

EVALUATING BOARDS' CONSUMER INFORMATION PROGRAMS

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Part I How Consumer-Friendly is Telephone Access to Your Board?

- Q1: Does your Board have a Toll-Free Telephone Number? Yes No
- Q2: Is Your Board's Telephone Answered by a Person (and not by a machine)? Yes No
- Q3: Is Your Board's Telephone Number Easy to Find in Telephone Directories? Yes No
- Q4: Is Your Board's Telephone Number Widely Advertised? Yes No

Part II How Consumer Friendly is Your Website?

- Q5: Is Your Board's Website URL Widely Advertised? Yes No
- Q6: Does the Home Page Have a Link to "Filing a Complaint"?
- Q7: Can a Citizen Easily Find the Licensure Status of All of Your Licensees? Yes No
- Q8: Does Your Website Contain Profiles of All of Your Licensees? Yes No
- A. If Yes, Are They Easy to Read? Yes No

Part III Brochures and Other Written Materials Designed for Consumers

- Q9: Does Your Board Have a Brochure that is Easy to Read? Yes No
- A. Are these Brochures Widely Distributed? Yes No
- B. Do the Brochures Include Information on How to File a Complaint? Yes No
- Q10: Does Your Board Have a Newsletter? Yes No
- A. Does it Contain Information for Citizens as Well as for Licensees? Yes No
- B. Is it Free? Yes No
- C. Is it Widely Distributed...
1. To All Licensees? Yes No
2. To Citizens and Citizen Groups Yes No
3. To the Media? Yes No

**Legal
Barrier**

**Budget
Barrier**

**Policy
Barrier**

Part IV Referrals to Other Organizations

Q11: When a Citizen Contacts the Board and the Board Cannot be of Assistance, is the Citizen Referred to Another Organization (either Government or Non-Government) That Might Be Able to Help? Yes No

Part V Speaker Bureau and Other Citizen Outreach

Q12: Does Your Board Seek Out Opportunities to Make Presentations to Citizen Groups about its Work? Yes No

A. If Yes, Who Makes These Presentations?

1 Board Members? Yes No

2 Board Staff? Yes No

3 Both? Yes No

B. How many Presentations were made in the Past 12 Months?

 Fill In

Q13: Does Your Board Do This as Frequently as it Could? Yes No