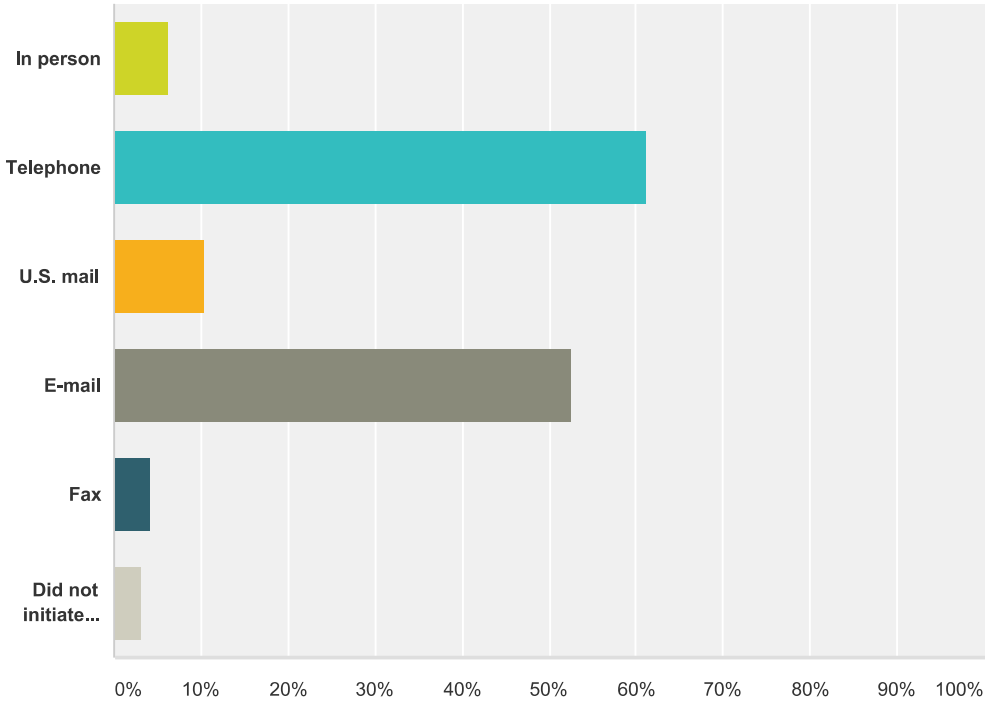
Q1 What method did you use to contact the OBCE?

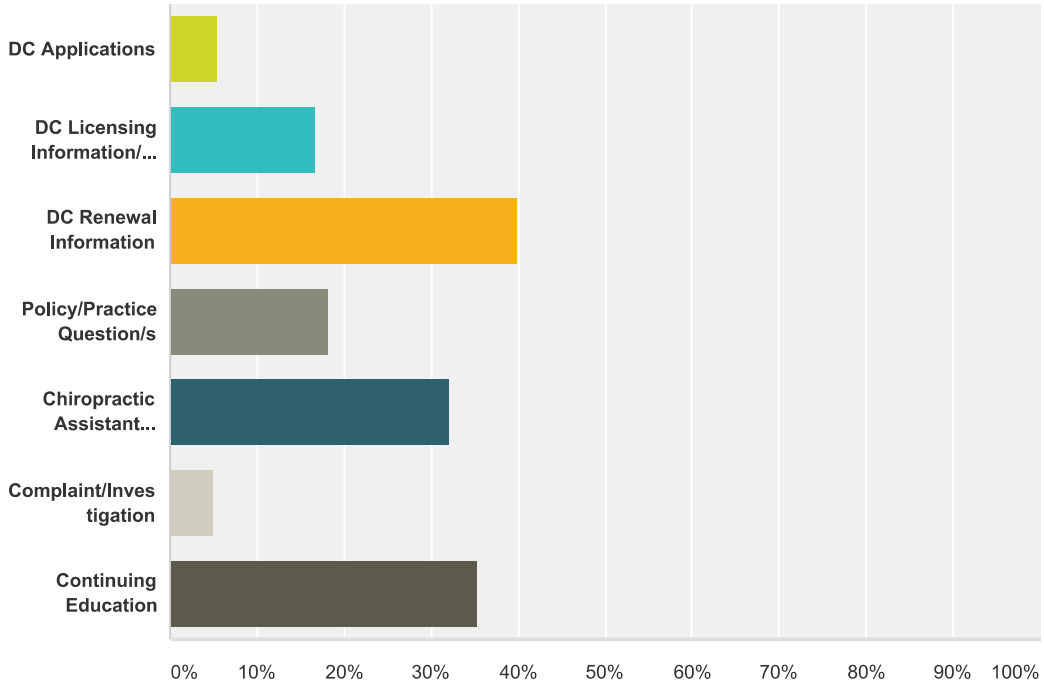
Answered: 258 Skipped: 0



Answer Choices	Responses	
In person	**6.20%**	16
Telephone	**61.24%**	158
U.S. mail	**10.47%**	27
E-mail	**52.71%**	136
Fax	**4.26%**	11
Did not initiate contact	**3.10%**	8
Total Respondents: 258		

