EMS License	Renewal	Survey					
Respondents:		1167 displayed, 1167 total	Status:		Open		
Launched Date	e:	11/24/2015	Closed Date:		N/A		
Did you rece	eive the em	nail announcing that the license r	enewal time period was open a	and that you	ı could renev	v vour EMS	3
license in E-Lice	ensing for	the 2016-2018 renewal period? (This email announcement wou	ld have bee	en in Octobe	2015.)	
				Respoi	nse Respon		Avg
Yes				870	90%	n/a	n/a
No				29	3%	n/a	n/a
Don't Know				64	7%	n/a	n/a
			Total Responder	nts 963	100%		
			(skipped	this questi	on) 204		
2. If you to suc	ation 1 ha	halafid that are 310			,		
2. If yes to que	stion 1, no	w helpful was that email?					
			1	Response Total	Response	Points	Avg
Extremely helpf	·ul			457	Percent 51%	n/a	n/a
Somewhat help				342	39%	n/a	n/a
Neither				72	8%	n/a	n/a
Somewhat unhe	elpful			10	1%	n/a	n/a
Extremely unhe				7	1%	n/a	n/a
			Total Respondents	888	100%	11/4	11/4
			(skipped this	question)	279		
3. Do you use t	the Wiscor	sin Emergency Medical Services	s website?				
				Respons	e Response		
				Total	Percent	Points	Avg
Yes				753	81%	n/a	n/a
No				178	19%	n/a	n/a
			Total F	Respondent	s 931		
			(skipped th	nis question	1) 236		
4 If yes to gue	etion 3 car	n you find what you are looking fo	or on the website?			_	
14. If yes to ques	stion 5, cai	i you iliid what you are looking it	or on the website?				
				Response		Points	Avg
Yes				Total	Percent		
No				457	59%	n/a	n/a
Sometimes				29 292	4%	n/a	n/a
					38%	n/a	n/a
			Total Respondents	778	100%		
			(skipped this	s question)	389		
5. Rate your ex	perience u	sing the Wisconsin E-Licensing	System website.				
			D				
			Ke	esponse F Total	Response Percent	Points	Avg
Excellent				126	14%	n/a	n/a
Very Good				324	35%	n/a	n/a
Good				318	34%	n/a	n/a
Fair				125	13%	n/a	n/a
Poor				37	4%	n/a	n/a

	Total Respondents 930	100%		
	(skipped this question)	237		
6 Did you have	problems logging into your account in the Wisconsin E-Licensing System website?			
o. Dia you have				
	Respons Total	e Response Percent	Points	Avg
Yes	202	22%	n/a	n/a
No	728	78%	n/a	n/a
	Total Respondent	s 930		
	(skipped this question) 237		-
7. If yes to quest	ion 6, did you need to utilize the "Forgot Username or Password" feature?		_	
	Response Total	Response Percent	Points	Avg
Yes	223	51%	n/a	n/a
No	216	49%	n/a	n/a
	Total Respondents	439		0
//	(skipped this question)	728		
If you to quost				
b. If yes to quest	ion 7, rate your Login experience using the "Forgot Username and Password" featu	ire.		
