

Total Responses	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	
	1	4	1	0	1	2	4			1			14	
<b>Initial Contact with the Board</b>														
1. How did you first contact the Board's Licensing Unit?														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Telephone	1	4					3						8	57%
In person													0	0%
Website/Email	1	1	1	1			1						5	36%
Other						1							1	7%
													14	100%
2. Please rate the ability of the Analyst to address your questions or concerns?														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent					1	1	1						1	13%
Very Good			1				2						0	0%
Good						1	1						2	25%
Fair	1	1	1										3	38%
Poor			2										2	25%
													8.00	100%
3. Please rate the courteousness and professionalism of the staff person who responded to your questions or concerns.														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent		1	1			1	2	1					2	29%
Very Good			1					2					3	43%
Good			1					1					2	29%
Fair				1									0	0%
Poor			1										0	0%
													7.00	100%
4. How would you rate the timeliness of the response you received from the staff person?														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent			1			1	1	1					4	29%
Very Good								1					1	7%
Good													0	0%
Fair								2					2	14%
Poor	1	3	1			1	1						7	50%
													14	100%

Application Process														
5. Type of Application														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Registration applications			4			1	2	4			1		12	86%
License applications	1			1									2	14%
													14	100%
6. Please rate the ease of completing the application.														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent						2	2				1		5	36%
Very Good			1			1		1					3	21%
Good			3										3	21%
Fair				1				1					2	14%
Poor	1												1	7%
													14	100%
7. Was the application processed in a timely manner?														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Yes						1	1	1			1		4	100%
No		1	4	1			1	2					0	0%
													4	100%
8. Were you contacted in a timely manner regarding any deficiencies in your application?														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Yes		1	1			1	1	2					6	43%
No			3	1			1	1			1		7	50%
Not applicable								1					1	7%
													14	100%
9. How would you rate the courteousness helpfulness and responsiveness of the state person who processed your application?														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent						1	1	2					4	50%
Very Good							1						0	0%
Good			1					1					2	25%
Fair			1	1									2	25%
Poor	1		1					1					0	0%
													8	100%
10. If a licensing application, how did you apply?														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Online							1						1	9%
US Mail		2	3	1		1		3					10	91%
In Person													0	0%
													11	100%
Exam Process (Licensure Applicants Only)													11	100%