Q2 Why did you interact with the OBCE?

Answered: 258 Skipped: 0



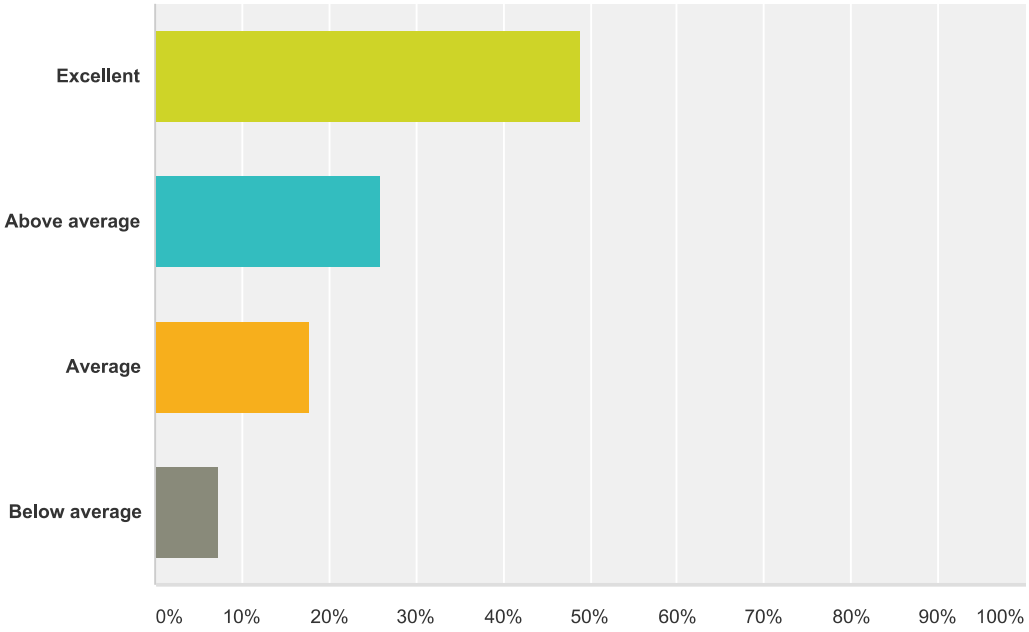
Answer Choices	Responses	
DC Applications	**5.43%**	14
DC Licensing Information/Verification	**16.67%**	43
DC Renewal Information	**39.92%**	103
Policy/Practice Question/s	**18.22%**	47
Chiropractic Assistant Information	**32.17%**	83
Complaint/Investigation	**5.04%**	13
Continuing Education	**35.27%**	91
Total Respondents: 258		

#	Other (please specify)	Date
1	Address change/Duplicate license	10/18/2016 4:07 PM
2	Audit - called to confirm prove of CEs were received	9/29/2016 5:19 PM
3	Records for relic ensuing another license	9/29/2016 4:52 PM
4	Chiropractic assistant certificate renewal	9/29/2016 2:56 PM
5	Question #4 is NA. I got no answer by either phone or email, but this survey won't let me go on without an answer. No one assisted me, so no one was directly discourteous, just didn't answer.	9/28/2016 11:35 AM
6	I was retiring from daily active practice and wanted to know my choices with my license	9/28/2016 8:32 AM
7	I was randomly audited for continuing education records	9/28/2016 8:00 AM
8	Proposed rule changes	9/27/2016 6:57 PM

9	Still don't think all relevant ORS and Admin rules are linked	9/27/2016 4:19 PM
10	Renew assistant license	9/27/2016 3:52 PM
11	Advertising	9/27/2016 3:44 PM
12	Name change	9/27/2016 2:15 PM
13	dc list	9/27/2016 2:08 PM
14	Company address info	9/27/2016 12:40 PM
15	replacement license and address changes	9/27/2016 12:33 PM
16	CCA renewal	9/27/2016 12:09 PM

Q3 How would you rate the time taken to provide you with assistance?

