

**SATISFACTION WITH THE PROGRAM**

**IALSTN - Overall, did the person listen carefully to what you wanted?  
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; AND IF IAWHNBK ANSWERED; OR IASKPER=YES)**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	296	8,458,690	72.56	4.326
2	Yes, I think so	116	3,100,265	26.6	4.31
3	No, I don't think so	8	65,443	0.56	0.31
4	No, definitely not	3	32,567	0.28	0.185
	Subtotal valid responses	423	11,656,966	100	
	Don't Know	16	557,044		
	Inapplicable	16	369,225		
	Total	455	12,583,237		

**IAWANT - Overall, did the person understand what you wanted?  
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; AND IF IAWHNBK ANSWERED; OR IASKPER=YES)**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	301	8,839,194	76.43	4.177
2	Yes, I think so	106	2,469,245	21.35	3.788
3	No, I don't think so	12	98,719	0.85	0.384
4	No, definitely not	3	157,638	1.36	1.116
	Subtotal valid responses	422	11,564,798	100	
	Don't Know	17	649,212		
	Inapplicable	16	369,225		
	Total	455	12,583,237		

**IAEXPLN - Did the person explain things to you in a way you could understand?  
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; AND IF IAWHNBK ANSWERED; OR IASKPER=YES)**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	315	9,066,378	80.55	3.103
2	Yes, I think so	79	1,891,807	16.81	3.091
3	No, I don't think so	10	85,496	0.76	0.373
4	No, definitely not	8	211,342	1.88	1.028
	Subtotal valid responses	412	11,255,024	100	
	Don't Know	26	951,336		
	Refused	1	7,649		
	Inapplicable	16	369,225		
	Total	455	12,583,237		

\*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.

**Information and Assistance**  
**(figures refer to the number of contacts)**

<b>IASATIS - How would you rate the way your call was handled?</b>					
Category	Description	Count	Count	Percentage	Error
1	Excellent	196	5,472,437	46.84	4.031
2	Very good	126	3,731,709	31.94	2.772
3	Good	70	1,471,775	12.6	3.078
4	Fair	23	690,927	5.91	2.298
5	Poor	13	315,266	2.7	1.385
	Subtotal valid responses	428	11,682,116	100	
	Don't Know	9	518,877		
	Refused	2	13,016		
	Inapplicable	16	369,225		
	Total	455	12,583,237		

\*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.