

Optometry Board Website User Survey

Please take a few moments to fill out our survey and tell us how we are doing. The Board values your opinion. In addition to using this information internally, the Board is required to report customer survey information to other state agencies and offices.

The Survey

How many times have you used the Board's website in the last 12 months?

- 1 time 1
- 2-5 times 2
- 5+ times 3

How did you learn about the website? Please check all that apply

- Information obtained by telephoning Board staff 4
- Search on Internet 5
- Letter from Board 6
- Referral from other agency 7
- Previous use, cannot recall original source 8

What was the reason for using the website? Please check all that apply

- Verification of license 9
- Check disciplinary history 10
- Information on filing a complaint 11
- General Information 12
- Questions concerning application for license 13
- Obtain forms to apply for license 14
- Optometry Act or Board Rules 15
- Other 16

Service Ratings

Please give us your opinions about Board customer service during the last 12 months, including communications, website content and staff by rating each of the following with:

4 = excellent 3 = good 2 = fair 1 = poor

If you have no opinion, please do not answer the question.

Please complete the following four items if you contacted the Board by telephone or mail after using the website:

- 4 Example 17
- Timeliness of answers to e-mail inquiries 18
- Timeliness of answers to telephone inquiries 19
- Satisfaction with automated telephone distribution system and voice mail 19
- Ease of contacting Board 20

Information on website

4 = excellent 3 = good 2 = fair 1 = poor

- Please rate the information on the Board's website: 21
- Readability of information presented on website 22
- Amount of information on website 23
- Accuracy of information on website 24
- Current status of information on website 25
- Relevance of subjects covered on website 26

Comparison of website to that of other state optometry boards

4 = excellent 3 = good 2 = fair 1 = poor

- Time needed to locate information (excellent rating means information could be found quickly) 27
- Design helped the finding of information 28
- Stability of website (information always available at same location) 29
- Links work 30
- Table of Contents descriptive 31
- Overall impression 32

Comparisons with all other websites that I use

4 = excellent 3 = good 2 = fair 1 = poor

- Time it takes to access information (fast access times = excellent or 4) 38
- Amount of information 39
- Design of Website 40

Why I use the website. Please check all that apply:

- Using website is better than telephoning Board 33
- Using website is better than writing to the Board 34
- I tend to use website at times when the Board is not open 35
- I find ability to print information immediately important 36
- I would rather use my computer than interact with Board staff 37

We welcome your feedback as it may help us to serve you better. If you would like to comment about a particular experience or a Board employee, please use the space below.

If you would like a response, please provide your name, e-mail, postal address, and/or area code and phone number

Thank you. After completing the survey, please fax to 512-305-8501, attach to an e-mail to: chris.kloeris@mail.capnet.state.tx.us, or mail to: Texas Optometry Board, 333 Guadalupe Street, Suite 2-420, Austin, TX 78701-3942