



MINNESOTA

BOARD OF SOCIAL WORK

Protecting the Public

2025 CUSTOMER SATISFACTION
SURVEY RESULTS

Presented to Board March 20, 2026

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SURVEY PURPOSE AND BACKGROUND

The Board identified surveying BOSW stakeholders as a priority in its 2015-2018 Strategic Plan. The Board implements this annual Customer Satisfaction Survey to gather input from stakeholders and measure results over time. The aggregate results of the survey, as well as strategies to address survey results, are made available in a report to the public each year at a public board meeting.

Over the years, the survey has become a project for the Executive Director and the Communication & Executive Assistant to review the questionnaire, update the questions as necessary, add questions to obtain feedback about Board initiatives, determine the distribution method, and analyze the survey responses. This year, in addition to the customer service questions, the survey included questions related to the following topics: supervision, provisional license, Social Work Interstate Compact, and jurisprudence exam.

TIMING AND AVAILABILITY OF SURVEY

- The survey was first developed and distributed in 2019 and continues to be administered annually.
- For one month, the survey is open. The Board analyzes survey results, data trends, and implements changes as necessary.

METHODS OF DISTRIBUTION

- The survey link was publicly available, and no invitation was needed to take the survey.
- Information provided about length and purpose of survey was provided at the beginning to encourage participation.
- Survey advertised and made available to stakeholders via:
 - Link on homepage of BOSW website location for maximum visibility
 - Link at other BOSW website locations:
 - Online license profile “landing pages” after log-in.
 - Link included in staff email signature blocks.
 - Notifications sent to email subscribers via GovDelivery:
 - Sent standalone GovDelivery notice 10/01/2025.
 - Sent standalone GovDelivery notice 10/17/2025.

SURVEY FORMAT

- Demographic questions at beginning of survey provide context for satisfaction questions.
- Plain language and maximum of five response options used for quantitative questions to avoid ambiguity.
- Questions structured for overall feedback first, then narrow to specific topics:
 - Phone, email, in person interactions with BOSW
 - Use of BOSW website
 - Include fields for open-ended comments throughout
- Filter questions selected for respondents who have interacted with the Board **within the last year** to allow for measuring results and improvement over time.
 - If respondent has not interacted with BOSW within last year, filtered out of main survey but given opportunity to provide open-ended feedback in comment fields.

(See [Appendix](#) for complete questionnaire)

REPORTING SURVEY RESULTS

- Present survey results to the Board annually for recommendations and possible action.
- Publish public report to BOSW website, after annual results presented to Board, summarizing aggregate results and plans for potential improvements based on results.
- Utilize survey data to inform biennial budget planning and strategic planning from a Board perspective, business process improvements from staff perspective.
- Utilize annual survey data to measure results over time, if applicable

2025 SURVEY RESULTS

SURVEY COMPLETION DATA

2025 (7th Annual) Survey Period:

Published: October 01, 2025

Closed: October 31, 2025

Duration: 31 days

RESPONSE DATA

2025

Total respondents	403	100%
Total respondents that are social workers licensed in Minnesota	346	86%
Total respondents that are applicants or potential applicants for licensure in Minnesota	7	2%
Total respondents that provided supervision	108	27%
Total respondents that received supervision	107	27%
Total respondents that applied for a provisional license on or after October 1, 2024	8	2%
Total respondents that completed the Jurisprudence Online Module	59	15%
Total respondents that utilized Board services within the past year	278*	69%
Total respondents that contacted the Board by phone, email, or in-person within the past year	171	42%
Total respondents that used Online Service account within the past year	200	50%
Total respondents that used Board's website within the past year	247	61%

**Remaining 125 respondents filtered out of main survey, as identified as not using services within the last year period, to final open-ended comments field; 39 comments provide*

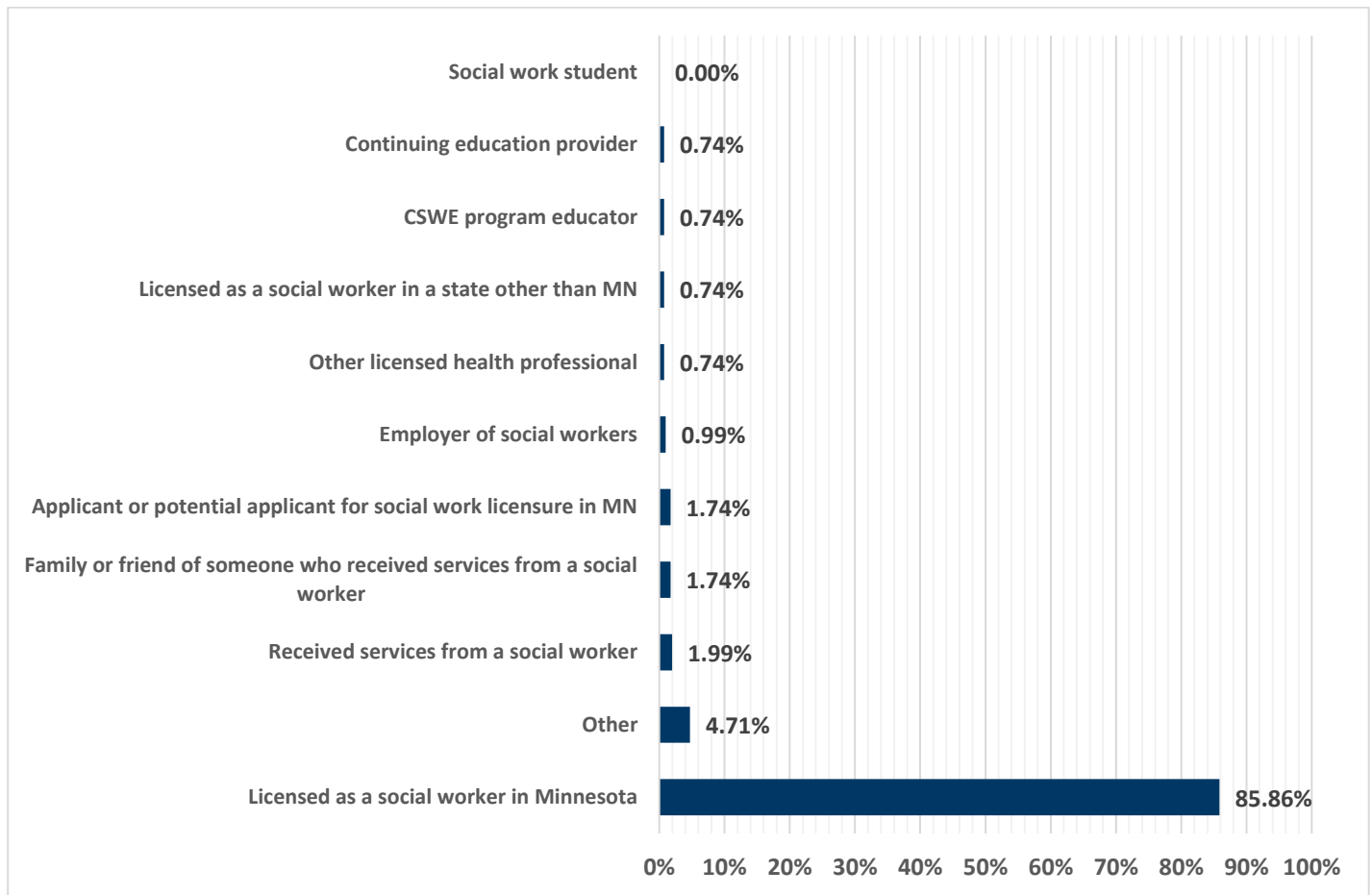
2024

Total respondents	433	100%
Total respondents that are social workers licensed in Minnesota	N/A	N/A
Total respondents that are applicants or potential applicants for licensure in Minnesota	N/A	N/A
Total respondents that provided supervision	N/A	N/A
Total respondents that received supervision	N/A	N/A
Total respondents that applied for a provisional license on or after October 1, 2024	N/A	N/A
Total respondents that utilized Board services within the past year	338	78%
Total respondents that contacted the Board by phone, email, or in-person within the past year	183	42%
Total respondents that used the Board's website within the past year	329	76%

DEMOGRAPHIC QUESTIONS

- Response required for all demographic survey questions.
- Response rates, shown in graphs in following sections, calculated as number of responses for each response option by total number of respondents that answered the questions (varies based on survey section due to filter questions, see table in [Survey Completion Data](#))

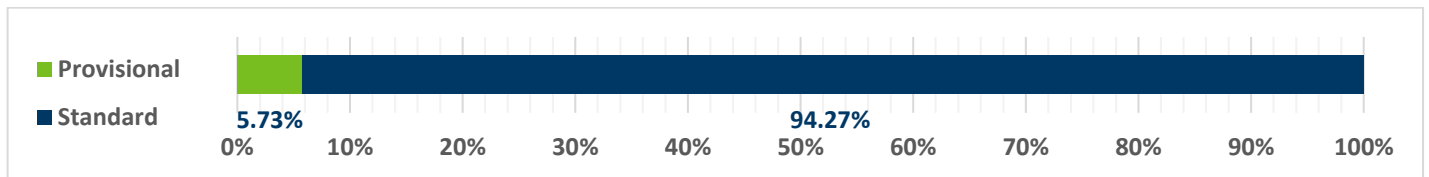
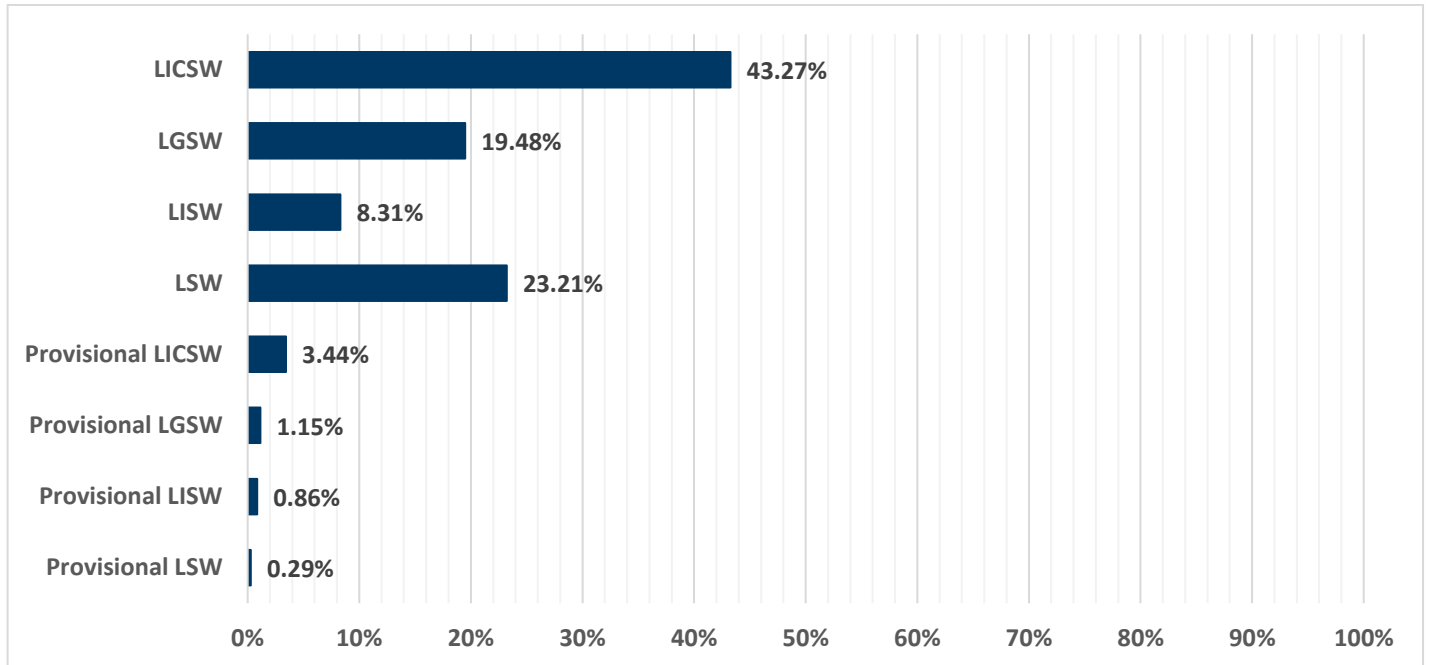
Which of the following best describes you? (select one)



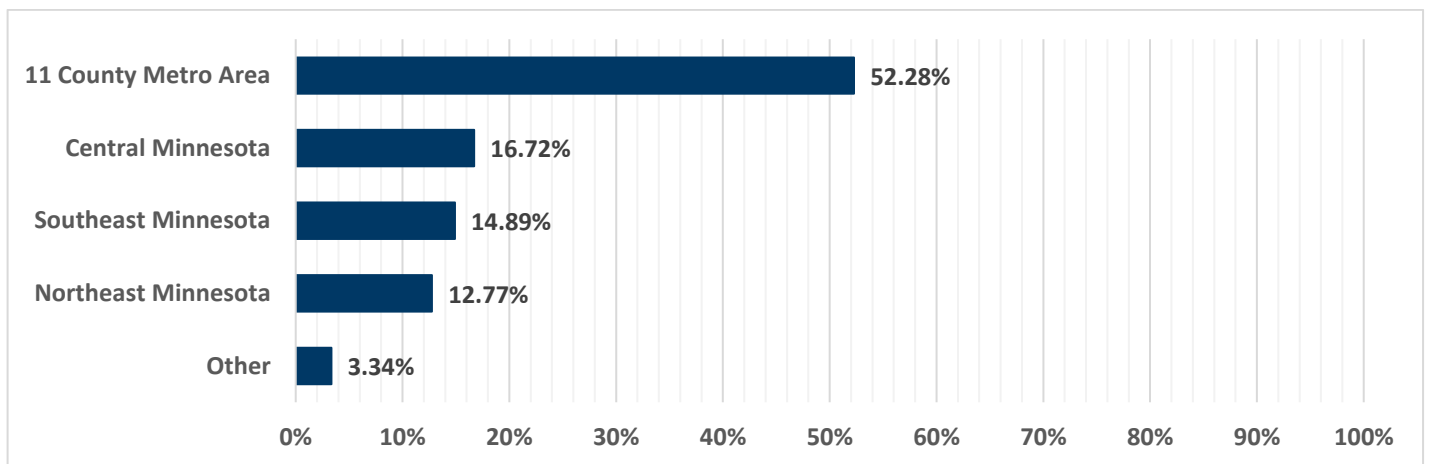
'Other' responses:

Retired social worker
Retired from active practice
Former public member
Retired teacher
Foster parent
Complainant
County Case Manager

If you hold a Social Work license in Minnesota, what type of license do you currently hold?



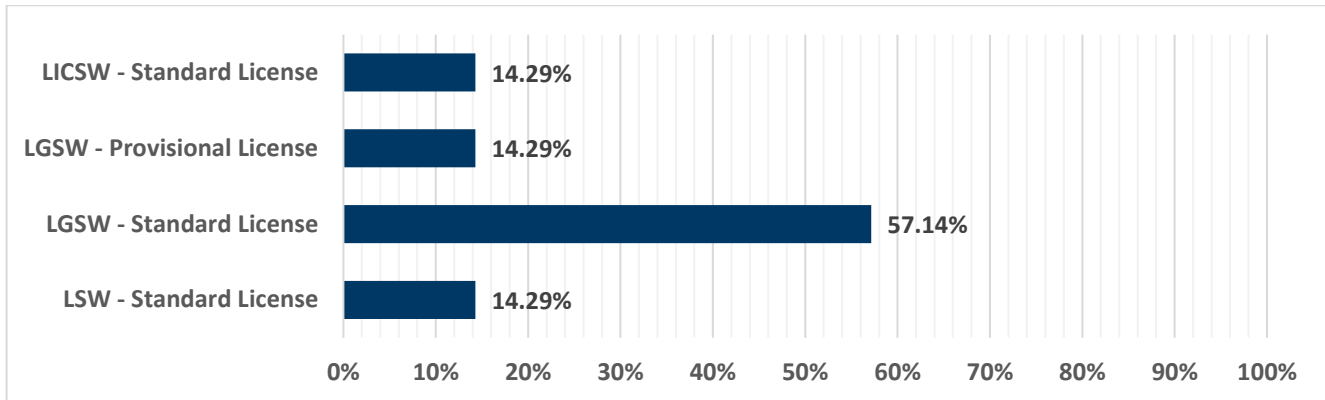
What region of Minnesota do you practice social work?



