

Auburn University College of Veterinary Medicine Client Feedback Benchmarking Report

July-2018

Baseline Stats (First 300)

Q# Question

- 1 Level of professionalism on the phone
- 2 Ability to get an appointment with the desired doctor
- 3 Appearance and cleanliness of the facility
- 4 Speed and convenience at check-in
- 5 Punctuality in meeting scheduled appointments
- 6 Friendliness and courtesy of the receptionist
- 7 Friendliness and courtesy of the technician
- 8 Friendliness and courtesy of the student
- 9 Friendliness and courtesy of the doctor
- 10 Appearance and cleanliness of the healthcare team
- 11 Staff's ability to answer questions and explain things clearly
- 12 Doctor's ability to answer questions and explain things clearly
- 13 Student's ability to answer questions and explain things clearly
- 14 Healthcare team treated you and your pet with compassion and care
- 15 Speed and convenience at check-out
- 16 Value received for the price paid

Pr	Fr	Gd	Vg	Gr	NA	NetFav	Ind Avg	Top 5	▲Avg	▲Top
1	1	12	39	230	17	81%	69%	81%	11%	-1%
2	2	8	29	245	14	84%	68%	78%	16%	6%
2	1	2	13	282	0	93%	76%	84%	17%	9%
0	1	11	23	259	6	88%	68%	82%	20%	6%
0	7	14	32	231	16	79%	58%	74%	21%	5%
0	3	6	22	267	2	89%	73%	88%	15%	1%
0	0	6	14	264	16	93%	83%	90%	10%	3%
0	1	5	17	263	14	92%	85%	91%	7%	1%
0	4	6	15	264	11	90%	85%	91%	5%	-1%
0	1	5	15	274	5	93%	84%	91%	9%	2%
1	5	3	26	259	6	86%	75%	85%	11%	1%
1	7	4	17	261	10	87%	82%	88%	5%	-1%
1	2	9	38	231	19	81%	70%	79%	11%	2%
4	2	6	10	273	5	91%	84%	91%	6%	0%
3	6	13	31	240	7	79%	62%	77%	17%	2%
7	12	33	44	199	5	61%	34%	58%	27%	3%

Total Responses To Date: 3899

sample_set	detractors	passives	promoters	response_nps
Baseline	14	20	266	300
Middle	100	126	3073	3299
Recent	9	13	278	300

Industry Benchmarks	
Avg NPS	78%
Top NPS	91%

Net Promoter Score/Net Favorable Score = (Promoter-Detractor)/(Responses - N/A)
 NPS (0 to 10 scale): Promoter = 9 to 10, Passive = 7 to 8, Detractor = 0 to 6
 NFS (1 to 5 scale): Promoter = Great, Passive = Very Good, Detractor = Good, Fair, Poor
 If you need assistance, please contact us at 916-435-9196 or info@calproresearch.com.



Auburn University College of Veterinary Medicine Client Feedback Benchmarking Report

July-2018

Current Stats (Most Recent 300 Excluding the First 300)

Q# Question

- 1 Level of professionalism on the phone
- 2 Ability to get an appointment with the desired doctor
- 3 Appearance and cleanliness of the facility
- 4 Speed and convenience at check-in
- 5 Punctuality in meeting scheduled appointments
- 6 Friendliness and courtesy of the receptionist
- 7 Friendliness and courtesy of the technician
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- 13 Student's ability to answer questions and explain things clearly
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- 16 Value received for the price paid

Pr	Fr	Gd	Vg	Gr	NA	NetFav	Ind Avg	Top 5	▲Avg	▲Top	▲BsLn
1	2	7	37	235	18	82%	69%	81%	13%	1%	2%
5	5	9	24	247	10	82%	68%	78%	14%	4%	-3%
0	0	2	20	270	8	92%	76%	84%	16%	8%	-1%
1	3	4	18	264	10	90%	68%	82%	21%	8%	2%
3	5	9	27	240	16	82%	58%	74%	23%	8%	3%
0	2	8	17	266	7	90%	73%	88%	17%	2%	2%
0	1	3	9	261	26	95%	83%	90%	12%	5%	2%
0	0	4	9	274	13	95%	85%	91%	11%	5%	4%
1	1	3	18	272	5	92%	85%	91%	6%	0%	2%
0	0	3	13	280	4	95%	84%	91%	11%	4%	2%
1	4	9	19	260	7	87%	75%	85%	12%	2%	1%
1	4	6	16	266	7	89%	82%	88%	7%	1%	2%
0	3	5	33	234	25	84%	70%	79%	14%	5%	3%
1	1	5	10	277	6	94%	84%	91%	10%	3%	3%
1	6	12	29	242	10	81%	62%	77%	19%	4%	2%
2	11	21	33	229	4	73%	34%	58%	39%	15%	12%

Total Responses To Date: 3899

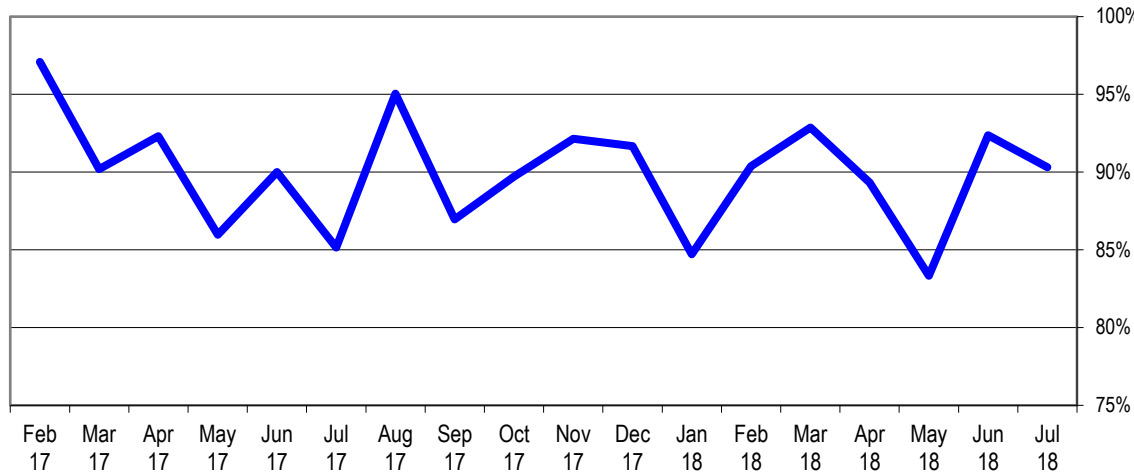
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July-2018

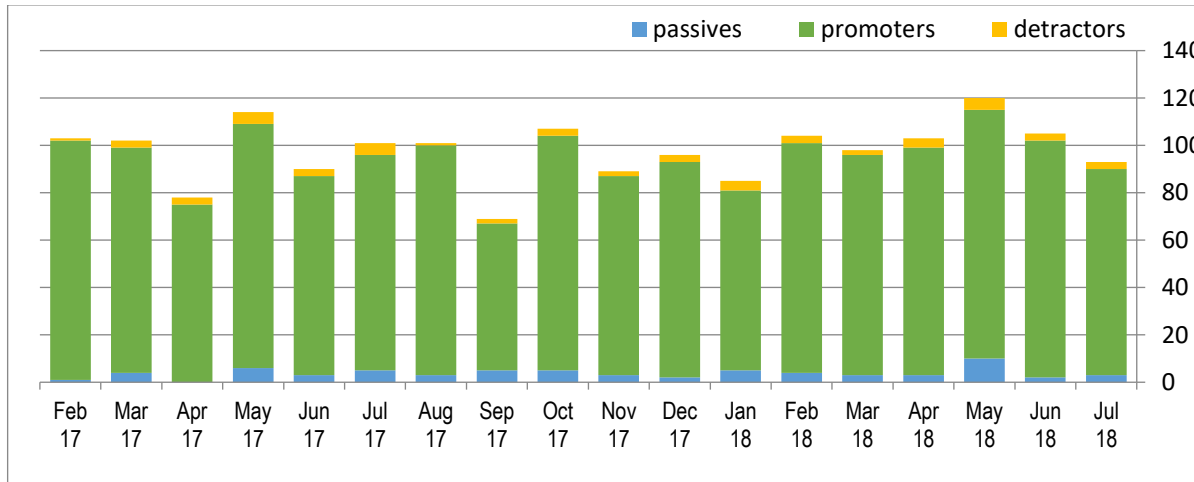
Net Promoter Score Trend

NPS Monthly Trend



Your **Net Promoter Score (NPS)** is a predictive measurement of repeat and referral business. You need at least 30 responses per month to get a valid NPS.

