Education Standards and Practices Board
2718 Gateway Avenue, Suite 204
Bismarck, ND 58503-0585
(701) 328-9641 Fax (701) 328-9647
http://www.nd.gov/espb

ND Legislative Management
Education Committee
May 19, 2016

Testimony

Good morning Mr. Chairman and Members of the Education Committee. For the record, I am Dr. Janet Welk, Executive Director of the Education Standards and Practices Board. I will share the findings of our satisfaction survey from June 2015 through March 2016.

The survey was developed and administered by the Department of Public Instruction but is accessed from our website at www.nd.gov/espb/ using the Survey Monkey icon. My understanding is the questions were taken directly from North Dakota Century Code 15.1-13-36. All applicants receiving an email correspondence from all staff members or from the automated ND Teach system receive an email asking for them to complete the survey. Quarterly DPI sends ESPB the results of the survey.

There are eleven questions in the survey with the first being optional demographic data. The rest of the questions are required and may include comments if the applicant wishes. Questions 3 through 10 use a Likert scale of excellent, above average, average, below average, poor, and N/A.

Findings from the survey include:

1. It is always good to receive feedback from the public.
2. As a regulatory agency, we have done better than I had expected. In my opinion,

as a regulatory agency anything above average is frosting on the cake.

3. The staff likes to see their names in the survey, especially when positive. It is good feedback for all of us when someone is mentioned in a negative fashion and we use it to improve.
4. Not everyone understands who they are talking to and mention a name from the Department of Public Instruction.
5. Applicants/teachers don't understand we can't control the time issue with FBI/BCI or getting transcripts from the clearinghouse or issues with the State Login system.
6. Some people like our website and others don't.
7. Question 9, Cost and Value of the Interaction was in my opinion, the most misunderstood question.
8. The Satisfaction Survey document attached includes all three quarters. Page 3-22 includes information from June 2015 through August 2015; Page 23-38 includes information from September 2015 through December 2016; and Page 39-69 includes information from January 2016 through March 2016.
9. I've compiled the findings by question in the attached spreadsheet.

I would be happy to answer any questions. Thank you for your time and support.

Question 2. Type of Licensure Seeking?

	Septembe	December	March	Average	Average or Above
N/A	6.34%	4.96%	5.39%	5.56%	
In-State	73.50%	85.12%	78.39%	79.00%	
OSEL	7.69%	1.65%	6.13%	5.16%	
Reciprocal	4.27%	3.31%	4.65%	4.08%	
Endorsement	4.27%	4.13%	4.46%	4.29%	
Information	3.42%	0.83%	2.97%	2.41%	

	Question 3. Timeliness				Average or Above
Excellent	69.64%	79.37%	73.43%	74.15%	95.76%
Above Average	18.22%	10.32%	15.80%	14.78%	
Average	8.91%	4.76%	6.82%	6.83%	
Below Average	1.62%	3.17%	1.97%	2.25%	
Poor	0.81%	2.38%	1.62%	1.60%	
N/A	0.81%	0.00%	0.36%	0.39%	

	Question 4. Availability				
Excellent	68.83%	71.09%	69.46%	69.79%	94.63%
Above Average	20.24%	14.06%	18.39%	17.56%	
Average	6.88%	7.81%	7.14%	7.28%	
Below Average	0.81%	2.34%	1.25%	1.47%	
Poor	0.40%	1.56%	1.07%	1.01%	
N/A	2.83%	3.13%	2.88%	2.95%	

	Question 5. Courtesy				
Excellent	74.38%	77.95%	76.13%	76.15%	91.64%
Above Average	16.12%	8.66%	13.56%	12.78%	
Average	3.31%	1.57%	3.25%	2.71%	
Below Average	0.83%	2.36%	0.90%	1.36%	
Poor	0.41%	3.15%	0.90%	1.49%	
N/A	4.96%	6.30%	5.24%	5.50%	

	Question 6. Knowledge				
Excellent	66.67%	68.80%	69.98%	68.48%	89.10%
Above Average	17.70%	16.00%	15.55%	16.42%	
Average	4.53%	3.20%	4.88%	4.20%	

Below Average	1.65%	2.40%	1.45%	1.83%	
Poor	0.41%	2.40%	0.72%	1.18%	
N/A	9.05%	7.20%	7.41%	7.89%	

Question 7. Responsiveness of Staff

Excellent	76.21%	73.39%	73.59%	74.40%	92.56%
Above Average	16.12%	12.90%	15.66%	14.89%	
Average	3.31%	3.23%	3.28%	3.27%	
Below Average	1.65%	2.42%	2.00%	2.02%	
Poor	0.41%	2.42%	0.73%	1.19%	
N/A	3.31%	5.65%	4.74%	4.57%	

Question 8. Ease of Obtaining Information

Excellent	62.20%	61.11%	64.03%	62.45%	93.75%
Above Average	21.54%	22.22%	20.68%	21.48%	
Average	11.38%	8.73%	9.35%	9.82%	
Below Average	2.85%	3.17%	3.06%	3.03%	
Poor	1.63%	3.97%	2.52%	2.71%	
N/A	0.41%	0.79%	0.36%	0.52%	

Question 9. Cost and Value of the Interation

Excellent	44.26%	42.06%	46.49%	44.27%	87.81%
Above Average	20.90%	20.63%	20.54%	20.69%	
Average	24.18%	22.22%	22.16%	22.85%	
Below Average	1.64%	3.97%	2.52%	2.71%	
Poor	1.64%	6.35%	2.16%	3.38%	
N/A	7.38%	4.76%	6.13%	6.09%	

Question 10. Quality

Excellent	64.23%	68.25%	66.55%	66.34%	93.59%
Above Average	22.76%	15.87%	20.50%	19.71%	
Average	8.54%	6.35%	7.73%	7.54%	
Below Average	1.63%	2.38%	1.08%	1.70%	
Poor	1.22%	3.97%	1.62%	2.27%	
N/A	1.63%	3.17%	1.80%	2.20%	

ND Legislative Management

Education Committee

May 19, 2016

ESPB SATISFACTION SURVEY

June 2015 through March 2016

ESPB SATISFACTION SURVEY

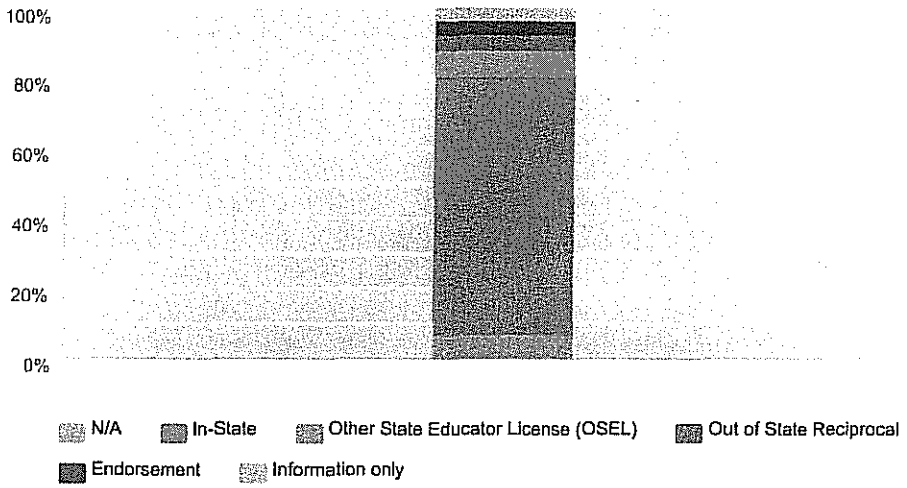
June 2015 through September 2015

Customer Satisfaction Survey

September 2015

Q2 What type of licensure are you seeking?

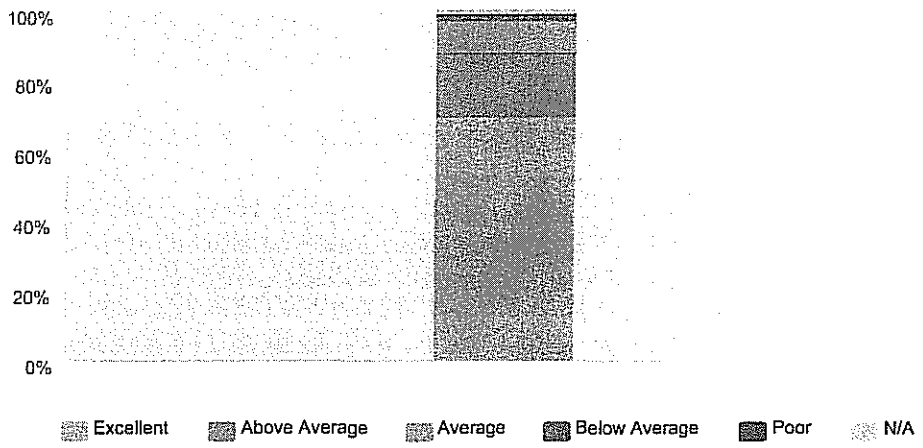
Answered: 234 Skipped: 15



Answer Choices	Responses	
N/A	6.84%	16
In-State	73.50%	172
Other State Educator License (OSEL)	7.69%	18
Out of State Reciprocal	4.27%	10
Endorsement	4.27%	10
Information only	3.42%	8
Total		**234**

Q3 Timeliness

Answered: 247 Skipped: 2



Answer Choices	Responses	
Excellent	69.64%	172
Above Average	18.22%	45
Average	8.91%	22
Below Average	1.62%	4
Poor	0.81%	2
N/A	0.81%	2
Total		247

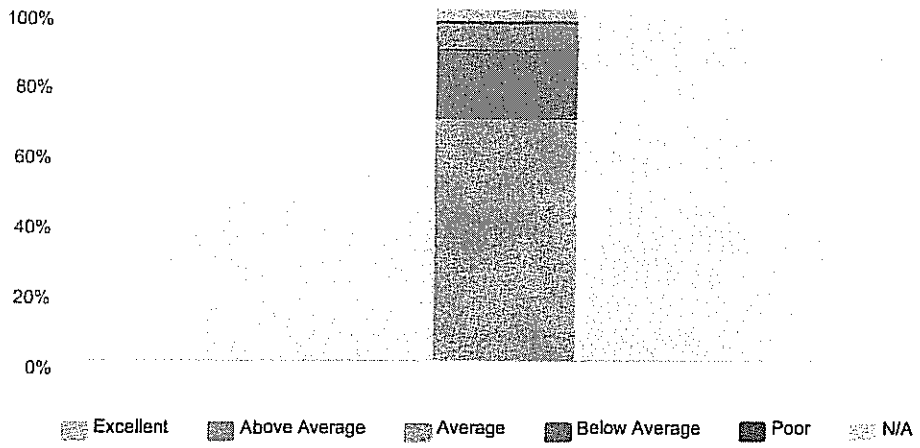
#	Comment	Date
1	Yes the process of getting a renewed 5 year licenses was very quick. I really appreciated the timeliness and efficiency.	9/28/2015 8:32 AM
2	It was difficult dealing with renewal of my license because of the timeliness. I sent in my fingerprints and nearly 3 weeks later I was told they were unreadable. It then took another 3 weeks and then it was too late to register for classes needed this fall for licensing. I was disappointed. Also in dealing with people over the phone, I am not sure they are even sure what happens on their own website. I explained a situation to Bobby Jo Halle and she did not believe me. She then logged into the website under me and learned I was telling the truth. The next day I called her (as did my principal) and she didn't even remember the conversation. I sent her an email...she said she never received until my principal called her out on it and then it was conveniently located in her inbox. Just very frustrating. I know she deals with many issues but LARGE problems in two days...difficult to swallow as business as usual.	9/27/2015 9:44 AM
3	The finger printing and back round check was a long time!	9/26/2015 12:32 PM
4	Sometimes when there are changes - information may be a slow at getting out. However, I am not sure if that ESPB or another responsible entity.	9/22/2015 9:43 PM
5	Once they received all the information, the turn around was really fast!	9/19/2015 8:51 PM
6	ND has teacher shortages do the extreme chaos in the system and the level of frustration with timing of application to approval plus costs. Its appalling.	9/18/2015 9:59 AM
7	I had heard it would take a lot longer than what it did. So, I am pleased.	9/18/2015 7:00 AM
8	The entire staff is so helpful. I especially would like to thank Amy and Lacy for all their time and help this week. Awesome job!!!	9/11/2015 8:47 AM

