34 |  | | 6 | 27.2 % |
| 35 - 44 |  | | 15 | 68.1 % |
| 45 - 54 |  | | 1 | 4.5 % |
| 55 - 64 | | | 0 | 0.0 % |
| 65 or older | | | 0 | 0.0 % |
| Prefer not to answer | | | 0 | 0.0 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |







What best describes your employment status?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|------------------------------------|----|------|-----------------------|----------------|
| Employed full-time | | | 16 | 72.7 % |
| Employed part-time | | | 0 | 0.0 % |
| Self-employed | | | 1 | 4.5 % |
| Not employed, but looking for work | | | 0 | 0.0 % |
| Not employed, not looking for work | | | 0 | 0.0 % |
| Retired | | | 0 | 0.0 % |
| Student | | | 1 | 4.5 % |
| Military | | | 3 | 13.6 % |
| Homemaker | | | 0 | 0.0 % |
| Prefer not to answer | | | 0 | 0.0 % |
| Other | | | 1 | 4.5 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |

Which of the following categories best describes the industry you work in?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|------------------------|----|------|-----------------------|----------------|
| Automotive | | | 1 | 4.5 % |
| Advertising | | | 0 | 0.0 % |
| Consulting Services | | | 1 | 4.5 % |
| Education | | | 1 | 4.5 % |
| Entertainment | | | 1 | 4.5 % |
| Financial Services | | | 0 | 0.0 % |
| Government Services | | | 5 | 22.7 % |
| Healthcare | | | 2 | 9.0 % |
| Human Resources | | | 0 | 0.0 % |
| Information Technology | | | 4 | 18.1 % |
| Marketing/Sales | | | 2 | 9.0 % |
| Non-Profit | | | 0 | 0.0 % |
| Pharmaceuticals | | | 1 | 4.5 % |
| Public Relations | | | 0 | 0.0 % |
| Technical Services | | | 0 | 0.0 % |
| Travel | | | 0 | 0.0 % |
| Other | | | 4 | 18.1 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |

Which category best describes your annual income?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------|---|------|-----------------------|----------------|
| Under \$15,000 | | | 0 | 0.0 % |
| \$15,000 - \$29,999 |  | | 2 | 9.0 % |
| \$30,000 - \$44,999 |  | | 1 | 4.5 % |
| \$45,000 - \$59,999 |  | | 4 | 18.1 % |
| \$60,000 - \$74,999 | | | 0 | 0.0 % |
| \$75,000 - \$89,999 |  | | 2 | 9.0 % |
| \$90,000 or more |  | | 9 | 40.9 % |
| Prefer not to answer |  | | 4 | 18.1 % |
| No Response(s) | | | 0 | 0.0 % |
| Totals | | | 22 | 100% |