

Customer Satisfaction Surveys

The agency sends a customer satisfaction survey to each professional when a license is issued or denied and when a renewal is processed. Customer satisfaction surveys are also sent to both the complainant and professional after a complaint is resolved.

The surveys are tallied each month and the comments shared with the Board and Credentialing Committee members.

The state strategic plan provides that state agencies should strive to achieve an overall customer satisfaction rating of at least 75%. The Board's customer satisfaction surveys consistently meet or exceed state goals. The following is a history of the Board's customer satisfaction ratings:

9/13/02 – 12/31/03	83%
1/1/04 – 6/30/05	79%
7/1/05 – 6/30/06	70%
7/1/06 – 6/30/07	78%
7/1/07 – 6/27/08	78%
6/28/08 – 6/30/09	80%
7/1/09 – 6/30/10	82%
7/1/10 – 6/30/11	81%

Current Fiscal Year Percentage Ratings

July 2011	73%
August 2011	75%
September 2011	80%
October 2011	81%
November 2011	84%
December 2011	78%
January 2012	82%
February 2012	79%
March 2012	79%
April 2012	75%
May 2012	
June 2012	