

Zoomerang Survey Results									
KY Education Professional Standards Board Staff									
Customer Satisfaction Survey									
Cross Tab Report: Role Responses									
Response Status: Completes									
Filter: No filter applied									
Jun 08, 2009 7:58 AM PST									

How would you describe your experience(s) with your initial contact with the EPSB switchboard staff?

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	863	21	18	9	80	85	110	97	472	82
Friendly and helpful	744	16	18	7	77	76	108	93	385	75
	86.20%	76.20%	100.00%	77.80%	96.30%	89.40%	98.20%	95.90%	81.60%	91.50%
Neutral	116	5	0	2	3	9	2	4	84	7
	13.40%	23.80%	0.00%	22.20%	3.80%	10.60%	1.80%	4.10%	17.80%	8.50%
Indifferent and not helpful	3	0	0	0	0	0	0	0	3	0
	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.60%	0.00%

Approximately how many times have you contacted the EPSB Division of Certification within the past 12 months? (This division handles the processing of educator certification and renewal, as well as the LEAD & HQ reporting processes.)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
0-3	409	5	5	4	24	6	8	9	320	34
	47.20%	23.80%	27.80%	44.40%	30.00%	7.10%	7.30%	9.30%	67.20%	41.50%
4-6	184	5	1	0	31	14	19	18	104	9
	21.20%	23.80%	5.60%	0.00%	38.80%	16.50%	17.30%	18.60%	21.80%	11.00%
7-10	91	5	2	1	10	12	21	17	33	7
	10.50%	23.80%	11.10%	11.10%	12.50%	14.10%	19.10%	17.50%	6.90%	8.50%
10-20	92	2	1	2	9	17	31	27	14	20
	10.60%	9.50%	5.60%	22.20%	11.30%	20.00%	28.20%	27.80%	2.90%	24.40%
More than 20 times	91	4	9	2	6	36	31	26	5	12
	10.50%	19.00%	50.00%	22.20%	7.50%	42.40%	28.20%	26.80%	1.10%	14.60%

Overall, how satisfied are you regarding your contact with the EPSB Division of Certification with regard to the following areas?: Courtesy

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	51	1	1	4	0	0	1	2	37	5

No Opinion or Not Applicable	5.90%	4.80%	5.60%	44.40%	0.00%	0.00%	0.90%	2.10%	7.80%	6.10%
4	573	16	16	4	61	66	100	78	270	61
Very Satisfied	66.10%	76.20%	88.90%	44.40%	76.30%	77.60%	90.90%	80.40%	56.70%	74.40%
3	227	4	1	1	19	17	8	14	158	15
Satisfied	26.20%	19.00%	5.60%	11.10%	23.80%	20.00%	7.30%	14.40%	33.20%	18.30%
2	7	0	0	0	0	0	1	2	5	0
Unsatisfied	0.80%	0.00%	0.00%	0.00%	0.00%	0.00%	0.90%	2.10%	1.10%	0.00%
1	9	0	0	0	0	2	0	1	6	1
Very unsatisfied	1.00%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	1.30%	1.20%

Overall, how satisfied are you regarding your contact with the EPSB Division of Certification with regard to the following areas?: Knowledge Level of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	54	1	1	4	0	0	1	2	40	5
	6.20%	4.80%	5.60%	44.40%	0.00%	0.00%	0.90%	2.10%	8.40%	6.10%
4	554	12	15	3	58	66	103	76	255	59
Very Satisfied	63.90%	57.10%	83.30%	33.30%	72.50%	77.60%	93.60%	78.40%	53.60%	72.00%
3	236	8	1	2	22	16	6	16	166	16
Satisfied	27.20%	38.10%	5.60%	22.20%	27.50%	18.80%	5.50%	16.50%	34.90%	19.50%
2	12	0	1	0	0	1	0	2	7	1
Unsatisfied	1.40%	0.00%	5.60%	0.00%	0.00%	1.20%	0.00%	2.10%	1.50%	1.20%
1	11	0	0	0	0	2	0	1	8	1
Very unsatisfied	1.30%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	1.70%	1.20%

Overall, how satisfied are you regarding your contact with the EPSB Division of Certification with regard to the following areas?: Accuracy of Information Received

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	51	1	1	4	0	0	1	2	36	6
	5.90%	4.80%	5.60%	44.40%	0.00%	0.00%	0.90%	2.10%	7.60%	7.30%
4	587	12	15	3	62	65	102	80	279	61
Very Satisfied	67.70%	57.10%	83.30%	33.30%	77.50%	76.50%	92.70%	82.50%	58.60%	74.40%
3	208	8	1	2	18	17	7	14	145	14
Satisfied	24.00%	38.10%	5.60%	22.20%	22.50%	20.00%	6.40%	14.40%	30.50%	17.10%
2	10	0	1	0	0	1	0	0	8	0
Unsatisfied	1.20%	0.00%	5.60%	0.00%	0.00%	1.20%	0.00%	0.00%	1.70%	0.00%
1	11	0	0	0	0	2	0	1	8	1
Very unsatisfied	1.30%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	1.70%	1.20%

