

EMS License Renewal Survey					
Respondents:	1167 displayed, 1167 total	Status:	Open		
Launched Date:	11/24/2015	Closed Date:	N/A		
1. Did you receive the email announcing that the license renewal time period was open and that you could renew your EMS license in E-Licensing for the 2016-2018 renewal period? (This email announcement would have been in October 2015.)					
		Response Total	Response Percent	Points	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 Respondents		963	100%		
(skipped this question)			204		
2. If yes to question 1, how helpful was that email?					
		Response Total	Response Percent	Points	Avg
Extremely helpful		457	51%	n/a	n/a
Somewhat helpful		342	39%	n/a	n/a
Neither		72	8%	n/a	n/a
Somewhat unhelpful		10	1%	n/a	n/a
Extremely unhelpful		7	1%	n/a	n/a
Total Respondents		888	100%		
(skipped this question)			279		
3. Do you use the Wisconsin Emergency Medical Services website?					
		Response Total	Response Percent	Points	Avg
Yes		753	81%	n/a	n/a
No		178	19%	n/a	n/a
Total Respondents			931		
(skipped this question)			236		
4. If yes to question 3, can you find what you are looking for on the website?					
		Response Total	Response Percent	Points	Avg
Yes		457	59%	n/a	n/a
No		29	4%	n/a	n/a
Sometimes		292	38%	n/a	n/a
Total Respondents		778	100%		
(skipped this question)			389		
5. Rate your experience using the Wisconsin E-Licensing System website.					
		Response 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?						
			Response Total	Response Percent	Points	Avg
Yes			202	22%	n/a	n/a
No			728	78%	n/a	n/a
		Total Respondents	930			
		(skipped this question)	237			
7. If yes to question 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			
		(skipped this question)	728			
8. If yes to question 7, rate your Login experience using the "Forgot Username and Password" feature.						
			Response Total	Response Percent	Points	Avg
Excellent			46	15%	n/a	n/a
Very Good			92	30%	n/a	n/a
Good			98	32%	n/a	n/a
Fair			46	15%	n/a	n/a
Poor			20	7%	n/a	n/a
		Total Respondents	302	100%		
		(skipped this question)	865			
9. Did you update your account profile in the Wisconsin E-Licensing System website?						
			Response Total	Response Percent	Points	Avg
Yes			728	79%	n/a	n/a
No			194	21%	n/a	n/a
		Total Respondents	922			
		(skipped this question)	245			
10. If yes to question 9, please rate your experience updating your account profile.						
			Response Total	Response Percent	Points	Avg
Excellent			131	18%	n/a	n/a
Very Good			287	39%	n/a	n/a
Good			239	32%	n/a	n/a
Fair			58	8%	n/a	n/a
Poor			22	3%	n/a	n/a
view			30	4%	n/a	n/a
		Total Respondents	737	100%		
		(skipped this question)	430			
11. Do you know how to update your CPR/ACLS in your E-Licensing account?						

	Response Total	Response Percent	Points	Avg
Yes	669	73%	n/a	n/a
No	250	27%	n/a	n/a
Total Respondents		919		
(skipped this question)		248		
12. If yes to question 11, rate your experience updating your CPR/ACLS information?				
	Response Total	Response Percent	Points	Avg
Excellent	112	16%	n/a	n/a
Very Good	277	40%	n/a	n/a
Good	208	30%	n/a	n/a
Fair	68	10%	n/a	n/a
Poor	21	3%	n/a	n/a
Total Respondents		686	100%	
(skipped this question)		481		
13. Rate your experience completing your 2016-2018 Wisconsin EMS Provider Renewal application.				
	Response Total	Response Percent	Points	Avg
Excellent	166	18%	n/a	n/a
Very Good	327	36%	n/a	n/a
Good	285	31%	n/a	n/a
Fair	99	11%	n/a	n/a
Poor	37	4%	n/a	n/a
Total Respondents		914	100%	
(skipped this question)		253		
14. Was the amount of time provided adequate to complete the Wisconsin EMS Provider Renewal application? (November 1, 2015, through June 30, 2016.)				
	Response Total	Response Percent	Points	Avg
More than enough time	495	54%	n/a	n/a
Enough time	396	43%	n/a	n/a
Not enough time	23	3%	n/a	n/a
Total Respondents		914	100%	
(skipped this question)		253		
15. Did you have trouble finding your license in E-Licensing?				
	Response Total	Response Percent	Points	Avg
Yes	109	12%	n/a	n/a
No	801	88%	n/a	n/a
Total Respondents		910		
(skipped this question)		257		
16. If yes to question 15, please describe your experience in the comment box below.				
Total Respondents			84	
(skipped this question)			1083	
17. How long did it take you to complete the application, using the time from when you opened the application to the time you received your renewed license?				

		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 the Wisconsin EMS Office for assistance during the license renewal time period from November 1, 2015, to June 30, 2016?					
		Response Total	Response Percent	Points	Avg
Yes		135	15%	n/a	n/a
No		775	85%	n/a	n/a
Total Respondents			910		
(skipped this question)			257		
19. If yes to question 18, rate your experience with the Wisconsin EMS Office staff.					
		Response Total	Response Percent	Points	Avg
Excellent		43	24%	n/a	n/a
Very Good		33	18%	n/a	n/a
Good		40	22%	n/a	n/a
Fair		26	15%	n/a	n/a
Poor		37	21%	n/a	n/a
Total Respondents		179	100%		
(skipped this question)			988		
20. Please share additional comments regarding the E-Licensing system.					
Total Respondents				200	
(skipped this question)				967	