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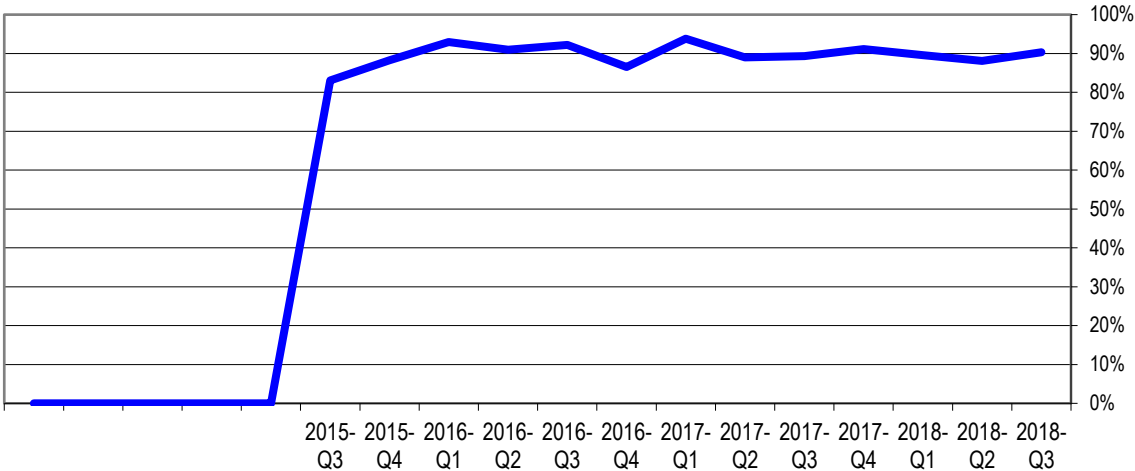


Month	NPS	Responses	NPS Valid?
Jul-18	90%	93	Yes
Jun-18	92%	105	Yes
May-18	83%	120	Yes
Apr-18	89%	103	Yes
Mar-18	93%	98	Yes
Feb-18	90%	104	Yes
Jan-18	85%	85	Yes
Dec-17	92%	96	Yes
Nov-17	92%	89	Yes
Oct-17	90%	107	Yes
Sep-17	87%	69	Yes
Aug-17	95%	101	Yes
Jul-17	85%	101	Yes
Jun-17	90%	90	Yes
May-17	86%	114	Yes
Apr-17	92%	78	Yes
Mar-17	90%	102	Yes
Feb-17	97%	103	Yes

July-2018

Net Promoter Score Trend

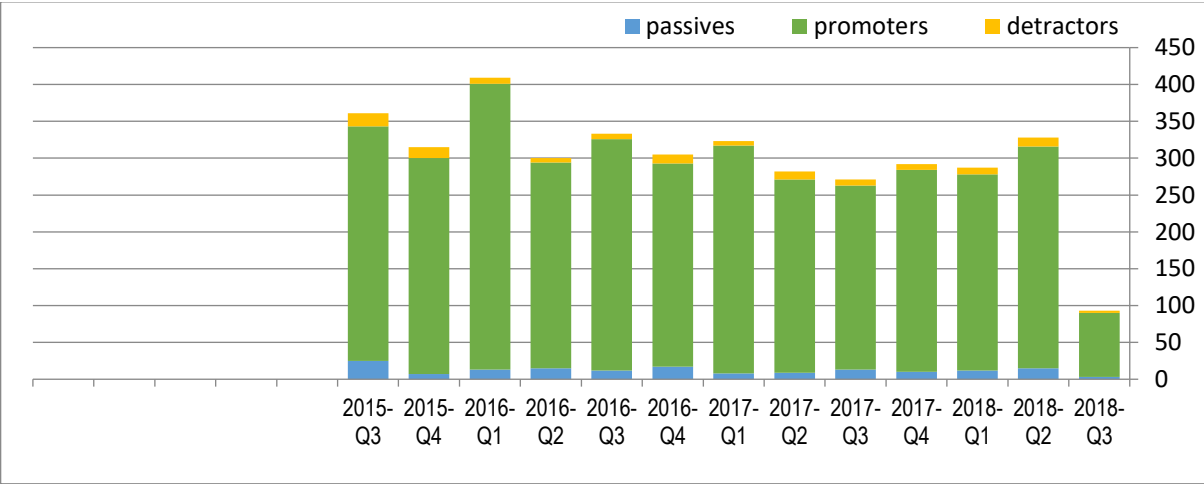
NPS Quarterly Trend



Your **Net Promoter Score (NPS)** is a predictive measurement of repeat and referral business. You need at least **90 responses per quarter** to get a valid NPS.

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Qtr	NPS	Responses	NPS Valid?
2018-Q3	90%	93	Yes
2018-Q2	88%	328	Yes
2018-Q1	90%	287	Yes
2017-Q4	91%	292	Yes
2017-Q3	89%	271	Yes
2017-Q2	89%	282	Yes
2017-Q1	94%	323	Yes
2016-Q4	87%	305	Yes
2016-Q3	92%	333	Yes
2016-Q2	91%	300	Yes
2016-Q1	93%	409	Yes
2015-Q4	88%	315	Yes
2015-Q3	83%	361	Yes



name	comments	nps_refer
Aileen Manos	Great service and loving care has always been our experience	10.0
Amy Nesbitt	Dr Gard was very kind during our visit and very knowledgeable about the symptoms and treatment. Student Hunter was very nice also. While we could not save Hunter, they did try exactly what they should have and displayed the appropriate level of rush and concern. Dr Gard called us when we were on the way home to let us know Hunter had passed during a transfusion.	10.0
Anonymous	n/a	10.0
Anonymous	Excellent!	10.0
Anonymous	Checkout procedure a little smoother and more efficient	10.0
Anonymous	I am very happy with the care Fancy received. Everyone we met was professional and caring.	10.0
Anonymous	It was great.	10.0
Anonymous	It was a great experience overall.	10.0
Anonymous	It was very good.	10.0
Billy Thomas	Everything was done fine	10.0
Bradley Hall	We were referred by our regular vet (Dr. Lybbi Epperson) on Nov. 15, 2016, for a corneal ulcer on Dixie's left eye. The ulcer was treated and pronounced healed on Nov. 30, 2016. Dixie developed another corneal ulcer this time on her right eye on May 29, 2018 and was treated with the ulcer being pronounced healed on June 5, 2018 and a recheck on July 5, 2018. Each time Dixie has been treated with excellent care and results by the doctors and students we have seen.	10.0
Calvin Johnson	The experience was first-rate from beginning to end.	10.0
Carol Byrd	Good	10.0
Carol Walls	Service was great they did everything they could do at 5he time of our visit.	10.0
CAROLYN MCCACHREN	YOU DID GOOD	10.0
Cathy Chastain	All went well	10.0
Cecile Hamblin	Our visits are always A+	10.0
Cindy Carpenter	Auburn has treated 2 horses and 2 dogs. Every experience has been wonderful	10.0
Debbie Recio	Our experience at Auburn Univ. has been great. We have been there 3 times and are coming again this Friday. The students are great (all girls) and Dr. Heffner is the most compassionate and caring vet. He is young and so full of knowledge.	10.0
Debra Berry	Wonderful, compassionate doctors and staff during a stressful time.	10.0
Debra Berry	Great visit	10.0
Delle Griffin	Dr. Taintor is always available to discuss her findings & is an extremely knowledgeable Veterinarian. She has had to think outside the box for Noble's recover.	10.0
Diane Eurell	All are professional and friendly. My horse was in great hands.	10.0
Dixie Childree	My use of services turned out to meet more than my expectations. I had a great experience, and appreciate your staff's treatment of my sweet Bella.	10.0
Emilie Mcgee	They did everything they possibly could for Bentley	10.0
Emily Schmid	Outstanding customer service and care. Good value for money.	10.0

name	comments	nps_refer
Garth Truesdale	Overall this visit was a very good experience, but I do feel like providing feedback on what I feel is an opportunity for improvement. I think the biggest opportunity I witnessed probably has to do more with scheduling (spoke with Montana when scheduling the appointment) that anything. - - - First off, some background, when scheduling the appointment we had requested to see Dr Linden, the Vet who performed the surgery on our dog. We requested him specifically as we had questions about the wound site where the surgery was performed. We did not see Dr Linden this visit, apparently the date we had visited was one of his surgery days, so we saw Dr Ross, who overall I do think is a very, very good Vet, but was not what we were expecting and we could have easily come a day or two later if that would have made it easier to see our desired Vet. - - - Additionally, when the student had called back later that day to provide lab results, we requested to speak with Dr Linden. We	10.0
Garth Truesdale	(Continued) appointment with what doctor they will see. When they request a specific doctor and are provided with a more generic appointment with that practice without being told it is a generic appointment with an intern Vet, then the expectation of the customer is not being met. If your process is for all follow-up appointments to be handled by your intern Vets then please just be transparent with that facet when folks are scheduling their appointments. That way customer expectations will not be outside of what is what provided. - - - There also was a 'glitch' with billing this visit, so a reminder to the Vet's double check that what they send off to audit matches what they did.	10.0
Garth Truesdale	(Continued) made it clear it would be fine if he was not able to call us back that same day, but we wanted to speak with him. Well, I think the student passed that request off to Dr Ross, who was helpful, and again, is a very, very bright Vet and incredibly personable and I could go on and on with a long list of nice things to say about her, but, ultimately, and once more, it was not what we had requested or were expecting. - - - We did eventually (and rather quickly I may add) receive a phone call from Dr Linden, who did have a few nuggets of insight that only he would have due to his familiarity with the procedure he had previously performed, and those insights he shared were fantastic pieces of information to us to have. So, credit to Dr Linden for his dedication in following up and just being all around awesome and amazing. - - - So, hopefully I did not lose your interest with all that background info, so here is my punchline; Be clearer with folks when they are scheduling an	10.0
George Wolbert	Absolutely wonderful experience. If a pet needs medical attention, I can't imagine better	10.0
Inez	Great professional service with outstanding personalities.	10.0
JACQUELINE HUNT	My experience was better than I expected especially since the conservative treatment and charges were acceptable within my budget.	10.0
james hilt	Great, just make our doggie better.	10.0