Customer Satisfaction Survey

9	I used the website to secure information. This is one of the most friendly websites to find information I have ever used.	9/9/2015 10:50 AM
10	All responses were immediately acknowledged, everything was answered in a timely fashion.	9/5/2015 10:04 AM
11	I submitted my documents online on Sunday, received a response on Monday that it had been received and by Tuesday had email stating that my hard copy license would be coming in the mail!	9/2/2015 5:23 AM
12	I needed to obtain a Provisional Teaching License and Mari Fridgen was very helpful She completed the process quickly and I was provided a Provisional License by the end of the day. She really made the process easy and stress-free.	9/1/2015 2:19 PM
13	quick from time I applied to approval.	8/31/2015 7:35 PM
14	I filled out my application before the due time, but they kept all the information and when they where able to renew my license they did. Thank you.	8/31/2015 12:59 PM
15	Mari Fridgen was quick to get back to me!	8/28/2015 1:32 PM
16	I appreciated the support offered every step of the way.	8/26/2015 10:23 AM
17	Ms. Fridgen was prompt with her responses via email and had great communication skills.	8/21/2015 4:06 PM
18	I am not appreciative of how Amy talks to me when I have clarifying questions. She is demeaning and accusatory for reasons I do not understand. This has occurred for the past two years. I did appreciate Diana when I called back this year as she looked into the situation and helped by answering the questions and resetting the application.	8/18/2015 5:08 PM
19	This email was handled within minutes. I did email someone before that was never answered. The entire process has taken 6 months, of which perhaps ESPB is not to blame. The amount of time the government took for fingerprints was unreasonable, but that is not ESPB's fault.	8/17/2015 4:13 PM
20	Amy was FANTASTIC with dealing with my situation immediately.	8/12/2015 3:59 PM
21	Applied for lifetime certificate and it was approved in less than 3 days!	7/29/2015 3:14 PM
22	Ms. Fridgen responded clearly and professionally to my multiple questions within 24 hours each time.	7/14/2015 10:05 AM
23	I had approval and license granted within an hour of submission. That's pretty impressive!	7/7/2015 7:47 AM
24	I always got a response within a day or two, either by email or phone.	6/25/2015 11:29 AM
25	I was surprised to receive my renewal license in less than a week!	6/20/2015 9:16 AM
26	Very user friendly and fast! Love it!	6/17/2015 10:41 AM
27	My email inquiry was returned within hours.	6/13/2015 11:33 PM
28	Had my license renewal in one day.	6/3/2015 12:04 PM
29	I like the auto reminder feature and was pleased at how quickly the approval happened!	6/2/2015 2:28 PM

Q4 Availability

Answered: 247 Skipped: 2



Answer Choices	Responses	
Excellent	68.83%	170
Above Average	20.24%	50
Average	6.88%	17
Below Average	0.81%	2
Poor	0.40%	1
N/A	2.83%	7
Total		**247**

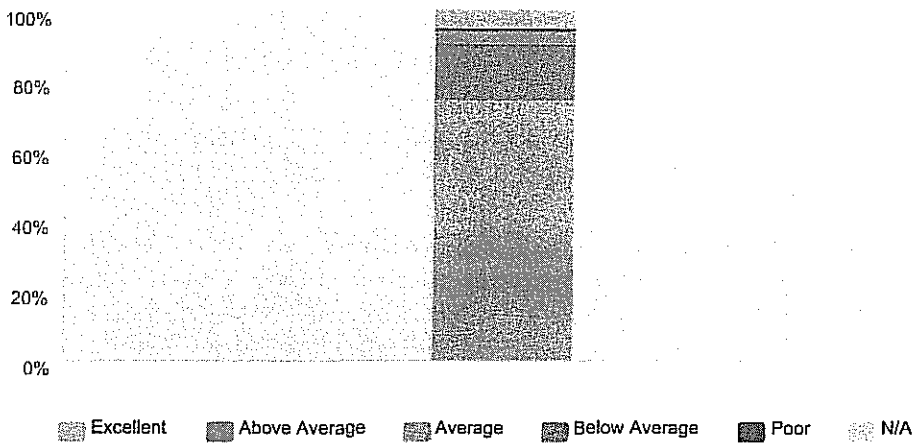
#	Comment	Date
1	I did have some questions with the credits, but they were answered very fast through email. It was very good.	9/28/2015 8:32 AM
2	If they are not in when I call - they are usually pretty good at getting back to me in an appropriate amount of time.	9/22/2015 9:43 PM
3	I got a few recorded messages. Once in awhile I would get straight to a person.	9/19/2015 8:51 PM
4	Someone was available every time I contacted the office for help & information.	9/11/2015 8:47 AM
5	Had to leave a message during office hours. That was confusing.	9/9/2015 10:50 AM
6	I called twice and was able to speak to a "PERSON" instead of hearing a recording and given instructions on pressing numbers for information.	9/2/2015 11:53 AM
7	Love renewing online!	9/2/2015 5:23 AM
8	Mari was easily accessible via phone and email and she was very prompt.	9/1/2015 2:19 PM
9	I asked her many questions in a few emails and she thoroughly answered each of them.	8/28/2015 1:32 PM
10	I had to call because I had a question about the online application and I got someone that answered my question right away.	8/10/2015 9:02 AM
11	I only wanted to renew my teaching license, but because my transcripts looked like I had a masters (I am only two classes short), it was thought that I wanted to add my masters to my license, which I did not. Because of this, the process was delayed. I received an email about this with a number to call. When I called back I had to leave a message. She never returned my call, nor did she act on my message by completing the process. One week later I called back at got ahold of the lady and then the process was finished.	8/7/2015 9:27 AM

Customer Satisfaction Survey

12	Online application is a great feature.	7/27/2015 11:20 AM
13	I had a question and received a response almost immediately from a staff member who was able to help me complete my application.	7/20/2015 5:56 PM
14	Always answered my questions in a timely matter	7/16/2015 9:46 PM
15	I spoke often with Amy Folkestad. She was so helpful and was always available and kind. I am so appreciative of her help!!	7/13/2015 5:01 PM
16	I called Bismarck office 3 times with questions and she was very helpful and said call back if need be.	7/6/2015 1:59 PM
17	Could be easier to navigate the webpage, I think. I found it less intuitive than most. It worked well overall, though. See #8 Staff was available through email during business hours but few of us are completing these forms then!	6/2/2015 2:28 PM

Q5 Courtesy

Answered: 242 Skipped: 7



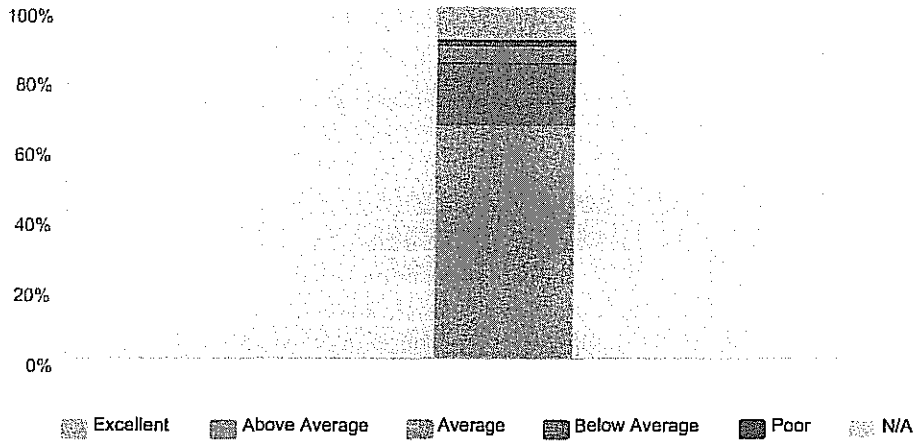
Answer Choices	Responses	
Excellent	74.38%	180
Above Average	16.12%	39
Average	3.31%	8
Below Average	0.83%	2
Poor	0.41%	1
N/A	4.96%	12
Total		**242**

#	Comment	Date
1	Outstanding courtesy and professionalism by all. Thank you so much!	9/11/2015 8:47 AM
2	Amy was very helpful and explained information very clear for me.	9/2/2015 11:53 AM
3	Great to get emails telling where the I am in the process of license renewal.	9/2/2015 5:23 AM
4	Diane Weber - three educators did not understand what she was asking for in an email.....so we called her on the phone. She became very irate on the phone and kept repeating the same direction, even though we kept telling her we were not clear. Her voice was seething with anger. She failed in the area of customer service. Embarrassed for her....	8/31/2015 3:40 PM
5	Mari Fridgen	8/28/2015 1:32 PM
6	Very kind service was provided by Mari Fridgen. She went out of her way to help me accomplish my goals. I was very impressed with her effort.	8/21/2015 4:06 PM
7	The person who handled my email, Amy, was great.	8/17/2015 4:13 PM
8	Thanks Amy!	8/12/2015 3:59 PM
9	Amy is the greatest!	7/16/2015 7:52 PM
10	Ms. Fridgen treated me like a person, not a certificate number. This has not always been the case in my interactions with this organization.	7/14/2015 10:05 AM
11	I even received a "thank you for applying" email.	7/7/2015 7:47 AM
12	Very friendly and helpful.	6/25/2015 11:29 AM

13	I have emailed and called Mari many times and she is always willing and able to help and answer all my questions!	6/23/2015 3:03 PM
14	Got immediate replies!	6/17/2015 10:41 AM
15	Extremely friendly!	6/15/2015 11:09 AM
16	Interaction with staff (e-mail) was helpful, quick, and professional. Why can't there be automation going forward so that we can update info without keying in everything that didn't change?	6/2/2015 2:28 PM