'Other' responses:

Remote work outside of Minnesota - telehealth
Work Statewide in Minnesota
South Central Minnesota

What license type are you eligible to apply for? (select one)

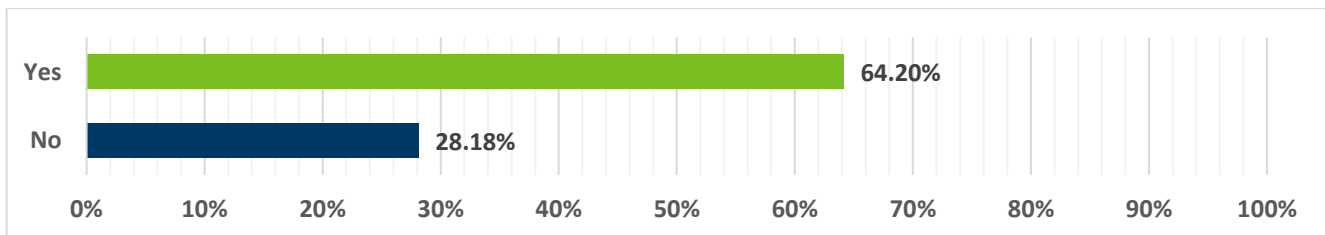


CUSTOMER SATISFACTION QUESTIONS

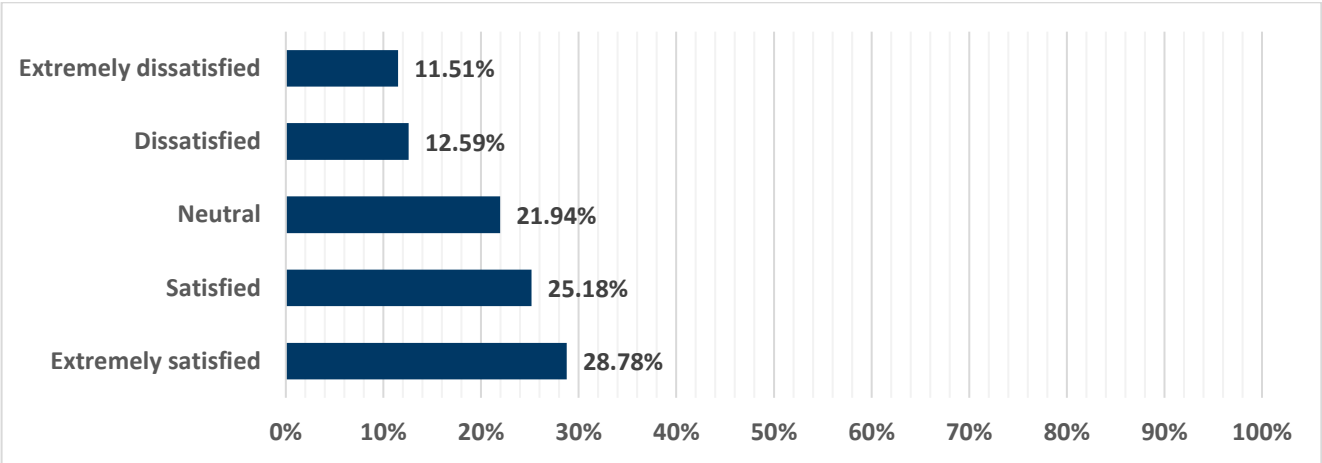
- Response rates, shown in graphs in following sections, calculated as number of responses for each response option by total number of respondents that answered the questions (varies based on survey section due to filter questions, see table in [Survey Completion Data](#))
- Responses optional for all qualitative questions (*open-ended comment fields*)
- For purposes of this report, comments reviewed by Board staff to identify common areas of satisfaction and areas for improvement
- Detailed comment data will be taken into consideration by Board and staff when determining next steps and possible action based on survey results

OVERALL CUSTOMER EXPERIENCE RESPONSES

Did you utilize Board services within the past year?

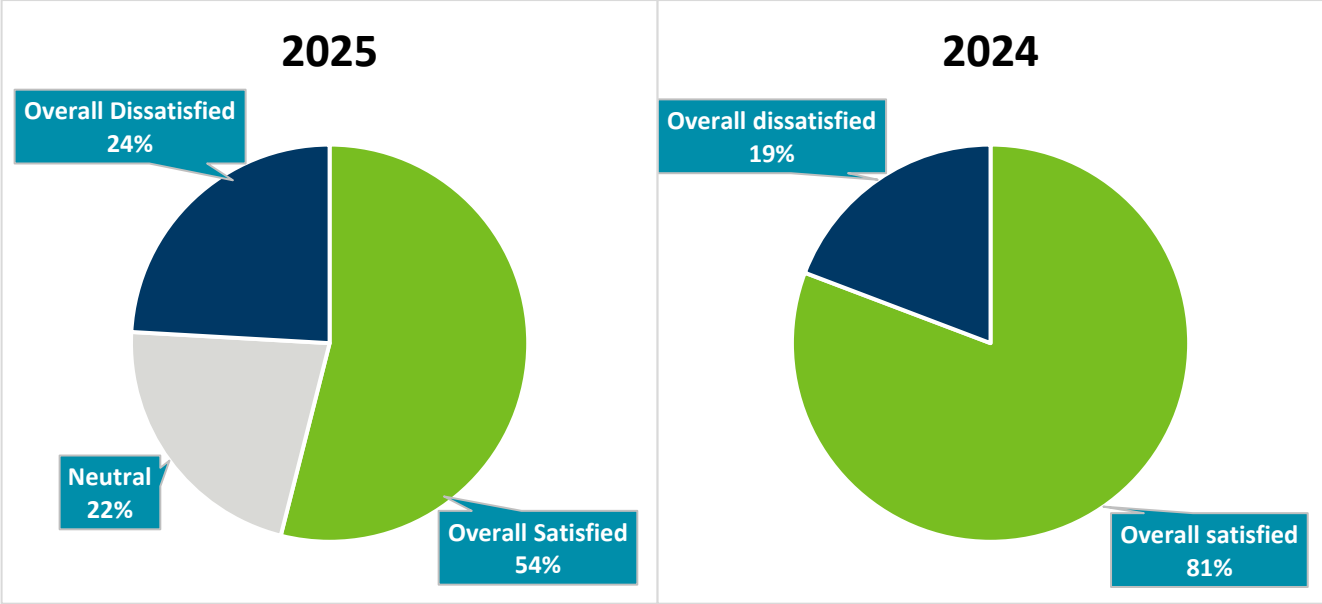


Thinking about your customer experience with the board within the past year, overall, how satisfied were you with the customer service the board provided?



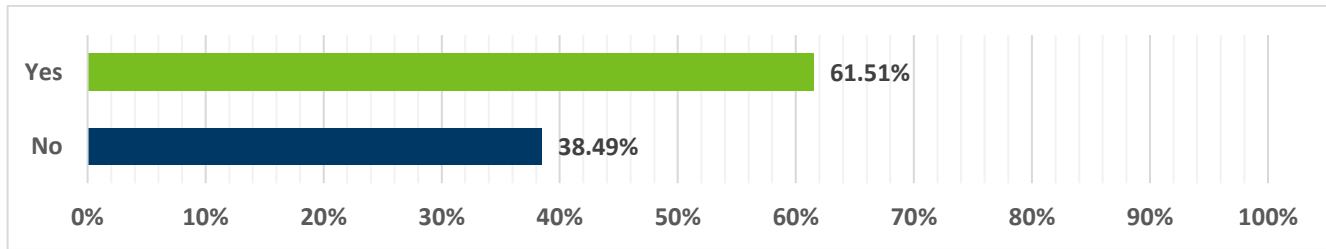
2025: A total of 278 answers out of 403 surveys taken

2024: A total of 338 answers out of 433 surveys taken

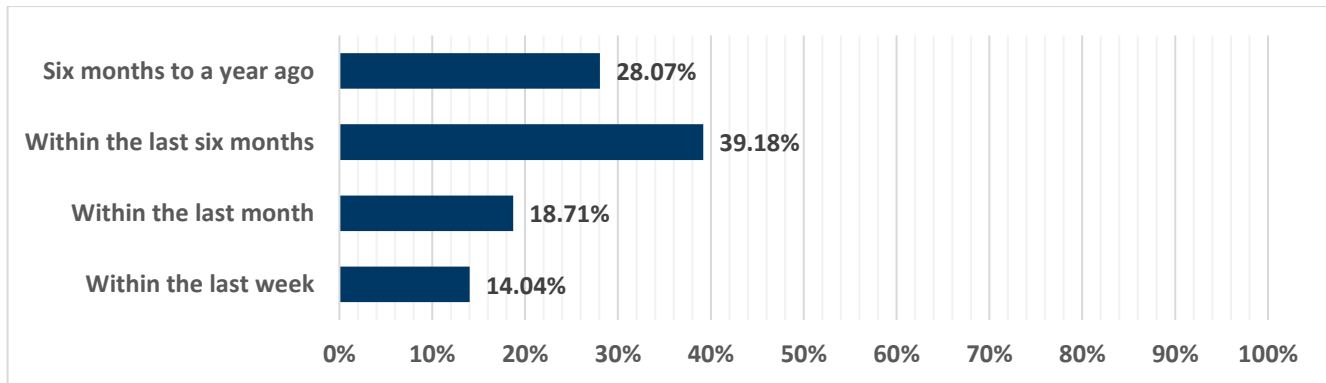


PHONE, EMAIL, AND IN-PERSON CONTACT

Have you contacted the Board by phone, email, or in-person within the past year?



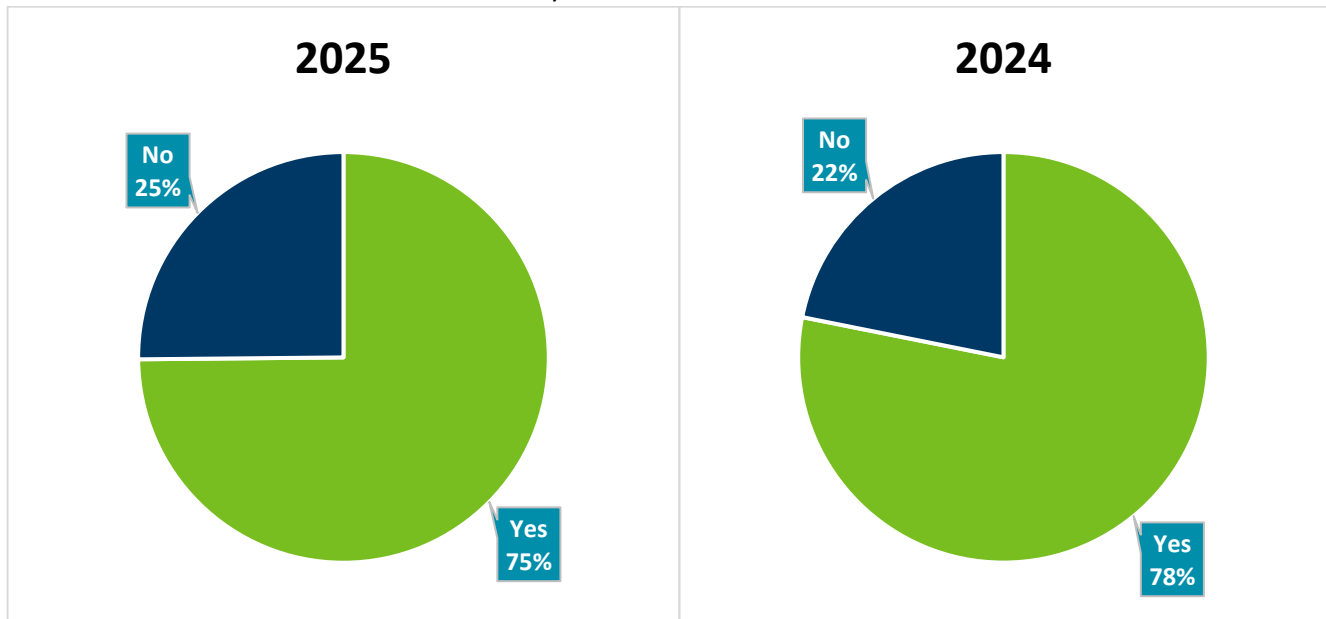
When was the last time you contacted the board by phone, email, or in person?



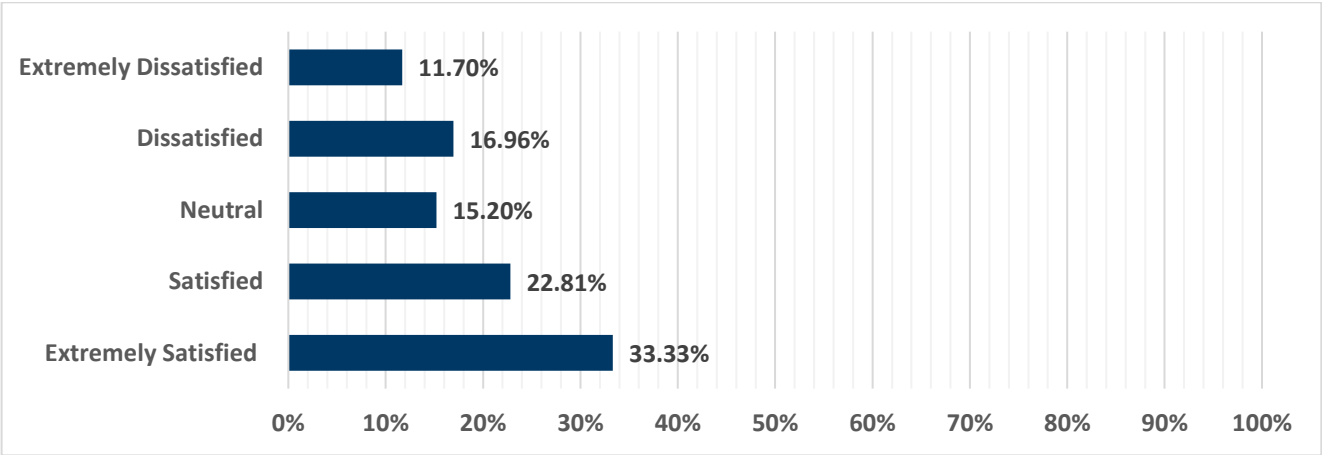
When you contacted the Board by phone, email, or in-person within the past year, did you receive a response within 24 to 48 business hours?