name	comments	nps_refer
Jan Gunter	Everything went smoothly	10.0
Jan Spitzer	Excellent experience as always. Your staff, and for that matter, the other clientele are very personable and professional.	10.0
Janice Ligon	I have a Pomeranian. A lady from the lab stuck him 3 times in the neck and food not get his caratoid artery. She left and got another lady that stuck him twice more and could not get his vein. I told them no more, that they would have to get a butterfly and take it from his front leg. She did this and got all the blood she needed plus another syringe full On the FIRST TRY.	10.0
Jay Holmes	Nothing!!! Outstanding experience.	10.0
Jenny Barton	I brought Jake in on a Monday evening. I had called ahead and spoken with a cardiologist, Dr. Jung. Jake had been diagnosed by Dr. Jung previously with a heart condition. As soon as I entered the hospital we were taken to an exam room. A student took Jake to be examined by Dr. Jung. A student came back relatively quickly and told me Jake needed to stay overnight. I filled out paperwork and paid a deposit. The hospital called at 7:00 the next morning to say Jake needed to be transferred to internal medicine. Dr. Schechter called at 10:00 to give me an update. Dr. Schechter called at 1:00 to give me another update. We went immediately to the hospital to see Jake. Dr. Schechter was not expecting us and was with another patient. We explained that my daughter was Jake's "mom" and really needed to see him. Dr. Lee-Fowler made it possible for us to see Jake. Dr. Schechter joined us as soon as she could. Dr. Schechter called at 3:00 to say Jake had taken another turn for the worse and she was	10.0
Jenny Barton	(Continued) "very concerned" that Jake was not going to make it. My daughter and I rushed back to the hospital where Dr. Schechter compassionately helped my daughter through the very painful process of having Jake "put to sleep". Although this was the worst, most painful thing we've ever experienced with our pets, Dr. Lee-Fowler and Dr. Schechter could not have done any more for Jake or my family. Everyone standing around where we were with Jake quietly expressed their compassion for our situation. Jake and my family could not have received better care.	10.0
Jesse Griffis	Everyone did a wonderful job taking care of Me. T as well as us.	10.0
jim hilt	great staff & facility	10.0
Joe Seales	We were amazed and blown away at the entire staff and how caring they were during our dog's last days.	10.0
Johnny Waldrop	Good experance	10.0
Jordan Malik	My pet received outstanding care from Dr. Delmain and senior student, Christian. I wanted an appointment with Dr. Lea but he was booked solid.	10.0

name	comments	nps_refer
Karyn DeWolf	Midnight was seen for hyperthyroidism. The care he received was excellent. There was only one thing that I thought could have been better. Midnight had been seen by my primary vet and by a second vet in Mobile. We had attempted to control his disease with medication, but it wasn't working. He had bloodwork drawn just a week or so before our first visit to the hospital. I felt like it was a duplication of effort to repeat that bloodwork during the intake exam. I know you were following protocols, but since his blood was analyzed within a few days of our visit, I was disappointed that the work had to be repeated.	10.0
Kaye Lanning MINCHEW	Good experience	10.0
Kerry Lawrence	We arrived early for our appointment which was at 1:00. Possibly because it was the lunch hour we had a wait checking in and waited awhile to get our horse out of a hot horse trailer. Also had a wait checking out. The receptionist was not at her most cordial. Everything else was wonderful.	10.0
Kim Jones	It was all great!	10.0
Kim Lewellen	We were very pleased at the evaluation and treatment we recieved while at the clinic. The discharge instructions were detalied and very great to have at home. We will defiently return for any issues with our horses.	10.0
Kimberly Franklin	No complaints. We love the facility and staff.	10.0
Lexa Dowling	1st visit in opthamology. Told not to feed dog after 10 night before by scheduler. Next day blood tests to look at triglycerines but not able to test due to not eating. - - Clearly, this issue is capable of being rectified to make the visit 100%. Seems to be the only service that 1st visit isn't requiring fasting lab.	10.0
linda medina	very profession and friendly. answered all our questions. the staff loves sweet Hallee	10.0
Lynn Dickens	I can't suggest any improvement. I wish people could get quality of care at the ER! Sorry can't remember drs name.	10.0
Margie Shirley	Excellent!	10.0
Marian Gibson	Dr Keenan always takes exceptional care of Buster which can be seen in the way he acts toward her.	10.0
Marilyn Krupp	Nothing. You have a great staff and facility!	10.0

name	comments	nps_refer
Marilyn Wigley	Elphaba loves all the Auburn people. She willingly went with Emily Horton, who she loves, and now Heather (sorry don't know the last name. - - - When I make an appointment by phone I always have to leave a message. I know the school is busy, but after waiting over 2 hours for a return call I called again. Actually, I called 4 more times and each time it went to voice mail. This is frustrating when you have a very sick baby and need to get on a schedule. My attention goes to my girl and I don't want to have to keep calling. A quicker return call would have gotten rid of my worry and allowed me to keep my focus on my girl. I called Nancy Wagner to ask if there was anyone at the appointment desk. She said she would take my message directly to them and have them call me immediately. I received a call within 5 minutes. - - - On our last visit we stopped by the appointment desk to make an appointment for the next chemo treatment in person before we left. Montana was	10.0
Marilyn Wigley	(Continued) at the desk alone and said we would have to call back, she didn't know how to make the appointment! I told her I didn't have any luck getting anyone to answer the phone and I wanted to make the appointment in person. She said that person was at lunch and would be back in 40 minutes. I asked her to take down my name, dog's name, date and time we were to have the next round of chemo. she figured out how to make the appointment. - - - The appointment desk is my only area of frustration in our experience so far. Train these appointment people better, have them answer the phone and not let it go to voice mail, and if a voice mail has to be left have a call returned within the hour. - - - Each time we have come to Auburn the appointment/check in desk doesn't seem to be that busy. I have witnessed them just sitting there. Every once in a while there is one on the phone. Please fix this.	10.0
Mary Ellen Topper	This appt was great as it was only a follow up and injection. It is the dx stage, especially in Internal Medicine where we felt as if we had moved in. Four appts of multiple hours each with IM being three to five hours (when they say they will be back out in a half hour, then come out after three hours and tell u to go get lunch because it will be another hour for it to be another two hours that drive you batty.	10.0
Michael Resty	Sophie came in with significant failure in her legs. Unfortunately she had to be put down due to a tumor in her spinal canal. I could not be there to give her the love she needed at this most important time in both our lives, but I do know that she received much love from the staff at the hospital.	10.0
Nancy Greene	It was great!!	10.0
Neal Walker	Absolutely great...We could not ask for better service. Dr Corriveau went into extreme detail as to what the problem was with Lucy's leg and what the solution was..Student Virginia Stillwell is a great communicator who kept us well informed thru out the day and during surgery / recovery...In summary this was a top notch performance by the staff.	10.0