Overall, how satisfied are you regarding your contact with the EPSB Division of Certification with regard to the following areas?: Accessibility of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	53	1	1	4	0	0	1	2	39	5
	6.10%	4.80%	5.60%	44.40%	0.00%	0.00%	0.90%	2.10%	8.20%	6.10%
4	422	10	8	2	46	45	79	54	198	44
Very Satisfied	48.70%	47.60%	44.40%	22.20%	57.50%	52.90%	71.80%	55.70%	41.60%	53.70%
3	317	8	7	2	31	31	27	36	187	30
Satisfied	36.60%	38.10%	38.90%	22.20%	38.80%	36.50%	24.50%	37.10%	39.30%	36.60%
2	61	2	2	1	3	7	2	3	43	2
Unsatisfied	7.00%	9.50%	11.10%	11.10%	3.80%	8.20%	1.80%	3.10%	9.00%	2.40%

1	14	0	0	0	0	2	1	2	9	1
Very unsatisfied	1.60%	0.00%	0.00%	0.00%	0.00%	2.40%	0.90%	2.10%	1.90%	1.20%

Overall, how satisfied are you regarding your contact with the EPSB Division of Certification with regard to the following areas?: Willingness to Work on Problem Situations

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	65	1	2	4	1	0	2	2	47	6
	7.50%	4.80%	11.10%	44.40%	1.30%	0.00%	1.80%	2.10%	9.90%	7.30%
4	555	13	14	3	59	64	100	78	255	63
Very Satisfied	64.00%	61.90%	77.80%	33.30%	73.80%	75.30%	90.90%	80.40%	53.60%	76.80%
3	220	7	2	2	19	19	8	15	152	12
Satisfied	25.40%	33.30%	11.10%	22.20%	23.80%	22.40%	7.30%	15.50%	31.90%	14.60%
2	13	0	0	0	1	0	0	1	11	0
Unsatisfied	1.50%	0.00%	0.00%	0.00%	1.30%	0.00%	0.00%	1.00%	2.30%	0.00%
1	14	0	0	0	0	2	0	1	11	1
Very unsatisfied	1.60%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	2.30%	1.20%

Overall, how satisfied are you regarding your contact with the EPSB Division of Certification with regard to the following areas?: Timeliness of Response (if applicable)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other

	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	63	1	1	4	0	1	1	3	47	6
	7.30%	4.80%	5.60%	44.40%	0.00%	1.20%	0.90%	3.10%	9.90%	7.30%
4	517	14	14	3	59	57	95	72	237	54
Very Satisfied	59.60%	66.70%	77.80%	33.30%	73.80%	67.10%	86.40%	74.20%	49.80%	65.90%
3	251	6	3	2	20	22	13	16	167	20
Satisfied	29.00%	28.60%	16.70%	22.20%	25.00%	25.90%	11.80%	16.50%	35.10%	24.40%
2	24	0	0	0	1	3	1	4	17	1
Unsatisfied	2.80%	0.00%	0.00%	0.00%	1.30%	3.50%	0.90%	4.10%	3.60%	1.20%
1	12	0	0	0	0	2	0	2	8	1
Very unsatisfied	1.40%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	2.10%	1.70%	1.20%

Approximately how many times have you contacted the EPSB Division of Legal Services within the past 12 months? (This division handles the educator disciplinary cases, as well as the Code of Ethics training and related legal questions.)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
0-3	809	19	18	9	62	71	98	89	467	73
	93.30%	90.50%	100.00%	100.00%	77.50%	83.50%	89.10%	91.80%	98.10%	89.00%
4-6	39	1	0	0	12	9	8	5	7	5
	4.50%	4.80%	0.00%	0.00%	15.00%	10.60%	7.30%	5.20%	1.50%	6.10%
7-10	12	1	0	0	4	1	2	2	2	3
	1.40%	4.80%	0.00%	0.00%	5.00%	1.20%	1.80%	2.10%	0.40%	3.70%
10-20	6	0	0	0	2	3	2	1	0	1
	0.70%	0.00%	0.00%	0.00%	2.50%	3.50%	1.80%	1.00%	0.00%	1.20%
More than 20 times	1	0	0	0	0	1	0	0	0	0
	0.10%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.00%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Legal Services with regard to the following areas?: Courtesy

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	550	10	16	7	14	31	81	61	345	52
	63.40%	47.60%	88.90%	77.80%	17.50%	36.50%	73.60%	62.90%	72.50%	63.40%
4	220	9	2	1	53	43	28	33	69	23
Very satisfied	25.40%	42.90%	11.10%	11.10%	66.30%	50.60%	25.50%	34.00%	14.50%	28.00%
3	92	2	0	0	13	9	1	3	60	7
Satisfied	10.60%	9.50%	0.00%	0.00%	16.30%	10.60%	0.90%	3.10%	12.60%	8.50%
2	3	0	0	1	0	1	0	0	1	0
Unsatisfied	0.30%	0.00%	0.00%	11.10%	0.00%	1.20%	0.00%	0.00%	0.20%	0.00%
1	2	0	0	0	0	1	0	0	1	0
Very unsatisfied	0.20%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.20%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Legal Services with regard to the following areas?: Knowledge Level of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	550	10	16	7	14	31	81	61	346	51
	63.40%	47.60%	88.90%	77.80%	17.50%	36.50%	73.60%	62.90%	72.70%	62.20%
4	222	7	2	1	55	43	28	32	70	25