2025: A total of 171 answers out of 403 surveys taken

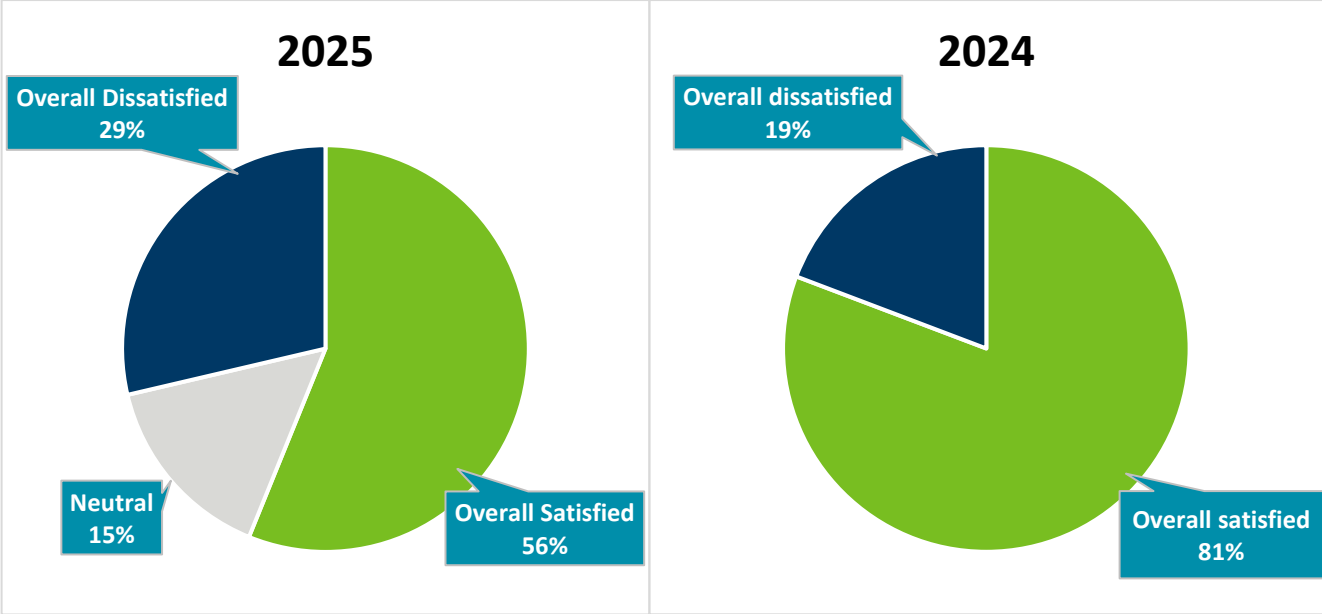
2024: A total of 183 answers out of 433 surveys taken



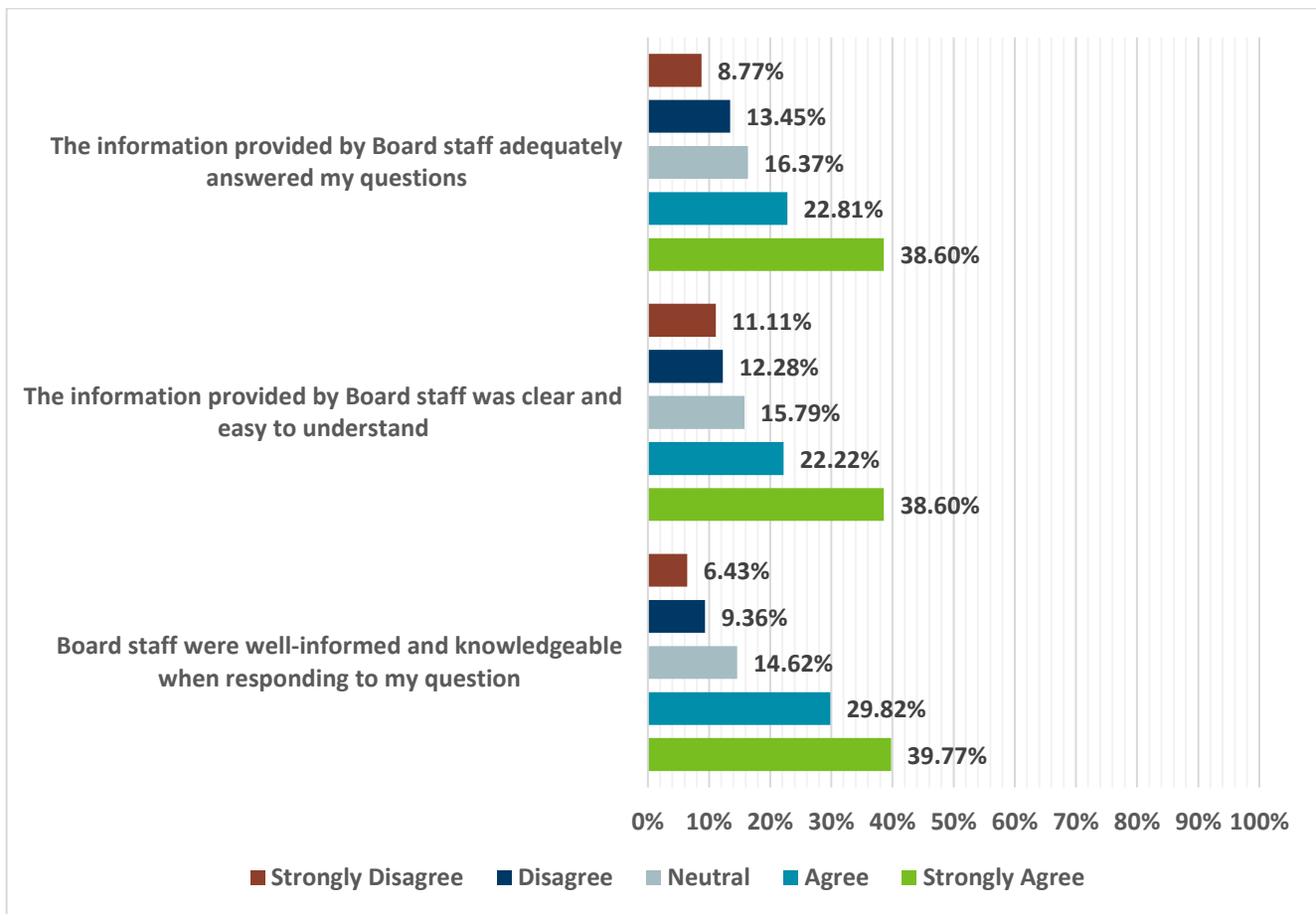
Overall, how satisfied were you with your experience when you contacted the board by phone, email, or in person within the past year?



2025: A total of 278 answers out of 403 surveys taken
 2024: A total of 338 answers out of 433 surveys taken



Thinking about times you contacted the Board by phone, email, or in-person within the past year, how much do you agree or disagree with the statements below:



Please provide any other comments or feedback about your experience contacting the Board by phone, email, or in-person within the past year:

Total number of respondents with the opportunity to comment on this question	171
Total responses received	82
Comment rate <i>(based on total respondents that contacted the Board by phone, email, or in-person within the past year.)</i>	47.95%

Noted Areas of Satisfaction:

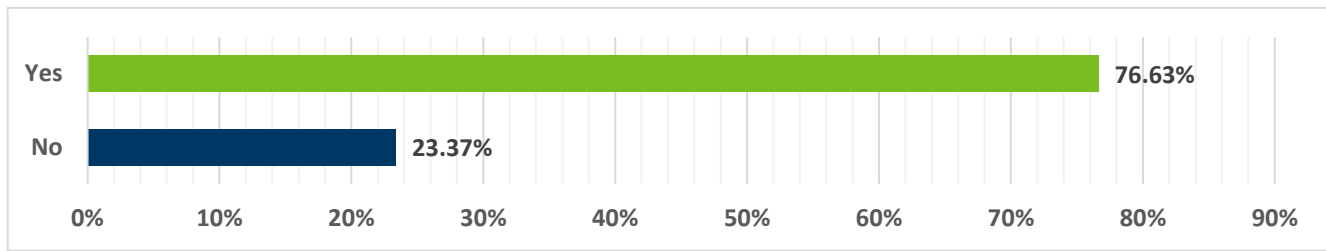
- Timely and informative responses by staff regarding licensure, compliance, supervision
- Ability to find information on website
- Ease of use with Online Services

Noted Areas of Improvement:

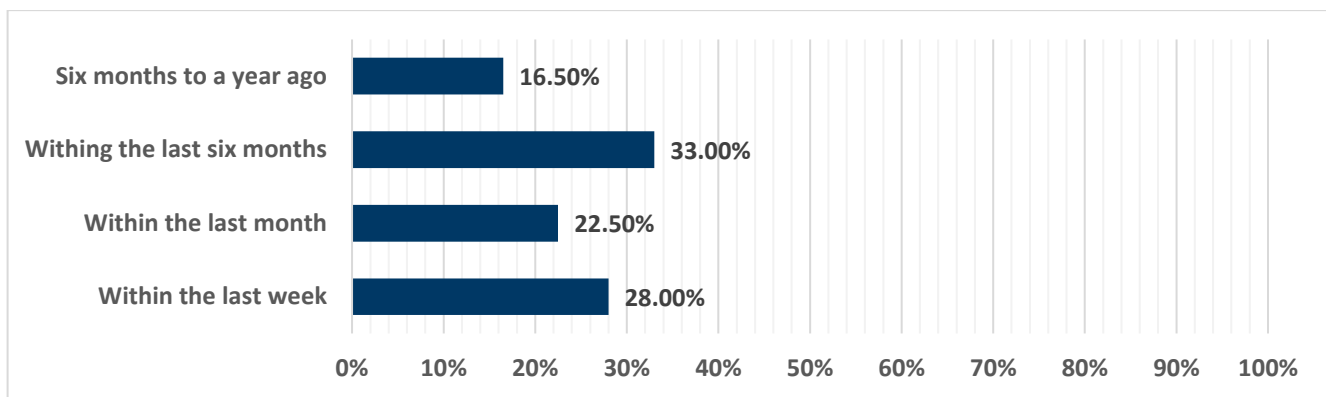
- Delayed responses from staff
- Navigate Online Services
- Licensure fees and late fees
- Supervision documentation on paper and in Online Services

ONLINE SERVICES

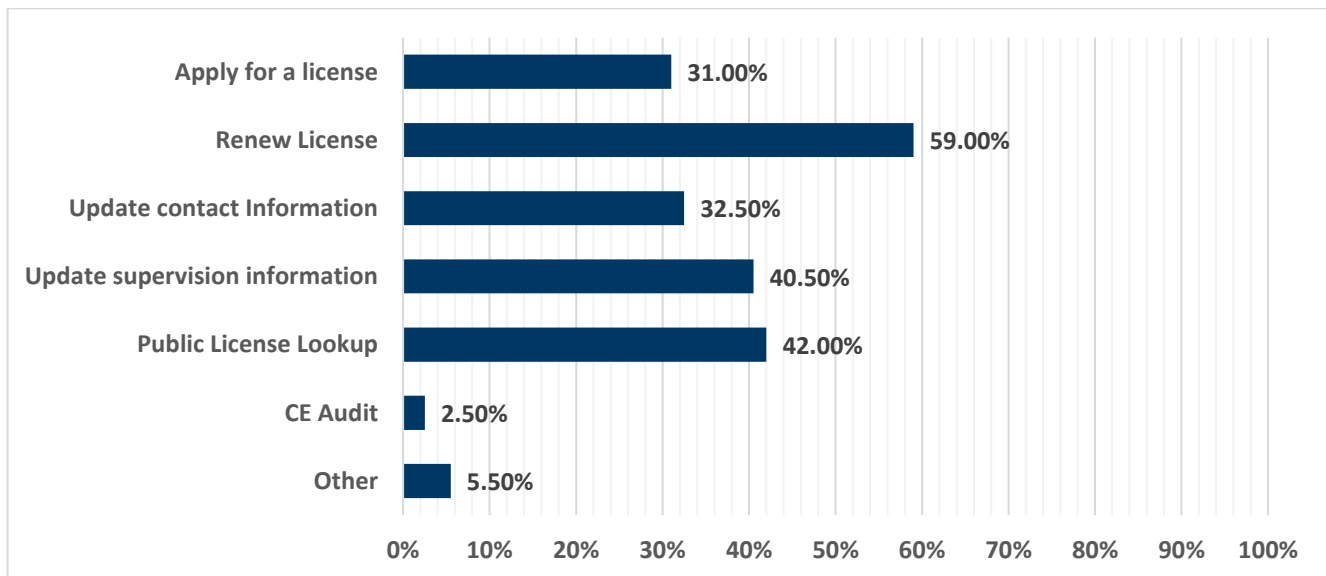
Have you utilized Online Services to Login to your Online Services account or create a NEW Online Services account within the past year?



When was the last time you used Online Services account?



When you accessed your Online Service account, what service did you utilize?

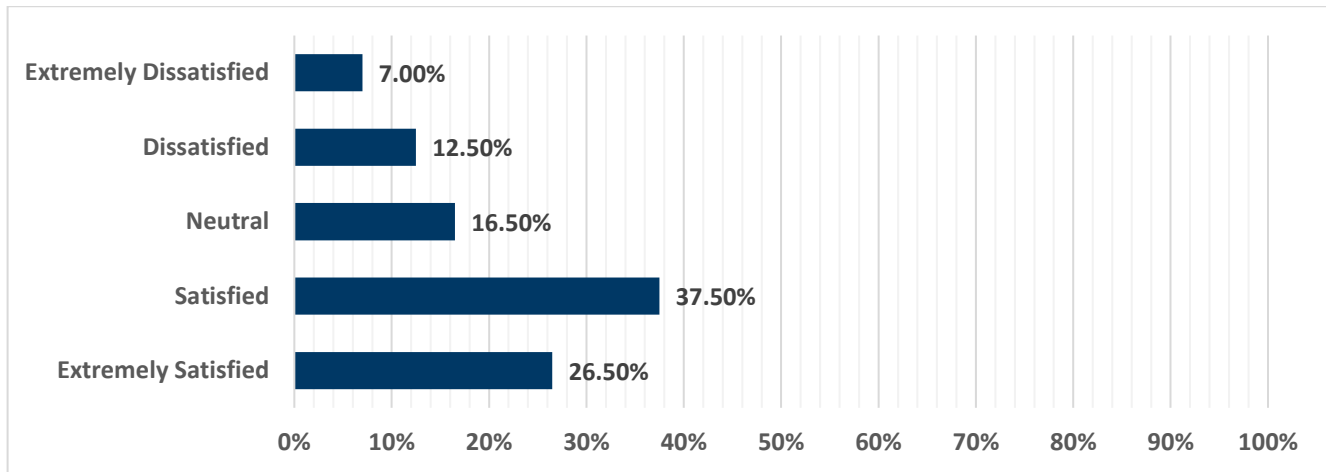


When you accessed your Online Service account, what service did you utilize? (continued)

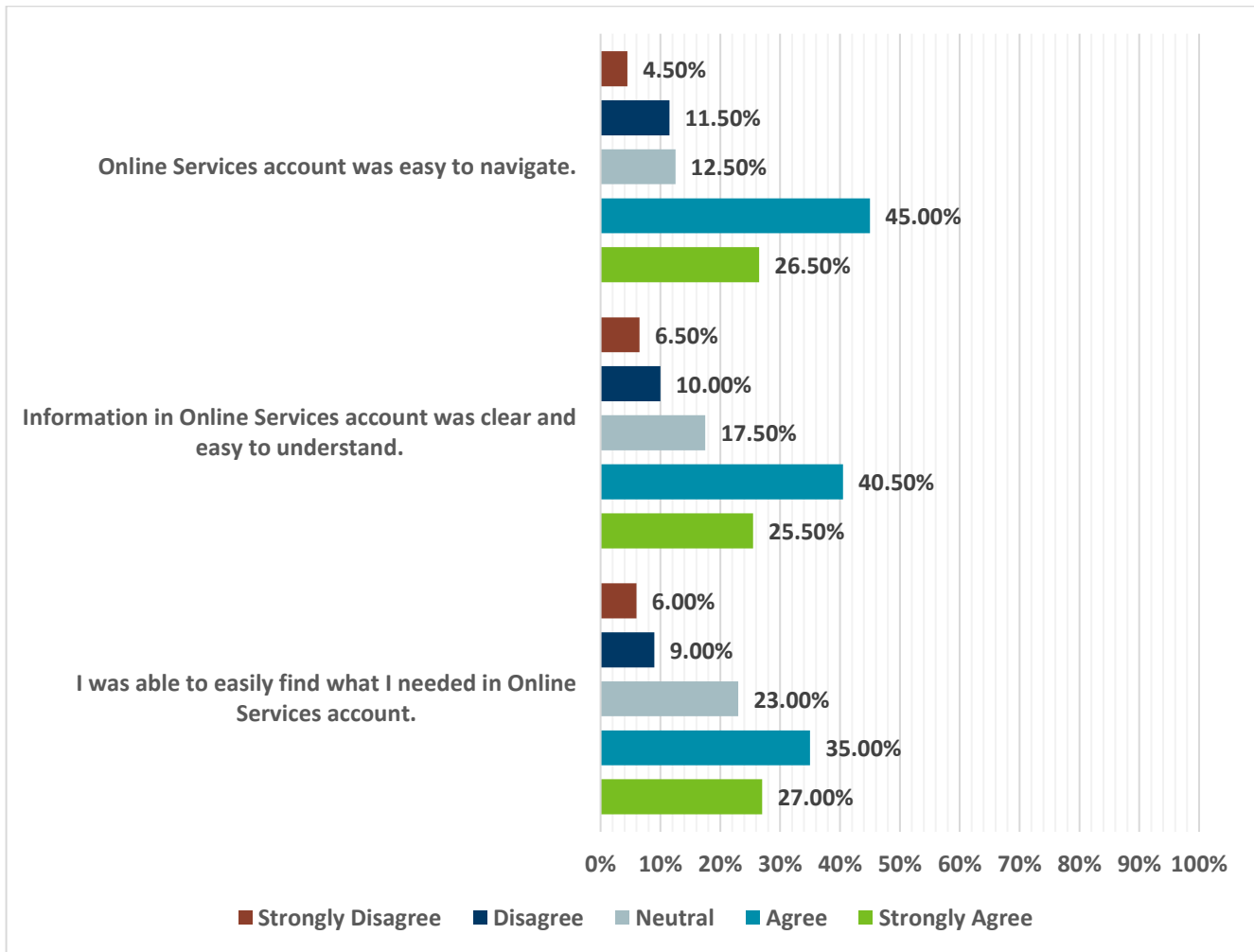
'Other' responses:

Verify, review, submit supervision documents for my supervisees
Submit supervision plan
Gather information about professional firm
Review my renewal
Look up requirements for licensure

Overall, how satisfied were you with your experience using Online Services account within the past year?



