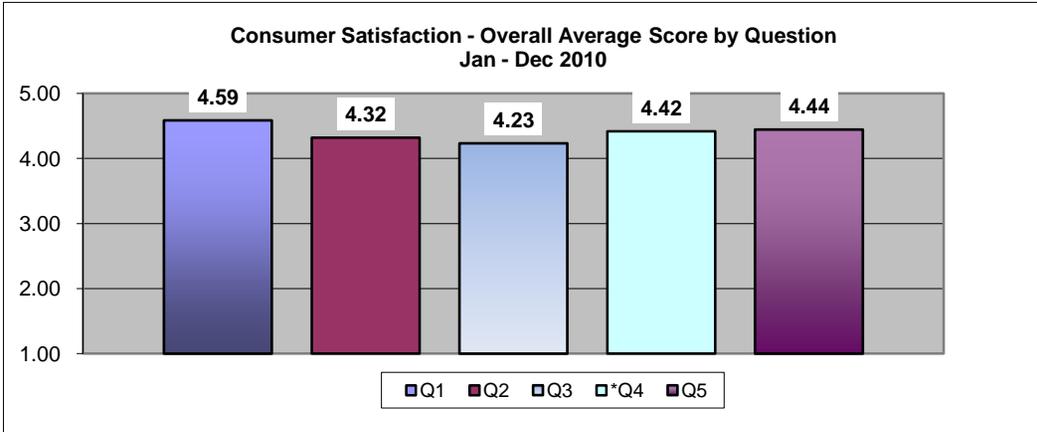




Scoring Key:
 1 = Strongly Disagree
 2 = Disagree
 3 = Neutral
 4 = Agree
 5 = Strongly Agree

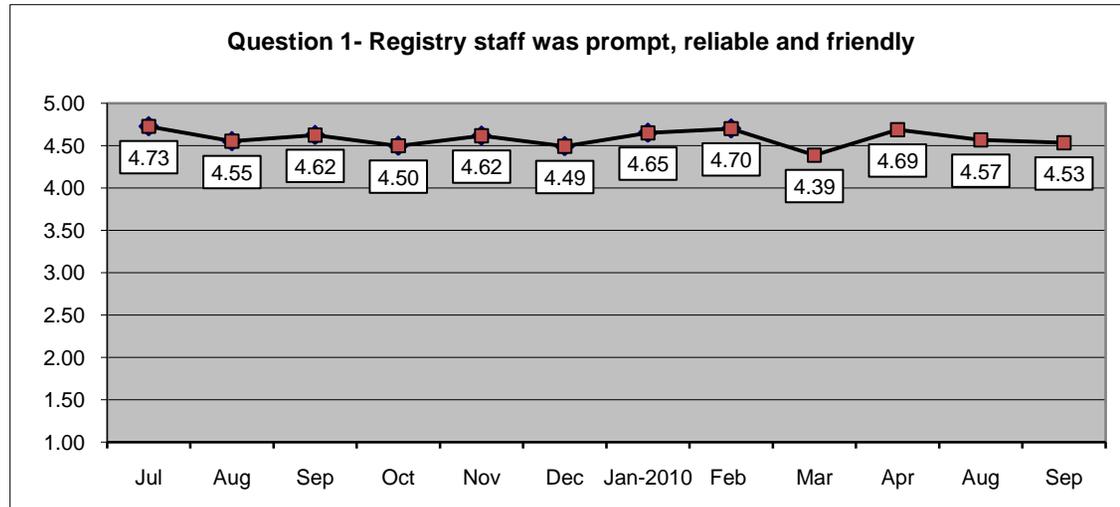


Questions:

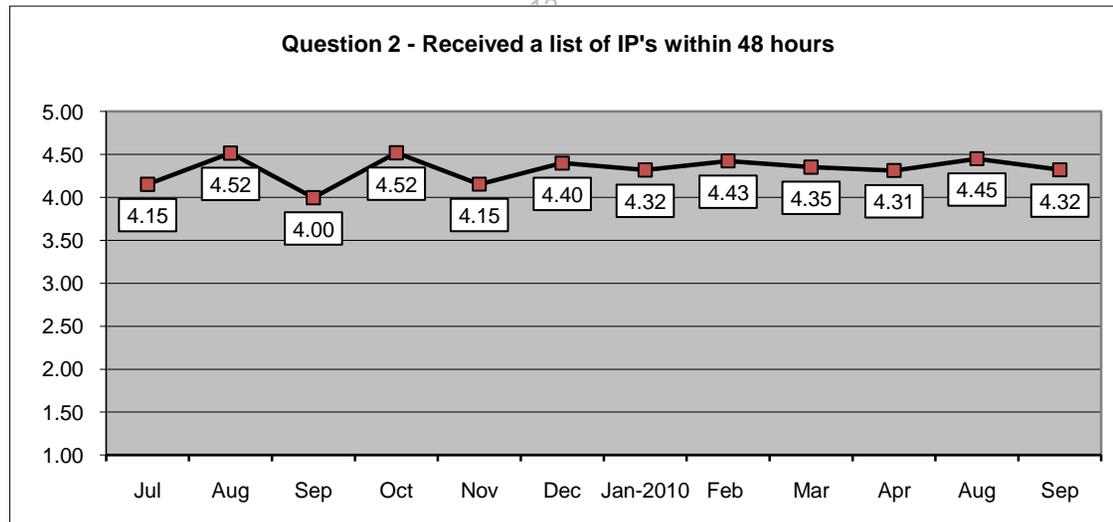
- Q1 = Registry staff was prompt, reliable and friendly
- Q2 = Received a list of IP's within 48 hours
- Q3 = Referral list was up-to-date and correct
- Q4 = I was able to hire from the Registry
- Q5 = My overall experience was good and I would use again.

Question:	Average Score by Question 2009					follow-up call			*Q4 - Hired IP		
	Q1	Q2	Q3	*Q4	Q5	yes	no	n/a	yes	no	n/a
Jul	4.73	4.15	4.44	4.51	4.57	93%	7%	0%	73%	13%	13%
Aug	4.55	4.52	3.97	4.11	4.51	77%	12%	11%	49%	14%	37%
Sep	4.62	4.00	4.00	4.25	4.41	76%	19%	5%	81%	16%	3%
Oct	4.50	4.52	4.29	4.56	4.37	88%	9%	3%	88%	12%	0%
Nov	4.62	4.15	4.24	4.29	4.52	46%	11%	43%	77%	18%	5%
Dec-09	4.49	4.40	4.01	4.40	4.30	48%	20%	32%	57%	12%	31%
Jan-10	4.65	4.23	4.22	4.70	3.88	68%	20%	12%	81%	5%	14%
Feb	4.70	4.43	4.36	4.20	4.58	84%	14%	2%	88%	22%	0%
Mar	4.39	4.35	4.18	4.27	4.45	78%	16%	6%	78%	18%	4%
Apr	4.69	4.31	4.33	4.65	4.75	69%	26%	5%	90%	10%	0%
Aug	4.57	4.45	4.41	4.50	4.48	88%	11%	1%	79%	19%	2%
Sep	4.53	4.32	4.35	4.58	4.52	72%	23%	5%	87%	12%	1%
Avg/Quest	4.59	4.32	4.23	4.42	4.44	74%	16%	10%	77%	14%	9%

