



LICENSEE AND CONSUMER SERVICE SATISFACTION SURVEY

The Commission is interested in receiving feedback from the real estate licensee population and others who have contact with the Commission Office. You may have had a question, had a license issued or transferred, had continuing education courses approved, or had some other reason for contacting the Commission office by telephone, regular mail, email, in person, or through the Web site. We are interested in your opinion with regard to that interaction. Through this process, strengths can be recognized and areas needing improvement can be identified and improved upon. This survey process is in no way intended to replace or diminish personal contact with the Office or the Commissioners. Rather, it is to solicit more feedback on a periodic basis. As always, if you have any questions about this process or matters in general concerning the Commission, please feel free to contact us.

Person Completing Survey: Licensee Consumer _____

Contact Information [optional] _____

Staff Member Who Assisted You [if applicable] _____

1. What was the reason for your interaction with the Commission staff? Please check all that apply.

- Application/New License Complaint
 Transfer Laws, Rules, and Regulations
 Continuing Education Education Requirements
 Renewal Request Packet [application, complaint, etc.]
 Trust Account General Information
 Other [please specify] _____

2. How was your contact made? Please check all that apply.

- Telephone In Person Regular Mail Email Web site

3. Your contact was handled in a professional and efficient manner.

- Strongly Agree Agree Neutral/Not Applicable Disagree Strongly Disagree
Comment _____

4. You were treated politely, with courtesy and respect.

- Strongly Agree Agree Neutral/Not Applicable Disagree Strongly Disagree
Comment _____

5. Staff seemed knowledgeable and assisted you in a timely manner.

- Strongly Agree Agree Neutral/Not Applicable Disagree Strongly Disagree
Comment _____

6. In using the Web site, you received accurate, sufficient and timely information?

- Strongly Agree Agree Neutral/Not Applicable Disagree Strongly Disagree
Comment _____

7. Overall, how would you rate your experience(s) and interaction with the Commission staff?

- Excellent Good Fair Poor

8. Do you have any additional comments or suggestions?