Very satisfied	25.60%	33.30%	11.10%	11.10%	68.80%	50.60%	25.50%	33.00%	14.70%	30.50%
3	89	4	0	1	11	8	1	4	57	6
Satisfied	10.30%	19.00%	0.00%	11.10%	13.80%	9.40%	0.90%	4.10%	12.00%	7.30%
2	5	0	0	0	0	2	0	0	3	0
Unsatisfied	0.60%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	0.00%	0.60%	0.00%
1	1	0	0	0	0	1	0	0	0	0
Very unsatisfied	0.10%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.00%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Legal Services with regard to the following areas?: Accuracy of Information Received

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	551	10	16	7	14	31	81	61	347	51
	63.60%	47.60%	88.90%	77.80%	17.50%	36.50%	73.60%	62.90%	72.90%	62.20%
4	217	9	2	1	52	41	27	33	67	25
Very satisfied	25.00%	42.90%	11.10%	11.10%	65.00%	48.20%	24.50%	34.00%	14.10%	30.50%
3	91	2	0	1	14	10	2	3	57	6
Satisfied	10.50%	9.50%	0.00%	11.10%	17.50%	11.80%	1.80%	3.10%	12.00%	7.30%
2	6	0	0	0	0	2	0	0	4	0
Unsatisfied	0.70%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	0.00%	0.80%	0.00%
1	2	0	0	0	0	1	0	0	1	0
Very unsatisfied	0.20%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.20%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Legal Services with regard to the following areas?: Accessibility of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	548	10	16	7	14	30	80	59	345	52
	63.20%	47.60%	88.90%	77.80%	17.50%	35.30%	72.70%	60.80%	72.50%	63.40%
4	191	6	1	1	43	39	24	29	60	21
Very satisfied	22.00%	28.60%	5.60%	11.10%	53.80%	45.90%	21.80%	29.90%	12.60%	25.60%
3	111	5	1	1	22	12	6	9	59	9
Satisfied	12.80%	23.80%	5.60%	11.10%	27.50%	14.10%	5.50%	9.30%	12.40%	11.00%
2	13	0	0	0	1	2	0	0	10	0
Unsatisfied	1.50%	0.00%	0.00%	0.00%	1.30%	2.40%	0.00%	0.00%	2.10%	0.00%
1	4	0	0	0	0	2	0	0	2	0
Very unsatisfied	0.50%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	0.00%	0.40%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Legal Services with regard to the following areas?: Willingness to Work on Problem Situations

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	554	11	16	7	14	31	81	61	348	52
	63.90%	52.40%	88.90%	77.80%	17.50%	36.50%	73.60%	62.90%	73.10%	63.40%
4	209	8	2	1	48	39	26	32	66	23
Very satisfied	24.10%	38.10%	11.10%	11.10%	60.00%	45.90%	23.60%	33.00%	13.90%	28.00%
3	91	2	0	1	16	12	3	4	54	7
Satisfied	10.50%	9.50%	0.00%	11.10%	20.00%	14.10%	2.70%	4.10%	11.30%	8.50%
2	7	0	0	0	1	2	0	0	4	0
Unsatisfied	0.80%	0.00%	0.00%	0.00%	1.30%	2.40%	0.00%	0.00%	0.80%	0.00%

1	6	0	0	0	1	1	0	0	4	0
Very unsatisfied	0.70%	0.00%	0.00%	0.00%	1.30%	1.20%	0.00%	0.00%	0.80%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Legal Services with regard to the following areas?: Timeliness of Response (if applicable)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	552	10	16	7	14	31	80	60	348	52
	63.70%	47.60%	88.90%	77.80%	17.50%	36.50%	72.70%	61.90%	73.10%	63.40%
4	199	7	2	1	46	39	26	32	62	21
Very satisfied	23.00%	33.30%	11.10%	11.10%	57.50%	45.90%	23.60%	33.00%	13.00%	25.60%
3	93	4	0	1	16	9	4	4	54	8
Satisfied	10.70%	19.00%	0.00%	11.10%	20.00%	10.60%	3.60%	4.10%	11.30%	9.80%
2	13	0	0	0	2	4	0	1	6	1
Unsatisfied	1.50%	0.00%	0.00%	0.00%	2.50%	4.70%	0.00%	1.00%	1.30%	1.20%
1	10	0	0	0	2	2	0	0	6	0
Very unsatisfied	1.20%	0.00%	0.00%	0.00%	2.50%	2.40%	0.00%	0.00%	1.30%	0.00%

Approximately how many times have you contacted the EPSB Division of Educator Preparation within the past 12 months? (This division handles the review of teacher preparation programs, as well as Title II reporting and the KEPP Report Card.)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other

	867	21	18	9	80	85	110	97	476	82
0-3	699	3	11	4	59	65	80	67	420	61
	80.60%	14.30%	61.10%	44.40%	73.80%	76.50%	72.70%	69.10%	88.20%	74.40%
4-6	93	5	4	2	13	6	15	12	40	10
	10.70%	23.80%	22.20%	22.20%	16.30%	7.10%	13.60%	12.40%	8.40%	12.20%
7-10	36	5	2	2	5	5	7	10	11	2
	4.20%	23.80%	11.10%	22.20%	6.30%	5.90%	6.40%	10.30%	2.30%	2.40%
10-20	26	4	1	1	3	4	5	6	5	5
	3.00%	19.00%	5.60%	11.10%	3.80%	4.70%	4.50%	6.20%	1.10%	6.10%
More than 20 times	13	4	0	0	0	5	3	2	0	4
	1.50%	19.00%	0.00%	0.00%	0.00%	5.90%	2.70%	2.10%	0.00%	4.90%