Q6 Knowledge

Answered: 243 Skipped: 6



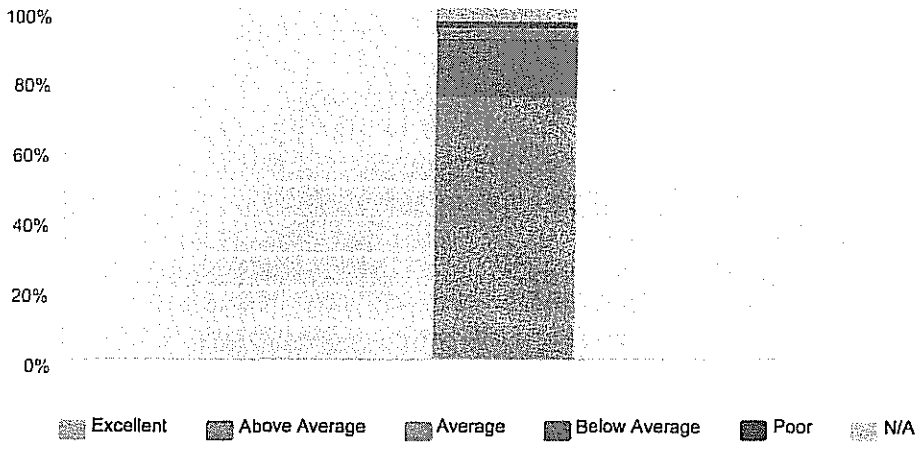
Answer Choices	Responses	
Excellent	66.67%	162
Above Average	17.70%	43
Average	4.53%	11
Below Average	1.65%	4
Poor	0.41%	1
N/A	9.05%	22
Total		**243**

#	Comment	Date
1	The information I received back from the staff was very satisfying. It was nice to receive from knowledgeable people.	9/28/2015 8:32 AM
2	Inconsistent regarding costs and endorsements between staff members.	9/18/2015 9:59 AM
3	I wasn't told the correct fee for renewal nor was I informed about background fee and fingerprints fee	9/17/2015 5:48 PM
4	If possible, I would like to have a place on your website where you can get an "ok" from your staff as to a particular class being suitable toward our renewal...before we actually sign up for it.	9/15/2015 12:14 PM
5	I appreciate all the help and information I received from the department. It is nice to be back home and to receive the excellent response and help from everyone at the ESPB that I worked with this week.	9/11/2015 8:47 AM
6	Although I have found the ESPB staff to be courteous and willing to help, it seems there is always some sort of miscommunication on either what I am seeking or my information.	9/4/2015 8:44 AM
7	Amy was able to answer all of my questions.	9/2/2015 11:53 AM
8	Mari was able to answer all questions and was very knowledgeable.	9/1/2015 2:19 PM
9	Explained what I needed very clearly and precise.	8/12/2015 3:59 PM
10	The lady that answered my question knew right away what to do.	8/10/2015 9:02 AM
11	Ms. Fridgen was very clear about what the state's requirements are and told me specifically what my options were regarding my endorsement.	7/14/2015 10:05 AM
12	It was wonderful to deal with a real person who would answer questions and provide guidance.	6/25/2015 11:29 AM
13	I was told 2 different answers to the same question--on two different days--probably 2 different people	6/14/2015 12:06 AM

14	I don't remember who I first contacted a year ago about middle-school endorsement, but whoever it was told me that one of the courses I took at NDSU wouldn't qualify for the process. I was very upset as NDSU told me that it would count. I began the process of taking the other course that I needed, and thank God I did the other course first and didn't redo the course that I was told by ESPB wouldn't work, becasue now I talked to Mari and she has been wonderful and told me that it WOULD count towards my endorsement, so I am very pleased with her work and help but am also very upset that I was misinformed and almost took a class and spent money that I didn't need to.	6/2/2015 9:27 AM

Q7 Responsiveness of Staff

Answered: 242 Skipped: 7



Answer Choices	Responses	
Excellent	75.21%	182
Above Average	16.12%	39
Average	3.31%	8
Below Average	1.65%	4
Poor	0.41%	1
N/A	3.31%	8
Total		**242**

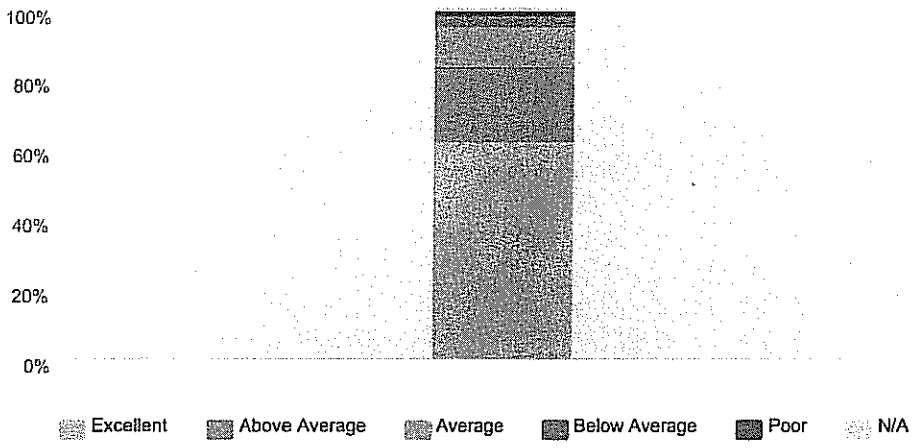
#	Comment	Date
1	The response from the people I corresponded with was very good and took no time in answering my emails.	9/28/2015 8:32 AM
2	When I called to ask questions the staff was friendly and helpful!	9/27/2015 7:14 PM
3	Excellent responsiveness by all. It appears to me that the staff anticipated my questions (and calls) before I did. It is nice to have such a supportive staff of professionals available when needed.	9/11/2015 8:47 AM
4	ESPB staff were almost immediate in responses. I was very impressed.	9/4/2015 8:44 AM
5	Mari Fridgen was immediate in her work. I called in the morning about a concern with my licensure and within the same day, the issue was resolved.	8/21/2015 4:06 PM
6	I wish I'd have gotten a call about my payment not going through (and I wish the payment would have been processed promptly in the first place, so it wouldn't have been rejected anyway.) And they emailed me, but I emailed them to re-process, and they didn't do it. I had to go re-enter all of the information and such.	8/20/2015 9:14 AM
7	Once someone finally responded to my email, the process was very quick. Thank you, Amy.	8/17/2015 4:13 PM
8	In my transition process, I felt like ESPB was the fastest to respond to my questions and took the guesswork out of an overwhelming amount of paperwork and processes.	8/7/2015 10:34 AM
9	Ms. Fridgen has completely changed my perception of this office. Back in the 'ol "portfolio days" I felt like I got a different answer every time I contacted ESPB. The tone was barely short of hostile then, and I felt like my certificate was just a frustrating obstacle to teaching, not an affirmation of my hard work. This time, I was treated professionally and courteously. I'm not even sure I would have "jumped through the hoops" to add this endorsement (and to try to spread my wings and try a new direction in my career) had Ms. Fridgen not been so knowledgeable and encouraging. She absolutely went above and beyond and I am very grateful.	7/14/2015 10:05 AM

Customer Satisfaction Survey

10	Once again, Amy Folkestad answered many of my questions. She was timely, courteous, and helpfull!	7/13/2015 5:01 PM
11	I was very please to receive both a phone call and an email from Mari regarding my license renewal. She was very helpful!	6/29/2015 1:24 PM
12	Showed sensitivity to the complications of the process.	6/25/2015 11:29 AM
13	Ms. Lacey Hinsz was very kind and nice to me. Ms. Hinsz makes alllll of us that come from the Upper Mid-West very proud and happy in how nice she was to me when she was helping me. Sincerely, Mr. Jim Mahler	6/18/2015 11:27 AM
14	The staff is very helpful and can answer any questions when I call.	6/18/2015 10:40 AM

Q8 Ease of Obtaining Information or Services

Answered: 246 Skipped: 3



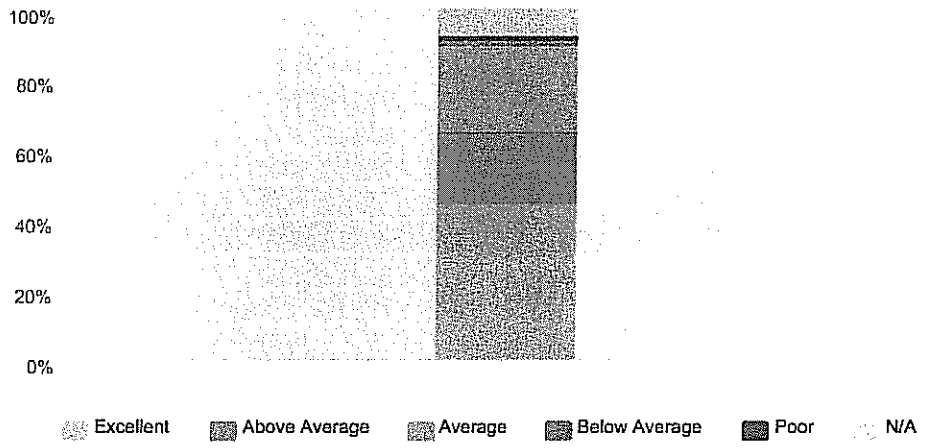
Answer Choices	Responses	
Excellent	62.20%	153
Above Average	21.54%	53
Average	11.38%	28
Below Average	2.85%	7
Poor	1.63%	4
N/A	0.41%	1
Total		**246**

#	Comment	Date
1	I see the web site is under construction, and that's a good thing, because I'm not sure everything is up to date!!	9/25/2015 11:35 AM
2	the website is very difficult to work in.	9/21/2015 12:36 PM
3	Once in a while I would get a staff member, but a lot of call got an answering machine.	9/19/2015 8:51 PM
4	My only comment is that it would be nice to have your phone number listed on the application page. I spent quite a lot of time looking for it and ended up phoning DPI to get connected to ESPB. Once I got there, it was no problem.	9/16/2015 9:27 AM
5	The staff receives extra credit and therefore a grade of Excellent for this question. I found the information on the website informative, yet confusing, at times. The staff more than made up for my lack of understanding of the information the website contains. Thank you!!!	9/11/2015 8:47 AM
6	Generally, it has been easy to contact this office and get excellent service.	9/9/2015 10:50 AM
7	I noticed vast improvements on the ESPB website. It is much more user friendly with information categorized better.	9/4/2015 8:44 AM
8	Everything I needed was provided via phone call and email.	8/21/2015 4:06 PM
9	I had a little difficulty finding the number of credits required to renew. I was informed the number of credits had increased. I did have a number required printed on my license but wasn't sure if it was correct and everything I read online contradicted what I'd been told regarding changes to the requirements.	7/20/2015 5:56 PM
10	There is a lot of well-organized information on the site. It is user-friendly.	7/14/2015 10:05 AM
11	Licensure link was hard to find. Should have its own tab under the licensure page.	7/1/2015 11:54 AM