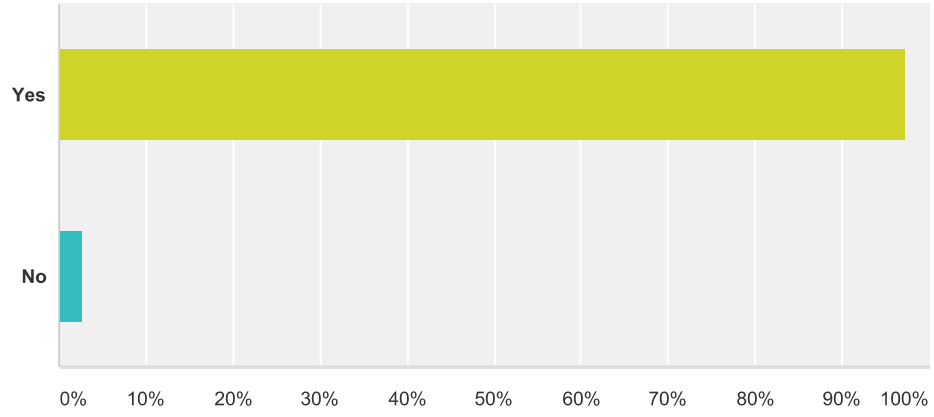
Answered: 258 Skipped: 0



Answer Choices	Responses	
Excellent	**48.84%**	126
Above average	**25.97%**	67
Average	**17.83%**	46
Below average	**7.36%**	19
Total		**258**

Q4 Was the individual who assisted you courteous and professional?

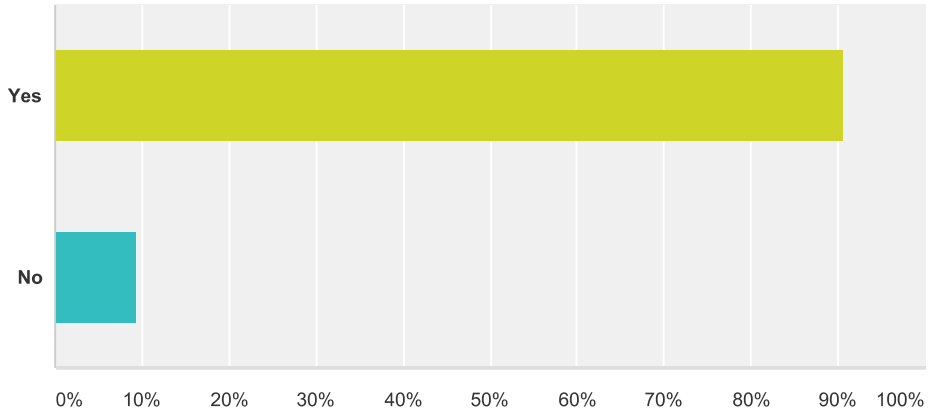
Answered: 258 Skipped: 0



Answer Choices	Responses	
Yes	**97.29%**	251
No	**2.71%**	7
Total		**258**

Q5 Was the individual able to answer your questions or refer you to someone who did?