Thinking about the times you utilized the Board’s Online Services account within the past year, how much do you agree or disagree with the statements below?



Thinking about your experience with your Online Services account, what suggestions would you make for improvements?

Total number of respondents with the opportunity to comment on this question	200
Total responses received	71
Comment rate <i>(based on total respondents that utilized Online Services within the past year)</i>	35.5%

Noted Areas of Satisfaction:

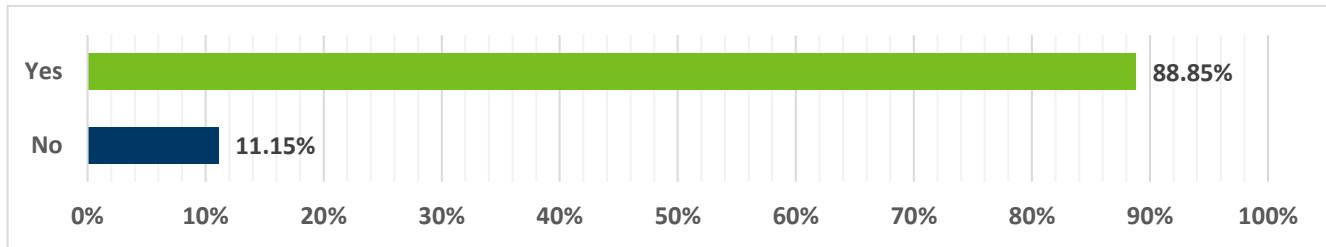
- Ease of use
- Intuitive and easy to navigate to complete tasks

Noted Areas of Improvement:

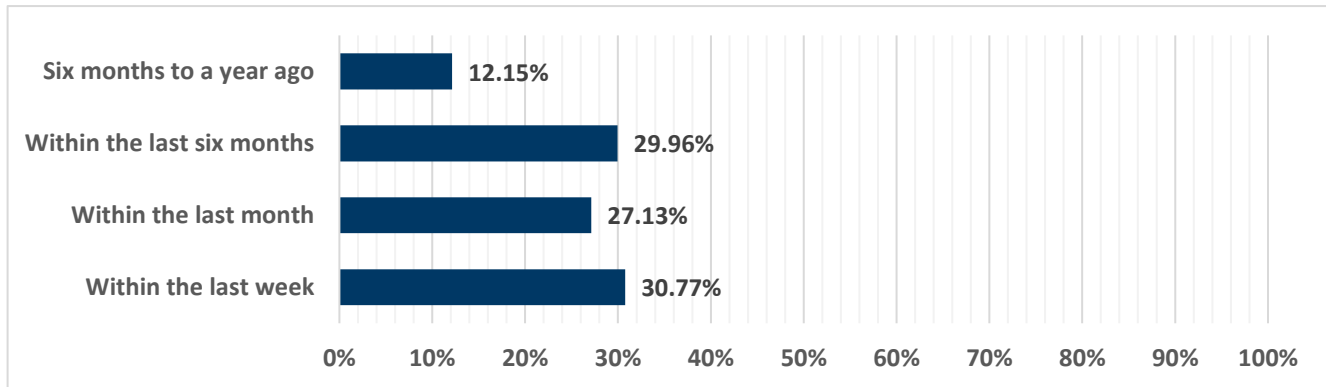
- Supervision: ability to edit supervision plan, track supervision hours, online supervision is confusing to complete
- Navigate Online Services
- Reduce fees
- Ability to track continuing education hours or upload information

WEBSITE USE

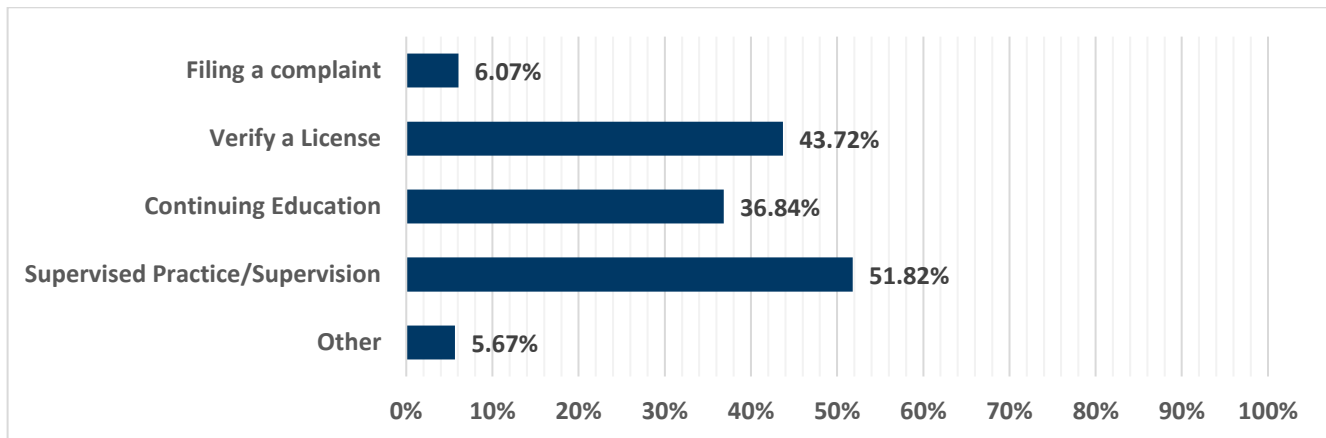
Have you used the Board’s website within the past year?



When was the last time you used the Board’s website?



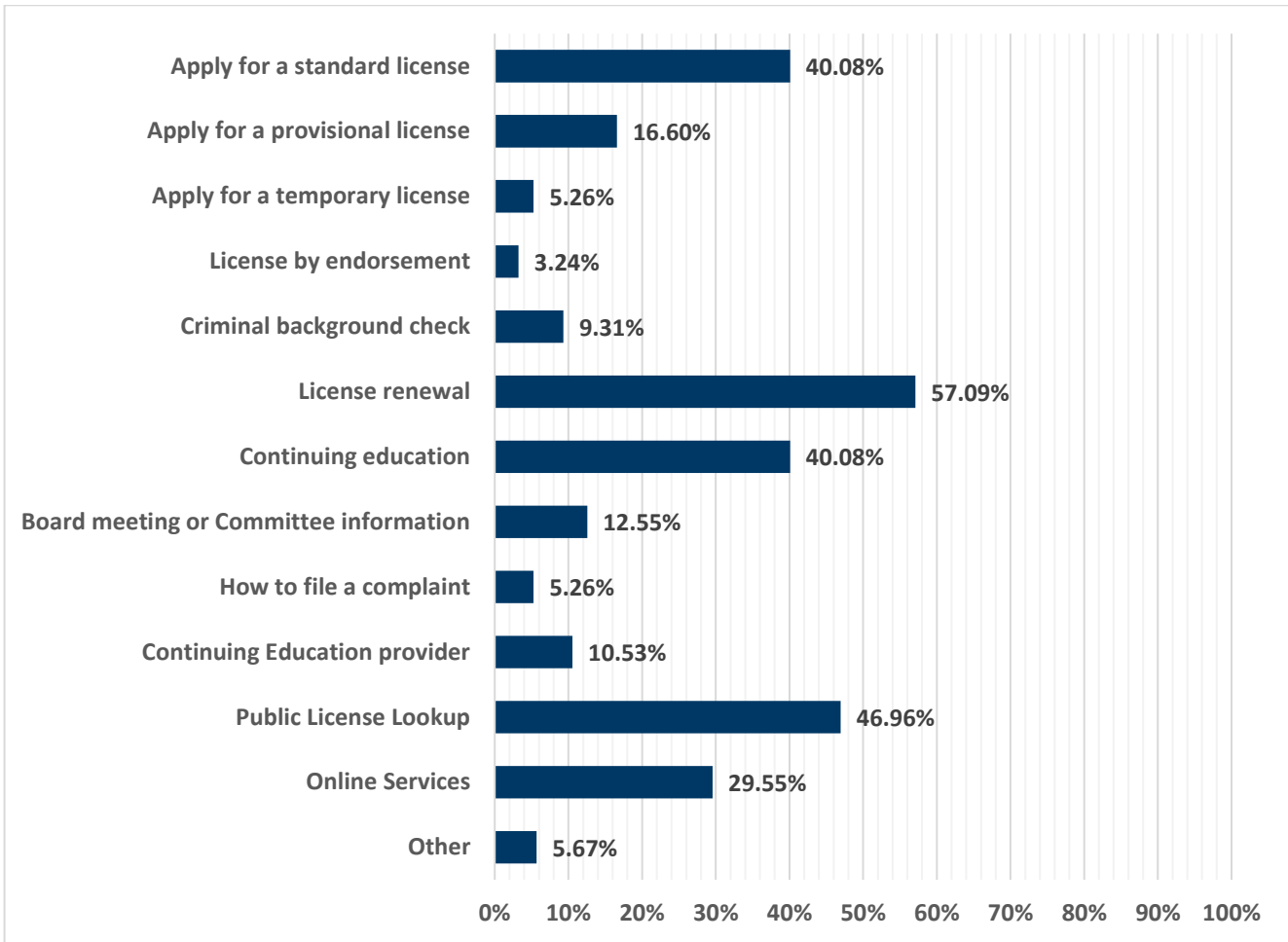
What information were you seeking when you visited the Board's website?



‘Other’ responses:

Find the regional map	Licensure by endorsement
Information about professional firm	Social work licensure statutes
Renewal information	Information about filing a complaint
Board meeting information	

Which page(s) of the website did you visit? (check all that apply)



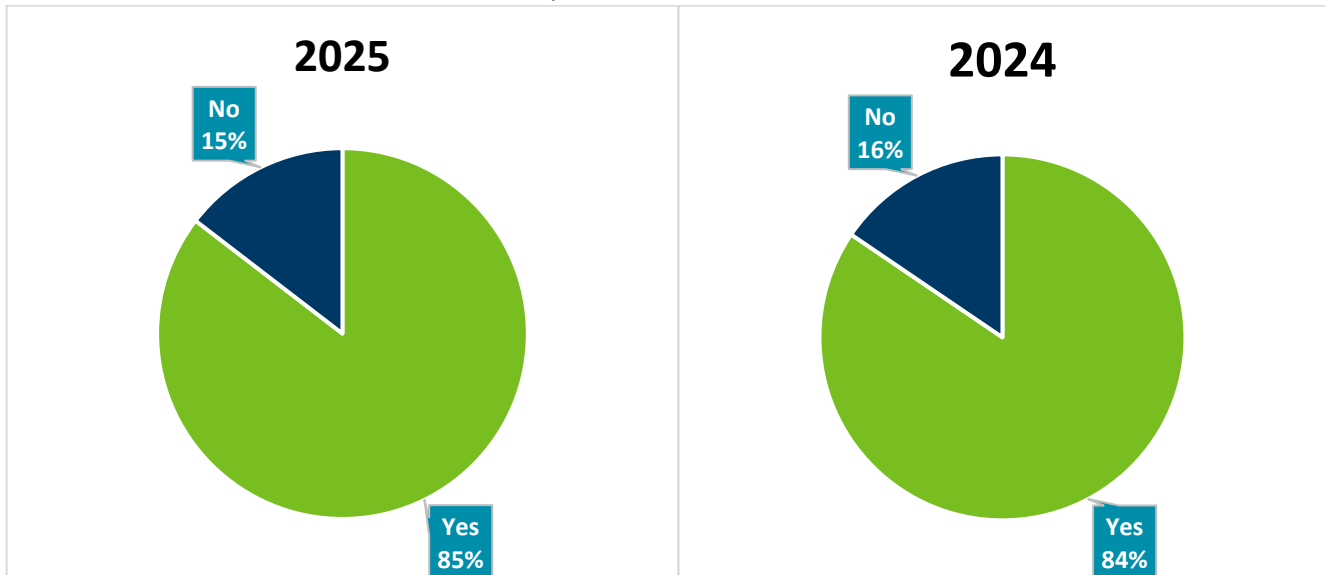
‘Other’ responses:

Verify social work license	Information about how to file supervision plans
Supervision plan and requirements	Information about social work
information about professional firm	Search for regional map

Were you able to find the information or service you were looking for on the Board's website?

2025: A total of 247 answers out of 403 surveys taken

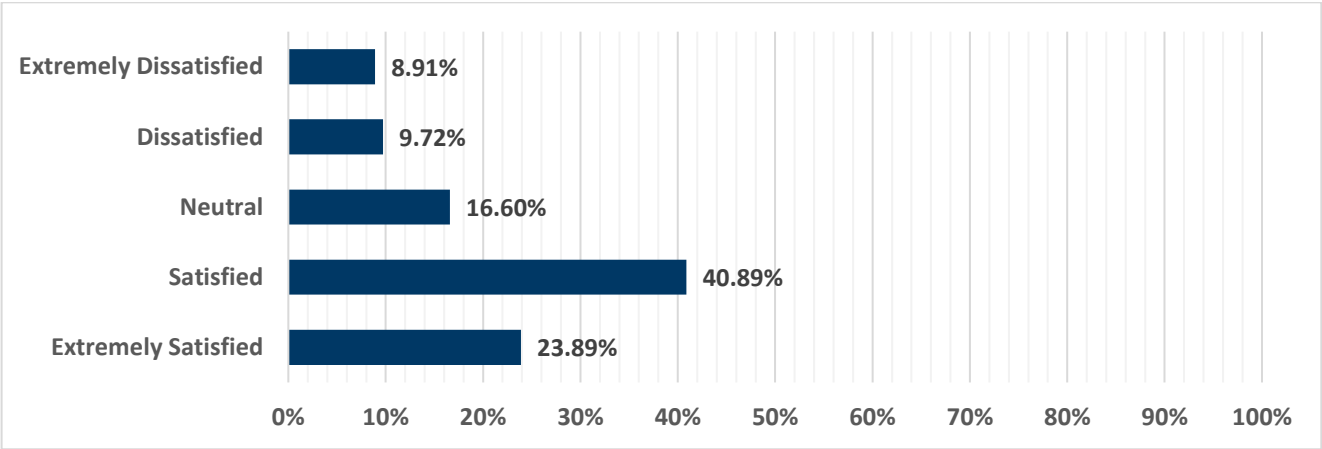
2024: A total of 329 answers out of 433 surveys taken



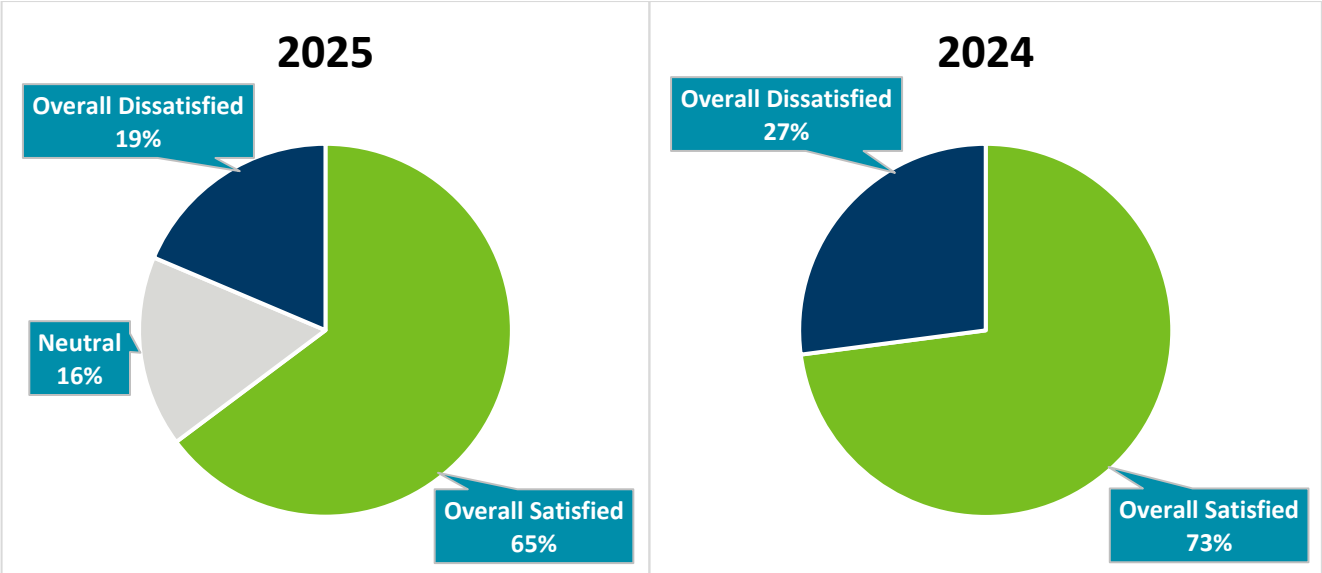
Please specify what specific services or information you would like to see added to the Board's website.

