

Survey Response Distribution Reporting for Engagement, Lifecycle, & Micro Pulse

When an organization prepares to administer an Engagement survey or set up an On-Demand Pulse dashboard, it will work with its Press Ganey Account Team to determine how it would like its results reported. Online reporting will reflect your organization's choice.

The Survey Scale

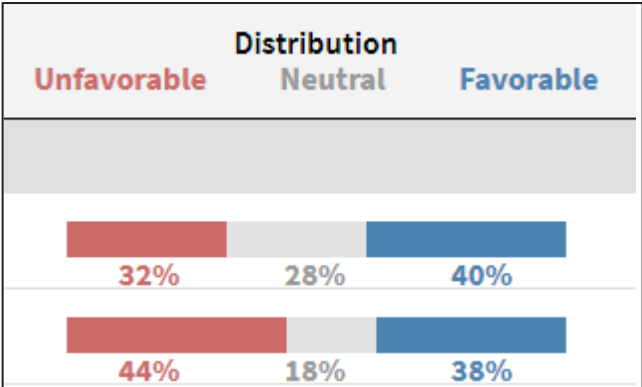
The survey scale has five responses:

- 1. Strongly Disagree
- 2. Disagree
- 3. Neutral
- 4. Agree
- 5. Strongly Agree

Reporting Three Categories

Organizations that decide to report their responses in three categories will see the distribution broken down into the following percentages:

- 1. **Unfavorable:** Disagree and Strongly Disagree responses
- 2. **Neutral:** Neutral responses
- 3. **Favorable:** Strongly Agree and Agree responses



Reporting Five Categories

Organizations that decide to report their responses in five categories will see the distribution as a percentage between:

- 1. Strongly Disagree
- 2. Disagree
- 3. Neutral
- 4. Agree
- 5. Strongly Agree