name	comments	nps_refer
Norean Pritts	Ava was treated with respect and great care. The facilities were very clean, spacious, and comfortable. I was told in advance what to expect and that was exactly what happened. However, there was one incident during my visit that made me a little uncomfortable. While at the checkout counter, a group of young people all wearing dark shirts (I think purple) came in the front door and one lady in the group pulled away appearing very angry. She took off one plastic glove, threw it on the floor, took off the second plastic glove, threw it on the floor, took off one badge and threw it in the floor, and then what appeared to be a second badge also hit the floor. She passed right by us looking extremely angry, and although I don't know what position she filled at the facility, I do know that I would never want that individual near our pets in any way.	10.0
Olivia Binns	Every time we come to The Bailey Small Animal Hospital we have a wonderful experience in every way! - -	10.0
Olivia Binns	We always have an excellent experience when we have an appointment in ophthalmology!	10.0
Pamela Finster	Tucker is the third family member (pet) that we have brought to you folks. We would never go anywhere else!! We have bragged to everyone who has pets how incredibly awesome your entire staff is!!! In fact, I had asked for the name of the Administrator of the hospital to send her a note (Kristina Photakis) and, in fact, was going to contact her. I've been an RN for over 38 years and worked in a veterinarian's office while in nursing school and know excellent care when I see it. You're exceptional!!!!	10.0
Parker Ingram	I love the Small and Exotic animal vet! My ferrets are my babies, and they're always treated kindly when we're here. The doctors are always very helpful and informative, and we always go home feeling better. I've had trouble finding care for Ink and Bandit in the past, but now I'm happy to say I've found them a fantastic vet!	10.0
Patricia Griffin	from the time that we walked into the building until we walked out of the building, the staff and doctors were amazing. They were friendly, helpful and made us feel comfortable in trusting them to take care of our "fur baby."	10.0
Patty Crauswell	From check-in all the way through paying my bill, I always have a very pleasant experience at the Auburn College of Veterinary Medicine. I have been a frequent visitor to the teaching hospital and the community practice. I am frequently greeted by name and am often surprised about the detail that different staff members remember about our talks. - - Dr. Newhard provided an excellent explanation and drawing about Sunshine's condition. Thank you! Sometimes, explanations I receive are a little too technical for my non-medical brain, but I am not afraid to let them know I don't understand.	10.0
Sandra Fay	My experience was positive.	10.0

name	comments	nps_refer
Sandra Taylor	Dr. Li's made a strongly assertive recommendation to change from raw diet to a "healthy, well balanced canned diet". After the great lengths we took to learn about the care of our cats before they came to live with us, I found this somewhat offensive by the manner it was presented. (I reminded her the chicken was cooked (liver and eggs not, but this was still noted incorrectly in our report.) It certainly was not for fun that we purchase fresh chicken monthly, cook it, order vitamins, etc., and grind this and freeze it in small containers--that takes time and effort and we would not have done it unless we thought it was healthy for the cats. That said, we took the advice and are switching over to canned food.	10.0
Sharon DuFrene	The service was great! Very professional staff.	10.0
Sharon Hillman	Experience was great. X-rays were used prior to explain the procedure and questions were answered. Gracie's X-rays were shown to me after the procedure. Medications were explained in full prior to my leaving the facility with Gracie.	10.0
Shirley Wills	Always wonderful	10.0
Sondra Simmons	Could not have asked for a better experience	10.0
Stella Brown	Most helpful, dog-centered efforts tailored to address Denzyl's issues instead of generic tests.	10.0
Stephanie Ostrowski, DVM	Emergency evaluation for acute lameness LR. Radiographs revealed catastrophic comminuted fracture of P1. Euthanasia elected.	10.0
Stephanie Snipes	Hi, I had a great experience with the students who took care of us on our visit. I asked a million questions and they were very patient as they answered each. My only comment would be that some of the answers were very technical in nature and sometimes I had to listen to a long explanation of the medicine before getting to the answer I was seeking. Perhaps Dr Tien could start with the answer and then explain the medicine behind it. For example, when asking about side effects of chemo I got a full rundown of what chemo does to the body and at the very end I was told nausea, diarrhea etc. It would have been great if she led with the symptoms and then explained why those would happen. This is super nitpicking though. Overall, they were great! It's just a lot of info to consume.	10.0
Stuart Pouncy	Great service	10.0
Sue Boehmler	Sophie had wonderful treatment is currently undergoing more treatment.	10.0
Susan Geeslin	Service was excellent and follow up through emails and calls were great. The only problem was the bill at check out. It was for the wrong person, wrong name and wrong address. It was corrected.	10.0
Sylvette Walsh	The sores that I told them about on the phone and during the intake interview weren't addressed...the cough and breathing problems became progressively worse when I left. To the point that our local vet euthanized him a few days later. I was not told the ointment samples given for his dermatitis was toxic...my local vet told me that one she received the report. I left only with 3 samples, and told to give his current cough medicine routinely every 12 hours .and the verbal report that his lung mass had doubled in size from the images taken when we were there in the fall.	10.0

name	comments	nps_refer
Terri Lindley	Sissy has been coming to the small animal clinic once a month for about 7 months for sterile panniculitis. We always receive excellent care and everyone is very nice.	10.0
Thomas Calhoun	All the visit's we had with you all were great you took great care of Athena.	10.0
Tracy Jackson	The only thing I wish is that I could have seen the results of the echocardiogram but otherwise everything and everyone was so caring and Gentle with Bentley Willow. Since we live so far we stay overnight prior to appt at the Auburn Hotel. I know they offer a good rate but would be nice for the school to also work out a lower rate for return visits. Looks like we may have multiple visits coming up soon.	10.0
Tracy Daniel	Everyone was great.	10.0
Vickie Honeycutt	It was fine.	10.0
CarOl Walls	Great visit, Fonzie's eye problems are much better and he got to take his e-collae off	9.0
ken Woodfin	Very impressed with the entire staff and facilities.... the only negative, the student assigned in internal medicine, could not speak English very well and made it most difficult to understand and communicate which is not good!! All the other was a very good experience. The only other negative was....Jake picked up somekind of a virus a think, he has had GI issues since bringing him home. - - - - A wonderful facility and wonderful people!! God Bless! thank you!	9.0
Sharon Vincent	Time management	9.0
Yarnell Allred	More communication during check out. We sat in waiting room for almost an hour. An simple we are waiting for them to finish up typing the post op report, get needs together, etc. The wait would have been better received.	9.0
Anonymous	She was not very good at explaining the options we had. Overall a very nice lady and I'm sure she knew her information, but the meeting was awkward and felt forced. I feel like the senior student gave me more practical information and kept me comfortable. - - - - Diane also didn't tell me she was going to prescribe an extra medication before I paid and did not explain the details of the blood work. To my knowledge, it would only cost \$33 because that's what it said on the quote. However, come the time to pay at check out, there was an extra \$91 fee on top of the \$33.	7.0
Dr Ashley Hampton	My two problems were with the person that called me to schedule an appointment. This person appeared to be a staff member and not familiar at all with the services my cat was being referred to. My veterinarian told me how things would work (which is how they did), but the person that scheduled my appointment said things would not work that way. That lady told me I wouldn't receive any information about my cat's condition, and I would have to come back to Auburn to get any services. That was incomplete information. My vet told me I'd likely be at Auburn all day, and that was accurate.	7.0

name	comments	nps_refer
Sally Hughes	Providing a thorough work up on our dog was our goal but not being able to call the doctors back directly was ridiculous. Going through the main desk, getting put on hold, taking a message does not correlate with spending thousands of dollar on care and not getting a direct call back number. We came from two hours away for care and stating to us if there is a problem, go to the community hospital doesn't cut it.	7.0
David Montgomery	I have not received a detailed report on the lab work or anything that was done as I did on the initial visit. Cytology had to be performed on Tucker's ears but I was not told that I was going to be charged for "cleaning" his ears. I have followed instructions and when we returned, his ears were better and clean. The cytology samples had to be taken anyway. I do not think I should have been charged extra as to what I had signed off for.	6.0
Hugh Cardon III	Our case with AU Vet hospital was good for the first two visits until the staff could not find a solution to my dog's severe allergies. They seemed to be grabbing at straws with our final visit. Someone took a pound of flesh from my dog's rear paw during a pin biopsy procedure that had to be stitched back up three times by my local vet because it continued to break open and ooze all over everything and put my pet at risk for further infections. The staff did not like us questioning their decisions and are now therefore avoiding us. We cannot get emails or calls returned about any future treatment because it seems they are unwilling to admit that they have no clue. Auburn University Small Animal Teaching hospital has failed us as customers and clients!	0.0
Sue Barnes	My babies name was Chubz. I drove 4 hrs. On Friday after leaving my Vet in Demopolis, with his nose bleeding and being lethargic at times, panting, eyes dropped. I want CT scan and MRI , there was something going on in his head, they told me they would be doing those on Saturday morning. In Saturday am when Dr. Such saw me, she said that those weren't performed on weekend and that I could take him home and call back on Monday for an appointment. I explained to her that he would not make it until Monday or whenever they could get him in. But she insisted he would be fine. I got him in the car and I knew that he was in bad shape and something had to be done, so I took him back inside and insisted he stay and again insisted for a CT and MRI be done. I was then told they would only do those in an emergency. I waited in the waiting room all day. Finally after he became unstable, then I was told they couldn't do scans because he was to unstable. Then I was told they were calling in	0.0

name	comments	nps_refer
Sue Barnes	(Continued) Neurologist, that was at 3, I was told that the Neuro would come talk to me after evaluating, but at 7 pm the same intern came in and told me exactly what I had told them from the beginning!!! But no Neurologist came to talk to me!!! They said they were keeping him in icu and neuro would take over the next morning. Scans were ordered, but it would still hopefully be Monday. My baby died at 4:50am , when we got there they put him in the back of my suv and I layed back there with him hugging the box and crying for what seemed like forever. Not one intern, doctor or student came out to talk to me!! I am left with so much grief, questions, guilt, and most of all anger!! I thought Auburn was the best place to get the best help, but my baby was treated like he didn't matter!! I nest if it had been one of the coaches, or one of the doctors there, the CT and MRI would have been done!!	0.0