- 8 responses about website – easy to navigate, able to locate information, improve accessibility
- 1 response about Social Work Interstate Compact – information about the national exam
- 4 comments about supervision- clarity about clinical clock hours, finding a supervisor, requirements
- 2 comments about continuing education – jurisprudence exam, required courses
- 2 comments about licensure requirements- ability to locate requirements for different license types
- 1 comment about Board documents – locate updated documents

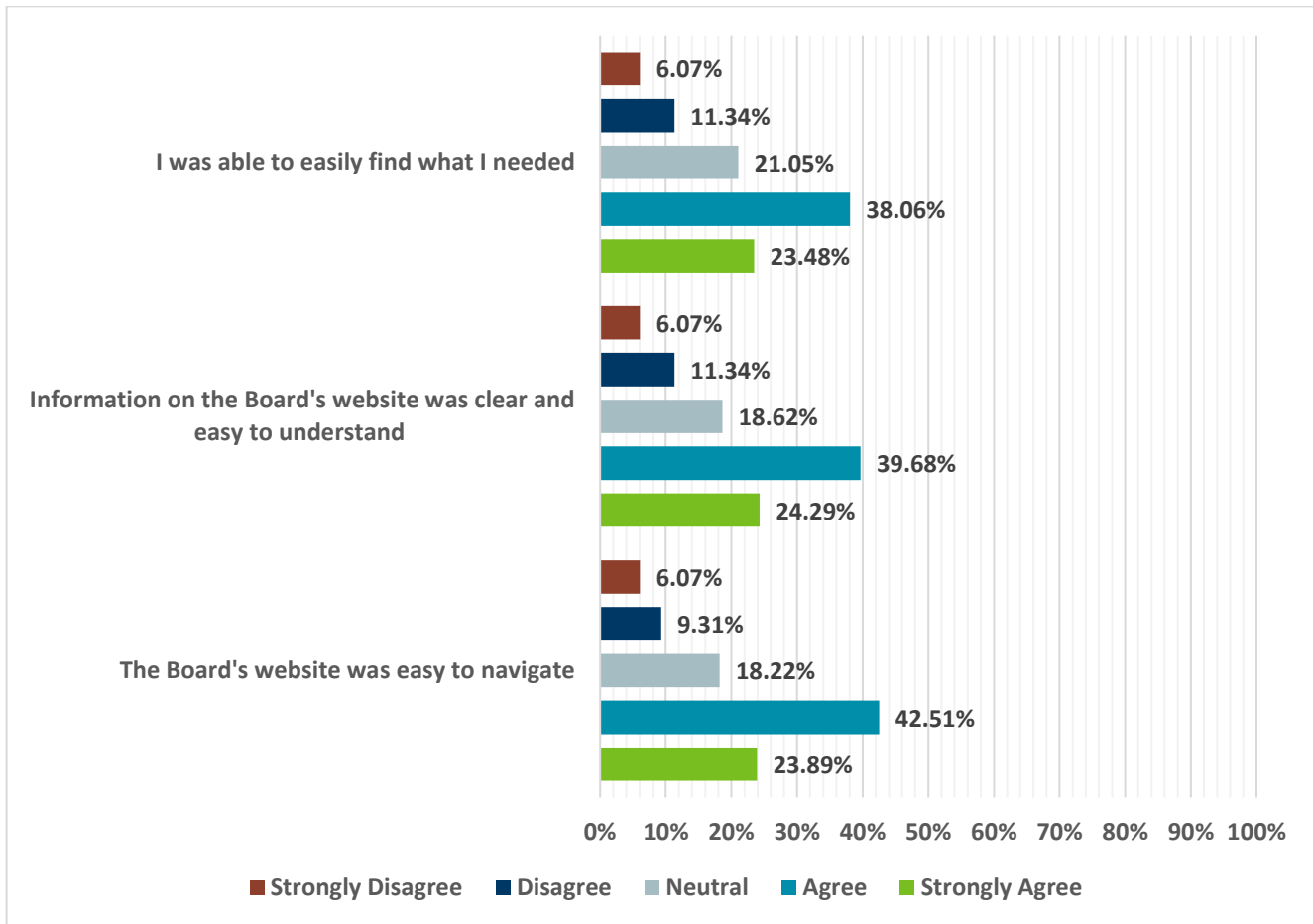
Overall, how satisfied were you with your experience using the Board's website within the past year?



2025: A total of 247 answers out of 403 surveys taken
 2024: A total of 329 answers out of 433 surveys taken



Thinking about the times you utilized the Board’s website within the past year, how much do you agree or disagree with the statements below?



Please provide any other comments or feedback about your experience using the Board's website within the past year:

Total number of respondents with the opportunity to comment on this question	247
Total responses received	52
Comment rate <i>(based on total respondents that utilized Board services within the past year)</i>	21.05%

Noted Areas of Satisfaction (6 positive comments):

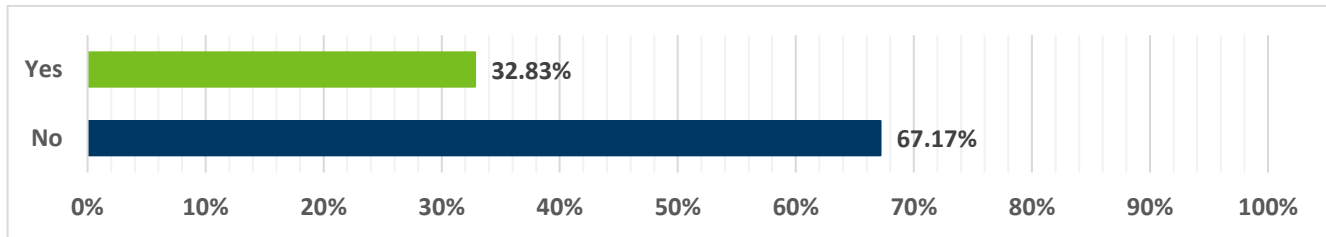
- 6 positive comments regarding the website accessibility and navigation improvements

Noted Areas of Improvement (15 negative comments):

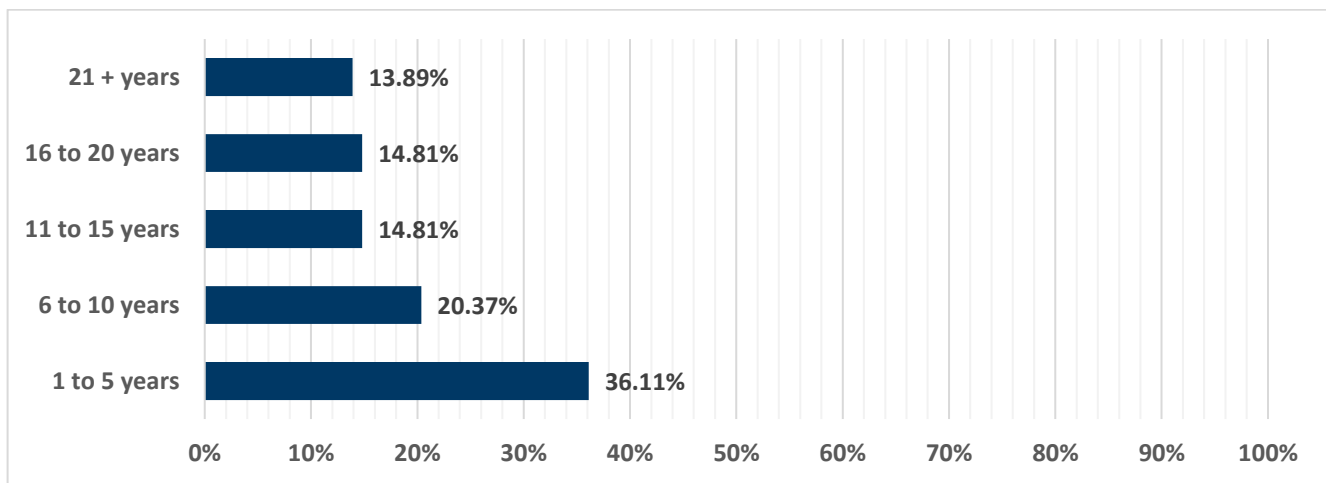
- 15 negative comments regarding the website content and navigation

SUPERVISION (SUPERVISORS)

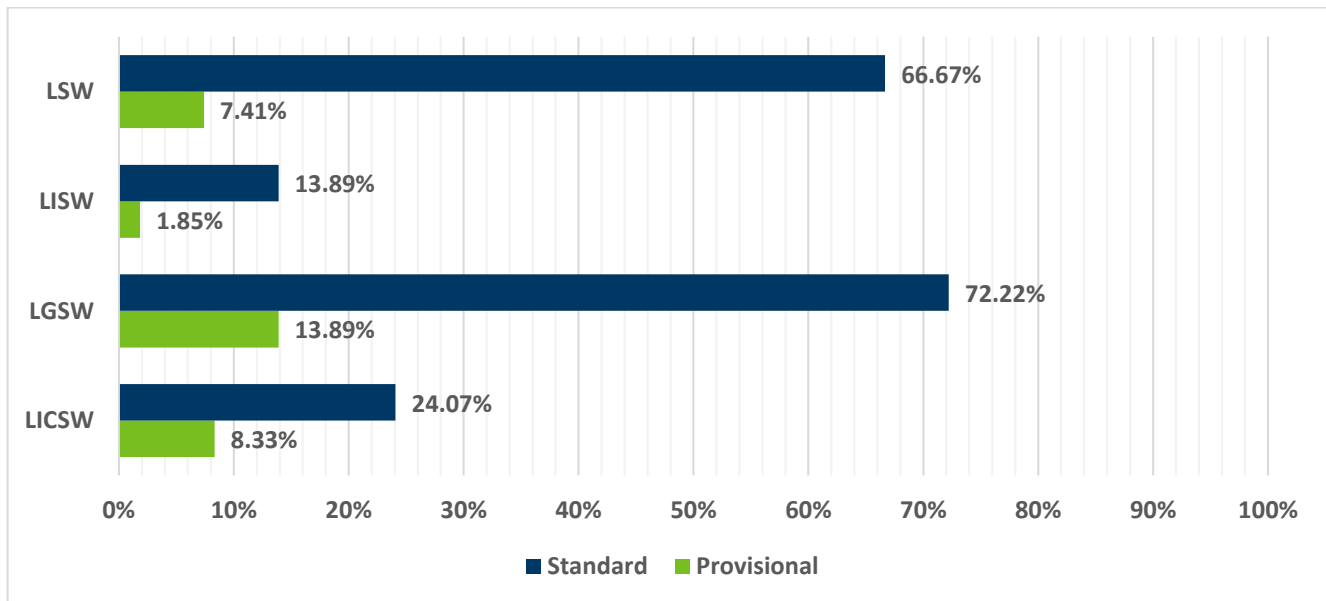
Do you provide supervision for Licensed Social Workers?



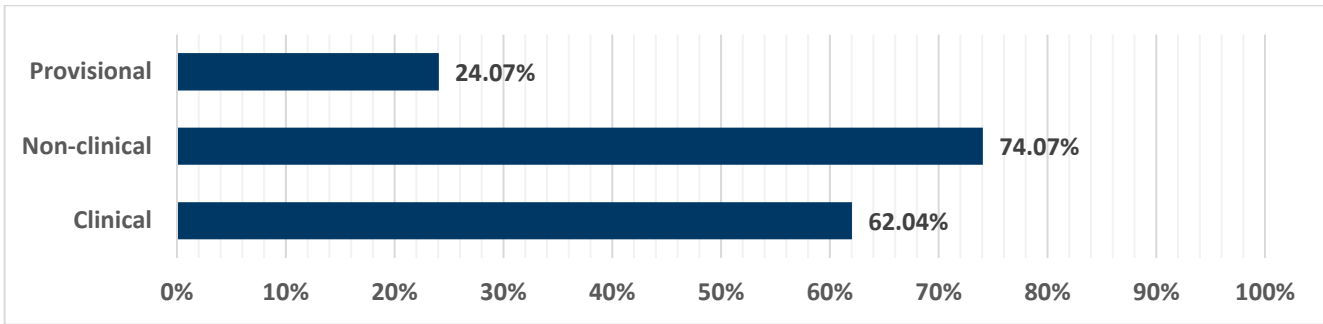
How long have you been providing supervision for Licensed Social Workers?



