



**TEXAS STATE BOARD OF PODIATRIC MEDICAL EXAMINERS
CUSTOMER SERVICE SURVEY**

In an effort to provide our customers with the highest level of service, we ask that you take a moment to complete this survey. Please feel free to add comments that you feel might assist agency staff in addressing any other issues not reflected in this survey. This survey can be completed/submitted at any time. Your responses will remain anonymous and will be compiled into a report that will be used by the TSBPME as a tool to evaluate and improve our service to you. Thank you for your time and attention!

1. What is your current license status?

Active Temporary Provisional Retired/Inactive Other _____

2. How long have you been licensed?

0-5 years 5-10 years 10-15 years 15-20 years 20+ years

Please rate the following items:	Excellent	Good	Fair	Poor	N/A
3. How would you rate the process for renewing your podiatry license?					
4. If you had questions/problems with your renewal, how would you rate staff's attention to resolving your issues?					
5. How would you rate the present system of only requiring podiatric physicians selected by annual random audit to submit verification of having obtained their CME to the Board?					
6. How would you rate the Board's website www.tsbpme.texas.gov as a helpful tool/resource?					
How would you rate Agency Staff in the following areas?	Excellent	Good	Fair	Poor	N/A
7. Ease of obtaining assistance or information from agency staff.					
8. Staff's knowledge and helpfulness.					
9. Staff's courtesy and professionalism					
10. Staff's ability to answer your questions or refer you to someone who could answer them.					
11. Accuracy of information you received from the staff.					
12. Staff's timeliness in addressing your request or question.					
13. If you contacted us by phone, was your phone call answered promptly?					
How would you rate the Board in the following areas?	Excellent	Good	Fair	Poor	N/A
14. Preventing unsafe, mediocre or unqualified podiatric physicians from obtaining a license to practice podiatric medicine in Texas.					
15. Developing new rules to keep the practice of podiatric medicine current in Texas.					
16. The overall job of regulating podiatric medicine in Texas.					

Completed surveys may be submitted as follows:

- Fax to: 512-305-7003
- Mail to: TSBPME, 333 Guadalupe St.; Ste. #2-320; Austin, TX 78701
- E-Mail to: Hemant.Makan@tsbpme.texas.gov