Overall, how satisfied are you regarding your contact with the EPSB Division of Educator Preparation with regard to the following areas?: Courtesy

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	360	0	5	2	12	36	51	37	217	36
	41.50%	0.00%	27.80%	22.20%	15.00%	42.40%	46.40%	38.10%	45.60%	43.90%
4	363	18	12	3	50	36	49	53	169	37
Very satisfied	41.90%	85.70%	66.70%	33.30%	62.50%	42.40%	44.50%	54.60%	35.50%	45.10%
3	137	2	1	4	18	12	10	7	86	8
Satisfied	15.80%	9.50%	5.60%	44.40%	22.50%	14.10%	9.10%	7.20%	18.10%	9.80%
2	4	1	0	0	0	0	0	0	2	1
Unsatisfied	0.50%	4.80%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.40%	1.20%
1	3	0	0	0	0	1	0	0	2	0
Very unsatisfied	0.30%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.40%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Educator Preparation with regard to the following areas?: Knowledge Level of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	360	0	5	2	12	36	51	37	217	36
	41.50%	0.00%	27.80%	22.20%	15.00%	42.40%	46.40%	38.10%	45.60%	43.90%
4	352	12	12	4	49	36	50	50	167	35
Very satisfied	40.60%	57.10%	66.70%	44.40%	61.30%	42.40%	45.50%	51.50%	35.10%	42.70%
3	140	7	1	3	19	10	9	10	83	10
Satisfied	16.10%	33.30%	5.60%	33.30%	23.80%	11.80%	8.20%	10.30%	17.40%	12.20%
2	12	2	0	0	0	2	0	0	7	1
Unsatisfied	1.40%	9.50%	0.00%	0.00%	0.00%	2.40%	0.00%	0.00%	1.50%	1.20%
1	3	0	0	0	0	1	0	0	2	0
Very unsatisfied	0.30%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.40%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Educator Preparation with regard to the following areas?: Accuracy of Information Received

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	362	0	5	2	12	37	52	37	217	36
	41.80%	0.00%	27.80%	22.20%	15.00%	43.50%	47.30%	38.10%	45.60%	43.90%
4	351	13	11	2	50	34	49	49	166	37

Very satisfied	40.50%	61.90%	61.10%	22.20%	62.50%	40.00%	44.50%	50.50%	34.90%	45.10%
3	140	6	2	5	18	12	9	11	84	8
Satisfied	16.10%	28.60%	11.10%	55.60%	22.50%	14.10%	8.20%	11.30%	17.60%	9.80%
2	10	1	0	0	0	1	0	0	7	1
Unsatisfied	1.20%	4.80%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	1.50%	1.20%
1	4	1	0	0	0	1	0	0	2	0
Very unsatisfied	0.50%	4.80%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.40%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Educator Preparation with regard to the following areas?: Accessibility of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	360	0	5	2	12	36	52	37	216	36
	41.50%	0.00%	27.80%	22.20%	15.00%	42.40%	47.30%	38.10%	45.40%	43.90%
4	314	17	11	3	41	31	39	40	150	34
Very satisfied	36.20%	81.00%	61.10%	33.30%	51.30%	36.50%	35.50%	41.20%	31.50%	41.50%
3	168	4	1	4	27	15	17	19	93	11
Satisfied	19.40%	19.00%	5.60%	44.40%	33.80%	17.60%	15.50%	19.60%	19.50%	13.40%
2	18	0	1	0	0	1	2	0	13	1
Unsatisfied	2.10%	0.00%	5.60%	0.00%	0.00%	1.20%	1.80%	0.00%	2.70%	1.20%
1	7	0	0	0	0	2	0	1	4	0
Very unsatisfied	0.80%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.80%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Educator Preparation with regard to the following areas?: Willingness to Work on Problem Situations

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	361	0	5	2	12	36	51	37	218	36
	41.60%	0.00%	27.80%	22.20%	15.00%	42.40%	46.40%	38.10%	45.80%	43.90%
4	347	12	11	3	50	34	48	48	164	36
Very satisfied	40.00%	57.10%	61.10%	33.30%	62.50%	40.00%	43.60%	49.50%	34.50%	43.90%
3	142	7	2	4	18	13	11	12	82	9
Satisfied	16.40%	33.30%	11.10%	44.40%	22.50%	15.30%	10.00%	12.40%	17.20%	11.00%
2	12	2	0	0	0	1	0	0	8	1
Unsatisfied	1.40%	9.50%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	1.70%	1.20%
1	5	0	0	0	0	1	0	0	4	0
Very unsatisfied	0.60%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	0.80%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Educator Preparation with regard to the following areas?: Timeliness of Response (if applicable)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	369	1	6	2	12	37	52	39	221	36
	42.60%	4.80%	33.30%	22.20%	15.00%	43.50%	47.30%	40.20%	46.40%	43.90%
4	325	13	11	3	47	34	44	46	150	36
Very satisfied	37.50%	61.90%	61.10%	33.30%	58.80%	40.00%	40.00%	47.40%	31.50%	43.90%
3	160	6	1	4	21	12	14	11	97	9
Satisfied	18.50%	28.60%	5.60%	44.40%	26.30%	14.10%	12.70%	11.30%	20.40%	11.00%
2	8	1	0	0	0	1	0	0	5	1
Unsatisfied	0.90%	4.80%	0.00%	0.00%	0.00%	1.20%	0.00%	0.00%	1.10%	1.20%