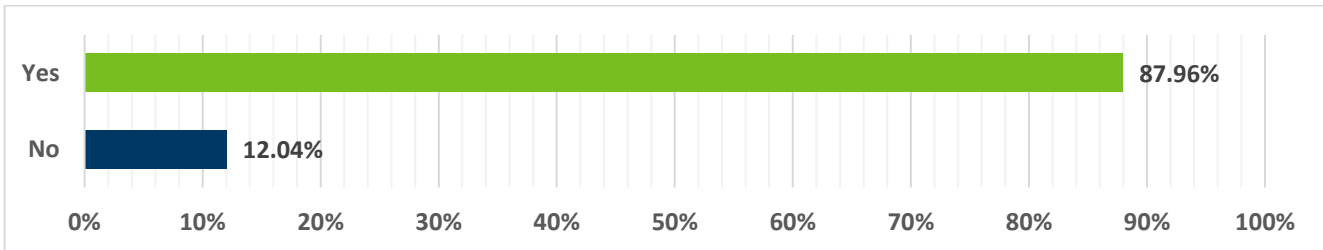
What license level are you supervising? (check all that apply)



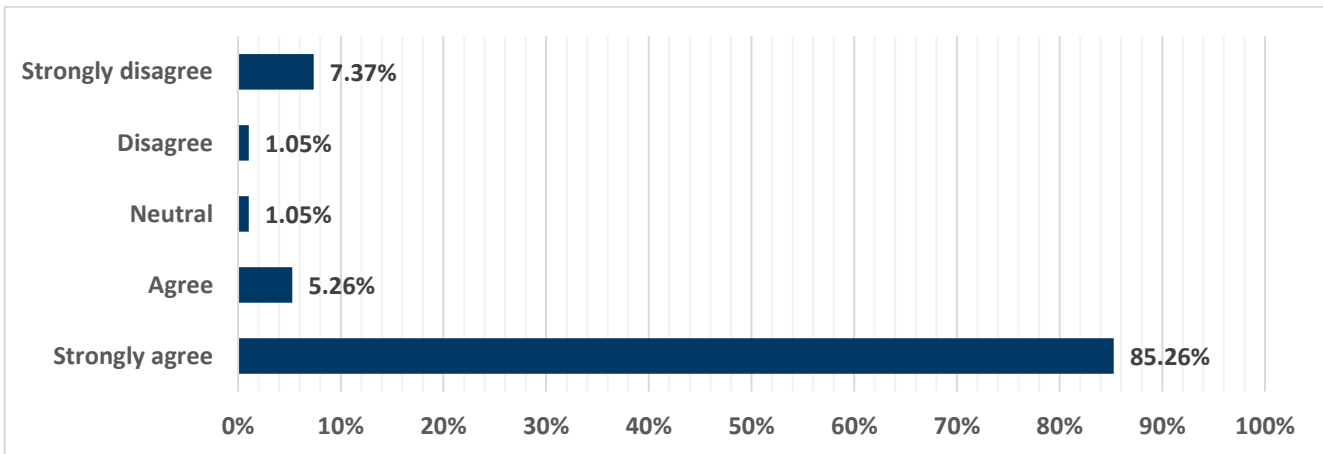
In the past two years, what type of supervision have you provided? (check all that apply)



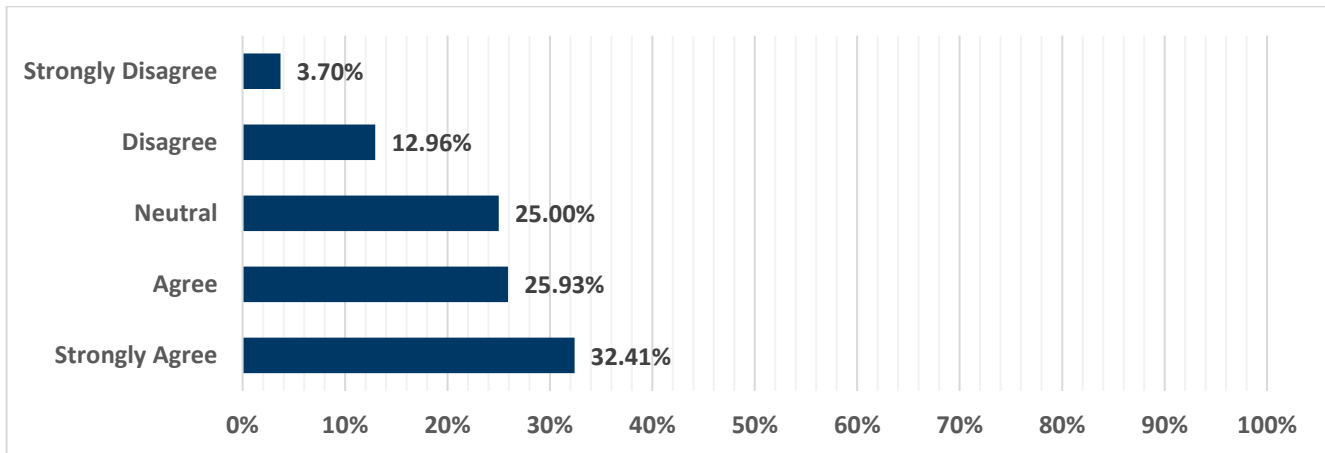
Did you provide any supervision via eye-to-eye electronic media or telephone?



Based on your experience of providing supervision via eye-to-eye electronic media or telephone in the past 2 years, I believe this has created more flexibility and accessibility for supervision.



As a supervisor, the supervision documentation requirements were completed timely, and instruction was easy to follow in Online Services and paper documentation.



Reflecting on your experience as a licensing supervisor, please provide feedback about your experience using either the website, Online Services, or contact with the Board related to providing licensing supervision.

Total number of respondents with the opportunity to comment on this question	108
Total responses received	67
Comment rate <i>(based on total respondents that provided supervision)</i>	62.04%

Noted Areas of Satisfaction:

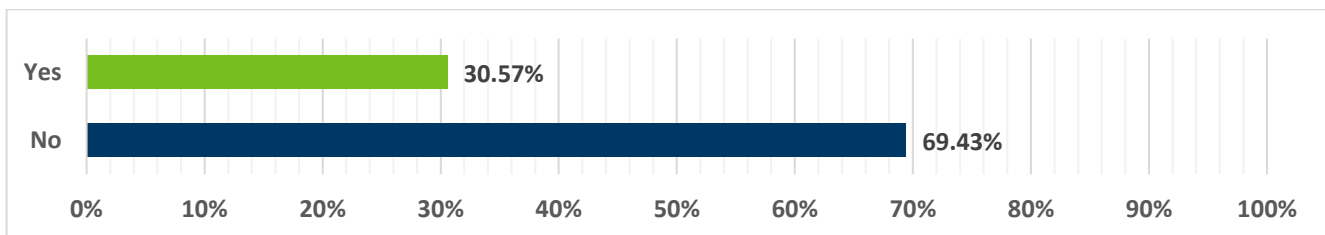
- 9 Positive comments about the ease of use of the website and Online Services
- 6 Positive comments about staff response time and knowledge

Noted Areas of Improvement:

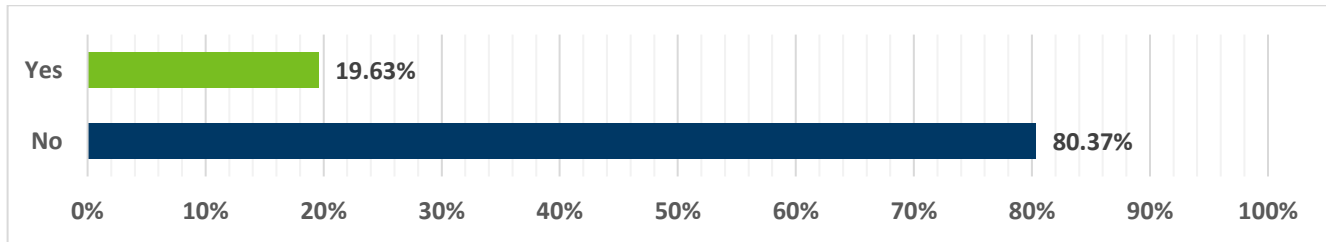
- 18 Negative comments about website and Online Services functionality
- 12 comments requesting notification when forms need to be completed
- 24 comments expressing confusion navigating the website, Online Services, or other supervision resources

SUPERVISION (SUPERVISEES)

Did you receive either clinical, nonclinical, or provisional licensing supervision in the past 2 years?



Was it difficult to find a qualified licensed supervisor to provide licensing supervision?



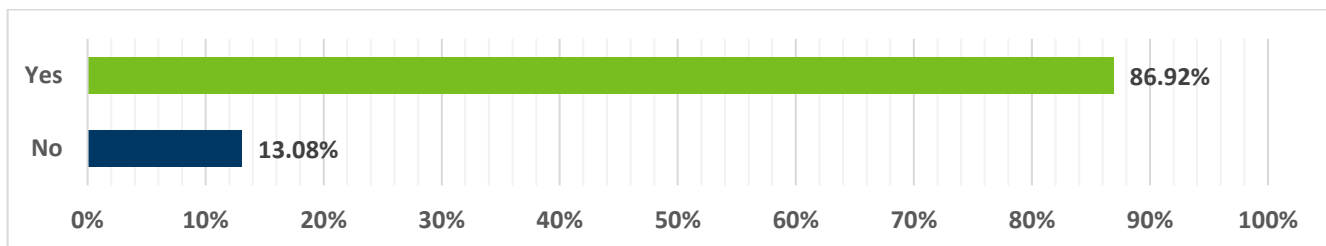
Describe your challenges in securing a licensing supervisor to provide licensing supervision.

Total number of respondents with the opportunity to comment on this question	21
Total responses received	13
Comment rate <i>(based on total respondents that received supervision)</i>	61.90%

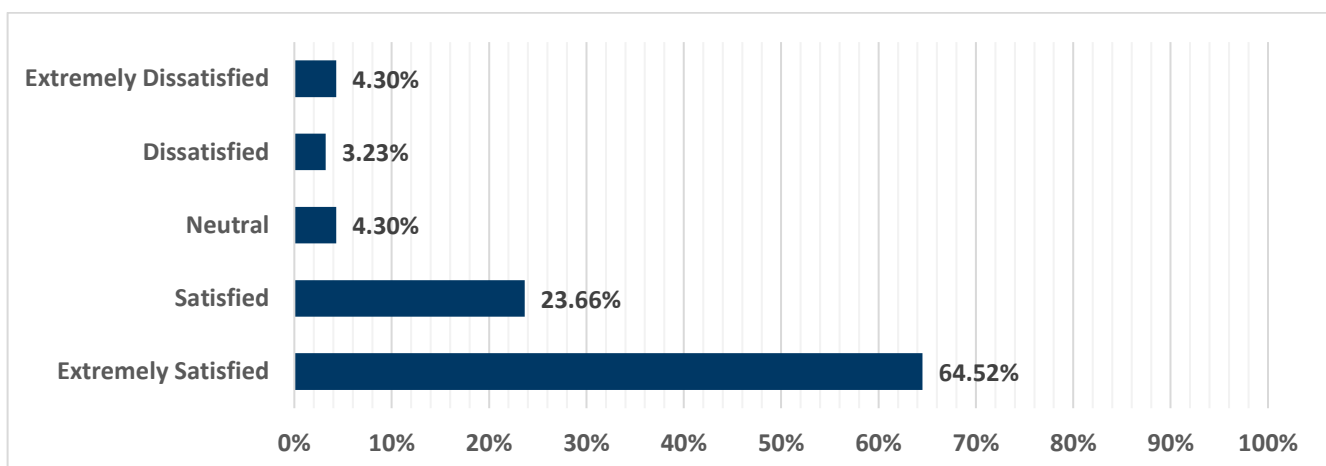
Noted Challenges:

- 3 comments related to the costs of obtaining supervision
- 5 comments reflecting difficulty finding a supervisor
- 3 comments related to supervisors lacking availability for additional supervisees

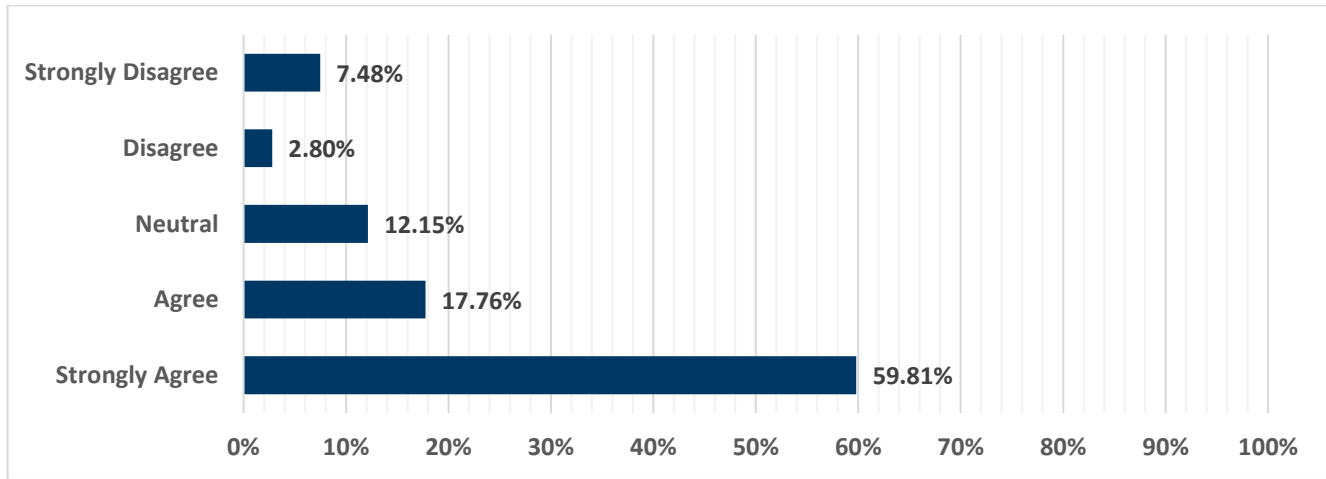
Have you received supervision via eye-to-eye electronic media or telephone?



How satisfied were you with the supervision session(s) via eye-to-eye electronic media or telephone?

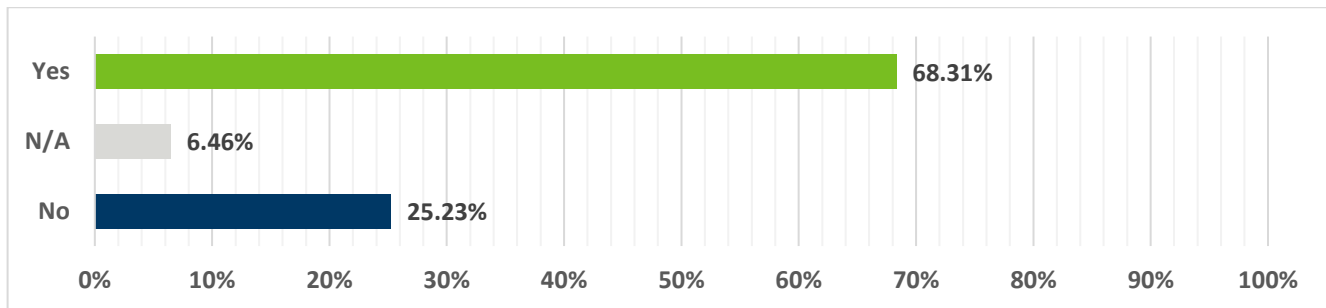


Based on your supervision experience, would you agree the supervisor was knowledgeable and helpful with completing the required supervision documents either via Online Services or paper supervision forms?



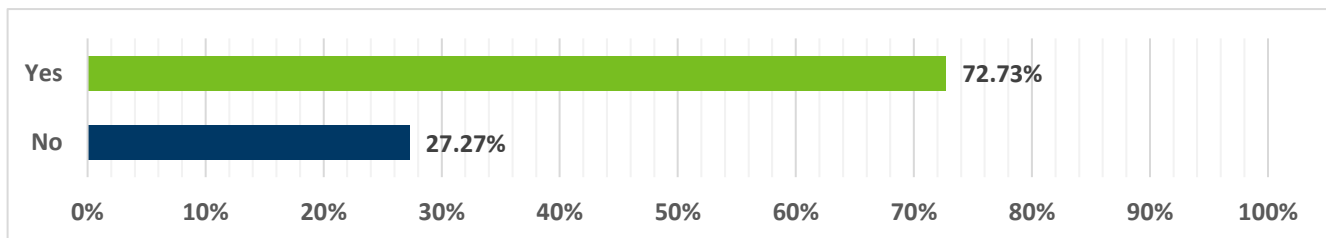
INTERSTATE COMPACT

Minnesota is part of the Social Work Interstate Compact. When it is enacted, would you, as an eligible licensed social worker, be interested in applying for a multistate license?