name	compliments	nps_refer
Aileen Manos	Janeva Cole has been Stella's main technician and takes such good care of her. Stella does not mind coming in to see everyone as she obviously gets great care and attention.	10.0
Amy Nesbitt		10.0
Anonymous		10.0
Anonymous		10.0
Anonymous		10.0
Anonymous		10.0
Anonymous		10.0
Anonymous		10.0
Billy Thomas	Dr. Winter is the consummate professional. His insight and observations of the facts are very admirable. Tells it like it is and like that.	10.0
Bradley Hall	Dr. Ethan Hefner - - Mary Madsen - - Alexa Ferrell	10.0
Calvin Johnson	The front desk staff were extremely helpful and engaging	10.0
Carol Byrd	Everyone I saw was nice and professional.	10.0
Carol Walls		10.0
CAROLYN MCCACHREN	COCO LAST DR THAT LEFT	10.0
Cathy Chastain	Cheryl at check in is always kind and efficient. - - Enjoyed meeting with Dr. Winter..he was very encouraging and informative.	10.0
Cecile Hamblin	Dr. Kennis is awesome and has helped Cooper tremendously	10.0
Cindy Carpenter		10.0
Debbie Recio	Dr. Heffner and Dr. Rodriguez	10.0
Debra Berry		10.0
Debra Berry	Everyone honestly	10.0
Delle Griffin	Pam is always so friendly and helpful when I call to pay my bill.	10.0
Diane Eurell	Lane was very helpful. Courtney (I think) called my daily to gives updates on Charlotte. Dr. Taintor is always friendly and professional.	10.0
Dixie Childree	Dr. Vasquez was the initial doctor to evaluate Bella's condition, and she was readily available by phone when I had a post-visit question and I appreciated it very much!	10.0
Emilie McGee	Dr Ha was absolutely amazing thru the entire process and there was a girl named Lo, well she was simply amazing with her sensitiveness and caring for Bentley. I could not have asked for two better people to be with Bentley	10.0
Emily Schmid	This was the most professional, well-organized team I've worked with to date, 30 years in the horse business.	10.0

name	compliments	nps_refer
Garth Truesdale	I would like to thank for Dr Ross for patiently answering all of our questions and for getting us in contact with Dr Linden. She is a very, very bright Doctor with a great 'beside manner'. She has a great way of explaining things and is a fantastic communicator with the owners. Her love for animals is obvious in the kind way she cares for them. - - - I would also like to tell Dr Linden to just keep being himself, all full of amazingness and awesomeness. - - - Last but not least thanks to Maxine Head for helping to explain/fix some of the billing issues that occurred with the visit. Maxine is very good at what she does and is fun to interact with on our last stop on the way out of the hospital.	10.0
George Wolbert	Both the Dr Daniel Newhard and Kevin Joenborg are fine examples of what right looks like. I could not have been more impressed with both of them. Great doctors and great people.	10.0
Inez	All staff members were respectful.	10.0
JACQUELINE HUNT	Both Dr. Calswell and Dr Velloso were compasionate and informative. - - I truly appreciate the great care my horse Tex recived at your facility.	10.0
james hilt		10.0
Jan Gunter	I am so glad Ashley has come back to the Oncology unit! Not only does my dog like her, she likes my dog - and she's very helpful to our family in answering questions and concerns we have!	10.0
Jan Spitzer	The Customer Care Advocate makes everyone feel at home.	10.0
Janice Ligon	Dr. White and the student that was with her that day. I think her name was Kim. Very pretty , blonde lady. She is going to be an AWSOME VET.	10.0
Jay Holmes	Dr. Wilborn and her Assistants were fantastic! I can't say enough about the visit and how well it was handled. Dr. Wilborn and her staff took the time to explain what they were doing with River and showed us in great detail his prognosis. I would highly recommend Auburn to anyone who I think could use their services. - - - Thank you again Dr. Wilborn for you professionalism and care about River,Laura and I	10.0
Jenny Barton	Dr. Schechter and Dr. Lee-Fowler	10.0
Jesse Griffis		10.0
jim hilt		10.0
Joe Seales	Thank you so much to Dr. Laura Lowe, Laura Croom and all the staff that cared for our little buddy Jacky. We can tell y'all cared and it meant the world to us. Thanks so much for all you did- Auburn people are the best.	10.0
Johnny Waldrop		10.0
Jordan Malik	Dr. Lea: Most helpful doctor on the planet, along with Dr. Lofton. - - Dr. Delmain: Professional, knowledgeable, and kind. - - Senior student Christian: Going to be a great asset to any Vet team he joins.	10.0

name	compliments	nps_refer
Karyn DeWolf	Dr. Schechter did an excellent job explaining what was happening and keeping us informed of Midnight's progress. I also appreciated both her and the hospital allowing us to pick up Midnight on a Sunday, so I didn't have to take time off from work to bring my baby back home.	10.0
Kaye Lanning MINCHEW		10.0
Kerry Lawrence		10.0
Kim Jones		10.0
Kim Lewellen	Dr Katherine weatherall. Thank u so much for taking good care of our sweet honey bun. She is doing great and cant wait for her to continue her show career.	10.0
Kimberly Franklin	Missy. I sent her an email with a question and she helped greatly. She also assisted in setting up our appointment.	10.0
Lexa Dowling	Student vet as well as intern super!	10.0
linda medina	all who have treated her	10.0
Lynn Dickens	Everyone was great	10.0
Margie Shirley	Everyone	10.0
Marian Gibson	Dr Keenan is a wonderful vet. friendly, informative and knowledgeable	10.0
Marilyn Krupp	As always Nancy is awesome and Maxine is such a doll! The ladies at the reception desk are great too! I'm sorry I don't know their names.	10.0
Marilyn Wigley	Emily Horton is outstanding. She has been very compassionate and she and Elphaba have bonded. Elphie would see her come out in the lobby and start wagging her tail. - - - Dr Lindley took a lot of time with us also. She was patient to answer our questions that I know she has answered a thousand times for other families. - - - Nancy Wagner makes a point to come speak to us every time we come to the Vet School. She helped us get the attention of the appointment desk when I couldn't get the appointment desk to answer the phone.	10.0
Mary Ellen Topper	Dr. Aringer. Our dog loves her even after more blood draws than we can count and the same with shots and our dog has never liked any other vet any where we have lived in his ten years of life or any other at the vet school. And, the parents love her just as much with her explanations going out of her way researching special conditions, consulting other vets... She is a breath of fresh air for me as I had become very jaded after South Florida vet care. Know whe is a resident, but I trust her completely with my furbaby.	10.0
Michael Resty	Dr. Eric Johnson was especially helpful in keeping us informed of Sophie's condition. I am confident that Sophie's last hours were in the loving care of your staff.	10.0
Nancy Greene	Dr. Caldwell and Dr. Mcglinchey were so professional and awesome. I have been dealing with this lameness issue for over a year and have seen many vets and this is the first time anyone has taken the interest to get to the bottom of it. I'm very grateful for them caring, finding answers and coming with a plan to help my pony to get back to having a job. Thanks so much!	10.0

name	compliments	nps_refer
Neal Walker	Both of the above. the experience was wonderful from the receptionist to the cashier. Being retired military, the check out lady thanked us for our service and offered a discount. Thank You.	10.0
Norean Pritts	I was impressed by all the staff and appreciate everyone that worked with Ava. I'm not sure of the name of the lady that helped us and was with the doctor when he came and explained everything... possibly the student, Lynae Bakland, but she was tall, very thin, and had blonde hair. She was with us for checkout. She was especially sweet and caring and you're lucky to have her.	10.0
Olivia Binns	Nancy Wagner, Maxine, the receptionists, Dr. Hefner, Dr. Keanan, and our 4th year vet student, Randi.	10.0
Olivia Binns	More than one! Dr. Hefner, Dr. Keenan, Jamie, our vet student, Cheryl at the reception desk, Linda in scheduling, Maxine in check out, and Nancy Wagner!	10.0
Pamela Finster	Definitely. There is Anna, an intern, whose last name I have unfortunately lost. She personally looked after Tucker. In my opinion she far exceeds any caregiver who has looked ever taken care of any other family members we have brought to you all, although everyone has always been wonderful! (our other animals were Bo and Tippy)in past years. Also, I'd like to compliment Cheryl Hugaboomand Kaitlin Ensor as being incredible at reception. They are both assets to the hospital. Please relay this gratitude to them. My dog, Bo, was diagnosed with degenerative myelopathy by your neuron team and despite the life expectancy after diagnosis is only 3 years, he is now 7 years past diagnosis and isn't much worse than when was first there. I think the entire neurologist department came out to see him when we were there with Tippy and Bo is an anomaly thanks to your incredible students and staff!! I realize this is a long commentary but I really feel compelled to say these things.	10.0
Parker Ingram	Dr. Oster is always very helpful. He explains everything to me in a way I can understand. He takes great care of my ferrets and makes sure my little guys are feeling better fast! Ink and Bandit also seemed to like him as well. :) - - The other doctors were very nice as well. I don't know their names, but we enjoyed all of the attention and help. The ferrets were even given a treat before we went home! - - The ladies at the front desk were also very kind to us, and they made sure I had everything I needed. Hopefully my babies will stay healthy, but if they ever need to come back, we definitely will!	10.0
Patricia Griffin	Dr Winter was super nice and made a point of making sure that we understood everything that was going to happen with our pet. Once the test were completed - he explained everything to us. He was also pretty funny and tolerant of my husband calling him Gandolf. =0)	10.0

