**Instructions for Entering Data for the LeadingAge Minnesota Satisfaction Benchmarking Project**

First, be sure to add the questions developed by our Quality and Performance Improvement Council into your existing family, resident, and staff satisfaction surveys. The questions are on the Satisfaction Benchmarking page of [www.leadingagemn.org](http://www.leadingagemn.org).

Once you have collected data, entering it is easy. You just need to go to the data entry portion of the web site at <http://survey.leadingagemn.org/TakeSurvey.aspx?PageNumber=1&SurveyID=n6KHno2&Preview=true> and be prepared to enter the type of survey (resident/family/staff), the average score for each question (using our required scale of 1 to 4), the number of surveys sent and number received, and the date they were sent.

You will also be asked to provide results separately for short stay care center residents, longer term care center residents, assisted living residents and independent living residents on the family and resident satisfaction surveys, and for care center employees, assisted living employees and independent living employees on the employee satisfaction survey.

The type of survey is chosen first, at the top of page one, and then you follow through with the rest of the answers related to that survey. At the end, you can go back and enter additional data (either another type of survey, such as resident instead of family, and/or another set of responses, such as long-stay residents instead of short-stay residents).

You can enter data an any time covering any time period, so whether your surveys are annual or intermittent does not matter, just be sure to enter the data only once so we do not end up with duplicate information in the database (i.e., if you do surveys monthly and enter them monthly then do not enter annual data and the end of a year that is based on the same monthly data you have already entered).

If you have any questions, please contact Jeff Bostic at jbostic@leadingagemn.org.