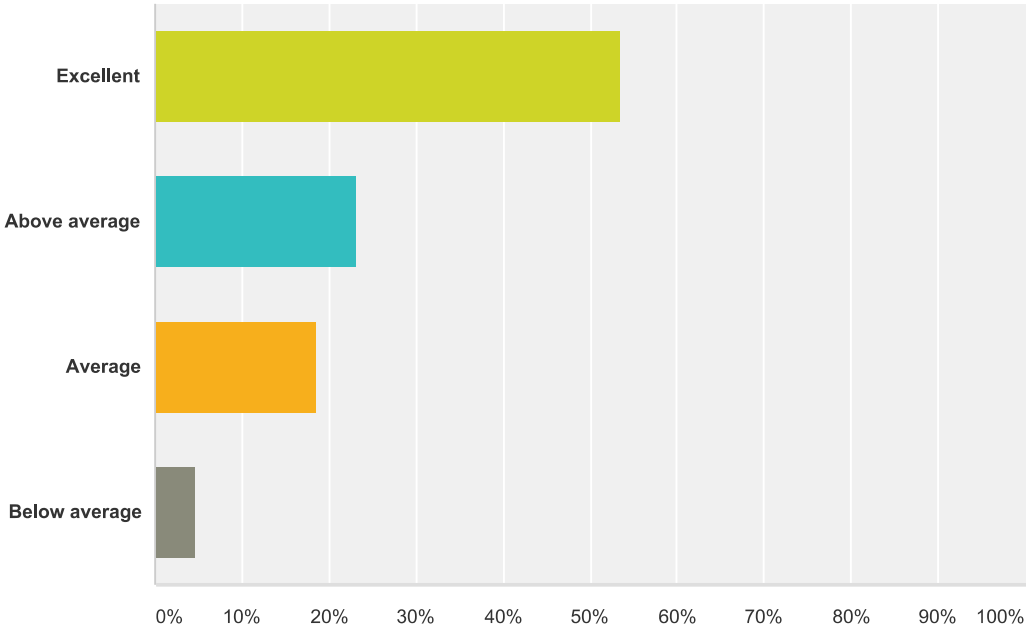
Answered: 258 Skipped: 0



Answer Choices	Responses	
Yes	**90.70%**	234
No	**9.30%**	24
Total		**258**

Q6 How would you describe the service you received?

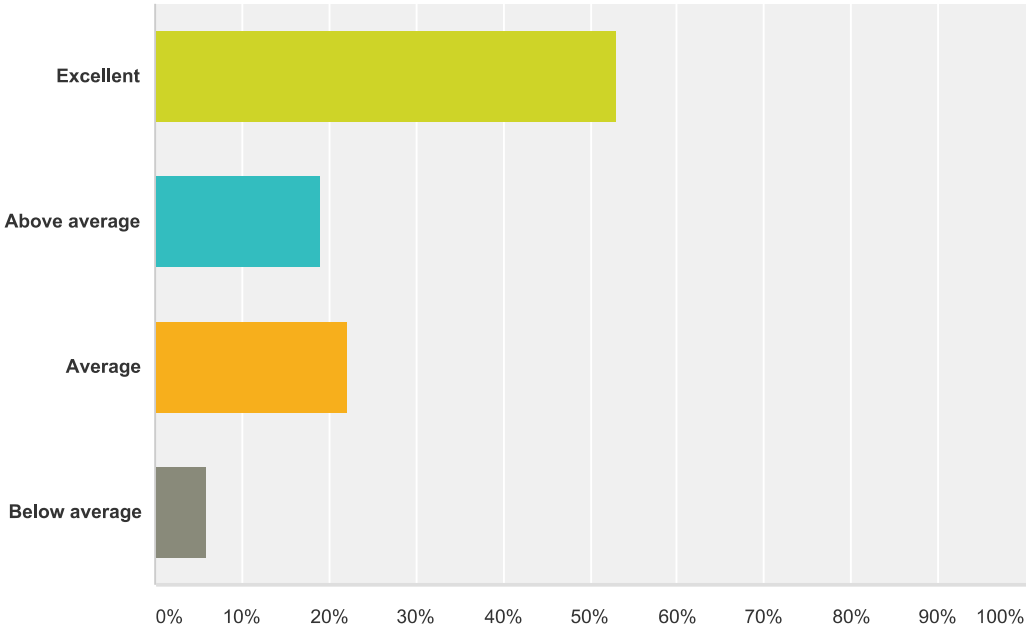
Answered: 258 Skipped: 0



Answer Choices	Responses	
Excellent	**53.49%**	138
Above average	**23.26%**	60
Average	**18.60%**	48
Below average	**4.65%**	12
Total		**258**

Q7 How would you describe the quality of the information you received?