12	Always responded quickly and accurately.	6/25/2015 11:29 AM
13	Some of NDTeach is difficult to navigate	6/3/2015 12:04 PM
14	When asked to print out the signature page for the transcript to be mailed from Virginia the address was incomplete without the zip code. The process feels clunky in some places. Looking up the state on an alphabetized scrolling list seems odd. Most Teachers reside ND and the others could still make that change. If we were to enter our license number maybe the data could be auto filled from historical data? It wasn't all that time consuming, but I was never certain I was doing any of it the right way.	6/2/2015 2:28 PM

Q9 Cost and Value of the Interaction

Answered: 244 Skipped: 5



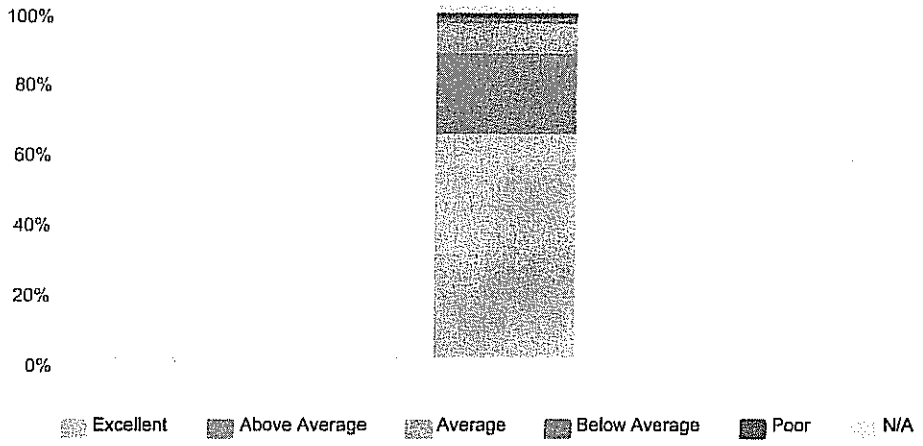
Answer Choices	Responses	
Excellent	44.26%	108
Above Average	20.90%	51
Average	24.18%	59
Below Average	1.64%	4
Poor	1.64%	4
N/A	7.38%	18
Total		**244**

#	Comment	Date
1	If you are referring to the cost of the license/renewel etc. I give this a :(I have not added my two Master's degrees because I cant afford it	9/28/2015 10:39 AM
2	I am not quite sure what you are asking. I am usually seeking information - so no cost.	9/22/2015 9:43 PM
3	Both cost and value of interaction is very good!	9/11/2015 8:47 AM
4	125.00 seems like a lot to just renew an existing license.	9/4/2015 4:22 PM
5	very crabby on the phone - she acted like we were bothering her.....not something we need to deal with on the first day of school	8/31/2015 3:40 PM
6	The licensing office seems well organized and efficient in North Dakota is comparison to my co-workers who need services for their licenses in other states as we seek employment overseas.	8/21/2015 4:06 PM
7	I do not feel it was appropriate to asses a $100 fee because I had to get a different type of license and thus my license was not renewed on time.	8/18/2015 5:08 PM
8	I was not aware that there was an added cost for being late. I am always out of the state at the time of my renewal. I wish that the renewal date was not the birthdate month, but the month in which the license was applied .	8/17/2015 4:32 PM
9	I wasn't excited to find out I had to pay a $100 late fee for an expired license since I had assumed I would be notified prior to it expiring, but if was pleased that I was still able to just renew it as long as I paid the late fee.	8/12/2015 3:59 PM
10	Of course no one wants to pay for all the little things it takes to get a license but I expected it.	8/7/2015 10:34 AM
11	Fees are always expensive. I don't make a lot of money. I don't know if I understood this question?	7/25/2015 5:22 AM

12	I'm excited about the new opportunities to use Praxis testing for endorsements. While not cheap, the tests and endorsement fees are much more economical and time-saving than coursework, and they honor the knowledge that experienced teachers have built in their many years of practice. Testing may not be for everyone, but I'm pleased to see the option exists and for me it was a perfect choice.	7/14/2015 10:05 AM
13	I do think that $40 is a bit much for a one year subbing license.	7/7/2015 7:47 AM

Q10 Quality

Answered: 246 Skipped: 3



Answer Choices	Responses	
Excellent	64.23%	158
Above Average	22.76%	56
Average	8.54%	21
Below Average	1.63%	4
Poor	1.22%	3
N/A	1.63%	4
Total		**246**

#	Comment	Date
1	The quality of the service is well appreciated. It was done quickly with no hassle and very efficient. Thank you.	9/28/2015 8:32 AM
2	People make the difference!!! I appreciate all the efforts and time of the ESBP staff.	9/11/2015 8:47 AM
3	Due to the issue explained below...	9/2/2015 7:04 PM
4	Doesn't give a good impression of ESPB	8/31/2015 3:40 PM
5	A+	8/21/2015 4:06 PM
6	I received, fast and pleasant service.	7/25/2015 5:22 AM
7	I found a couple of different places where the number of continuing ed credits required were listed. They don't always agree with each other... I am afraid I can't remember exactly where that was on the ESPB site though. Overall, it is hard to know how we stack up to other states or agencies. It seems OK.	6/2/2015 2:28 PM

Q11 Please provide any other comments or suggestions

Answered: 93 Skipped: 156

#	Responses	Date
1	I had excellent help over the phone and a very good experience overall in applying for my re-entry elementary teaching license. Thank You ladies in the office!	9/27/2015 8:23 PM
2	I was very pleased that all my emails were answered promptly. It was very easy to renew online.	9/27/2015 3:20 PM
3	Thank you for helping me through this process.	9/23/2015 11:42 AM
4	The staff was the most responsive staff in state government. Referred me to DPI credential office.	9/22/2015 1:57 PM
5	Diane was really easy to work with. She could answer any question and did so in a very polite and professional manner!	9/19/2015 8:51 PM
6	Appreciated Mari Fridgen's help, competency, and willingness to help us sort out our issue.	9/18/2015 2:53 PM
7	Every staff person I've talked to has been so kind and helpful. This is my first time acquiring a license and they have made it painless!	9/18/2015 11:53 AM
8	I had a very good experience with the ESPB staff. They were knowledgeable and extremely helpful.	9/18/2015 10:30 AM
9	Redo the system. If you want quality teachers and teachers to not get frustrated coming in from out of state with active license and multiple endorsements ND has to change the procedures from when they were put in place at a time much different than now in what the needs of our state and student's are presently!!	9/18/2015 9:59 AM
10	I was very impressed with the online application, payment and help from Diane! She was great! I noticed rather late that my certificate was due, and she did everything she could to see that the process was completed on time.	9/16/2015 9:27 AM
11	I think ND needs to take a real hard look at allowing teachers to use CE hours toward renewing their license. I find myself always searching for a class that is interesting, worthwhile, and has college credit. I see many classes that I would love to attend, but they are for CE hours. These are usually the ones that would benefit my degree/area of study. Also, I would have attended the Teachers Convention if they would have given credit.	9/15/2015 12:14 PM
12	The interactions I had with ESPB were positive. The staff was friendly and responsive. They were able to direct me to the information I needed and helped me obtain my license quickly during a very stressful time.	9/15/2015 11:21 AM
13	Mari made things SO easy for me. Thanks! :)	9/13/2015 4:14 PM
14	Please continue to be patient with me in the near future as I continue to work to renew my teaching license. Your the best!!!	9/11/2015 8:47 AM
15	In former dealings with this office, I've had excellent service with knowledgeable staff.	9/9/2015 10:50 AM
16	The online application is so easy and quick to complete...a great convenience to have available.	9/9/2015 8:55 AM
17	Excellent services. You always try to find and give alternative solutions to whatever problems applicants encounter with license application.	9/8/2015 4:13 PM
18	Very pleased with the overall service. The only slow part of the interaction was waiting on outside sources to verify background...which couldn't be controlled by this service. Thank you!	9/5/2015 10:04 AM
19	It would have been helpful if I had been more aware of the 30 year licensure information. I thought it was teaching 30 years and it was having a license for 30 years...so I had filled out the form incorrectly last time (five years ago). I called a year later to report my mistake and was told that the information could not be changed so I had to get 4 more credits for my licensure this renewal period. It was disappointing and costly.	9/2/2015 7:04 PM
20	So much easier than past renewal procedures!	9/2/2015 10:53 AM
21	None	9/2/2015 5:23 AM
22	Amy and the other person who helped me through the re-entry for license were very helpful, professional, caring, and patient. I appreciate that! Jolene Rummel	9/1/2015 3:03 PM
23	I was stressed about the process of obtaining a ND Teaching License, but Mari helped guide me through the process and made it very easy for me. She really went about and beyond and she was so easy to work with. Thanks Mari!	9/1/2015 2:19 PM

24	Having the ability to complete this process online saves so much time and is so efficient!	8/31/2015 6:16 PM
25	Treated the new teacher like an idiot. Made her feel terrible.	8/31/2015 3:40 PM
26	I was unsure of what I was doing but the staff was really helpful and I was able to renew my license in a timely manor. Thank you, Rebecca Severson	8/31/2015 12:59 PM
27	Mari Fridgen does an excellent, helpful and thorough job and I greatly appreciate the help.	8/28/2015 1:32 PM
28	Everyone I ever interacted with –from my very first call to the smallest email-- was incredibly helpful, and always so nice. I felt like the attention to my process was personal, not like I was just a number/file.	8/28/2015 11:50 AM
29	The cost of renewing a teachers license is ridiculously high for such a lowly paid profession. Nothing short of a money making scheme, there is no reason what-so-ever for such a high cost.	8/27/2015 8:01 PM
30	I really would like to see administrative credentials and teaching credentials handled by the same group.	8/25/2015 9:45 AM
31	I applied for and received the interim substitute license. I think there should have been more information provided online for the length of the process and how to renew the license once it has expired. I think the process took around one month for me, and was a little too expensive.	8/20/2015 9:18 AM
32	I was not expecting the ESPB site to be easy to use, but I was thrilled at how easy it was to use.(Especially since technology is not "my thing.") It was easy to follow and I appreciated the "to do" box to know what was my responsibility to complete.	8/19/2015 1:49 PM
33	This process - online - went well! When I came to the office to discuss a concern, that did not go as well. Unfortunately, my concerns could only have been understood by those who have a heart for children.	8/18/2015 7:56 PM
34	Thanks so much for your help.	8/18/2015 3:03 PM
35	Very helpful. Answers to my questions were answered promptly and accurately. I was treated respectfully and professionally. I appreciate the excellent service. Thank you.	8/17/2015 10:35 AM
36	Process went well for me.	8/17/2015 8:42 AM
37	Yearly CTE Substitute License. Thank you.	8/14/2015 7:18 PM
38	Yearly CTE Substitute License. Thank you.	8/14/2015 6:41 PM
39	CTE Substitute license Thank You.	8/14/2015 6:04 PM
40	Substitute license	8/14/2015 5:58 PM
41	My questions or inquiries or answered right away!	8/13/2015 7:46 AM
42	Thanks again, Amy, for your courteous help!	8/12/2015 3:59 PM
43	Thanks for the quick answers, work, and licensing.	8/12/2015 10:46 AM
44	Janet Welk does a very good job.	8/12/2015 6:53 AM
45	Why is the send it address not available and why have I no mail? By now I should have tons of mail if it is coming through to us, waiting to hear fro all contacts including MRACTC And state testing. Barbara J. Knudson, Counselor	8/8/2015 9:01 PM
46	I applied for a substitute license. I retired after 30 years of teaching in ND and 3 years in MN and SD.	8/7/2015 4:59 PM
47	Thank you for a very smooth licensing process.	8/7/2015 10:34 AM
48	I like the immediacy of the on-line system, but I find it hard to rate above average when there is really no human interaction involved. To have a password and learn to use a system for something only every 5 years kind of takes away from the convenience part.	8/7/2015 9:27 AM
49	Every single ESPB staff member I interacted with was extremely friendly, helpful, and efficient. Thank you for making this process clear and easy--I really appreciate it!	8/6/2015 8:32 AM
50	I had several questions throughout the license/licensure process and spoke to different gals on several occasions. They were excellent at answering my questions and providing the guidance I needed. The level of their knowledge and understanding is exceptional. When I left a voicemail with a question, my calls were returned in a very timely manner! I can't thank them enough for all of their help!	8/5/2015 12:10 PM
51	Although an error was made when processing my renewal application the problem was resolved within minutes of my call. The online application is seamless and easy. If I had any questions the were answered immediately. Thank you!	7/30/2015 5:32 PM
52	A simple process. I liked that the transcript requirement could be me using an unofficial document.	7/29/2015 9:25 AM
53	Thank you!	7/28/2015 4:13 PM

