

**Customer Satisfaction Reports**  
**FL Poison Information Center - Tampa**  
**2<sup>nd</sup> Quarter, Oct – Dec 2002**

**Education Program Satisfaction Survey**

N= 58

Today's program was:	Program content was easy to grasp at my level of understanding.	Speaker demonstrated knowledge of topic.	Speaker was professional and effective.	Time allotted for program was;
Excellent: 70% Good: 16% No answer: 14%	Yes: 100%	Yes: 100%	Yes: 100%	Just right: 45% Too long: 13% Too short: 27% No answer: 15%

**Education Outcomes:**

Increased knowledge about poisons and poison center services was demonstrated by post-test. Of 106 post-test answers, 96% were answered correctly and 4% had no answers.

**Caller Satisfaction Survey**

N=25

#callers surveyed	Refused to answer	Was the phone # easy to obtain?	Was the amount of time spent on your call adequate?	Was the person you spoke with courteous & considerate?	Was the information clearly explained?
25	0	100% yes	100% yes	100% yes	96% yes