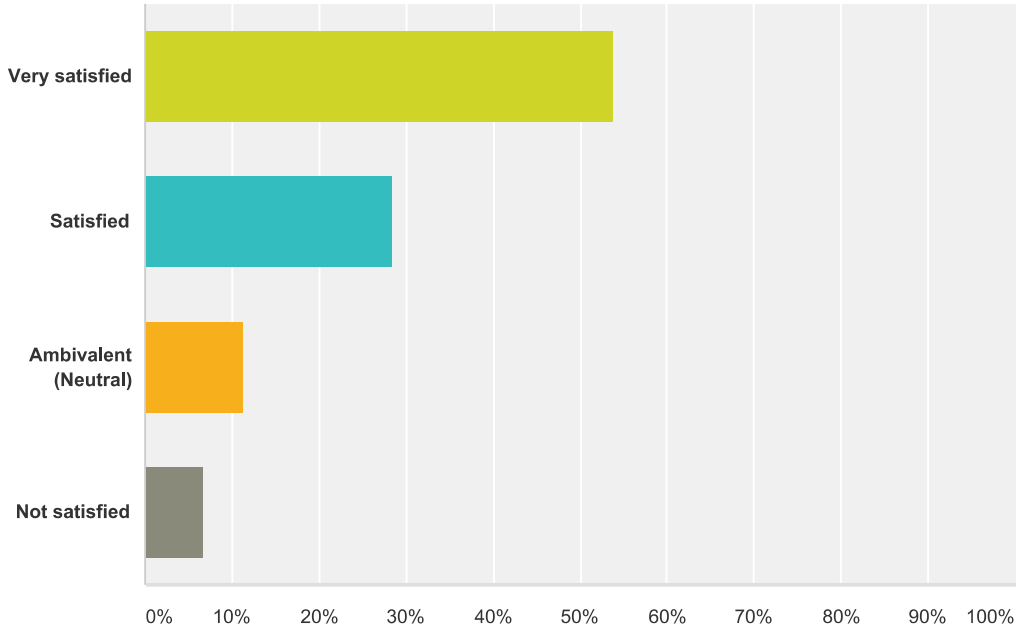
Answered: 258 Skipped: 0



Answer Choices	Responses	
Excellent	**53.10%**	137
Above average	**18.99%**	49
Average	**22.09%**	57
Below average	**5.81%**	15
Total		**258**

Q8 How satisfied were you with the assistance you were provided?

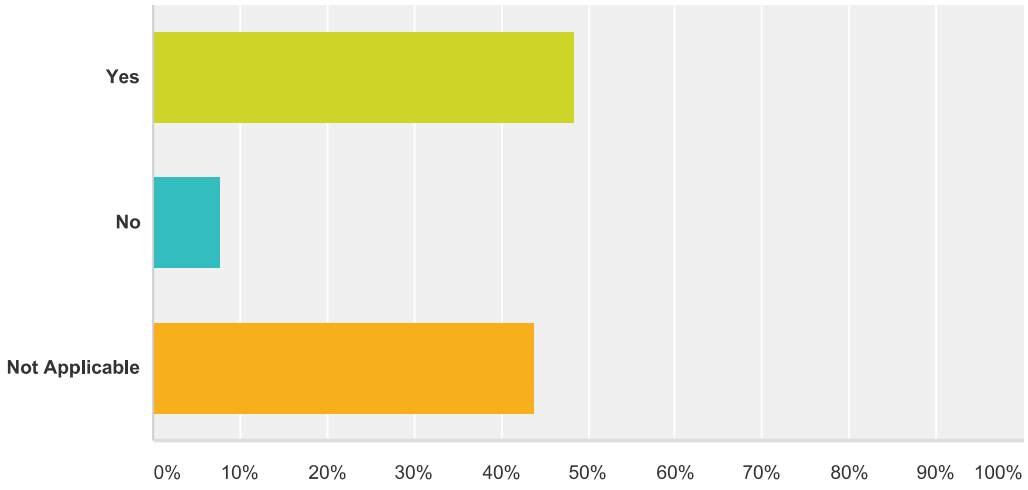
Answered: 258 Skipped: 0



Answer Choices	Responses	
Very satisfied	**53.88%**	139
Satisfied	**28.29%**	73
Ambivalent (Neutral)	**11.24%**	29
Not satisfied	**6.59%**	17
Total		**258**

Q9 If you requested information to be mailed or emailed to you, did you receive it in a timely manner?