Customer Satisfaction Survey

54	Diane Weber, Thank you!	7/25/2015 5:22 AM
55	I did have a little trouble finding the correct words to use in my search to find the correct website.	7/21/2015 7:57 PM
56	I like the option of applying online and having my questions answered via email. The process was pretty seamless once I got my transcript to go through. Thanks, Chris Kramer	7/20/2015 5:56 PM
57	An explanation of what is needed to document 30 years of teaching/holding a ND teaching license on the website would have been nice.	7/19/2015 6:05 PM
58	Correspondence was completed via email and responses were received quickly with information requested in addition to the final email indicating the licensure had been issued. Thank You!!	7/16/2015 10:03 PM
59	Ms. Fridgen deserves a raise! :)	7/14/2015 10:05 AM
60	Great Job!!!!	7/11/2015 1:00 PM
61	You are so easy to work with! Thank you for your same-day service!	7/3/2015 11:50 AM
62	Thank for making the licensure process so smooth... I got an email RIGHT AWAY telling me that I was set to go... within an hour of my transcript submission. BIG IMPROVEMENT from the past. Navigating the website to start was a little hitchy, and NDSU's for getting my transcript was TERRIBLE, so THANK YOU.	7/2/2015 10:52 AM
63	It was very easy for me to obtain my initial license. The help was awesome and was a smooth process.. Thanks	7/1/2015 10:34 AM
64	The entire process seemed very efficient.	6/29/2015 5:17 PM
65	Very easy process.	6/29/2015 1:24 PM
66	Thank you for issuing this license. I'm grateful and thankful! You were excellent!	6/26/2015 2:22 PM
67	I was seeking a re-entry license to ND to teach MS. Mari Fridgen was extremely helpful in helping me navigate the process. She answered all my questions quickly and thoroughly. It was very nice to deal with a real person instead of the impersonal menus and lack of response that is the case in New York.	6/25/2015 11:29 AM
68	Great staff! Quick response times. Kind, warm and accommodating!	6/19/2015 2:36 PM
69	I wonder why teaching in another state does not allow renewal to a 5 year license. I received my education at NDSU and have taught in both ND and MN. But since I am currently teaching in MN I am only allowed to renew for two years. I am still in the classroom and don't see the difference between being in a classroom in ND versus being in a classroom in MN as changing my qualifications.	6/18/2015 7:45 AM
70	Applying for another 5 year teaching license was easy. I did not have any questions or problems where I needed tip talk to someone	6/17/2015 10:11 PM
71	The online application was so easy to complete. I received an email confirmation within minutes of submitting my application, and another email a short while later after I emailed my transcripts. My application was approved within a day. I appreciate the prompt service!!	6/17/2015 9:51 PM
72	Always a pleasure working with Diane Weber.	6/17/2015 4:15 PM
73	Thy system that is now in place is awesome! No more waiting on mail, which makes the process quicker and less of a hastle. Very friendly and helpful staff. Awesome experience.	6/17/2015 10:41 AM
74	This whole process was a lot less difficult than I anticipated it would be in the time leading up to me completing everything electronically. I am thoroughly impressed with the immediate turn-around time!!	6/16/2015 11:45 PM
75	I had transcripts sent to the Title I office as well to renew my Reading and Math credentials. I wish I had known to have ESPB send them to the Title Office!!!	6/16/2015 2:29 PM
76	The information on the website was not all convenient and easy to understand. "Qualifications" is ambiguous—qualifications to obtain the license or what I am qualified to teach? My account still says I need to submit my transcripts even though I sent them the day of the application (and received an email indicating receipt) and now have received confirmation my license has been renewed. If you're going to have a "to do" list (which could be useful) it has to be accurate and up to date.	6/16/2015 11:35 AM
77	I always recieve great customer service when working with Amy F. at ESPB!	6/16/2015 10:17 AM
78	Nothing to say but Excellent job guys...	6/15/2015 9:55 PM
79	Everyone at ND ESPB has been amazingly kind, helpful, knowledgeable, and FUN. Being so new go higher education, I have struggled to figure things out, and Dr. Welk has been so helpful and willing to meet to offer guidance. She also responds to email queries immediately. I would have been lost with her help and support this year.	6/15/2015 2:20 PM

Customer Satisfaction Survey

80	My experience with ESPB was great in all areas! When I contacted the office as to how to go about getting my Lifetime Certificate, they were so helpful in explain to me step-by-step instructions. The online form was easy also to follow. I couldn't believe how fast I received my certificate! Thanks so much for your awesome help! It was all greatly appreciated!! :-)	6/14/2015 9:29 PM
81	Great service.	6/14/2015 10:10 AM
82	I find it hard to believe that I had to have my school district write a letter to verify that I had a ND license for more than 30 yrs in ND..it seems that since ESPB grants the licenses they should know when they first granted me a license. I was told they only keep records for 5 years...and if thats the case I think that should change. It was not a problem to get that information from my school but seems like an unnecessary step.	6/14/2015 12:06 AM
83	Thanks for your help with my concerns!	6/13/2015 11:33 PM
84	The online application was very simple to use. I was pleasantly surprised. Also the response to my email was very quick. Thank you.	6/10/2015 11:30 PM
85	ALWAYS HELPFUL AND WILLING TO FIND ANSWERS	6/9/2015 4:14 PM
86	Mari has been quick to return phone calls and emails, she has been very helpful obtaining my kindergarten endorsement.	6/8/2015 5:20 PM
87	Since my computer showed connection problem, I appreciated receiving a print out and having my license renewed. Thank you for your service. MAE	6/4/2015 1:53 PM
88	Amy was awesome with all of her help!	6/4/2015 1:46 PM
89	Excellent Service	6/3/2015 12:04 PM
90	Anytime I have ever had any questions or concerns I have been able to contact someone and receive help immediately. I truly do appreciate the timeliness, hard work, cooperation, and courtesy of the staff. Thank you for working so hard to ensure our needs are met!	6/3/2015 9:55 AM
91	Thank you Mari for your wonderful assistance, and please make sure that all people are on the same page in what information they give out, or at least defer to someone else before giving people like me information that you aren't sure is accurate.	6/2/2015 9:27 AM
92	Phone number in phonebook	6/1/2015 11:47 AM
93	Response to an email question was answered very quickly.	6/1/2015 11:41 AM

ESPB SATISFACTION SURVEY

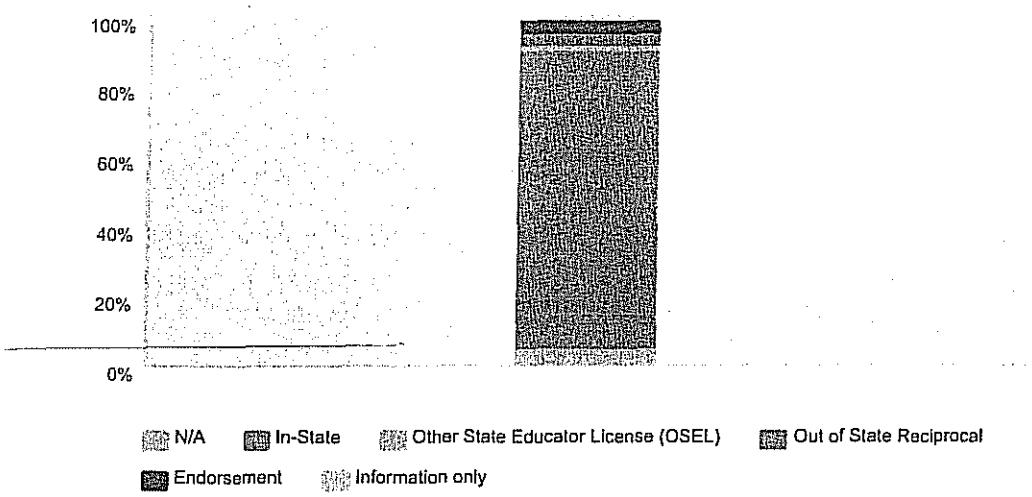
September 2015 through December 2015

Customer Satisfaction Survey

December 2015

Q2 What type of licensure are you seeking?