name	compliments	nps_refer
Patty Crauswell	My thanks to Dr. Newhard for the excellent explanation of Sunshine's condition. But, again, from the moment I walk in the door and am greeted by name (at the teaching hospital and the community practice), to the occasional visit with Nancy? (the very kind lady who frequently visits the waiting areas and talks with anxious pet parents) to the very sweet lady who takes payments, I always have exceptional service!	10.0
Sandra Fay		10.0
Sandra Taylor	The student, Mallory Matthews, was very thorough in going over the meds so I could take notes before we left. She went the extra effort to be sure all our questions were answered and that I understood the meds. I also appreciated that she asked what we expected to learn from our visit so all our questions were addressed. Also our patient advocate (? name) made us feel at ease from the beginning by explaining what would happen when we arrived, and returned to check on us at the end of the day and visit.	10.0
Sharon DuFrene	The doctor was very sweet and professional. I just don't remember her name.	10.0
Sharon Hillman	Everyone I came in contact with was so helpful and understanding. Gracie's student Dean was unbelievable in his help. The people at the front desk were so kind. They understood how scared I was for Gracie.	10.0
Shirley Wills	We have never met an unpleasant person	10.0
Sondra Simmons	Linda has been a huge help trying to help me coordinate treatment between my local vet and Auburn.	10.0
Stella Brown	The intern and senior resident who met with us were most professional, helpful, and empathic.	10.0
Stephanie Ostrowski, DVM	Equine Surgeon (female) on duty was EXCELLENT. Personable, professional , focused, caring. Initially suspected acute presentation of hoof abscess. Horse comfort was greatly improved by local block. Actively listened to my concerns about cost, suggested step-wise diagnostic process, identified fracture on initial radiograph. She was able to reassure horse's former owner (undergrad student, still involved in daily care of horse -- on travel several states away) that euthanasia was most appropriate in this case and that any delay would not be humane or in the horse's best interest. (Also explained the findings very clearly to student's young husband who had discovered the injured horse when he came to feed.) Doctor, staff, and techs were pro-actively compassionate in offering to provide former owner with tangible mementos (hair from mane and tail). (I was impressed.) I am a former clinical DVM, so I stayed with the horse through euthanasia. I was very impressed with the smoothness	10.0
Stephanie Ostrowski, DVM	(Continued) of sedation induction and euthanasia of the standing horse.	10.0

name	compliments	nps_refer
Stephanie Snipes	I'd like to give a big shout out to Meaghan Thomas. She was doing her 2 week rotation in oncology when we were there. She was the perfect combination of doctor and "friend". She really empathized with me and was so positive and caring. It helped take my nerves away as this was a very stressful time with my beloved dog!	10.0
Stuart Pouncy		10.0
Sue Boehmler	Dr White is great with customer relationship. We loved having her.	10.0
Susan Geeslin	Mary Margret Carroll	10.0
Sylvette Walsh	The doctor and the student were both very kind...just not thorough and Bobby received no relief nor comfort from the visit.	10.0
Terri Lindley		10.0
Thomas Calhoun	Everyone on your staff has been great.	10.0
Tracy Jackson	Missy the tech from Derm. Mallory the student from derm who called us and walked us through the next step for Bentley Willow to return to see surgical oncology when she didn't have to. Daniel from cardiology who was very patient and listened to us. And of course the cardiologist and dermatologist we saw that took time for us and made us feel that Bentley Willow was as important to them as us.	10.0
Tracy Daniel	Maxine is always wonderful, as is the older receptionist. They always remember me and my pets.	10.0
Vickie Honeycutt		10.0
Carol Walls		9.0
ken Woodfin	Dr M Curran and Nancy Wagner!!!	9.0
Sharon Vincent	Dr. Hoffer	9.0
Yarnell Allred		9.0
Anonymous	We have been here before and those visits were exceptional. I loved the staff and everyone who took care of my dog. I wish I could remember their names because they all were extremely professional and knowledgeable.	7.0
Dr Ashley Hampton	The resident and student that helped me were GREAT. I was impressed with the amount of care every vet staff member provided to my cat. They appeared to care, and while I was super scared to be there because of the possibility my cat could be sick, they made me feel comfortable.	7.0
Sally Hughes		7.0
David Montgomery	Mallory Mathews was very professional & I believe that she will be an excellent vet.	6.0
Hugh Cardon III		0.0
Sue Barnes		0.0

Only active doctors will show on this page.

doc_seen_report	response_count	response_count_curr	ent
Dr. Aime Johnson	18	0	<p>Doctor Coaching Reports (DCR's) are part of the Client Loyalty Accelerator Program and are available quarterly. If you are not currently receiving them, please send an email to info@calproresearch.com requesting the DCR's for your hospital. We will add you to the distribution list and provide you with DCR's for any doctor with at least 50 responses. The quarterly reports are run on January 5th, April 5th, July 5th, and October 5th, along with your regular hospital monthly reports. The listing to the left shows you how many survey responses are associated with each of your doctors to date. Training is also available to help you provide coaching to your doctors using our DCR's.</p> <p>If you see a doctor on this list that has had a name change, please notify us so we can connect their data in our database. This list reflects the historical data associated with each doctor. It does not represent your current doctor drop-down menu on the survey.</p>
Dr. Amanda Taylor	69	1	
Dr. Amelia White	118	8	
Dr. Amy Yanke	15	0	
Dr. Anne Wooldridge	3	0	
Dr. Annette Smith	79	2	
Dr. Anthony Moore	105	2	
Dr. BJ Newcomer	10	0	
Dr. Brad Matz	69	0	
Dr. Christopher Lea	175	2	
Dr. Diane Delmaine	1	1	
Dr. Ellen Behrend	37	3	
Dr. Erin Groover	26	0	
Dr. Fred Caldwell	37	2	
Dr. Greg Almond	20	1	
Dr. Harry Boothe	11	0	
Dr. Herris Maxwell	3	0	
Dr. Jennifer Taintor	14	2	
Dr. John Schumacher	4	0	
Dr. Julie Gard	3	1	
Dr. Kayla Corriveau	21	1	
Dr. Kendon Kuo	2	0	
Dr. Lenore Bacek	13	0	
Dr. Michael Tillson	33	0	
Dr. Misty Edmonson	18	0	
Dr. Randolph Winter	43	3	
Dr. Reid Hanson	48	1	
Dr. Ricardo Stockler	28	0	
Dr. Richard McMullen	17	2	
Dr. Robert Kennis	90	1	
Dr. Robert Lofton	43	0	
Dr. Robin Wilborn	12	1	
Dr. Saralyn Smith-Carr	40	1	
Dr. Seth Oster	39	1	
Dr. Seung-Woo Jung	56	2	
Dr. Shannon Boveland	43	4	
Dr. Stephanie Lindley	48	3	
Dr. Tekla Lee-Fowler	42	1	
Dr. Thomas Passler	15	0	

Only zip codes with three or more surveys will show on this page.

state_terr	city	zip_code	responses
AL	ALABASTER	35007	7
AL	ALEXANDER CITY	35010	38
AL	ANNISTON	36206	5
AL	ANNISTON	36207	6
AL	ATHENS	35611	5
AL	AUBURN	36830	192
AL	AUBURN	36832	141
AL	AUBURN UNIVERSITY	36849	5
AL	BESSEMER	35022	9
AL	BIRMINGHAM	35205	4
AL	BIRMINGHAM	35209	6
AL	BIRMINGHAM	35210	5
AL	BIRMINGHAM	35213	16
AL	BIRMINGHAM	35222	4
AL	BIRMINGHAM	35223	8
AL	BIRMINGHAM	35226	10
AL	BIRMINGHAM	35242	22
AL	BIRMINGHAM	35243	11
AL	BIRMINGHAM	35244	12
AL	CENTRE	35960	5
AL	CHELSEA	35043	7
AL	CLANTON	35045	6
AL	CROPWELL	35054	5
AL	DADEVILLE	36853	55
AL	DALEVILLE	36322	5
AL	DAPHNE	36526	14
AL	DAVISTON	36256	7
AL	DEATSVILLE	36022	11
AL	DECATUR	35603	4
AL	DEMOPOLIS	36732	7
AL	DOTHAN	36301	10
AL	DOTHAN	36303	20
AL	DOTHAN	36305	13
AL	DOZIER	36028	8
AL	ECLECTIC	36024	16
AL	ELBA	36323	4
AL	ENTERPRISE	36330	47
AL	EUFAULA	36027	17
AL	FAIRHOPE	36532	8
AL	FIVE POINTS	36855	5
AL	FOLEY	36535	4