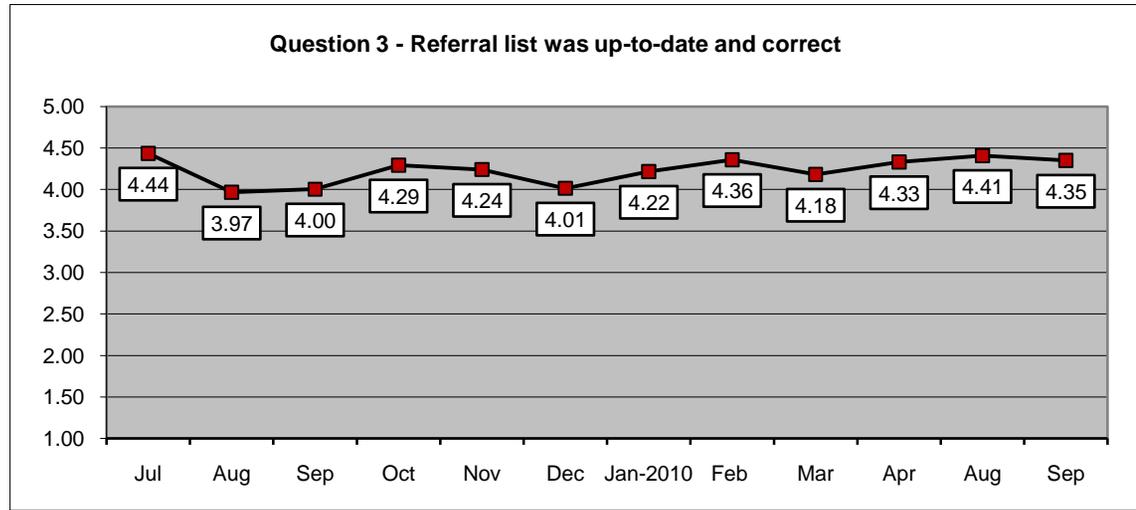
Question:	Q1
Jul	4.73
Aug	4.55
Sep	4.62
Oct	4.50
Nov	4.62
Dec	4.49
Jan-2010	4.65
Feb	4.70
Mar	4.39
Apr	4.69
Aug	4.57
Sep	4.53
AVG	4.59



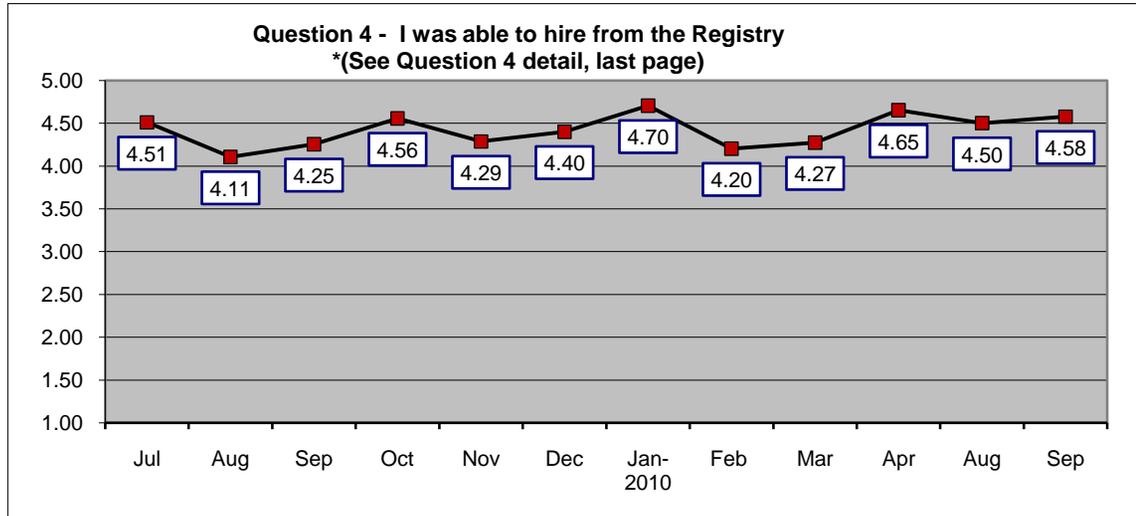
Question:	Q2
Jul	4.15
Aug	4.52
Sep	4.00
Oct	4.52
Nov	4.15
Dec	4.40
Jan-2010	4.32
Feb	4.43
Mar	4.35
Apr	4.31
Aug	4.45
Sep	4.32
AVG	4.33