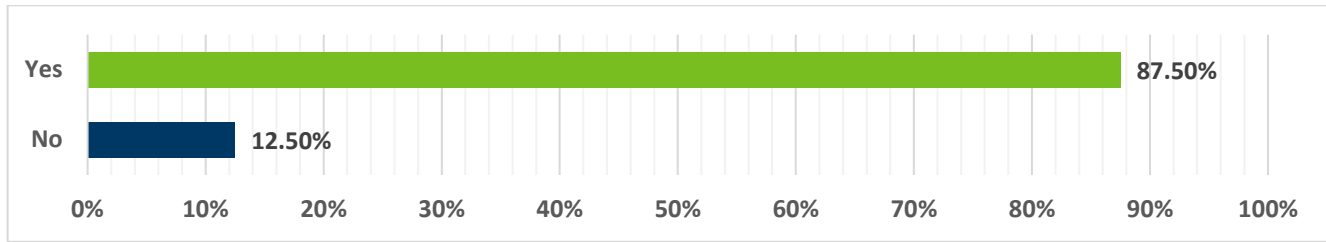


PROVISIONAL LICENSURE

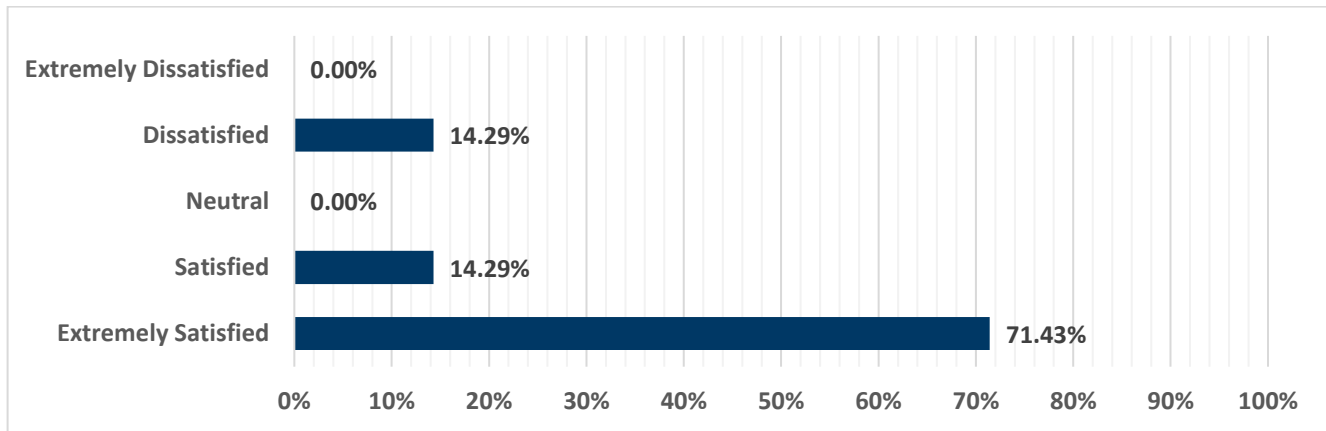
Did you apply for a provisional license on or after October 1, 2024?



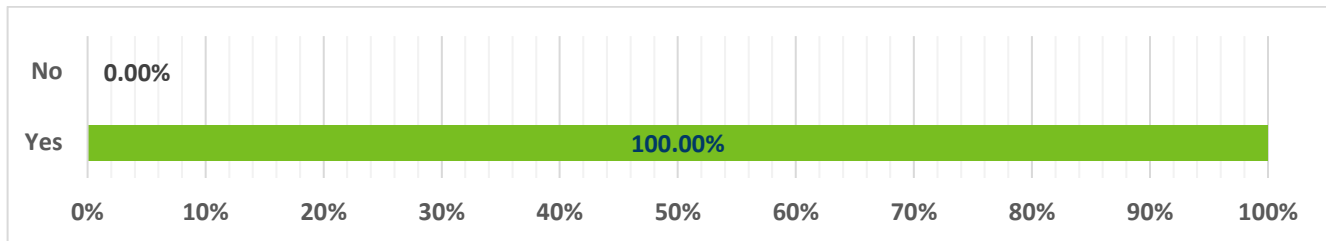
Did you login to Online Services Account to apply for your provisional license?



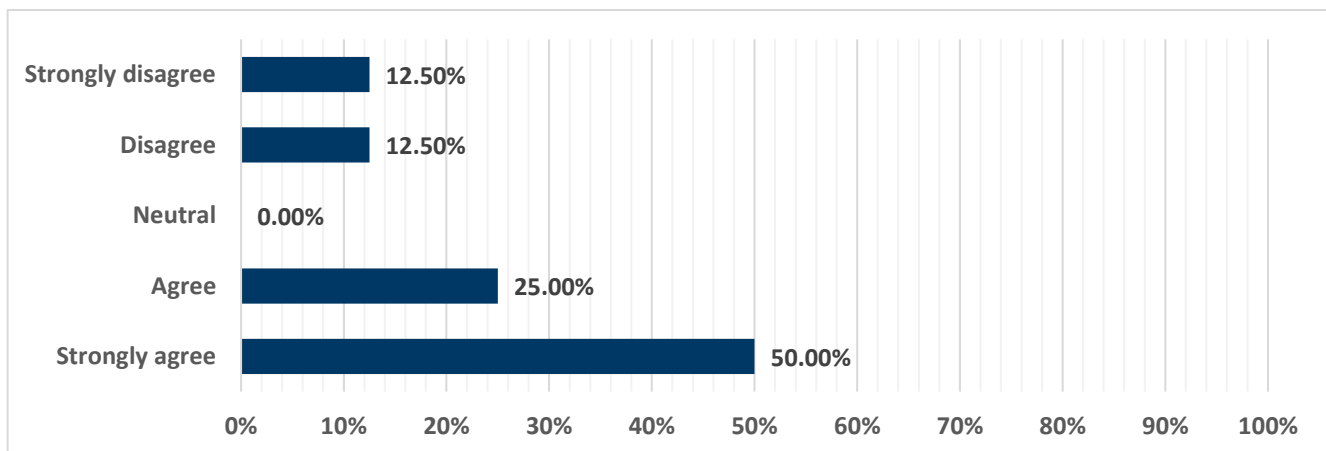
Thinking about your experience with Online Services, how satisfied were you with applying for a provisional license?



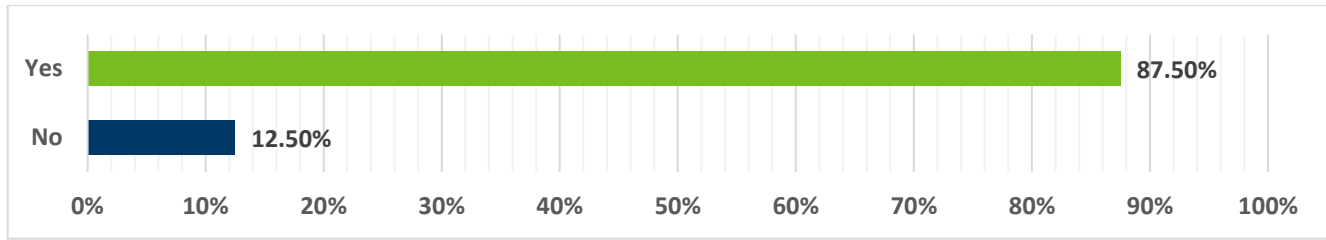
Did you access the Board's website for information about the provisional license type?



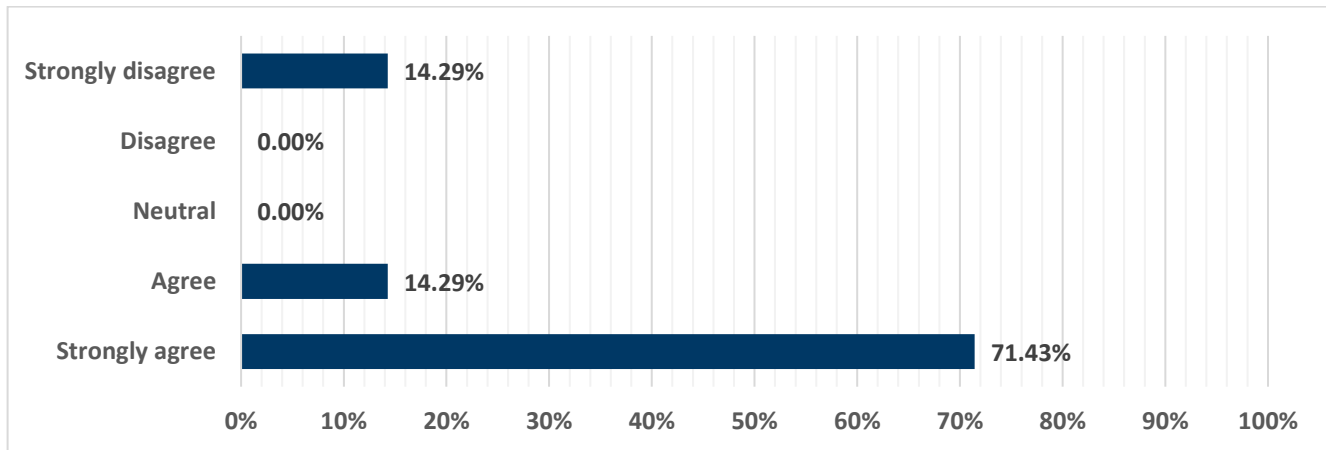
Thinking about the Board's website, the information about provisional license was helpful.



Did you contact the Board about your provisional license via phone or email?

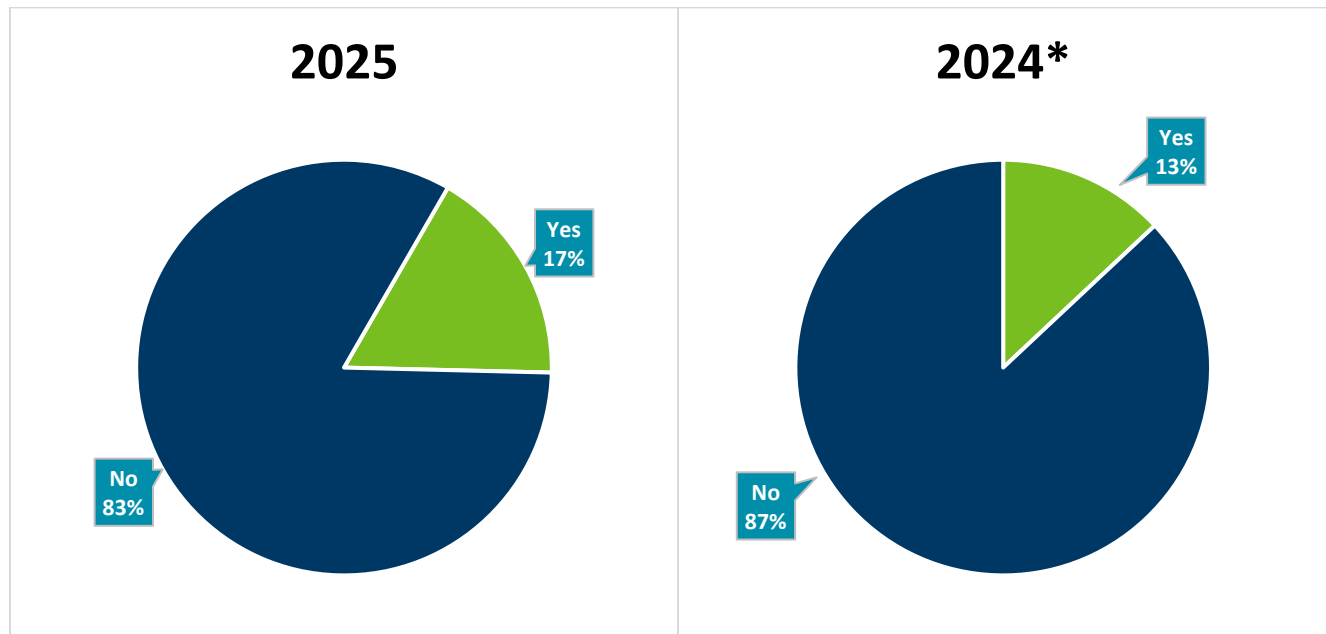


Board staff provided helpful information about the provisional license process when I contacted the Board via phone or email.



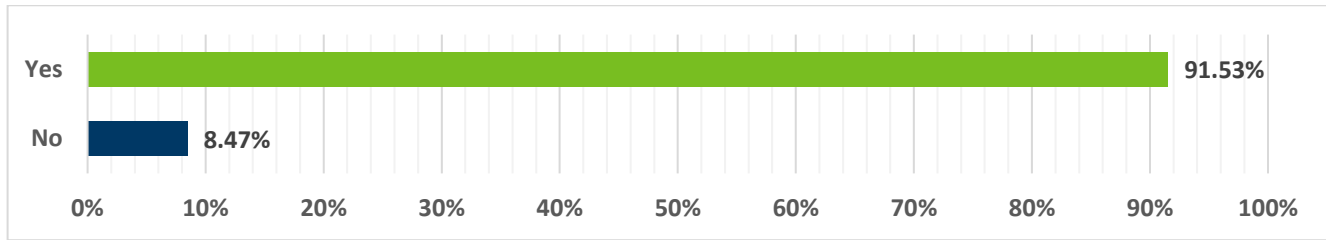
JURISPRUDENCE ONLINE LEARNING MODULE

In June 2024, the Board implemented the JP-Online Learning Module for 1 free hour of continuing education. Have you completed the jurisprudence online learning module?



*Jurisprudence Online Learning Module was launched June 17, 2024, survey results reflect only four months of data

Was it user friendly to access the jurisprudence online learning module in online services?



What did you learn about the social work practice act MS 148E, after completing the jurisprudence online learning module?

Total number of respondents with the opportunity to comment on this question	59
Total responses received	30
Comment rate <i>(based on total respondents that completed the Jurisprudence Online Learning Module)</i>	50.85%

Noted Themes:

- 10 respondents reported not recalling what was learned due to time lapse
- 18 respondents reported learning something useful, including definitions, legal and ethical standards, and information regarding supervision requirements

Please share comments or feedback about your experience using the jurisprudence online learning module.

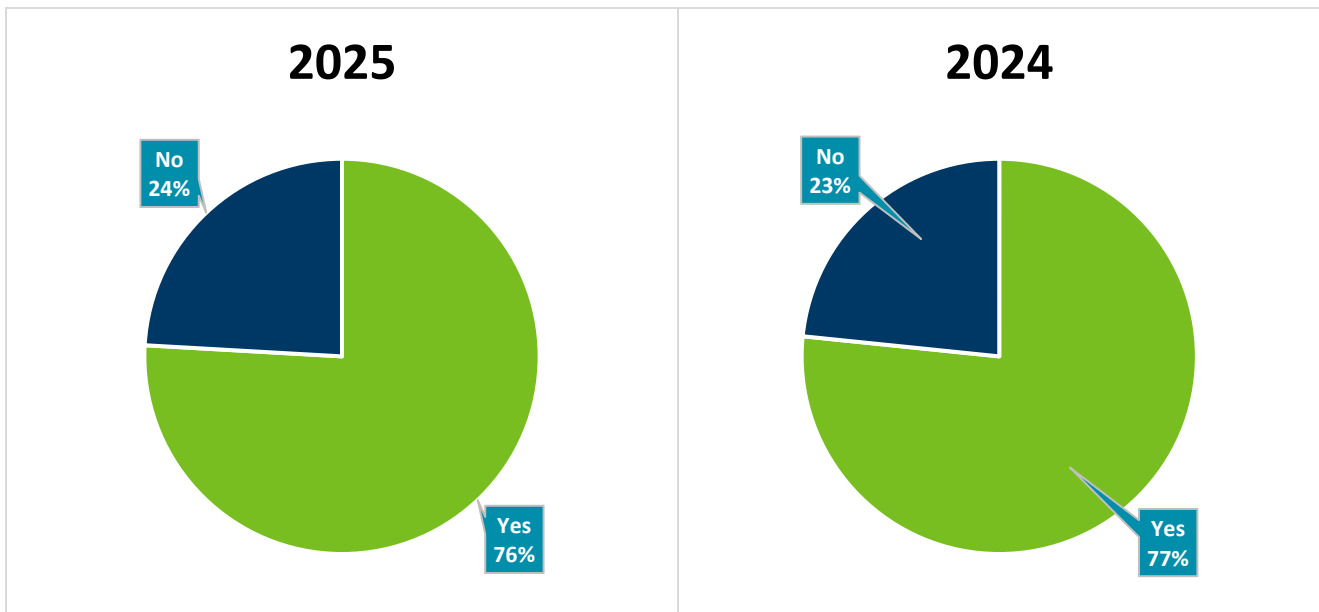
Total number of respondents with the opportunity to comment on this question	59
Total responses received	23
Comment rate <i>(based on total respondents that completed the Jurisprudence Online Learning Module)</i>	38.98%

Noted Themes:

- 15 respondents reported positive reactions to the module, including accessible, ease of completion of the module, and useful content
- 3 respondents reported difficulty completing the module due to difficulty locating the module or functionality