	Response F Total	Response Percent	Points	Avg
Excellent	46	15%	n/a	n/a
/ery Good	92	30%	n/a	n/a
Good	98	32%	n/a	n/a
-air	46	15%	n/a	n/a
Poor	20	7%	n/a	n/a
				117 04
	Total Respondents 302	100%		
	Total Respondents 302	100%		
	(skipped this question)	100% 865		
9. Did you update				
9. Did you update	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response	865 e Response	Points	Δ.,
	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total	865 Response Percent	Points	
'es	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728	865 Response Percent 79%	n/a	n/a
/es	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194	865 Response Percent 79% 21%	Points	n/a
/es	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents	865 Response Percent 79% 21% s 922	n/a	n/a
⁄es	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194	865 Response Percent 79% 21% s 922	n/a	n/a
Yes No	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents	865 e Response Percent 79% 21% s 922	n/a	n/a
res No	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question)	865 Response Percent 79% 21% s 922) 245	n/a	n/a
res No	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question)	865 e Response Percent 79% 21% s 922) 245	n/a	n/a n/a
Yes No 10. If yes to ques	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question) stion 9, please rate your experience updating your account profile. Response	865 e Response Percent 79% 21% s 922) 245 Response	n/a n/a	n/a
Yes No 10. If yes to ques	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question) stion 9, please rate your experience updating your account profile. Response I Total	e Response Percent 79% 21% s 922) 245 Response Percent	n/a n/a Points	n/a n/a
/es No 10. If yes to ques Excellent /ery Good	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question) stion 9, please rate your experience updating your account profile. Response I Total 131	e Response Percent 79% 21% s 922) 245 Response Percent 18%	n/a n/a Points	n/a n/a Avg
/es No 10. If yes to ques Excellent /ery Good Good	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question) stion 9, please rate your experience updating your account profile. Response Total 131 287	e Response Percent 79% 21% s 922) 245 Response Percent 18% 39%	n/a n/a Points n/a n/a	n/a n/a Avg n/a n/a
Yes No 10. If yes to ques Excellent Yery Good Good Fair	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question) stion 9, please rate your experience updating your account profile. Response Total 131 287 239	865 Response Percent 79% 21% s 922) 245 Response Percent 18% 39% 32%	n/a n/a Points n/a n/a n/a n/a n/a	n/a n/a Avg n/a n/a n/a
Yes No	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question) stion 9, please rate your experience updating your account profile. Response Total 131 287 239 58	865 e Response Percent 79% 21% s 922) 245 Response Percent 18% 39% 32% 8%	Points n/a n/a Points n/a n/a n/a n/a n/a n/a	n/a n/a Avg n/a n/a n/a n/a
Yes No 10. If yes to ques Excellent Yery Good Fair Poor	(skipped this question) e your account profile in the Wisconsin E-Licensing System website? Response Total 728 194 Total Respondents (skipped this question) stion 9, please rate your experience updating your account profile. Response Total 131 287 239 58	865 e Response Percent 79% 21% s 922) 245 Response Percent 18% 39% 32% 8% 3%	Points n/a n/a Points n/a n/a n/a n/a n/a n/a n/a n/	n/a n/a n/a n/a n/a

		sponse Total	Response Percent	Points	Avg
Yes		669	73%	n/a	n/a
No		250	27%	n/a	n/a
	Total Respo	ndents	919		
	(skipped this qu		248		
10 16 to tion			240	_	
12. If yes to question	1, rate your experience updating your CPR/ACLS information?				
	Resp		Response	Points	Λνα
Excellent	To		Percent		Avg
Very Good	11		16%	n/a	n/a
Good	27		40%	n/a	n/a
Fair	20		30% 10%	n/a	n/a
Poor	2		3%	n/a	n/a
				n/a	n/a
	Total Respondents 68		100%		
	(skipped this ques	tion)	481		
Rate your experier	nce completing your 2016-2018 Wisconsin EMS Provider Renewal app	lication.			
	Response	onse R al l	esponse Percent	Points	Avg
Excellent	16	3	18%	n/a	n/a
Very Good	32	7	36%	n/a	n/a
Good	28	5	31%	n/a	n/a
Fair	99		11%	n/a	n/a
Poor	37		4%	n/a	n/a
	Total Respondents 91	4	100%		
	(skipped this ques	tion)	253		
14. Was the amount of 2015, through June 30,	time provided adequate to complete the Wisconsin EMS Provider Rer 2016.)	newal ap	plication? (November	1,