Answered: 121 Skipped: 7



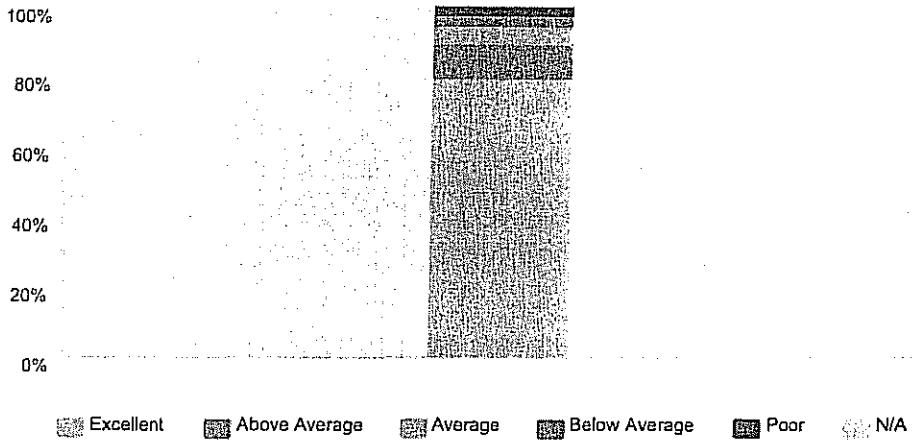
Answer Choices	Responses	
N/A	4.96%	6
In-State	85.12%	103
Other State Educator License (OSEL)	1.65%	2
Out of State Reciprocal	3.31%	4
Endorsement	4.13%	5
Information only	0.83%	1
Total		121

Customer Satisfaction Survey

December 2015

Q3 Timeliness

Answered: 126 Skipped: 2



Answer Choices	Responses	
Excellent	79.37%	100
Above Average	10.32%	13
Average	4.76%	6
Below Average	3.17%	4
Poor	2.38%	3
N/A	0.00%	0
Total		126

#	Comment	Date
1	I was amazed at how fast my application was processed.	12/31/2015 10:31 AM
2	The people at this agency seems retarded. They do not listen. They do not communicate. They are rude, disrespectful, arrogant, callus, abrasive, and very ignorant.	12/21/2015 5:01 PM
3	It's been a year since my application and I just got notice today that it has been approved.	12/21/2015 2:52 PM
4	She was excellent!!!!	12/17/2015 7:26 PM
5	They were great about getting back to me when I accidentally sent the wrong form. They were also quick to update the status online of my application.	12/4/2015 2:36 PM
6	I turned my application in early to beat the rush art the end of the semester. I think that those working at ESPB did an awesome job with timeliness. Other states are not as efficient.	12/3/2015 12:56 PM
7	I applied for my license on December 1st, emailed my transcripts the same day, and had the license approved by December 3rd.	12/3/2015 11:57 AM
8	i thought it was a two year, very disappointed. good luck keeping teachers	12/2/2015 9:18 AM
9	I received two apologies during this process. They were appreciated, but if I hadn't had called on two additional occasions the outcome may have been different. The first apology followed a discrepancy with the number of credits required on my paper copy or issued copy verses the number of credits required on the computer. When I called, I was instructed that it was an office error and I was given an apology. The second apology followed a wait and several occasions checking the computer for my licensure to be processed. I kept seeing that I needed to submit my transcript. Upon calling, I was offered another apology and my transcript was printed. The gal on the phone said that she would get right to it.	12/2/2015 8:15 AM

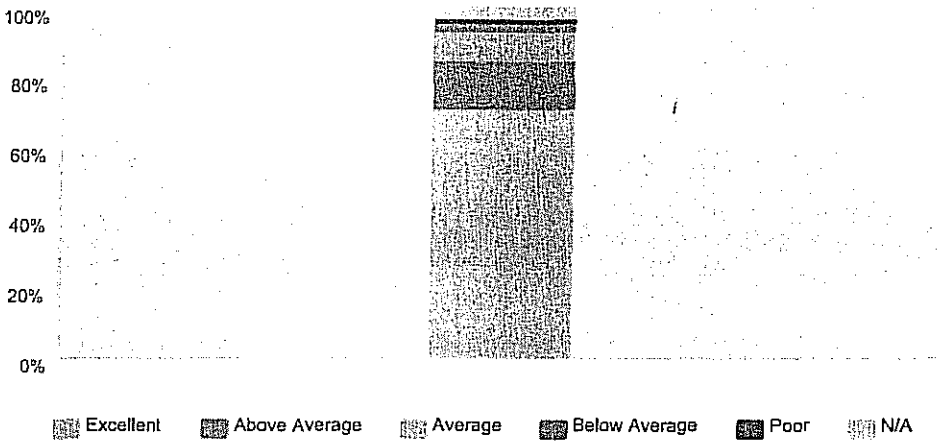
10	My experience with ESPB in person or online has always been great! The staff at ESPB is very capable and friendly in person and online.	12/1/2015 8:56 AM
11	They were so fast with my application!	11/23/2015 1:59 PM
12	I should have been notified of the problems I was having with my License being renewed. There should at the very least be an email notification. Your website is extremely confusing and not user friendly.	11/23/2015 10:23 AM
13	I thought the process took a very long time.. I am still not sure why I had to provide 4 sets of fingerprints. Fortunately, the Police Dept. didn't charge me again.	11/16/2015 10:05 PM
14	A day after submitting my credits I had already received word that my license was approved for renewal.	11/12/2015 8:56 AM
15	With the influx of people and shortage of service people in the Williston area it is amazingly refreshing to receive service from you folks at 8:30 a.m. on a Monday morning. thanks.	11/9/2015 10:18 AM
16	After sending an email to Dr. Janet Welk, She responded within minutes with a concise and detailed reply containing all of the information I requested.	11/9/2015 7:22 AM
17	ESPB North Dakota staff are AMAZING at responding to questions quickly and dealing with any issues that come up during the licensing process.	11/5/2015 1:02 PM
18	As soon as the mail all arrived, the license was issued!	11/4/2015 9:21 AM
19	I'm surprised at the promptness I was given. Mari did an excellent job in getting the information I needed to make a difference in a child's education.	11/3/2015 3:15 PM
20	Appreciated ESPB sending me the application.	10/28/2015 8:53 PM
21	I was accidentally too early in requesting my license renewal, but the ESPB helped me finish all renewal steps and then issued the license as soon as it was appropriate.	10/28/2015 11:52 AM
22	I received my license within 3 weeks.	10/26/2015 12:38 PM
23	So helpful every time I have called.	10/26/2015 12:35 PM
24	I have experienced both on a personal level and professional level. ESPB truly utilizes the service approach in attending to individual's and district's needs.	10/13/2015 11:17 AM

Customer Satisfaction Survey

December 2015

Q4 Availability

Answered: 128 Skipped: 0



Answer Choices	Responses	
Excellent	71.09%	91
Above Average	14.06%	18
Average	7.81%	10
Below Average	2.34%	3
Poor	1.56%	2
N/A	3.13%	4
Total		128

#	Comment	Date
1	I found it hard to initially log on to the website. I was always taken to the page for initial inquiries but I knew I already had an account. I had to get help through the toll free number to log in.	12/28/2015 9:04 PM
2	Great speed.	12/17/2015 7:26 PM
3	I was able to speak with a representative on the first ring.	12/3/2015 11:57 AM
4	I did not have any trouble reaching an office person by phone.	12/2/2015 8:15 AM
5	I couldn't find a place or person to contact with questions and it was really stressful to me.	11/30/2015 1:36 PM
6	Answered the telephone right away, and if she wasn't available, she called back as soon as she was free.	11/3/2015 3:15 PM
7	I needed to change my name due to marriage, and when I called for assistance with this, the people on the phone were excellent.	10/28/2015 11:52 AM
8	I liked that my call was returned in a timely manner.	10/26/2015 12:38 PM

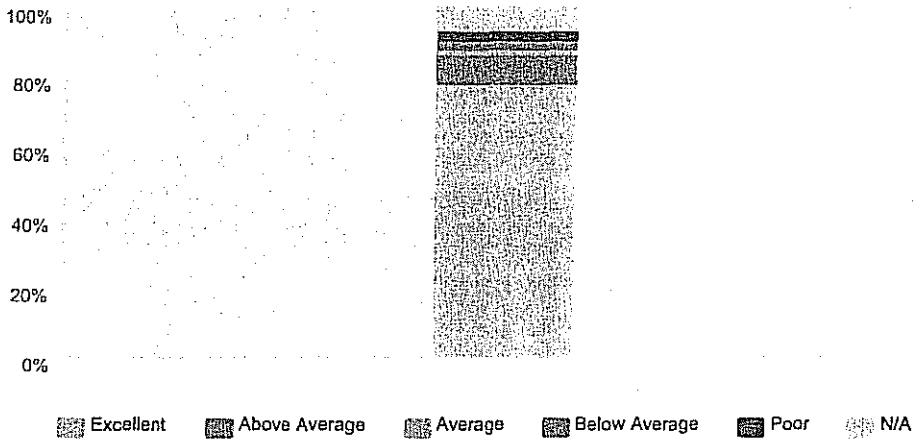
4

Customer Satisfaction Survey

December 2015

Q5 Courtesy

Answered: 127 Skipped: 1



Answer Choices	Responses	
Excellent	77.95%	99
Above Average	8.66%	11
Average	1.57%	2
Below Average	2.36%	3
Poor	3.15%	4
N/A	6.30%	8
Total		127

#	Comment	Date
1	Did everything on- line	12/31/2015 3:21 PM
2	I had to call several times and Amy was very friendly and helpful.	12/29/2015 1:21 PM
3	I have had great customer service, with people that really seem to care.	12/28/2015 9:34 AM
4	Great help via phone call to	12/23/2015 5:13 PM
5	Everyone I talked to was very nice.	12/17/2015 7:26 PM
6	Responses were short and were not courteous. The response emails were almost to the point of feeling annoyed.	12/10/2015 3:19 PM
7	I really like that emails are sent when there is a next step in the process. I felt updated all along the way.	12/3/2015 12:56 PM
8	The woman I spoke with was very kind and helpful, willing to explain any questions I had.	12/3/2015 11:57 AM
9	No matter what, they are always friendly and available to answer questions!	11/24/2015 9:26 PM
10	Upon having problems with renewing my license I spoke with Amy at least three times. Not only was she rude, she was not helpful. I've never been treated so poorly by a professional.	11/23/2015 10:23 AM
11	All done online	11/18/2015 7:45 PM
12	Mari Fridgen has been an excellent representative to work with over the past week. She has been very helpful in updating my teaching license in a precise and professional manner.	11/10/2015 2:54 PM
13	All of my questions were answered quickly over the phone. Everyone was very helpful.	11/4/2015 9:21 AM
14	Very polite	11/3/2015 3:15 PM

Customer Satisfaction Survey

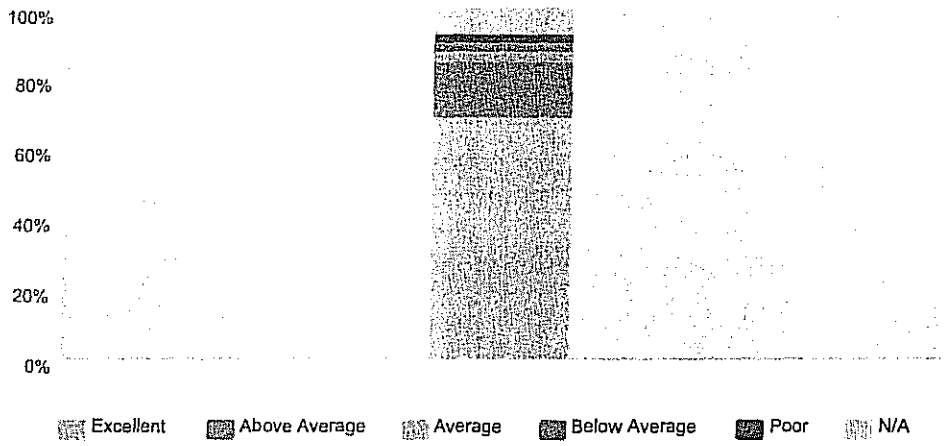
15	Dealings are typically rude, uncourteous, uncooperative, and disinterested in the needs of those who seek a license	11/3/2015 10:28 AM
16	They helped me out with a difficult situation in getting my license renewed. They were very supportive.	11/3/2015 8:57 AM
17	I liked the professional manner and friendly service from the staff.	10/26/2015 12:38 PM
18	I have been in education for over 30 years and I have experienced 2nd to none in this area.	10/13/2015 11:17 AM
19	Renewal was done online	10/6/2015 6:01 PM