1	5	0	0	0	0	1	0	1	3	0
Very unsatisfied	0.60%	0.00%	0.00%	0.00%	0.00%	1.20%	0.00%	1.00%	0.60%	0.00%

Approximately how many times have you contacted the EPSB Division of Professional Learning and Assessment within the past 12 months? (This division handles the Kentucky Teacher Internship Program, educator assessment, the CEO program, and National Board certification.)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
0-3	645	16	16	0	62	46	71	28	390	59
	74.40%	76.20%	88.90%	0.00%	77.50%	54.10%	64.50%	28.90%	81.90%	72.00%
4-6	111	2	2	2	10	13	11	24	60	9
	12.80%	9.50%	11.10%	22.20%	12.50%	15.30%	10.00%	24.70%	12.60%	11.00%
7-10	44	1	0	2	4	9	12	15	14	4
	5.10%	4.80%	0.00%	22.20%	5.00%	10.60%	10.90%	15.50%	2.90%	4.90%
10-20	43	1	0	3	4	9	11	17	9	7
	5.00%	4.80%	0.00%	33.30%	5.00%	10.60%	10.00%	17.50%	1.90%	8.50%
More than 20 times	24	1	0	2	0	8	5	13	3	3
	2.80%	4.80%	0.00%	22.20%	0.00%	9.40%	4.50%	13.40%	0.60%	3.70%

Overall, how satisfied are you regarding your contact with the EPSB Division of Professional Learning and Assessment with regard to the following areas?: Courtesy

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other

	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	322	9	11	0	25	26	47	9	176	35
	37.10%	42.90%	61.10%	0.00%	31.30%	30.60%	42.70%	9.30%	37.00%	42.70%
4	386	12	4	7	39	45	51	74	196	35
Very satisfied	44.50%	57.10%	22.20%	77.80%	48.80%	52.90%	46.40%	76.30%	41.20%	42.70%
3	146	0	1	2	16	10	11	11	99	12
Satisfied	16.80%	0.00%	5.60%	22.20%	20.00%	11.80%	10.00%	11.30%	20.80%	14.60%
2	6	0	1	0	0	2	1	1	2	0
Unsatisfied	0.70%	0.00%	5.60%	0.00%	0.00%	2.40%	0.90%	1.00%	0.40%	0.00%
1	7	0	1	0	0	2	0	2	3	0
Very unsatisfied	0.80%	0.00%	5.60%	0.00%	0.00%	2.40%	0.00%	2.10%	0.60%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Professional Learning and Assessment with regard to the following areas?: Knowledge Level of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	323	9	11	0	25	26	47	9	177	35
	37.30%	42.90%	61.10%	0.00%	31.30%	30.60%	42.70%	9.30%	37.20%	42.70%
4	384	9	4	6	38	47	53	76	192	38
Very satisfied	44.30%	42.90%	22.20%	66.70%	47.50%	55.30%	48.20%	78.40%	40.30%	46.30%
3	141	3	1	3	17	8	9	10	96	9
Satisfied	16.30%	14.30%	5.60%	33.30%	21.30%	9.40%	8.20%	10.30%	20.20%	11.00%
2	14	0	2	0	0	2	1	1	8	0
Unsatisfied	1.60%	0.00%	11.10%	0.00%	0.00%	2.40%	0.90%	1.00%	1.70%	0.00%
1	5	0	0	0	0	2	0	1	3	0
Very unsatisfied	0.60%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.60%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Professional Learning and Assessment with regard to the following areas?: Accuracy of Information Received

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	320	9	11	0	25	26	47	9	174	35
	36.90%	42.90%	61.10%	0.00%	31.30%	30.60%	42.70%	9.30%	36.60%	42.70%
4	387	8	4	6	37	46	54	77	197	37
Very satisfied	44.60%	38.10%	22.20%	66.70%	46.30%	54.10%	49.10%	79.40%	41.40%	45.10%
3	145	4	1	3	18	10	8	10	96	10
Satisfied	16.70%	19.00%	5.60%	33.30%	22.50%	11.80%	7.30%	10.30%	20.20%	12.20%
2	9	0	1	0	0	1	1	0	6	0
Unsatisfied	1.00%	0.00%	5.60%	0.00%	0.00%	1.20%	0.90%	0.00%	1.30%	0.00%
1	6	0	1	0	0	2	0	1	3	0
Very unsatisfied	0.70%	0.00%	5.60%	0.00%	0.00%	2.40%	0.00%	1.00%	0.60%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Professional Learning and Assessment with regard to the following areas?: Accessibility of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	321	9	11	0	25	26	47	9	175	35
	37.00%	42.90%	61.10%	0.00%	31.30%	30.60%	42.70%	9.30%	36.80%	42.70%
4	328	8	3	6	33	36	41	57	173	30