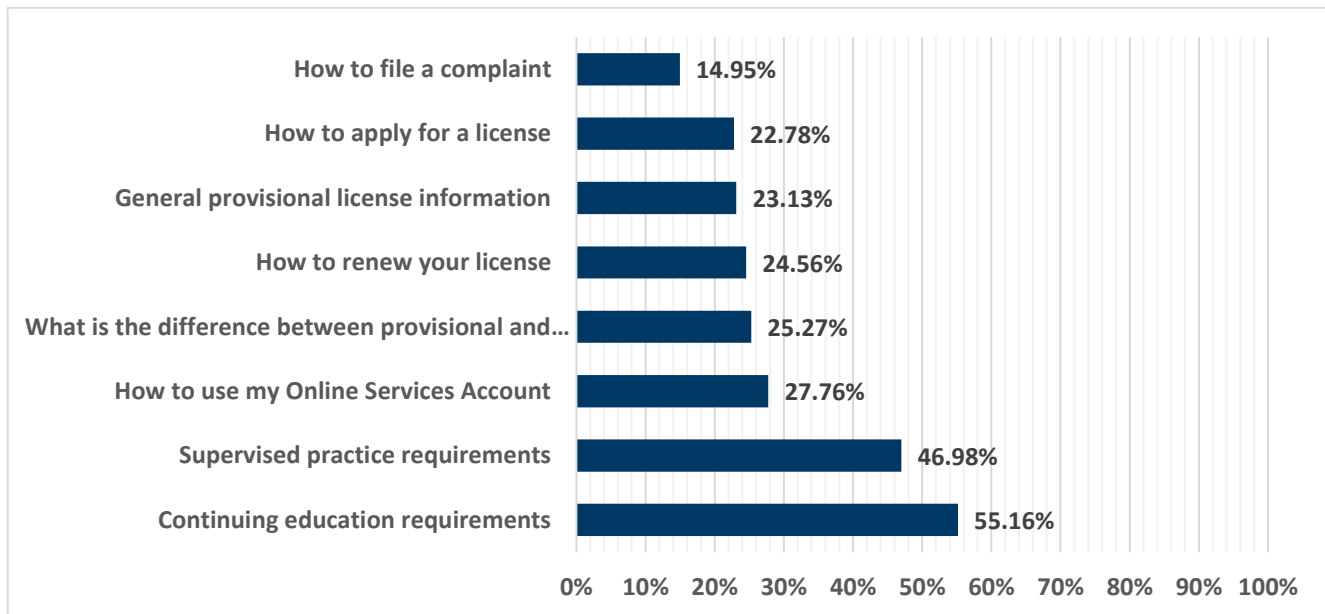
EMAIL NOTIFICATIONS/SUBSCRIPTION

Do you subscribe to the Board of Social Work to receive emails, newsletters, or other information about the board?



PUBLIC EDUCATION SESSIONS

If the Board was to offer Public Education sessions, what content would you find valuable? (check all that apply)



Please specify what other types of educational content you would like to see the Board provide.

- Information about the Social Work Interstate Compact
- Requirements for a licensing supervisor and documentation for supervision for all licensure type
- Continuing Education for licensees and supervisors: What is approved continuing education course?
- Other policy and procedures: Child protection policy for social workers, best practice to start private practice.
- Self-care and support for social workers
- Clinical clock hours
- How to ensure documents and services are accessible?
- Statutory changes

FINAL COMMENTS

Please provide any other comments or feedback about your customer experience with the Board within the past year:

Total number of respondents with the opportunity to comment on this question	278
Total responses received	73
Comment rate <i>(based on total respondents that utilized Board services within the past year)</i>	26%

Noted Areas of Satisfaction (22 positive comments):

- 19 positive comments regarding customer service

Noted Areas of Improvement (42 negative comments):

- 11 negative comments regarding compliance and the enforcement of the Board’s mission
- 9 negative comments regarding the cost of licensure and continuing education
- 5 negative comments regarding the supervision process
- 4 negative comments regarding the ease of use of the website and Online Services

Even if you have not utilized Board services within the past year, your feedback is extremely valuable to us. You may use the space below to submit anonymous comments about your past experiences with the Board:

Total number of respondents with the opportunity to comment on this question	122
Total responses received	42
Comment rate <i>(based on total respondents that have <u>NOT</u> utilized Board services within past year)</i>	34.43%

Noted Areas of Satisfaction (11 positive comments):

- 5 positive comments regarding the Board’s customer service
- 2 positive comments regarding the Board’s communication and information

Noted Areas of Improvement (16 negative comments):

- 4 negative comments regarding the renewal notification or process
- 2 negative comments regarding the cost of licensure fees and continuing education
- 2 negative comments regarding the ease of use of Online Services

NEXT STEPS + RECOMMENDATIONS

Executive Director Recommendations to Board:

- Present report and possible recommendations to the Board at the March 20, 2026, public board meeting. Assess recommendations for possible plan of action.
- Share report with BOSW staff for input and recommendations following March 20, 2026, board meeting.
- Share report with Advisory Committee following the March 20, 2026, board meeting
- Identify Board initiatives or emerging issues that may be of interest to survey target population for more information.
- Recommend a separate survey to gather information from specific license types to increase the response rate for sufficient information to analyze.
- Possible incorporation and implementation of identified action steps into next BOSW biennial budget planning to begin summer/fall 2026 based on analysis of both short-term and long-term fiscal impact.

ACKNOWLEDGMENTS + APPRECIATION

The Board's Customer Satisfaction Survey started with the Board's Advisory Committee creating the initial survey. Throughout the years, the survey was updated to include customer service questions and questions related to new Board initiatives. Sincere appreciation to Board members and staff who committed to provide a very high level of customer service and strive for continuous process improvement in order to effectively meet the needs of customers and stakeholders.

Board Leadership also extends sincere appreciation to the BOSW staff who consistently demonstrate their commitment to the Board's mission of protecting the residents of Minnesota, and to the Board values of striving to be professional, qualified, ethical, and accountable.

Finally, the Board and staff thank each customer and stakeholder who took the interest and time to provide this valuable feedback to create opportunities to forge a better BOSW!

APPENDIX

QUESTIONNAIRE

1. Which of the following best describes you? (select one)

- Licensed as a social worker in Minnesota
- Licensed as a social worker in a state other than Minnesota
- Applicant or potential applicant for social work licensure in Minnesota
- Received services from a social worker
- Family or friend of someone who received services from a social worker
- Employer of social workers
- Continuing education provider
- Council on Social Work Education (CSWE) program educator
- Social work student
- Other licensed health professional (*for example, Licensed Psychologist, Registered Nurse, etc.*)
- Other

2. If you hold a Social Work license in Minnesota, what type of license do you currently hold?

- LSW - Standard License
- LGSW - Standard License
- LISW - Standard License
- LICSW - Standard License
- Temporary License
- LSW - Provisional License
- LGSW - Provisional License
- LISW - Provisional License
- LICSW - Provisional License
- N/A

3. What region of Minnesota do you practice social work?

- 11 County Metro Area
- Central Minnesota
- Northeast Minnesota
- Northwest Minnesota
- Southeast Minnesota
- Southwest Minnesota
- Other
- N/A

4. What license type are you eligible to apply for? (select one)

- LSW - Standard License
- LGSW - Standard License
- LISW - Standard License
- LICSW - Standard License
- Temporary License
- LSW - Provisional License
- LGSW - Provisional License
- LISW - Provisional License
- LICSW - Provisional License
- N/A

SUPERVISOR QUESTIONS:

5. Do you provide supervision for Licensed Social Workers?

- Yes
- No

6. How long have you been providing supervision for Licensed Social Workers?

- 1 to 5 years
- 6 to 10 years
- 11 to 15 years
- 16 to 20 years
- 21+ years

7. What license level are you supervising? (check all that apply)

- LSW - Standard License
- LGSW - Standard License
- LISW - Standard License
- LICSW - Standard License
- LSW - Provisional License
- LGSW - Provisional License
- LISW - Provisional License
- LICSW - Provisional License

8. In the past two years, what type of supervision have you provided? (check all that apply)

- Clinical
- Non-clinical
- Provisional

9. Did you provide any supervision via eye-to-eye electronic media or telephone?

- Yes
- No

9a. Based on your experience of providing supervision via eye-to-eye electronic media or telephone in the past 2 years, I believe this has created more flexibility and accessibility for supervision.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

10. As a supervisor, the supervision documentation requirements were completed timely, and instruction was easy to follow in Online Services and paper documentation.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

11. [Open-ended question] Reflecting on your experience as a licensing supervisor, please provide feedback about your experience using either the website, Online Services, or contact with the Board related to providing licensing supervision. (limit 500 characters)

SUPERVISEE QUESTIONS:

12. Did you receive either clinical, nonclinical, or provisional licensing supervision in the past 2 years?

- Yes
- No

13. Was it difficult to find a qualified licensed supervisor to provide licensing supervision?

- Yes
- No

13a. [Open-ended question] Describe your challenges in securing a licensing supervisor to provide licensing supervision. (limit 500 characters)

14. Have you received supervision via eye-to-eye electronic media or telephone?

- Yes
- No

15. How satisfied were you with the supervision session(s) via eye-to-eye electronic media or telephone?

- Extremely satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Extremely dissatisfied

16. Based on your supervision experience, would you agree the supervisor was knowledgeable and helpful with completing the required supervision documents either via Online Services or paper supervision forms?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

17. Minnesota is part of the Social Work Interstate Compact. When it is enacted, would you, as an eligible licensed social worker, be interested in applying for a multistate license?

- Yes
- No

PROVISIONAL LICENSEES:

18. Did you apply for a provisional license on or after October 1, 2024?

- Yes
- No

19. Did you login to Online Services Account to apply for your provisional license?

- Yes
- No

20. Thinking about your experience with Online Services, how satisfied were you with applying for a provisional license?

- Extremely satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Extremely dissatisfied

21. Did you access the Board's website for information about the provisional license type?

- Yes
- No

22. Thinking about the Board's website, the information about provisional license was helpful.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

23. Did you contact the Board about your provisional license via phone or email?

- Yes
- No

24. Board staff provided helpful information about the provisional license process when I contacted the Board via phone or email.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

25. [Open-ended question] Reflecting on your experience related to provisional license, provide any feedback on your experience using the Board's website, Online Services, or contacting Board staff. (limit 500 characters)

JURISPRUDENCE-ONLINE LEARNING MODULE:

26. In June 2024, the Board implemented the Jurisprudence – Online Learning Module in Online Services for licensees to earn 1 free hour of continuing education. Have you completed the jurisprudence online learning module?

- Yes
- No

26a. [Open-ended question] What did you learn about the social work practice act MS 148E, after completing the jurisprudence online learning module? (limit 500 characters)

27. Was it user friendly to access the jurisprudence online learning module in online services?

- Yes
- No

27a. [Open-ended question] Please share comments or feedback about your experience using the jurisprudence online learning module. (limit 500 characters)

GENERAL CUSTOMER SERVICE:

28. Did you utilize Board services within the past year? For example, did you contact the Board by phone, email or in-person, were you contacted by the Board, did you use the Board's website, did you submit forms or documents to the Board, did you file a complaint against a social worker, etc.?

- Yes
- No

29. Thinking about your customer experience with the Board within the past year, overall, how satisfied were you with the customer service the Board provided?

- Extremely satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Extremely dissatisfied

PHONE / EMAIL / IN-PERSON CUSTOMER SERVICE:

30. Have you contacted the Board by phone, email, or in person within the last year?

- Yes
- No

31. When was the last time you contacted the Board by phone, email, or in person?

- Within the last week
- Within the last month
- Within the last six months
- Six months to a year ago

32. Overall, how satisfied were you with your experience when you contacted the Board by phone, email, or in person within the past year?

- Extremely satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Extremely dissatisfied

33. When you contacted the Board by phone, email, or in person within the past year, did you receive a response within 24 to 48 business hours?

- Yes
- No

34. Thinking about times you contacted the Board by phone, email, or in person within the past year, how much do you agree or disagree with the statements below?

a. Board staff were well-informed and knowledgeable when responding to my question

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

b. The information provided by Board staff was clear and easy to understand

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

c. The information provided by Board staff adequately answered my questions.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

35. [Open-ended question] Please provide any other comments or feedback about your experience contacting the Board by phone, email, or in person within the past year (limit 500 characters)

ONLINE SERVICES ACCOUNT:

36. Have you utilized Online Services to Login to your Online Services account or create a NEW Online Services account within the past year?

- Yes
- No

37. When you accessed your Online Service account, what service did you utilize? (check all that apply)

- Apply for a license
- Renew License
- Update contact Information
- Update supervision information
- Public License Lookup
- CE Audit
- Other

37a. [Open-ended question] Please specify what other Online Services did you utilize?

38. When was the last time you used Online Services account?

- Within the last week
- Within the last month
- Within the last six months
- Six months to a year ago

39. Overall, how satisfied were you with your experience using Online Services account within the past year?

- Extremely satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Extremely dissatisfied

40. Thinking about the times you utilized the Board's Online Services account within the past year, how much do you agree or disagree with the statements below?

a. Online Services account was easy to navigate.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

b. Information in Online Services account was clear and easy to understand.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

c. I was able to easily find what I needed in Online Services account.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

41. [Open-ended question] Thinking about your experience with your Online Services account, what suggestions would you make for improvements? (limit 500 characters)

BOARD OF SOCIAL WORK WEBSITE:

42. Have you used the Board's website within the past year?

- Yes
- No

43. What information were you seeking when you visited the Board's website?

- Licensing Requirements
- Applying for a license
- Filing a complaint
- Verify a License
- Continuing Education
- Supervised Practice/Supervision
- Other

43a. [Open-ended question] Please specify what you were seeking when you visited the Board's website.

44. Which page(s) of the website did you visit? (check all that apply)

- Apply for a standard license
- Apply for a provisional license
- Apply for a temporary license
- License by endorsement
- Criminal background check
- License renewal
- Continuing education
- Board meeting or Committee information
- How to file a complaint
- Continuing Education provider
- Public License Lookup
- Online Services
- Other

44a. [Open-ended question] Please specify any other pages on the Board's website you visited?

45. When was the last time you used the Board's website?

- Within the last week
- Within the last month
- Within the last six months
- Six months to a year ago

46. Overall, how satisfied were you with your experience using the Board's website within the past year?

- Extremely satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Extremely dissatisfied

47. Were you able to find the information or service you were looking for on the Board's website?

- Yes
- No

47a. [Open-ended question] Please specify what specific services or information would you like to see added to the Board's website. (limit 500 characters)

48. Thinking about the times you used the Board's website within the past year, how much do you agree or disagree with the statements below?

a. The Board's website was easy to navigate

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

b. Information on the Board's website was clear and easy to understand

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

c. I was able to easily find what I needed

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

49. [Open-ended question] Please provide any other comments or feedback about your experience using the Board's website within the past year (limit 500 characters)

BOARD UPDATES + TRAININGS:

50. Do you subscribe to the Board of Social Work to receive emails, newsletters, or other information about the Board?

- Yes
- No

50a. What kind of information sent by the Board was helpful to you? (limit 500 characters)

51. If the Board was to offer Public Education sessions, what content would you find valuable? (check all that apply)

- How to apply for a license
- How to renew your license
- General provisional license information
- How to file a complaint
- Supervised practice requirements
- Continuing education requirements
- How to use my Online Services Account?
- What is the difference between provisional and standard license?
- Other (move to question #51a)
- N/A

51a. [Open-ended question] Please specify what other type of educational content you would like to see the Board provide. (limit 500 characters)

FINAL COMMENTS:

52. [Open-ended question] Please provide any *other* comments or feedback about your customer experience with the Board within the past year: (limit 500 characters)

53. [Open-ended question] At the previous question, you indicated you did not utilize any Board services within the past year. In order to use this survey to measure results and improvement over time, we are only collecting survey information about experiences you had with the Board within the past year. If you made this selection in error, use the back button to return to the previous page.

However, even if you have not utilized Board services within the past year, your feedback is extremely valuable to us. You may use the space below to submit anonymous comments about your past experiences with the Board, or you may contact the Board directly at social.work@state.mn.us. (limit 500 characters)