



## Consumer Satisfaction Summary Aug-10

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.  
 Follow-up call = I received a follow-up call from the Registry Coordinator

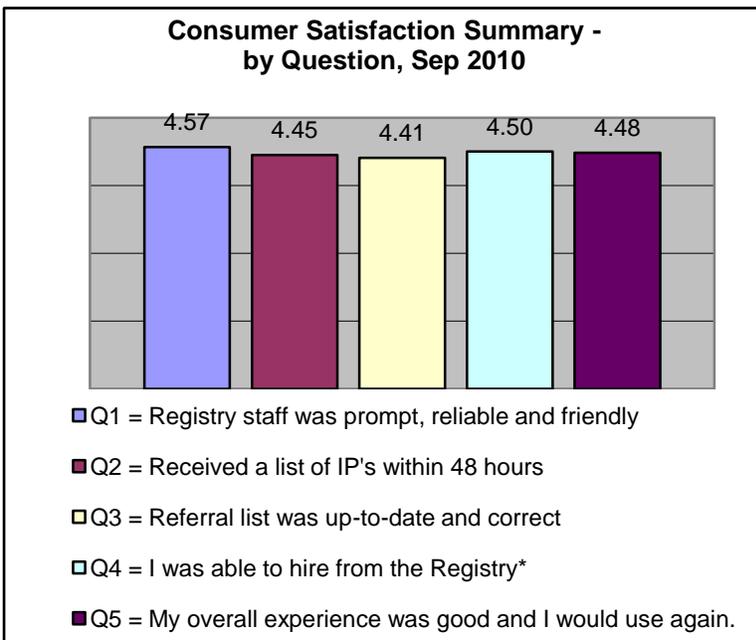
**Scoring Key:**  
 1 - 1.9 = Strongly Disagree  
 2 - 2.9 = Disagree  
 3 - 3.9 = Neutral  
 4 - 4.9 = Agree  
 5 = Strongly Agree

Average score per question by site						Avg Scr by	total pnts	return rate		points by	
Site	Q1	Q2	Q3	Q4*	Q5	Site	Svc Area	all qustns	#sent	#ret	#return'd
EC	5.00	5.00	5.00	5.00	5.00	EC	5.00	50.00	16	2	10.00
NW	3.88	3.75	3.88	4.43	3.63	NW	3.91	152.00	21	8	31.29
Oly	4.60	5.00	5.00	4.20	4.60	Oly	4.68	117.00	18	5	23.40
Pac	5.00	5.00	4.67	3.67	4.67	Pac	4.60	69.00	17	3	13.80
Prc	4.80	5.00	4.60	5.00	4.60	Prc	4.80	120.00	34	5	24.00
Sno	4.50	4.50	4.50	5.00	4.00	Sno	4.50	45.00	13	2	9.00
SS	4.50	4.20	4.40	5.00	4.80	SS	4.58	224.00	39	10	45.80
SE	4.75	4.25	4.25	5.00	4.75	SE	4.60	92.00	33	4	18.40
SW	3.75	3.25	3.67	n/a	4.25	SW	2.98	64.00	24	4	11.93
Spo	4.89	4.56	4.11	3.22	4.56	Spo	4.27	192.00	32	9	38.40
Scr Avg	4.57	4.45	4.41	4.50	4.48		4.39	1125.00	247	52	226.02
% Overall Return Rate			21.05%	*Q4- see detail below							

	follow-up call		
	Yes	No	n/a
EC	75%	25%	0%
NW	75%	13%	13%
Oly	100%	0%	0%
Pac	100%	0%	0%
Prc	100%	0%	0%
Sno	100%	0%	0%
SS	90%	10%	0%
SE	75%	25%	0%
SW	75%	25%	0%
Spo	89%	11%	0%
	88%	11%	1%

	*Q4 detail - hired IP		
	Yes	No	n/a
EC	100%	0%	0%
NW	75%	13%	13%
Oly	80%	20%	0%
Pac	67%	33%	0%
Prc	100%	0%	0%
Sno	100%	0%	0%
SS	90%	0%	10%
SE	100%	0%	0%
SW	25%	75%	0%
Spo	56%	44%	0%
	79%	19%	2%

Total points all answered questions = 1125  
 Div'd by total no. of questions answered = 257  
 equals 4.38  
 Overall Satisfaction score = 87.55%



**JLARC: Satisfaction Rate by consumer answers = 4 or 5**  
 number of answers to questions with scores of 4 or higher = 213  
 divided by total number of questions answered = 82.88%