			Response Percent	Points	Avg
More than enough time		95	54%	n/a	n/a
			0 170	11/4	
Enough time	3	96	43%	n/a	n/a
		96 3	43%	n/a n/a	n/a n/a
		3	3%	n/a n/a	n/a n/a
	Total Respondents 9:	3	3%		
Not enough time	Total Respondents 9: (skipped this que	3	3%		
Not enough time	Total Respondents 9:	3	3%		
Not enough time	Total Respondents 9: (skipped this que) le finding your license in E-Licensing?	3 14 stion)	3% 100% 253	n/a	
Not enough time	Total Respondents 9: (skipped this que) le finding your license in E-Licensing?	3 14 stion)	3%	n/a	n/a
Not enough time 15. Did you have troub	Total Respondents 9: (skipped this que) le finding your license in E-Licensing?	3 14 stion)	3% 100% 253 e Respons	n/a	n/a
Not enough time 15. Did you have troub	Total Respondents 9: (skipped this que) le finding your license in E-Licensing?	3 stion) esponse Total	3% 100% 253 Respons Percent	n/a	n/a Avg
Not enough time 15. Did you have troub	Total Respondents 9: (skipped this que) le finding your license in E-Licensing?	3 14 stion) desponse Total 109 801	3% 100% 253 e Respons Percent 12% 88%	e Points	n/a Avg
Not enough time	Total Respondents 9 (skipped this que le finding your license in E-Licensing?	3 14 stion) eesponse Total 109 801 pondents	3% 100% 253 e Respons Percent 12% 88% s 910	e Points	
Not enough time 15. Did you have troub Yes	Total Respondents 9: (skipped this que) le finding your license in E-Licensing?	3 14 stion) eesponse Total 109 801 pondents	3% 100% 253 e Respons Percent 12% 88% s 910	e Points	n/a Avo
Not enough time 15. Did you have troub Yes	Total Respondents 9: (skipped this que) le finding your license in E-Licensing? Finding your license in E-Licensing? Total Respondents 9: (skipped this description of the property of th	3 14 stion) desponse Total 109 801 pondents question	3% 100% 253 Percent 12% 88% s 910) 257	e Points	n/a Avo
Not enough time 15. Did you have troub Yes No 16. If yes to question 1	Total Respondents 9: (skipped this que) le finding your license in E-Licensing? Formal Respondents Total Respondents 9: (skipped this of the comment box below.	3 14 stion) desponse Total 109 801 condents question	3% 100% 253 e Respons Percent 12% 88% s 910) 257	e Points n/a n/a 84 1083	n/a Avç n/a n/a

	Response Total	Response Percent	Points	Avg
10 minutes or less	265	29%	n/a	n/a
15-20 minutes	376	41%	n/a	n/a
30 minutes	161	18%	n/a	n/a
1 hour or more	54	6%	n/a	n/a
Other, please specify view	54	6%	n/a	n/a
	Total Respondents 910	100%		
	(skipped this question)	257		
18. Did you contact t June 30, 2016?	ne Wisconsin EMS Office for assistance during the license renewal time perio Respoi Tota	nse Respons	Se Deinte	5, to Avg
Yes	135		n/a	n/a
No	775		n/a	n/a
	Total Responde	nts 910		
	Total Responde (skipped this questi			
19. If yes to question	·			-
	(skipped this question 18, rate your experience with the Wisconsin EMS Office staff.		Points	Avg
Excellent	(skipped this question 18, rate your experience with the Wisconsin EMS Office staff. Response	on) 257	Points	Avg
Excellent Very Good	(skipped this question of the control of the contro	Response		
Excellent Very Good Good	(skipped this question of the first state of the fi	Response Percent 24%	n/a	n/a
Excellent Very Good Good Fair	(skipped this question of the Wisconsin EMS Office staff. Response Total 43 33	Response Percent 24% 18%	n/a n/a	n/a n/a
Excellent Very Good Good	(skipped this question of the Wisconsin EMS Office staff. Response Total 43 33 40	Response Percent 24% 18% 22%	n/a n/a n/a	n/a n/a n/a
Excellent Very Good Good Fair	(skipped this question of the Wisconsin EMS Office staff. Response Total 43 33 40 26	Response Percent 24% 18% 22% 15%	n/a n/a n/a n/a	n/a n/a n/a n/a
Excellent Very Good Good Fair	(skipped this question of the Wisconsin EMS Office staff. Response Total 43 33 40 40 26 37	Response Percent 24% 18% 22% 15% 21%	n/a n/a n/a n/a	n/a n/a n/a n/a
Excellent Very Good Good Fair Poor	(skipped this question of the Wisconsin EMS Office staff. Response Total 43 33 40 26 37 Total Respondents 179	Response Percent 24% 18% 22% 15% 21%	n/a n/a n/a n/a	n/a n/a n/a n/a
Excellent Very Good Good Fair Poor	(skipped this question) 18, rate your experience with the Wisconsin EMS Office staff. Response Total 43 33 40 26 37 Total Respondents 179 (skipped this question) itional comments regarding the E-Licensing system.	Response Percent 24% 18% 22% 15% 21%	n/a n/a n/a n/a	n/a n/a n/a n/a