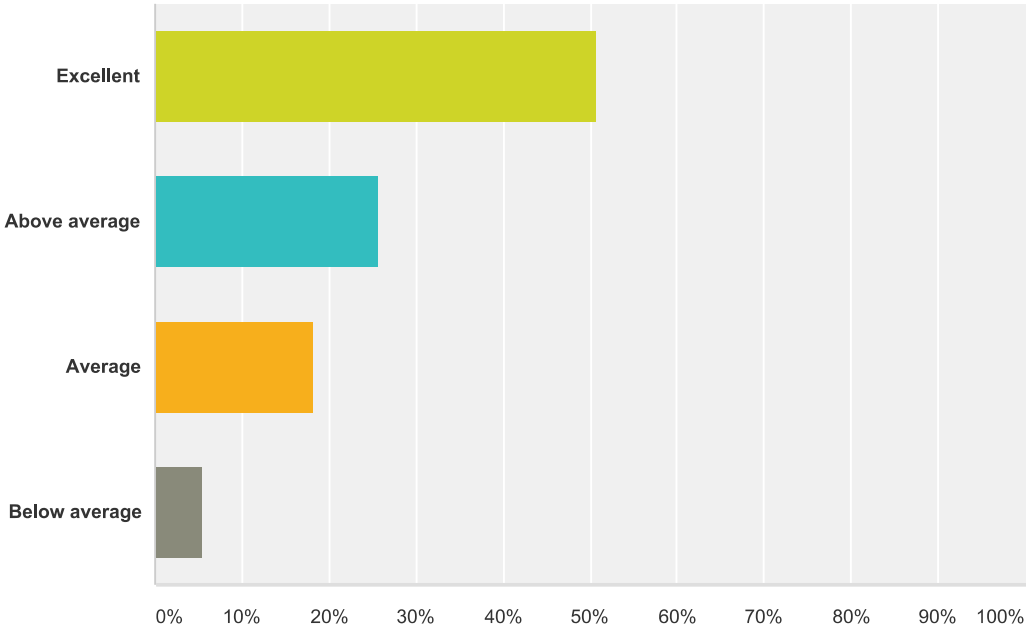
Answered: 258 Skipped: 0



Answer Choices	Responses	
Yes	**48.45%**	125
No	**7.75%**	20
Not Applicable	**43.80%**	113
Total		**258**

Q10 Overall, how would you rate your experience with the OBCE?

Answered: 258 Skipped: 0



Answer Choices	Responses	
Excellent	**50.78%**	131
Above average	**25.58%**	66
Average	**18.22%**	47
Below average	**5.43%**	14
Total		**258**

Q11 What changes, if any, can we make to improve our customer service?

Answered: 69 Skipped: 189

#	Responses	Date
1	None that I can think of, Kelly is the best!	10/18/2016 4:07 PM
2	I'm a DC. I called and left message at least two times with a policy/practice question. I never even got a call back!!!	10/14/2016 10:31 AM
3	Keep offering the old ways to us new Senior Practitioners.I still love the warm, helpful voice interaction rather than cold email which can be misconstrued so easily. Being at the end of the Boomers, we get forgotten and most of us are going to have to continue practicing until our late 70 as most lost money in The Crash of 2008. Thank you for listening. :)	10/12/2016 1:02 PM
4	I was seeking out a clear yes or no on a proposed billing situation as it pertains to fee splitting. I got ambiguous information regarding fee splitting, and was referred to my financial planner and legal advisors for guidance. I did not engage in the proposed billing situation, due to lack of concrete information. I feel safe in my decision-though I could be passing up a valid and ethical business opportunity, due to lack of clear information. (BTW: legal and financial referred me back to my licensing board). Perhaps example situations that the OBCE has encountered can be provided on the website to aid in provider education on the topic of fee splitting.	10/5/2016 12:41 PM
5	timely response, accurate information.	10/3/2016 3:21 PM
6	The website is somewhat confusing.	10/1/2016 3:38 PM
7	Possibly more support staff to aid in daily work load. No problems were experienced but it seems like it is a fairly small staff for a fairly big job. You'd have to ask the staff if they actually need the help, though.	9/29/2016 6:26 PM
8	Please never make the "options menu" longer or add options when you call in. This is the most agitating feature of making a phone call.	9/29/2016 5:19 PM
9	Everything seems good and right	9/29/2016 4:52 PM
10	n/a	9/29/2016 2:56 PM
11	To return phone calls or email back. I called last week or so and left a message with a question regarding the 2 hour documentation requirement that appears to be a repeat requirement and no one called me back. guess I don't have to take that class...	9/29/2016 8:49 AM
12	Having someone available to answer calls. Whenever I get ahold of someone I have a good experience. However, the people that I call into are gone for weeks at a time, and the suggested persons to cover for them have never returned my calls or emails.	9/28/2016 9:20 PM
13	Nothing at this time.	9/28/2016 7:53 PM
14	Perhaps more personnel at OBCE. People able to work in multiple positions at OBCE. Making sure only doctors answer medical questions. Making sure only doctors write or modify medical documents. Working more closely with the school to formulate medical documents and answer medical questions. Having the school review the practice and policy document and all medical documents before adopting into statements or rules. Have the school rewrite the CA Physiotherapy manual to comport with current practice. Reinstating the Rules Advisory Committee and all committees with assistance of the school.	9/28/2016 1:45 PM
15	The process to be licensed as a chiropractic assistant takes far too long from start to finish. If there way a way for schools to validate students have taken the required education online and submit it to the board that would greatly speed up the process	9/28/2016 1:04 PM
16	Just returning a phone call would be nice :) I've tried 2 attempts to reach someone and gave up.	9/28/2016 12:04 PM
17	If a stakeholder calls with practice questions, it would be helpful to have an answer or a call back sooner than 3 months from the inquiry. I've emailed 3Xs in 2016 and got no answer at all on 2 emails. One call back from them was greater than 3 months after my inquiry. By contrast, when I called Utah, Washington and Colorado, I got answers on scope questions within 10 business days. I need answers to manage a large group of providers in network.	9/28/2016 11:35 AM
18	Response in a timely manner would be greatly appreciated.	9/28/2016 11:18 AM
19	Contradictory information was on the website. No education program was available for a required class. Poor coordination and planning.	9/28/2016 10:18 AM