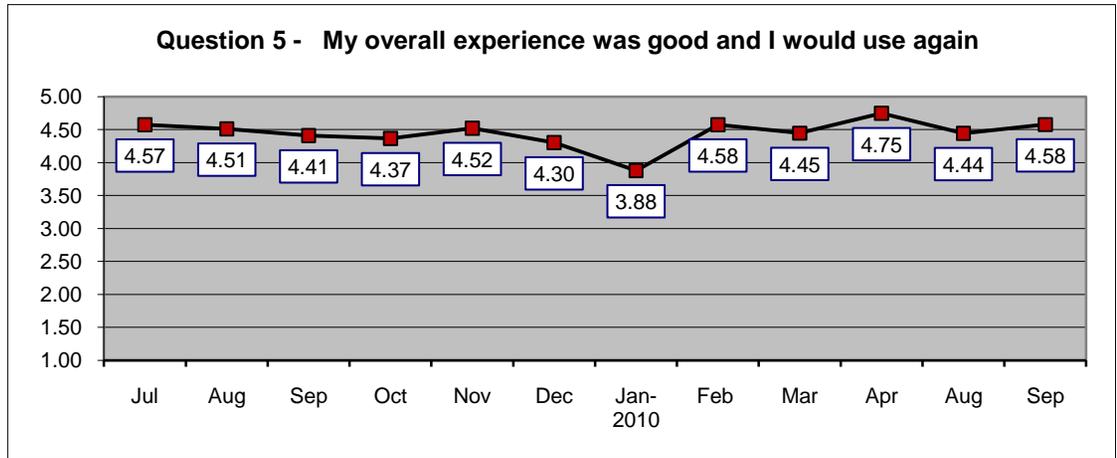
Question:	Q3
Jul	4.44
Aug	3.97
Sep	4.00
Oct	4.29
Nov	4.24
Dec	4.01
Jan-2010	4.22
Feb	4.36
Mar	4.18
Apr	4.33
Aug	4.41
Sep	4.35
AVG	4.23



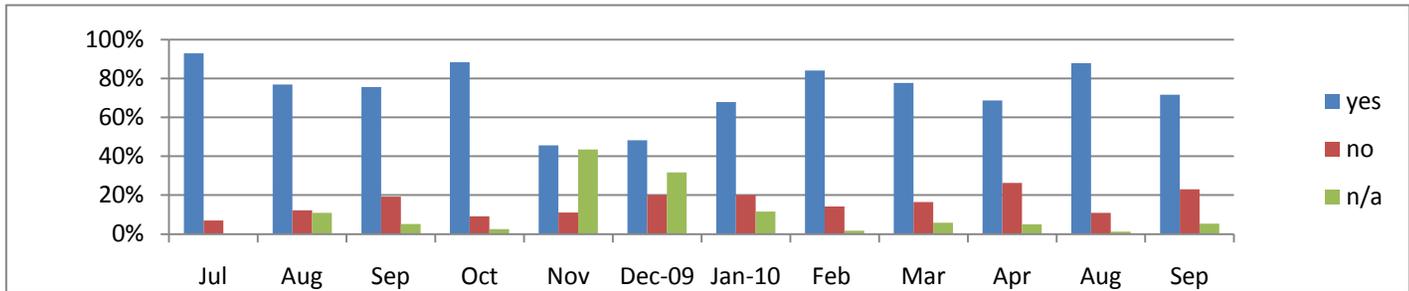
Question:	Q4*
Jul	4.51
Aug	4.11
Sep	4.25
Oct	4.56
Nov	4.29
Dec	4.40
Jan-2010	4.70
Feb	4.20
Mar	4.27
Apr	4.65
Aug	4.50
Sep	4.58
AVG	4.42



Question:	Q5
Jul	4.57
Aug	4.51
Sep	4.41
Oct	4.37
Nov	4.52
Dec	4.30
Jan-2010	3.88
Feb	4.58
Mar	4.45
Apr	4.75
Aug	4.44
Sep	4.58
AVG	4.45



Question: **I received a follow-up call from the Registry Coordinator**



*Question 4: **I was able to hire someone from the Referral Registry**