Very satisfied	37.80%	38.10%	16.70%	66.70%	41.30%	42.40%	37.30%	58.80%	36.30%	36.60%
3	182	4	2	2	21	18	21	26	104	15
Satisfied	21.00%	19.00%	11.10%	22.20%	26.30%	21.20%	19.10%	26.80%	21.80%	18.30%
2	26	0	1	1	1	3	1	3	18	2
Unsatisfied	3.00%	0.00%	5.60%	11.10%	1.30%	3.50%	0.90%	3.10%	3.80%	2.40%
1	10	0	1	0	0	2	0	2	6	0
Very unsatisfied	1.20%	0.00%	5.60%	0.00%	0.00%	2.40%	0.00%	2.10%	1.30%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Professional Learning and Assessment with regard to the following areas?: Willingness to Work on Problem Situations

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	331	11	11	0	25	27	48	10	182	35
	38.20%	52.40%	61.10%	0.00%	31.30%	31.80%	43.60%	10.30%	38.20%	42.70%
4	370	7	4	7	37	42	48	70	188	36
Very satisfied	42.70%	33.30%	22.20%	77.80%	46.30%	49.40%	43.60%	72.20%	39.50%	43.90%
3	149	3	1	2	18	13	14	15	95	11
Satisfied	17.20%	14.30%	5.60%	22.20%	22.50%	15.30%	12.70%	15.50%	20.00%	13.40%
2	10	0	1	0	0	1	0	1	7	0
Unsatisfied	1.20%	0.00%	5.60%	0.00%	0.00%	1.20%	0.00%	1.00%	1.50%	0.00%
1	7	0	1	0	0	2	0	1	4	0
Very unsatisfied	0.80%	0.00%	5.60%	0.00%	0.00%	2.40%	0.00%	1.00%	0.80%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Division of Professional Learning and Assessment with regard to the following areas?: Timeliness of Response (if applicable)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	330	9	11	0	25	26	48	9	183	36
	38.10%	42.90%	61.10%	0.00%	31.30%	30.60%	43.60%	9.30%	38.40%	43.90%
4	353	8	4	5	37	43	45	65	182	33
Very satisfied	40.70%	38.10%	22.20%	55.60%	46.30%	50.60%	40.90%	67.00%	38.20%	40.20%
3	158	4	1	3	17	11	14	17	100	11
Satisfied	18.20%	19.00%	5.60%	33.30%	21.30%	12.90%	12.70%	17.50%	21.00%	13.40%
2	19	0	1	1	1	3	3	4	8	2
Unsatisfied	2.20%	0.00%	5.60%	11.10%	1.30%	3.50%	2.70%	4.10%	1.70%	2.40%
1	7	0	1	0	0	2	0	2	3	0
Very unsatisfied	0.80%	0.00%	5.60%	0.00%	0.00%	2.40%	0.00%	2.10%	0.60%	0.00%

Approximately how many times have you contacted the EPSB Technology Department within the past 12 months? (This department handles technology issues including the resetting of educator passwords for use on EPSB's Kentucky Educator Certification Inquiry application.)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
0-3	808	21	18	5	72	79	95	85	450	76
	93.20%	100.00%	100.00%	55.60%	90.00%	92.90%	86.40%	87.60%	94.50%	92.70%
4-6	40	0	0	0	4	4	9	8	21	4
	4.60%	0.00%	0.00%	0.00%	5.00%	4.70%	8.20%	8.20%	4.40%	4.90%
7-10	14	0	0	2	3	2	5	3	4	2
	1.60%	0.00%	0.00%	22.20%	3.80%	2.40%	4.50%	3.10%	0.80%	2.40%
10-20	3	0	0	1	1	0	1	1	0	0
	0.30%	0.00%	0.00%	11.10%	1.30%	0.00%	0.90%	1.00%	0.00%	0.00%

More than 20 times	2	0	0	1	0	0	0	0	1	0
	0.20%	0.00%	0.00%	11.10%	0.00%	0.00%	0.00%	0.00%	0.20%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Technology Department with regard to the following areas?: Courtesy

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	450	13	13	3	40	42	48	43	251	42
	51.90%	61.90%	72.20%	33.30%	50.00%	49.40%	43.60%	44.30%	52.70%	51.20%
4	298	3	4	5	27	36	52	44	152	31
Very satisfied	34.40%	14.30%	22.20%	55.60%	33.80%	42.40%	47.30%	45.40%	31.90%	37.80%
3	114	5	1	1	13	5	10	9	71	8
Satisfied	13.10%	23.80%	5.60%	11.10%	16.30%	5.90%	9.10%	9.30%	14.90%	9.80%
2	2	0	0	0	0	0	0	0	1	1
Unsatisfied	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.20%	1.20%
1	3	0	0	0	0	2	0	1	1	0
Very unsatisfied	0.30%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.20%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Technology Department with regard to the following areas?: Knowledge Level of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other

	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	451	13	14	3	40	42	48	43	251	42
	52.00%	61.90%	77.80%	33.30%	50.00%	49.40%	43.60%	44.30%	52.70%	51.20%
4	302	5	4	4	25	36	55	45	152	31
Very satisfied	34.80%	23.80%	22.20%	44.40%	31.30%	42.40%	50.00%	46.40%	31.90%	37.80%
3	109	3	0	2	15	5	7	8	70	9
Satisfied	12.60%	14.30%	0.00%	22.20%	18.80%	5.90%	6.40%	8.20%	14.70%	11.00%
2	2	0	0	0	0	0	0	0	2	0
Unsatisfied	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.40%	0.00%
1	3	0	0	0	0	2	0	1	1	0
Very unsatisfied	0.30%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.20%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Technology Department with regard to the following areas?: Accuracy of Information Received