20	Kelly is generally my main contact person and she was wonderful!	9/28/2016 10:05 AM
21	Never received call back.	9/28/2016 9:49 AM
22	I contacted the OBCE in regards to the required CE credits for this calendar year (I did so shortly after receiving the email from OBCE informing me of the specific requirements for this year) and was told there were no approved classes as of yet (one was approved but had already passed). It is quite unprofessional for a licensing board to require a specific CE class, inform all licensees of the requirement, and NOT have any approved courses available for them to fulfill the requirement. If the OBCE feels that licensees need a specific CE, they should make sure there are classes available for licensees to take before demanding they do so.	9/28/2016 8:52 AM
23	More timely response.	9/28/2016 8:25 AM
24	stop increasing our renewal fee.	9/28/2016 8:00 AM
25	I would like to say that in the last 5 years that i've been interacting with the OBCE they have been nothing but amazing. thanks :)	9/28/2016 12:29 AM
26	Speed up the CA application process of sending exams, certificates. Speed up the process of sending DC license renewals. Once electronically submitted, they should not take 2 weeks to receive or if they do, notify us to have them completed a month early so we can get them in time for insurance company renewals require them.	9/27/2016 10:07 PM
27	N/a	9/27/2016 9:30 PM
28	Just want to say that I have interacted with Kelly Beringer since 1994. She has always been incredibly helpful and professional and I can count on her to give me the answers to my questions! I am so grateful that she is there.	9/27/2016 9:06 PM
29	I understand that our annual registration fees go up because of doctors with a less than ethical code. Is there anyway we can continue on as a profession without penalizing ethical doctors that do not have the money to back up our not so stand up colleagues? My birthday month is coming up and thanks to the OBCE I am looking at it with DREAD. I can not afford the birthday gift of owing so much to the OBCE every year, especially when I am a part time doctor that supports a family. In the future, I would find it more helpful to offer surveys relating to issues that we face. In all my past experience, your staff is great.	9/27/2016 9:05 PM
30	This has been the best Chiropractic Board I have interacted with. Great work!	9/27/2016 8:55 PM
31	Replace your executive director with someone who is intelligent, does not make up excuses, replies in a timely manner , and actually takes requests seriously .	9/27/2016 8:28 PM
32	Questions and concerns should be addressed in a timely manner.	9/27/2016 7:50 PM
33	Question 5 is an "either or" question and "yes" or "no" is not an adequate choice. Question 4 is not one that lends itself to a yes or no response either. Someone might be curt, but still be professional and courteous, and still not quite answer or resolve the	9/27/2016 6:57 PM
34	None	9/27/2016 6:23 PM
35	I did not interact with OBCE other than via mail to renew my license	9/27/2016 5:51 PM
36	I do not interact with OBCE very often. When I do I am always quite pleased!	9/27/2016 5:26 PM
37	No recommended changes for customer service	9/27/2016 4:49 PM
38	Quicker response to pertinent questions about scope of practice questions.	9/27/2016 4:48 PM
39	Some people are wonderful. Some people think they much more than they do. At least one person is in the wrong job.	9/27/2016 4:19 PM
40	Increase kindness and not such abruptness	9/27/2016 4:16 PM
41	?	9/27/2016 4:03 PM
42	Stay the course	9/27/2016 3:57 PM
43	I never heard back from my question on advertising	9/27/2016 3:44 PM
44	I called 2 times and emailed And I never received an reply.	9/27/2016 3:17 PM
45	I have always found the OBCE to be prompt, courteous and informative with their response. Thank you.	9/27/2016 2:41 PM
46	Better, more timely, info on where to find mandated CE, i.e. Record Keeping class. I was looking for a class on the site, and only found ones that had already occurred. Glad to see the on-line class is available!	9/27/2016 2:23 PM
47	I emailed Kelly about changing my name, didn't hear back at all. I re emailed and received a response in a few days. Thx!	9/27/2016 2:15 PM