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state_terr	city	zip_code	responses
AL	FORT MITCHELL	36856	14
AL	FRISCO CITY	36445	4
AL	FULTONDALE	35068	4
AL	GADSDEN	35901	4
AL	HEADLAND	36345	5
AL	HUNTSVILLE	35801	10
AL	HUNTSVILLE	35802	5
AL	HUNTSVILLE	35803	7
AL	JACKSONS GAP	36861	13
AL	KIMBERLY	35091	4
AL	LAFAYETTE	36862	6
AL	LANETT	36863	26
AL	LUVERNE	36049	12
AL	MARBURY	36051	4
AL	MIDLAND CITY	36350	8
AL	MILLBROOK	36054	4
AL	MOBILE	36606	5
AL	MOBILE	36608	7
AL	MOBILE	36609	4
AL	MOBILE	36695	5
AL	MONROEVILLE	36460	5
AL	MONTGOMERY	36104	4
AL	MONTGOMERY	36106	15
AL	MONTGOMERY	36109	11
AL	MONTGOMERY	36116	34
AL	MONTGOMERY	36117	49
AL	MUSCLE SHOALS	35661	4
AL	NEW MARKET	35761	4
AL	NEWTON	36352	7
AL	NOTASULGA	36866	9
AL	ODENVILLE	35120	4
AL	OPELIKA	36801	62
AL	OPELIKA	36804	66
AL	ORANGE BEACH	36561	5
AL	OWENS CROSS ROADS	35763	5
AL	OZARK	36360	8
AL	PELHAM	35124	10
AL	PELL CITY	35128	5
AL	PHENIX CITY	36867	31
AL	PHENIX CITY	36869	8
AL	PHENIX CITY	36870	31

Only zip codes with three or more surveys will show on this page.

state_terr	city	zip_code	responses
AL	PIKE ROAD	36064	24
AL	PRATTVILLE	36066	21
AL	PRATTVILLE	36067	20
AL	ROANOKE	36274	4
AL	ROBERTSDALE	36567	5
AL	ROCKFORD	35136	6
AL	SALEM	36874	22
AL	SARALAND	36571	4
AL	SEALE	36875	35
AL	SELMA	36701	5
AL	SEMMES	36575	6
AL	SMITHS STATION	36877	25
AL	SPANISH FORT	36527	5
AL	TALLADEGA	35160	17
AL	TALLASSEE	36078	10
AL	TRUSSVILLE	35173	9
AL	TUSCALOOSA	35406	4
AL	VALLEY	36854	14
AL	WADLEY	36276	4
AL	WAVERLY	36879	6
AL	WEDOWEE	36278	7
AL	WETUMPKA	36092	21
AL	WETUMPKA	36093	9
AL	WILSONVILLE	35186	6
AL	WOODLAND	36280	6
FL	CANTONMENT	32533	8
FL	CRESTVIEW	32536	6
FL	DESTIN	32541	16
FL	FORT WALTON BEACH	32547	5
FL	FORT WALTON BEACH	32548	7
FL	GRACEVILLE	32440	4
FL	LAUREL HILL	32567	4
FL	MARIANNA	32446	4
FL	MARY ESTHER	32569	4
FL	MILTON	32570	11
FL	MILTON	32571	10
FL	MILTON	32583	5
FL	NAVARRE	32566	6
FL	NICEVILLE	32578	7
FL	PANAMA CITY	32401	4
FL	PANAMA CITY	32404	19

Only zip codes with three or more surveys will show on this page.

state_terr	city	zip_code	responses
FL	PANAMA CITY	32405	6
FL	PENSACOLA	32503	4
FL	PENSACOLA	32504	13
FL	PENSACOLA	32507	8
FL	PENSACOLA	32514	5
FL	PENSACOLA	32526	7
FL	PENSACOLA	32534	4
FL	PORT SAINT JOE	32456	4
FL	SANTA ROSA BEACH	32459	5
FL	SHALIMAR	32579	8
FL	TITUSVILLE	32780	4
GA	ACWORTH	30101	4
GA	ALBANY	31721	17
GA	ALPHARETTA	30022	6
GA	AMERICUS	31709	14
GA	ATLANTA	30338	5
GA	BOWDON	30108	4
GA	BREMEN	30110	4
GA	BROOKS	30205	4
GA	BUCHANAN	30113	5
GA	BUENA VISTA	31803	4
GA	BYRON	31008	6
GA	CARROLLTON	30116	8
GA	CARROLLTON	30117	8
GA	CATAULA	31804	19
GA	COLUMBUS	31901	16
GA	COLUMBUS	31904	68
GA	COLUMBUS	31906	26
GA	COLUMBUS	31907	33
GA	COLUMBUS	31909	83
GA	CORDELE	31015	4
GA	CUSSETA	31805	11
GA	DAWSON	39842	4
GA	DOUGLASVILLE	30135	8
GA	ELLERSLIE	31807	7
GA	FAYETTEVILLE	30214	8
GA	FAYETTEVILLE	30215	12
GA	FORT BENNING	31905	8
GA	FORT GAINES	39851	4
GA	FORTSON	31808	42
GA	FRANKLIN	30217	6

Only zip codes with three or more surveys will show on this page.

state_terr	city	zip_code	responses
GA	GAY	30218	6
GA	GRAY	31032	5
GA	GRIFFIN	30223	4
GA	GRIFFIN	30224	4
GA	HAMILTON	31811	9
GA	HAMPTON	30228	7
GA	HIRAM	30141	4
GA	HOGANSVILLE	30230	5
GA	LAGRANGE	30240	57
GA	LAGRANGE	30241	9
GA	LEESBURG	31763	10
GA	LESLIE	31764	4
GA	MARIETTA	30064	4
GA	MCDONOUGH	30253	4
GA	MIDLAND	31820	24
GA	MORELAND	30259	7
GA	NEWNAN	30263	52
GA	NEWNAN	30265	22
GA	PEACHTREE CITY	30269	23
GA	PINE MOUNTAIN	31822	14
GA	SENOIA	30276	14
GA	SHARPSBURG	30277	18
GA	TALKING ROCK	30175	4
GA	THOMASTON	30286	5
GA	TYRONE	30290	5
GA	UPatoi	31829	5
GA	VILLA RICA	30180	7
GA	WARM SPRINGS	31830	6
GA	WARNER ROBINS	31088	9
GA	WAVERLY HALL	31831	12
GA	WEST POINT	31833	7
GA	WHITESBURG	30185	6
GA	WOODBURY	30293	4
MS	BILOXI	39532	4
TN	MURFREESBORO	37130	5