Customer Satisfaction Survey

December 2015

Q6 Knowledge

Answered: 125 Skipped: 3



Answer Choices	Responses	
Excellent	68.80%	86
Above Average	16.00%	20
Average	3.20%	4
Below Average	2.40%	3
Poor	2.40%	3
N/A	7.20%	9
Total		**125**

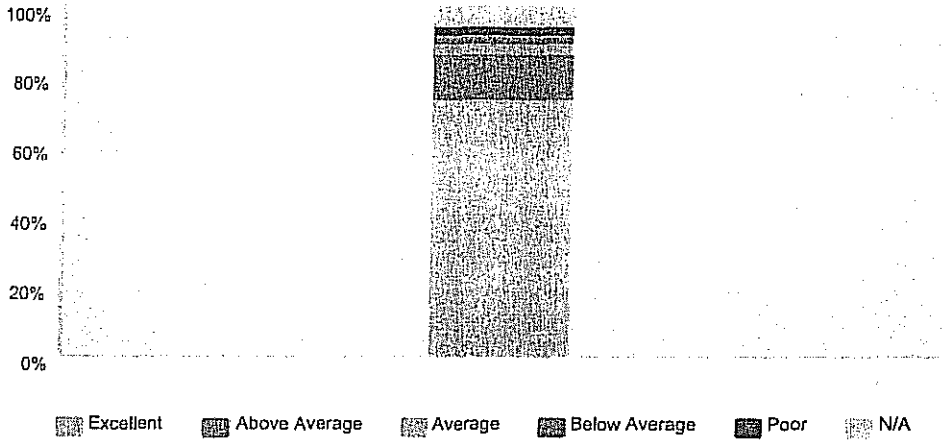
#	Comment	Date
1	Did everything on-line	12/31/2015 3:21 PM
2	New exactly what I needed.	12/17/2015 7:26 PM
3	Upon inquiry of credits and what credits would work for my licensure, it did not appear that there is a formal protocol in determining how far back credits would be honored. It would seem to me that a record should be kept of the last credit that was counted and from that credit forward those should be honored. Hearing, "the summer of 2010 is fine, but I think the spring of 2010 is just too far back" does not sound like something that is set in stone. Would a different person make a different decision?	12/2/2015 8:15 AM
4	The people who work there are very knowledgeable. There are a lot of educators who have lots of questions when it comes to renewing their license and an easier access help-desk or email to contact for questions would be nice.	11/30/2015 1:36 PM
5	Sought the answer and called me back with the answer	11/3/2015 3:15 PM
6	Knowledge is great when it comes to deceiving applicants and ND citizens while funneling money into the universities' pockets.	11/3/2015 10:28 AM
7	Renewal was done online	10/6/2015 6:01 PM

Customer Satisfaction Survey

December 2015

Q7 Responsiveness of Staff

Answered: 124 Skipped: 4



Answer Choices	Responses	
Excellent	73.39%	91
Above Average	12.90%	16
Average	3.23%	4
Below Average	2.42%	3
Poor	2.42%	3
N/A	5.65%	7
Total		124

#	Comment	Date
1	Got an email right away stating that my license would be printed and mailed right away!	12/31/2015 3:21 PM
2	Very helpful	12/29/2015 1:21 PM
3	Very courteous	12/23/2015 5:13 PM
4	I tried reaching out to no response.	12/21/2015 2:52 PM
5	Emailed the same day.	12/17/2015 7:26 PM
6	Quick to respond.	12/3/2015 12:56 PM
7	I was able to speak with a representative who could assist me on the first ring. I received an email stating my transcripts had been received before the end of the day, and I sent them that afternoon.	12/3/2015 11:57 AM
8	Once a call was made, a staff person was able to help immediately.	12/2/2015 8:15 AM
9	I made the decision to go to the ESPB office to reapply for a license since mine has lapsed. I was treated with respect and the staff were more than helpful. The office was very professional, I was offered a bottle of water as I filled out my application for renewal. Thank you so much!!	11/17/2015 9:23 AM
10	All staff has always been extremely helpful and knowledgeable!	11/13/2015 1:43 PM
11	Have never been treated as rudely as I have been by Janet Welk and her staff.	11/3/2015 10:28 AM
12	Renewal was done online	10/6/2015 6:01 PM

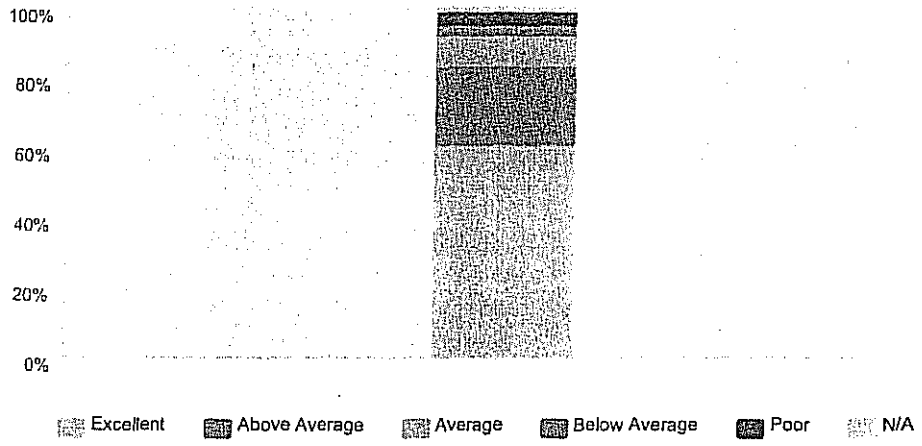
8

Customer Satisfaction Survey

December 2015

Q8 Ease of Obtaining Information or Services

Answered: 126 Skipped: 2



Answer Choices	Responses	
Excellent	61.11%	77
Above Average	22.22%	28
Average	8.73%	11
Below Average	3.17%	4
Poor	3.97%	5
N/A	0.79%	1
Total		126

#	Comment	Date
1	Easy transactions on-line	12/31/2015 3:21 PM
2	See above note on number 4.	12/28/2015 9:04 PM
3	Quick and amazing.	12/17/2015 7:26 PM
4	The online application is simple. I like that there was a checklist and a complete and incomplete section that made it easy to understand.	12/3/2015 12:56 PM
5	I was apprehensive about this process as I've been out of the classroom for 4 years now and I wasn't sure what kind of license to apply for next, but it was all very easy and pretty self-explanatory, even in my situation. I thought the process would be more drawn out, but it was very quick, even during the holidays.	12/3/2015 11:57 AM
6	See #6	12/2/2015 8:15 AM
7	On the online application, it stated that I had two items "to do." One was to send my transcript, but it did not state how many, if any, credits I needed to renew my license. The other was "verification of 30 years of teaching in North Dakota." It did not state what they would accept as verification. I had to ask my administrator.	11/25/2015 8:06 AM
8	Their goal is to take YOUR information, then fabricate a context around it to convince you that you are unqualified for license until you pay out of pocket for needless classes at one of the state's universities. Unless you ask hard questions and fight back they will continue to deal with applicants in a dishonest and fraudulent manner.	11/3/2015 10:28 AM
9	It was excellent on the phone, but I did not like the website.	10/28/2015 8:53 PM

9

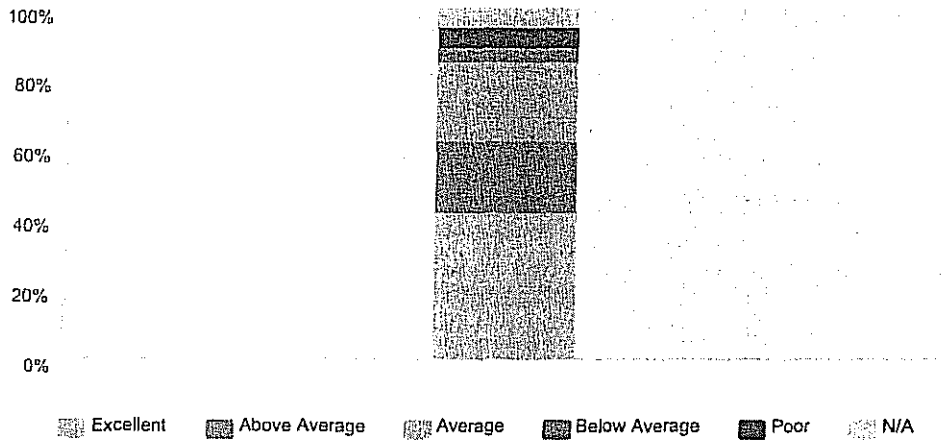
10	I had a few questions that the person on the phone couldn't answer, but they helped me figure out the correct next step.	10/28/2015 11:52 AM
11	Love the online feature.	10/8/2015 9:50 AM
12	I had a few questions, regarding the # of hours of CEC required and was very promptly directed to who could help me and those questions were answered almost immediately.	10/5/2015 2:50 PM

Customer Satisfaction Survey

December 2015

Q9 Cost and Value of the Interaction

Answered: 126 Skipped: 2



Answer Choices	Responses	
Excellent	42.06%	53
Above Average	20.63%	26
Average	22.22%	28
Below Average	3.97%	5
Poor	6.35%	8
N/A	4.76%	6
Total		126

#	Comment	Date
1	ESPB did everything efficiently, however I do not believe that it should cost me $125 to renew my license every five years. Firstly, I spent all my own time attending courses to better my teaching practices. Secondly, I paid for the courses; it does not cost the state of ND any money to renew my license. Thirdly, I spent the time on the internet filling out the application, downloading my transcripts, and submitting the application. Lastly and most importantly, there is a teacher shortage in ND, so why are we requiring teachers of an already underpaid profession to pay an enormous fee to renew a simple license? I believe ESPB should consider eliminating this unnecessary and unfair fee.	12/28/2015 7:31 PM
2	Amazing!!!!!!	12/17/2015 7:26 PM
3	Minimal	12/11/2015 11:10 AM
4	I feel like the cost is affordable for new teachers.	12/3/2015 12:56 PM
5	I think $125 for five years is adequate, and I was pleased that I didn't have to spend more money on a transcript.	12/3/2015 11:57 AM
6	I think for the cost, I should not have had to contact the office on two additional occasions in addition to logging on to check. I would like to see a record of the last credit history logged as part of this process for clarity.	12/2/2015 8:15 AM
7	We don't make a lot as teachers and 125 is a lot of money....	11/30/2015 1:36 PM
8	It was very inconvenient for me, a person who only has a Discover credit card, to pay for the licensure fee. I had to ask someone if they would pay my fee for me and then had to do an awkward check exchange with them.	11/23/2015 10:33 AM
9	Although I am happy to pay $125 for my educator license, $100 for a late fee is excessive. I mailed my transcript to the address on the ND Teach website, and you did not receive it. The address listed on your website is different. This may propose a problem.	11/23/2015 10:23 AM