48	It would be great if you could display the continuing education hours on the certificate of completion; this would make it easier for those who are using their CA license in part to re-certify for personal training programs.	9/27/2016 2:08 PM
49	I am honestly well pleased with the service i receive from OBCE. They are caring and compassionate about the doctors they serve.	9/27/2016 1:42 PM
50	If deciding special requirements are necessary for cont. ed. make this decision prior to the annual OCA convention so OCA has adequate time to provide those requirements for its attendees.	9/27/2016 1:38 PM
51	Teach California BCE how to communicate with license holders.	9/27/2016 1:23 PM
52	None	9/27/2016 1:19 PM
53	none	9/27/2016 1:16 PM
54	Make it easier to access information as changes occur. I had a difficult time ascertaining whether LMT's who were licensed as CA's also had to take the vitals training. There was information put on the website saying they were exempt from the requirement that was taken down later with no explanation. The on-line communication could be better organized and when changes occur such as the one described above, explanations should be given.	9/27/2016 1:15 PM
55	In the past, when I have had questions and called the OBCE, I've always had a positive experience, and had my questions and concerns answered. I'm not sure I've had direct contact this past year, but the last time I contacted about continuing ed requirements (and whether seminars i've taken would count), I was satisfied with the answers and clarity received! :)	9/27/2016 1:08 PM
56	None, all good. Thanks!	9/27/2016 1:06 PM
57	I greatly appreciated the OBCE taking the time to generate a paper renewal for me to forward for payment, since I am hospital employed. It allowed me to skip the process of reimbursement for my licensure fees and streamlined the whole process. Thanks Again!	9/27/2016 12:55 PM
58	Quicker turnaround on application and testing. Waited the standard one month and didn't hear anything. Called and was informed that they had 'forgot' to mail my license. Cost me two weeks of work and a couple thousand dollars in wages.	9/27/2016 12:48 PM
59	Some of the verbiage on the website is not as clear as it could be. When you're looking for information, plain English is helpful rather than having to wade through extraneous, especially when it comes two specific requirements for the year. Clarity! Also, finding things is not as intuitive as it could be. Thank you for all of your hard work and your accessibility. Not all boards are the same :-)	9/27/2016 12:46 PM
60	I love the OBCE!!	9/27/2016 12:44 PM
61	I was humbled by my experience with the Board. I thought they were a bureaucratic hoop, but found that they are a group of concerned professionals. I was touched by their humanity.	9/27/2016 12:39 PM
62	My suggestion is more to do with, what I feel is, a lack of professionalism from the OBCE in license suspension alerts. While I agree that it is beneficial for us to be made aware of these suspensions, I do not think it necessary or even appropriate to disclose such specific details of the complaint. For example, in the most recent email alert about Dr. Mark Machala's suspension, it would have been adequate to state that he was accused of inappropriate behavior with a patient without detailing the encounter and areas the patient was touched. Frankly, I thought the alert was crude and voyeuristic. Not only that, but, isn't this doctor innocent until proven guilty? Should he be found innocent of these charges, how much damage has OBCE now done to his reputation among colleagues? Let's be mature professionals, people.	9/27/2016 12:31 PM
63	The rant for 20 vitals is ridiculously high the class we took did not allow enough time to complete the 20 vitals and it's a bit impractical to do it at the clinic....	9/27/2016 12:30 PM
64	I'd like to keep my inactive license but the cost has gotten way too high in very u happy about that	9/27/2016 12:29 PM
65	quicker return phone call for messages left, my last issue took over two weeks for a return call	9/27/2016 12:23 PM
66	For what I called about, the solution was quick and easy. The help I received was very professional.	9/27/2016 12:21 PM
67	I find it difficult to initially get in contact with anyone at the chiropractic board by telephone. Typically, when I have called the call goes to a voicemail most of the time. Return calls typically take more than 24 hours. I also have a licensure in Louisiana, and I cannot recall ever having contacted the Louisiana chiropractic board and it going to voicemail. I would really like to see a more responsive initial contact availability.	9/27/2016 12:14 PM
68	Expanded online profile that could easily be edited, controllable by the doctor.	9/27/2016 12:14 PM
69	Keep up the great work!! :-)	9/27/2016 12:09 PM