

## Customer Satisfaction Survey

The following survey will ask a series of questions regarding the products and services the Chemical Dependency Professional Board provides. We are interested in receiving your feedback.

Survey responses should be mailed to the OCDP Board at 37 W. Broad Street, Suite 785, Columbus, OH 43215 no later than **December 31, 2005**.

The survey should take about 20 minutes to complete. At the completion of the survey, individuals will be given the opportunity to receive 1 RCH.

1. Have you found the Board's applications easy to complete?
  - a. Yes
  - b. No
  - c. Not Applicable
  
2. If no, which application did you find most difficult to complete?
  - a. CDCA Application
  - b. LCDC II or LCDC III Application
  - c. LICDC Application
  - d. RA Application
  - e. OCPS I or OCPS II Application
  - f. Renewal Application
  - g. Grandparenting Application
  
3. Which section of this application did you find most difficult to complete?
  - a. Education Section and Forms
  - b. Work Experience Section and Forms
  - c. Preceptorship Section and Forms
  - d. General Application Section
  - e. Other (please specify)
  
4. Why was this section difficult to complete? Please choose all that apply.
  - a. Difficult to understand/unclear language
  - b. Poor instructions
  - c. Time consuming
  - d. Poor design/layout
  - e. Other (please specify)
  
5. Does the Board process submitted applications within thirty (30) days?
  - a. Yes
  - b. No
  - c. Not Applicable

6. If no, please identify any applications that were not processed within thirty (30) days. Choose all that apply.
  - a. RA, OCPS I or OCPS II Formal Application
  - b. CDCA Formal Application
  - c. LCDC II, LCDC III or LICDC Formal Application
  - d. Prevention Renewal Application
  - e. AODA Renewal Application
  - f. Other (please specify)
  
7. On average, does staff answer the telephone promptly when you call the Board office?
  - a. Yes
  - b. No
  - c. Not Applicable
  
8. If no, please identify the most common difficulty you encounter when contacting the Board via telephone.
  - a. Placed on hold too often or for too long
  - b. Transferred too many times or to the wrong person repeatedly
  - c. Received voice message consistently / no live contact
  - d. Telephone was not answered
  - e. Other (please specify)
  
9. On average, does Board staff respond to your voice mail messages within 48 business hours?
  - a. Yes
  - b. No
  - c. Not Applicable
  
10. On average, does the Board staff respond to your email inquiries within 48 business hours?
  - a. Yes
  - b. No
  - c. Not Applicable
  
11. In general, do you find the Board staff to be courteous and polite?
  - a. Yes
  - b. No
  - c. Not Applicable
  
12. In general, does the Board staff provide knowledgeable answers to your inquiries?
  - a. Yes
  - b. No
  - c. Not Applicable

13. If no, in which areas does our staff not provide knowledgeable answers to your inquiries? Please select all that apply.
- Renewal/Grandparenting process
  - Formal Application process
  - Testing process
  - Scope of Practice/Code of Ethics/Laws & Rules
  - Other (please specify)
14. Is the Board's website easy to navigate?
- Yes
  - No
  - Never visited website
15. If no, which statement best applies:
- Section headings were confusing/misleading
  - Links were not working
  - Information was buried/hard to find
  - Other (please specify)
16. Do you find the Board's website to be clear and understandable?
- Yes
  - No
17. If no, which section was the most unclear and difficult to understand?
- Licensing Requirements Section
  - Renewal Section
  - Examination Process Section
  - Grandparenting Section
  - Laws & Rules Section
  - Continuing Education Section
  - Other (please specify)
18. Did you find the information you were seeking on the Board's website?
- Yes
  - No
  - Not Applicable
19. If no, please specifically identify the items that need to be added to the Board's website. This is an open ended response.
20. On average, your requests to the Board office for information or written materials are received or responded to via mail, email or fax within:
- <5 days
  - 5-9 days
  - >9 days
  - Never received

- e. Other (please specify)
21. Please rate the Board's communication to the field regarding the following. The rating scale for this section is Poor, Fair, Average, Good, Excellent, Not Applicable.
- a. Code of Ethics
  - b. Scopes of Practice
  - c. Requirements for Licensing/Certification
  - d. Requirements for Renewal/Grandparenting
  - e. Changes in Laws & Rules
  - f. Other (please specify)
22. Please rate how important the following are to you. The rating scale for this section is Not important, Somewhat Important, Important, Very Important, Critical.
- a. Regular updates and communication from the Board
  - b. Timeliness and responsiveness of Board staff
  - c. Notification of application review within 30 days
  - d. Responses to voice messages and email within 48 business hours
  - e. Board website and information provide therein
23. How can the Board help you grow professionally? Please choose the answer that is most important to you.
- a. Encourage training development and access to training
  - b. Identify test preparation training and material
  - c. Foster grant and scholarship opportunities
  - d. Disseminate workforce development information
  - e. Provide access to job postings and employment opportunities
24. Overall, how would you rate the quality of services and products the Board provides?
- a. Poor
  - b. Fair
  - c. Average
  - d. Good
  - e. Excellent
25. Are there services or products to which the Board needs to make improvements?
- a. Yes
  - b. No
26. If yes, please specifically identify the services or products that need improvement and explain the improvements you would like to see made. This is an open ended response.
27. Would you be interested in completing a survey of this type on a yearly basis?

- a. Yes
- b. No

This concludes the survey questions. In order to compare your data to others, we would like to additionally ask several brief questions about you as an individual. This section is optional. If you do not wish to answer these questions simply proceed to the next page.

28. Please identify the credentials you hold with the Board.

- a. CDCA or RC
- b. CCDC I
- c. CCDC II, CCDC III, LCDC II, LCDC III
- d. LICDC, or CCDC III-E
- e. RA
- f. OCPS I or OCPS II

29. Please identify any additional credential you hold. Please check all that apply.

- a. LSW, LISW
- b. LPC, LPCC
- c. Licensed Psychologist
- d. Nurse or MD
- e. Other (please specify)

30. On average, how often do you contact our office?

- a. Daily
- b. Weekly
- c. Monthly
- d. Yearly
- e. Biannually

Thank you for completing this survey. We appreciate your feedback. To receive one (1) RCH for completing this survey, please enter your email address and name below. Certificates will be issued once the survey has closed. Survey results will be posted on our website or you may join our listserv to receive results and future updates. Please visit our website at [www.ocdp.ohio.gov](http://www.ocdp.ohio.gov) and click on publications for more details.

31. Please list your Name (first, middle and last) and your email address.