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	451	13	14	3	40	42	48	43	251	42
	52.00%	61.90%	77.80%	33.30%	50.00%	49.40%	43.60%	44.30%	52.70%	51.20%
4	296	5	4	3	27	36	53	44	149	30
Very satisfied	34.10%	23.80%	22.20%	33.30%	33.80%	42.40%	48.20%	45.40%	31.30%	36.60%
3	115	3	0	3	13	5	9	9	73	10
Satisfied	13.30%	14.30%	0.00%	33.30%	16.30%	5.90%	8.20%	9.30%	15.30%	12.20%
2	2	0	0	0	0	0	0	0	2	0
Unsatisfied	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.40%	0.00%
1	3	0	0	0	0	2	0	1	1	0
Very unsatisfied	0.30%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.20%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Technology Department with regard to the following areas?: Accessibility of Staff

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	450	13	13	3	40	42	48	43	251	42
	51.90%	61.90%	72.20%	33.30%	50.00%	49.40%	43.60%	44.30%	52.70%	51.20%
4	265	4	3	2	23	31	46	35	139	25
Very satisfied	30.60%	19.00%	16.70%	22.20%	28.80%	36.50%	41.80%	36.10%	29.20%	30.50%
3	136	4	2	4	17	8	14	17	77	14
Satisfied	15.70%	19.00%	11.10%	44.40%	21.30%	9.40%	12.70%	17.50%	16.20%	17.10%
2	13	0	0	0	0	2	2	1	8	1
Unsatisfied	1.50%	0.00%	0.00%	0.00%	0.00%	2.40%	1.80%	1.00%	1.70%	1.20%
1	3	0	0	0	0	2	0	1	1	0
Very unsatisfied	0.30%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.20%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Technology Department with regard to the following areas?: Willingness to Work on Problem Situations

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
		867	21	18	9	80	85	110	97	476
No Opinion or Not Applicable	455	13	15	3	41	42	48	43	253	42
	52.50%	61.90%	83.30%	33.30%	51.30%	49.40%	43.60%	44.30%	53.20%	51.20%
4	292	4	3	5	27	33	50	42	149	26

Very satisfied	33.70%	19.00%	16.70%	55.60%	33.80%	38.80%	45.50%	43.30%	31.30%	31.70%
3	116	4	0	1	12	8	12	11	72	14
Satisfied	13.40%	19.00%	0.00%	11.10%	15.00%	9.40%	10.90%	11.30%	15.10%	17.10%
2	0	0	0	0	0	0	0	0	0	0
Unsatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
1	4	0	0	0	0	2	0	1	2	0
Very unsatisfied	0.50%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.40%	0.00%

Overall, how satisfied are you regarding your contact with the EPSB Technology Department with regard to the following areas?: Timeliness of Response (if applicable)

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	455	13	13	3	41	43	48	44	254	42
	52.50%	61.90%	72.20%	33.30%	51.30%	50.60%	43.60%	45.40%	53.40%	51.20%
4	277	3	4	2	24	32	51	40	145	27
Very satisfied	31.90%	14.30%	22.20%	22.20%	30.00%	37.60%	46.40%	41.20%	30.50%	32.90%
3	127	5	0	4	15	7	11	12	74	12
Satisfied	14.60%	23.80%	0.00%	44.40%	18.80%	8.20%	10.00%	12.40%	15.50%	14.60%
2	4	0	1	0	0	1	0	0	1	1
Unsatisfied	0.50%	0.00%	5.60%	0.00%	0.00%	1.20%	0.00%	0.00%	0.20%	1.20%
1	4	0	0	0	0	2	0	1	2	0
Very unsatisfied	0.50%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.40%	0.00%

Overall, how would you rate the EPSB website with regard to the following areas?: Clarity in Layout

	Total*	What is your primary role with your organization?									
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other	
		867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	27	1	1	0	7	0	1	0	15	2	
	3.10%	4.80%	5.60%	0.00%	8.80%	0.00%	0.90%	0.00%	3.20%	2.40%	
4	412	3	8	1	39	44	64	48	220	41	
Excellent	47.50%	14.30%	44.40%	11.10%	48.80%	51.80%	58.20%	49.50%	46.20%	50.00%	
3	351	13	7	5	31	34	42	42	192	34	
Good	40.50%	61.90%	38.90%	55.60%	38.80%	40.00%	38.20%	43.30%	40.30%	41.50%	
2	67	3	1	2	3	5	3	7	43	5	
Acceptable	7.70%	14.30%	5.60%	22.20%	3.80%	5.90%	2.70%	7.20%	9.00%	6.10%	
1	10	1	1	1	0	2	0	0	6	0	
Poor	1.20%	4.80%	5.60%	11.10%	0.00%	2.40%	0.00%	0.00%	1.30%	0.00%	

Overall, how would you rate the EPSB website with regard to the following areas?: Ease of Navigation