name	address	city	state_t err	zip_code	email_address	receive_e mails
Aileen Manos	1207 Owens Rd	AUBURN	AL	36830	acritterb@aol.com	Yes
Amy Nesbitt	1085 Anniston Beach Rd	ANNISTON	AL	36206	asereneexistence@gmail.com	No
Anonymous						No
Anonymous						Yes
Anonymous					Gaatbuck@aol.com	Yes
Anonymous						No
Anonymous						No
Anonymous						No
Anonymous						No
Billy Thomas	600 Lewis Mountain Road	NEW MARKET	AL	35761	wptjr@msn.com	Yes
Bradley Hall	2909 Lone Eagle Ln.	OPELIKA	AL	36801	Bhall1946@hotmail.com	Yes
Calvin Johnson	1228 Ferndale Cir	AUBURN	AL	36832	Calvin.johnson166@gmail.com	Yes
CarOl Walls	5608 Alice Drive,	COLUMBUS	GA	31904	c63cecilia@knology.net	Yes
Carol Walls	5608 Alice Drive	COLUMBUS	GA	31904	c63cecilia@knology.net	Yes
Carol Byrd	1865 Lee RD 84	WAVERLY	AL	36879	ennisbyrd@yahoo.com	No
CAROLYN MCCACHREN	58 BRANDING IRON ST	PHENIX CITY	AL	36869	PONTIAC246@AOL.COM	Yes
Cathy Chastain	P O Box 3046 602 Hillflo Ave	OPELIKA	AL	36801	chastaincathy10@yahoo.com	No
Cecile Hamblin	560 Lake Cameron DR	PIKE ROAD	AL	36064	jcwhamblin@gmail.com	Yes
Cindy Carpenter	3518 Yellow Jacket Ln	PANAMA CITY	FL	32409	morningstarfarm@bellsouth.net	No
David Montgomery	9 Wood Lane	DADEVILLE	AL	36853	Davidm0901@gmail.com	No
Debbie Recio	60 Ellerslie Ct	ELLERSLIE	GA	31807	gaamigos@aol.com	Yes
Debra Berry	1290 Cameron Dr	MOBILE	AL	36695	debbie224@bellsouth.net	Yes
Debra Berry	1290 Cameron Dr.	MOBILE	AL	36695	debbie224@bellsouth.net	Yes
Delle Griffin	914 Peconic Place	MURFREESBORO	TN	37130	dng@dngriffin.com	No
Diane Eurell	2111 Rockledge Circle	OPELIKA	AL	36801	dmeurell@hotmail.com	Yes
Dixie Childree	313 W. Kingswood Drive	ENTERPRISE	AL	36330	dchildree@roadrunner.com	No
Dr Ashley Hampton	8058 Happy Hollow Road	TRUSSVILLE	AL	35173	drashleyhampton@gmail.com	No
Emilie Mcgee	1007 Dow st	DEMOPOLIS	AL	36732	Emiliemcgee@gmail.com	Yes
Emily Schmid	230 Sandy Lake Cr	FAYETTEVILLE	GA	30214	emmy.schmid@aol.com	No
Garth Truesdale	90 Sturges Run	SHARPSBURG	GA	30277	garth.truesdale@gmail.com	Yes
George Wolbert	1340 Millington Rd	COLUMBUS	GA	31904	gnwmsu@gmail.com	Yes
Hugh Cardon III	4117 Signal Ridge SW	LILBURN	GA	30047	hbwcardon@comcast.net	No
Inez	Key 1205 4th Avenue	TUSKEGEE INSTITUTE	AL	36088	nez68key@gmail.com	Yes
JACQUELINE HUNT	377 county road 97	ABBEVILLE	AL	36310	hunthavenranch@yahoo.com	Yes
james hilt	44 troop dr	FORTSON	GA	31808	jameshiltccim@cs.com	No
Jan Gunter	305 Overlook Drive	OPELIKA	AL	36801	Jgunter676@aol.com	No
Jan Spitzer	454 Highway 30	EUFAULA	AL	36027	cdrusnret0714@gmail.com	Yes

name	address	city	state_t err	zip_code	email_address	receive_e mails
Janice Ligon	969 Moore's Store Road	CUSSETA	GA	31805	janiceligon2@hotmail.com	No
Jay Holmes	5 Poquito rd.	SHALIMAR	FL	32579	jay@fortwaltonglass.com	No
Jenny Barton	1106 Grayton Ct	AUBURN	AL	36830	patemar@auburn.edu	Yes
Jesse Griffis	130 Myers Rd	ODENVILLE	AL	35120	Jesseagri@gmail.com	Yes
jim hilt	44 troop dr.	FORTSON	GA	31808	jameshiltccim@cs.com	No
Joe Seales	4316 Pebble Shore Dr	OPELIKA	AL	36804	Joe.seales@rsbn.tv	Yes
Johnny Waldrop	52 Lamb Rd 12	OPELIKA	AL	36804	waldropall@aol.com	Yes
Jordan Malik	77 Lee Road 2199	OPELIKA	AL	36804	jordan_r_malik@yahoo.com	Yes
Karyn DeWolf	969 Millstone Court	MOBILE	AL	36608	catlady318@hotmail.cpm	No
Kaye Lanning MINCHEW	N. View Pointe Dr.	LAGRANGE	GA	30241	kayelminchew@gmail.com	Yes
ken Woodfin	1011 brookwood ave 1011 brookwood ave	COLUMBUS	GA	31906	bkwoodfin@msn.com	Yes
Kerry Lawrence	1886 Shellbrook Drive	HUNTSVILLE	AL	35806	jkpmlawrence@bellsouth.net	Yes
Kim Jones	55 Northwynn DR	SHARPSBURG	GA	30277	kayjay1014@hotmail.com	Yes
Kim Lewellen	875 Cox Drive	CLANTON	AL	35045	Klewellen30@gmail.com	Yes
Kimberly Franklin	2017 Janet Dr	PHENIX CITY	AL	36867	kimberlyfranklin@synovus.com	Yes
Lexa Dowling	211 Hollis Avenue	PANAMA CITY	FL	32401	ldowling@graceba.net	No
linda medina	10 elaine drive	NEWNAN	GA	30263	lynlee3550076@yahoo.com	Yes
Lynn Dickens	4004 Chesham Dr	OPELIKA	AL	36801	dixie2160@gmail.com	Yes
Margie Shirley	1909 Hudson Bay dr	NORTHPORT	AL	35473	Shirley1909@bellsouth.net	Yes
Marian Gibson	4305 Sue Dr	PHENIX CITY	AL	36867	kandjsmother@aol.com	No
Marilyn Krupp	15 Slaughter dr	WAVERLY HALL	GA	31831	mrkrupp2012@gmail.com	No
Marilyn Wigley	930 Jep Wheeler Rd	WOODSTOCK	GA	30188	OpusAiredales@gmail.com	Yes
Mary Ellen Topper	706 Carpenter Way	AUBURN	AL	36830	metopper57@gmail.com	Yes
Michael Resty	4738 Champions Way	COLUMBUS	GA	31909	restymike@gmail.com	Yes
Nancy Greene	111 Jennings Yard	PEACHTREE CITY	GA	30269	greenem1663@bellsouth.net	Yes
Neal Walker	P O Box 729	HAMPTON	GA	30228	farm1307er@gmail.com	No
Norean Pritts	950 County Road 23	MARBURY	AL	36051	npritts.al@gmail.com	Yes
Olivia Binns	1935 Wildwood Ave	COLUMBUS	GA	31906	obyiyi@aol.com	Yes
Olivia Binns	1935 Wildwood Avenue	COLUMBUS	GA	31906	obyiyi@aol.com	Yes
Pamela Finster	22314Lakeside Drive	PANAMA CITY BEACH	FL	32413	pamfinster@gmail.com	Yes
Parker Ingram	254 Lee Road 274	CUSSETA	AL	36852	parkeringramm@gmail.com	Yes
Patricia Griffin	9688 Appian Way PO Box 1827	BACONTON	GA	31716	patricia.e.griffin@gmail.com	Yes
Patty Crauswell	65 Cape Emerald	DADEVILLE	AL	36853	glorycottagegirl@gmail.com	Yes
Sally Hughes	108 fairway drive	ANNISTON	AL	36207	Salluvsols@yahoo.com	Yes
Sandra Taylor	1702 Tyndall Dr	PANAMA CITY	FL	32401	sandrat@sandyprints.com	Yes
Sandra Fay	153 Chelsea Station Drive	CHELSEA	AL	35043	laigle1947@gmail.com	Yes
Sharon Vincent	38 Maggy Ct	PHENIX CITY	AL	36867	svincent52@aol.com	Yes
Sharon Hillman	16365 Pace Point Road	DADEVILLE	AL	36853	shillman@connerbros.com	Yes

name	address	city	state_t err	zip_code	email_address	receive_e mails
Sharon DuFrene	6630 Autumnleaf Drive	COLUMBUS	GA	31904	sharoney@knology.net	Yes
Shirley Wills	421 hwy 26	CUSSETA	GA	31805	Swills81@aol.com	Yes
Sondra Simmons	10675 Kelsey dr	WILMER	AL	36587	sondra418@yahoo.com	Yes
Stella Brown	105 Weslyn Way	CATHERINE	AL	36728	hasdogstoo@gmail.com	No
Stephanie Ostrowski, DVM	3901 Cotton Valley Lane	AUBURN	AL	36832		No
Stephanie Snipes	80 Valley North Dr	NEWNAN	GA	30263	snipes1117@gmail.com	No
Stuart Pouncy	3603 cross keys Rd.	SHORTER	AL	36075	Jgpsrp@bellsouth.net	Yes
Sue Boehmler	8371 Timber Trace Ln	PIKE ROAD	AL	36064	resocal@att.net	No
Sue Barnes	809 Phil Harper Dr	DEMOPOLIS	AL	36732	scgbarnes@live.com	No
Susan Geeslin	2308 Golfcourse Drive	ALBANY	GA	31721	geeslins@mchsi.com	No
Sylvette Walsh	PO Box 223	FORTSON	GA	31808	sylvettewalsh@gmail.com	No
Terri Lindley	1829 Hickory Lane	FULTONDALE	AL	35068	tclindley@charter.net	No
Thomas Calhoun	8319 Strike Swiftly Lp	FORT BENNING	GA	31905	Armyman7707@gmail.com	Yes
Tracy Daniel	7537 Pinnacle Pt.	MONTGOMERY	AL	36117	tracyallyn.daniel@gmail.com	Yes
Tracy Jackson	911 Hall Circle	MOUNT OLIVE	AL	35117	Crusty197201@yahoo.com	Yes
Vickie Honeycutt	394 Alabama Ave	THORSBY	AL	35171	vickvet@gmail.com	No
Yarnell Allred	360 Lee Rd 430	SMITHS STATION	AL	36877	Ghttherapy@gmail.com	Yes