

HEALTH RELATED BOARDS  
Administration Office  
227 French Landing, Suite 300  
Heritage Place Metro Center  
Nashville, TN 37243  
[www.tennessee.gov/health](http://www.tennessee.gov/health)  
Fax #615-253-1535

**CUSTOMER SURVEY**

*We are looking for ways to improve service to our customers. Please complete this short survey and tell us how we are doing and what you think would assist us in serving you better! You may return it by mail or fax (See information above.).*

1. How often do you contact Health Related Boards (HRB)?

- Daily     Weekly     Monthly     Other

2. In what way do you contact HRB most often?

- Phone     Email     Internet     In Person

3. Have you contacted HRB in the last 3 months?     Yes     No

4. In what manner did you contact HRB?     Phone     Email     Internet     In Person

5. What was the nature of your contact?

- License Application                       License Renewal  
 License Verification                       Continuing Education

Other: \_\_\_\_\_

6. Which board (profession) did you contact? \_\_\_\_\_

7. Were you satisfied with the results of your contact?     Yes     No     Other

Comments: \_\_\_\_\_

8. How would you rate the HRB website for information availability and access?

On-Line Renewals:                       Excellent     Good     Average     Could Be Better     Very Bad

License Verification:                       Excellent     Good     Average     Could Be Better     Very Bad

Board Minutes & Activities:                       Excellent     Good     Average     Could Be Better     Very Bad

Monthly Disciplinary Actions:                       Excellent     Good     Average     Could Be Better     Very Bad

Other/Comments: \_\_\_\_\_

9. How would you rate the HRB automated telephone system for accessibility and information?

- Excellent     Good     Average     Could Be Better     Very Bad

Comments: \_\_\_\_\_

10. How would you rate HRB staff in knowledge, assistance and attitude?

- Excellent     Good     Average     Could Be Better     Very Bad

Comments: \_\_\_\_\_