	Total*	What is your primary role with your organization?									
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other	
		867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	26	1	1	0	6	0	1	0	15	2	
	3.00%	4.80%	5.60%	0.00%	7.50%	0.00%	0.90%	0.00%	3.20%	2.40%	
4	386	3	7	2	40	44	61	47	200	41	
Excellent	44.50%	14.30%	38.90%	22.20%	50.00%	51.80%	55.50%	48.50%	42.00%	50.00%	
3	348	9	8	4	27	33	43	43	193	34	
Good	40.10%	42.90%	44.40%	44.40%	33.80%	38.80%	39.10%	44.30%	40.50%	41.50%	
2	91	7	1	2	7	5	5	7	57	5	
Acceptable	10.50%	33.30%	5.60%	22.20%	8.80%	5.90%	4.50%	7.20%	12.00%	6.10%	

1	16	1	1	1	0	3	0	0	11	0
Poor	1.80%	4.80%	5.60%	11.10%	0.00%	3.50%	0.00%	0.00%	2.30%	0.00%

Overall, how would you rate the EPSB website with regard to the following areas?: Logical Organization

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	27	1	1	0	6	0	1	0	15	3
	3.10%	4.80%	5.60%	0.00%	7.50%	0.00%	0.90%	0.00%	3.20%	3.70%
4	396	4	7	2	38	45	62	51	204	37
Excellent	45.70%	19.00%	38.90%	22.20%	47.50%	52.90%	56.40%	52.60%	42.90%	45.10%
3	350	11	8	5	31	28	38	36	200	35
Good	40.40%	52.40%	44.40%	55.60%	38.80%	32.90%	34.50%	37.10%	42.00%	42.70%
2	84	4	1	1	5	9	9	10	52	7
Acceptable	9.70%	19.00%	5.60%	11.10%	6.30%	10.60%	8.20%	10.30%	10.90%	8.50%
1	10	1	1	1	0	3	0	0	5	0
Poor	1.20%	4.80%	5.60%	11.10%	0.00%	3.50%	0.00%	0.00%	1.10%	0.00%

Overall, how would you rate the EPSB website with regard to the following areas?: Amount of Information Available

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other

	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	26	1	1	0	6	0	1	0	15	2
	3.00%	4.80%	5.60%	0.00%	7.50%	0.00%	0.90%	0.00%	3.20%	2.40%
4	498	5	9	2	48	57	85	71	254	50
Excellent	57.40%	23.80%	50.00%	22.20%	60.00%	67.10%	77.30%	73.20%	53.40%	61.00%
3	287	8	8	7	23	23	22	23	175	25
Good	33.10%	38.10%	44.40%	77.80%	28.80%	27.10%	20.00%	23.70%	36.80%	30.50%
2	51	7	0	0	3	3	2	2	30	5
Acceptable	5.90%	33.30%	0.00%	0.00%	3.80%	3.50%	1.80%	2.10%	6.30%	6.10%
1	5	0	0	0	0	2	0	1	2	0
Poor	0.60%	0.00%	0.00%	0.00%	0.00%	2.40%	0.00%	1.00%	0.40%	0.00%

Overall, how would you rate the EPSB website with regard to the following areas?: Visual Appeal

	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
No Opinion or Not Applicable	29	1	2	0	7	0	1	0	16	2
	3.30%	4.80%	11.10%	0.00%	8.80%	0.00%	0.90%	0.00%	3.40%	2.40%
4	403	4	7	2	39	42	57	46	216	41
Excellent	46.50%	19.00%	38.90%	22.20%	48.80%	49.40%	51.80%	47.40%	45.40%	50.00%
3	340	8	6	6	29	32	45	38	188	33
Good	39.20%	38.10%	33.30%	66.70%	36.30%	37.60%	40.90%	39.20%	39.50%	40.20%
2	86	7	2	1	5	8	7	12	52	6
Acceptable	9.90%	33.30%	11.10%	11.10%	6.30%	9.40%	6.40%	12.40%	10.90%	7.30%
1	9	1	1	0	0	3	0	1	4	0
Poor	1.00%	4.80%	5.60%	0.00%	0.00%	3.50%	0.00%	1.00%	0.80%	0.00%

Thinking of similar state agencies with which you have regular contact, how would you compare the service offered by the EPSB staff?										
	Total*	What is your primary role with your organization?								
		University/College Dean or Chairperson	University/College Certification Official	University/KTIP Coordinator	District Superintendent	District Human Resources/Personnel Official	District LEAD Coordinator	District KTIP Coordinator	Principal/Assistant Principal	Other
	867	21	18	9	80	85	110	97	476	82
Much better	348	9	11	3	43	56	69	52	139	35
	40.10%	42.90%	61.10%	33.30%	53.80%	65.90%	62.70%	53.60%	29.20%	42.70%
Somewhat better	292	9	4	2	23	19	27	30	184	20
	33.70%	42.90%	22.20%	22.20%	28.80%	22.40%	24.50%	30.90%	38.70%	24.40%
About the same	217	2	3	4	14	10	12	12	149	26
	25.00%	9.50%	16.70%	44.40%	17.50%	11.80%	10.90%	12.40%	31.30%	31.70%
Somewhat worse	9	0	0	0	0	0	2	3	4	1
	1.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.80%	3.10%	0.80%	1.20%
Much worse	1	1	0	0	0	0	0	0	0	0
	0.10%	4.80%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
* Total = The number of respondents for the entire survey who answered the Row question and, if a filter is applied, meet the filter criteria.										