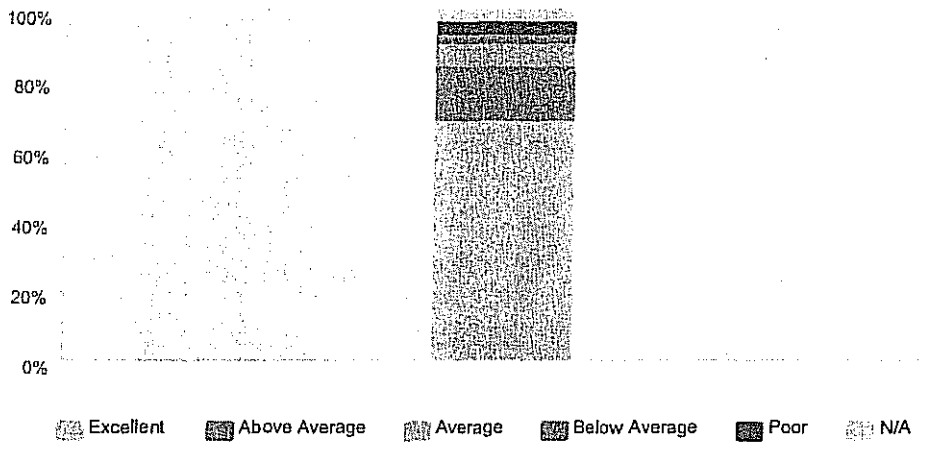
10	I understand that the cost for applying for a license is a necessity but I hope it is not a hardship for out of state teachers coming into the state or for our new first time graduates. :)	11/17/2015 9:23 AM
11	I was not prepared for the costs involved. I was informed by the school that when I did begin that I would make that up in possibly one day. This is good. I had to borrow money from a friend to get this done..	11/16/2015 10:05 PM
12	The cost for evaluating transcripts is excessively high.	11/2/2015 7:06 PM
13	I think $125 is a lot to pay to be able to do my job, especially considering I'm in my 8th year of teaching in a shortage area and still paying for my small-college education.	10/28/2015 11:52 AM
14	Based on the Pay Scale of teachers in ND, $125 is way too much for a renewal. The ND Legislature could at least pay for this.	10/8/2015 11:02 AM

Customer Satisfaction Survey

December 2015

Q10 Quality

Answered: 126 Skipped: 2



Answer Choices	Responses	
Excellent	68.25%	86
Above Average	15.87%	20
Average	6.35%	8
Below Average	2.38%	3
Poor	3.97%	5
N/A	3.17%	4
Total		126

#	Comment	Date
1	Best customer service I have had in along time.	12/17/2015 7:26 PM
2	See #9	12/2/2015 8:15 AM
3	I had a single e-mail encounter to judge by, but anytime a friendly response occurs at 8:30 a.m. on a Monday morning, I'm impressed. Also my needs were addressed and apparently will be met. Can't ask for more than that.	11/9/2015 10:18 AM

Customer Satisfaction Survey

December 2015

Q11 Please provide any other comments or suggestions

Answered: 50 Skipped: 78

#	Responses	Date
1	Everything worked out really well and was easy to navigate online!	12/31/2015 3:21 PM
2	Very easy to renew license and very helpful staff.	12/29/2015 1:21 PM
3	The staff working in the Education Department are all excellent and knowledgeable in their area of expertise working the online registration was much less difficult than anticipated. I was able to finish the online registration with ease.	12/23/2015 12:00 PM
4	Fire all of them and find people that know how to communicate with others.	12/21/2015 5:01 PM
5	My transcripes were mailed and were sent by school mail which said the letter with transcripts was sent from Fargo. Bismarck said they did not receive it. Just wonder where that ended up?Had to scan and resend.	12/21/2015 12:58 PM
6	Don't change a thing. Great job!!!!!!	12/17/2015 7:26 PM
7	For some reason the survey would not allow me to check any of the boxes, but I would say "Excellent" to all questions. I called in September to find out how to renew my license. She was very kind and knowledgeable. Last night I filled out the application and attached my transcripts in an email. I already had an email that my license was approved for renewal this morning. I was very happy with how quick and easy this process was.	12/16/2015 10:04 AM
8	I would like to thank Diane Weber for all of her help and patience with me!! I am very excited to have my North Dakota lifetime license!!	12/15/2015 3:58 PM
9	My contact with the staff of ESPB was very pleasant and professional. They were also very helpful.	12/11/2015 2:00 PM
10	Drivers Ed. Credential	12/11/2015 11:10 AM
11	They were so understanding and patient!!	12/11/2015 9:33 AM
12	I had to call for a question regarding credits and the call was answered immediately and my question was answered with ease. I appreciate the fact that when I sent in my transcript I was sent an email verifying that it was received. The process went smoothly.Thank you!	12/11/2015 7:35 AM
13	Response emails need to be respectful and professionally written.	12/10/2015 3:19 PM
14	Everybody that assisted was very helpful and professional.	12/8/2015 9:43 AM
15	I really like how simple it was to complete the application. I have looked at other states sites and they do not make the process as simple as in ND. Thank you!	12/3/2015 12:56 PM
16	I have interacted with other states' licensing agencies and I LOVE NORTH DAKOTA! You are so easy to work with and so timely! Thank you for being on top of your game. I love working with ND agencies!	12/3/2015 11:54 AM
17	The homepage will not let me log in or reset my password. Very frustrating and wasting my time!!	12/2/2015 2:44 PM
18	I have no issues with staff. They were cordial on the phone and helpful, but it appears that the office and process has some room for growth.	12/2/2015 8:15 AM
19	I have sometimes found that people who work with records all day are not especially good at relating to people. However, this is not the case with ESPB. They have always been friendly and professional. Since my continued employment depends on proper licensure, I find their services quite valuable. ESPB-a class act, all the way!!!	12/1/2015 8:56 AM
20	Very professional and enjoyable staff!	11/24/2015 9:26 PM
21	The process of getting my own life certificate was easy. I did find it funny that I needed to get verification from TFFR as proof since my entire career has been in ND. I would think that would be in my records. As a principal, I have called several times in the past few years with questions about the highly qualified status of staff or potential staff. I have had many of these conversations with Mari Fridgen. She is a tremendous asset to ESPB. I have always found Mari to be professional and kind. If she needs to follow up on a question, she has always been very prompt. If anyone deserves a bonus from the Governor, Mari would be on the top of my list in Bismarck. Thanks.	11/23/2015 4:35 PM
22	Amy was very friendly and willing to guide me through the 30 year license process. Thanks for all your help!!	11/23/2015 12:26 PM
23	The website is easy to use and staff emailed me to let me know they received my information. The whole process was quick and easy. What took the longest was getting my transcript and that has nothing to do with ESPB.	11/23/2015 12:18 PM

24	Please accept more forms of credit card payment or check payment.	11/23/2015 10:33 AM
25	Dr Janet Welk is a wealth of information and she so readily helps with any request. It is great to work with someone with the knowledge and passion she has.	11/18/2015 8:14 AM
26	Sure appreciate the timely assistance. Thanks for a great job!	11/17/2015 11:07 AM
27	I'm pleased that my licensure went through so quickly. Thank you!	11/13/2015 5:27 PM
28	Great experience working with them, very helpful and thank you!	11/13/2015 1:55 PM
29	Everyone has done a stand up job in this process and deserves a pat on the back. I couldn't have imagined it going any smoother, thank you very much!	11/13/2015 11:43 AM
30	Thanks for allowing us to send an unofficial transcript!	11/10/2015 12:32 PM
31	Thanks.	11/9/2015 10:18 AM
32	Was unable to find some of the web sites that were needed to get my UND credits transferred, but did call UND and DPI and all were very helpful.	11/6/2015 1:17 PM
33	Superb, knowledgable and friendly personnel!!!	11/5/2015 5:05 PM
34	I like that you kept my past information on file, so I didn't have to put in past information.	11/4/2015 9:21 AM
35	A group of people directed by the iron-fisted Janet Welk who has accumulated the following of university minions. The goal of the entire group appears to be scamming applicants out of money (directed to the universities) while apparently having to answer to no one. This board is a fleece-job of ND citizens, second only to the oil industry.	11/3/2015 10:28 AM
36	I appreciated their help.	11/3/2015 8:57 AM
37	Everyone was so very pleasant and helpful whenever I called and had questions!	10/26/2015 11:50 PM
38	You were all very helpful in guiding me through the process of getting my sub license.	10/26/2015 8:37 PM
39	Mari Fridgen was so helpful today! I really appreciated her urgency with my situation. She was so helpful. Thanks again.	10/26/2015 7:32 PM
40	Like the online system –easy!	10/26/2015 1:03 PM
41	Mari Fridgen has been amazing. She has kindly assisted me over the past year and I can't even begin to fully describe my appreciation. Prompt, knowledgeable, professional, courteous, and AWESOME are just a few words to describe her. She is a true asset to ESPB.	10/15/2015 11:20 AM
42	I have recently been hired on as the principal for the Circle of Nations School and I am so impressed with both ESPB and DPI with how patient and knowledgeable both departments have been. I thank you for all that you do in making my job easier.	10/13/2015 1:39 PM
43	I am very pleased with ESPB	10/13/2015 11:17 AM
44	Outstanding service.	10/12/2015 8:04 AM
45	Mari Fridgen is exceedingly courteous and a pleasure to communicate with.	10/8/2015 11:27 AM
46	Applying on-line and being able to scan and email my transcripts made the renewal process very quick and easy.	10/7/2015 8:51 AM
47	It has been a privilege and a pleasure to work with ESPB over the last 35 years that I have held a teacher's license in the state of North Dakota. I have participated on a number of accreditation site visits to university/college campuses in ND and have found each visit to be extremely well-organized and purposeful.	10/7/2015 8:44 AM
48	My renewal was done strictly online. My only suggestion would be to send an email confirming that the request/application was sent. It was not clear that the application process was over. With a great deal of looking, I finally saw the status as "Pending or Processing" in the left hand menu bar. This was not easily seen and the timeline that was to be expected before hearing whether the renewal was successful was not communicated at the time of submission. Otherwise, very timely and easy process. Thank you.	10/6/2015 6:01 PM
49	Thank you very much, for all guidance in regards to reapplying for licensure.	10/5/2015 2:50 PM
50	The ESPB director and staff are some of the kindest and helpful people in state government. They are so responsive to my needs and concerns. Keep up the good work.	10/2/2015 9:05 AM

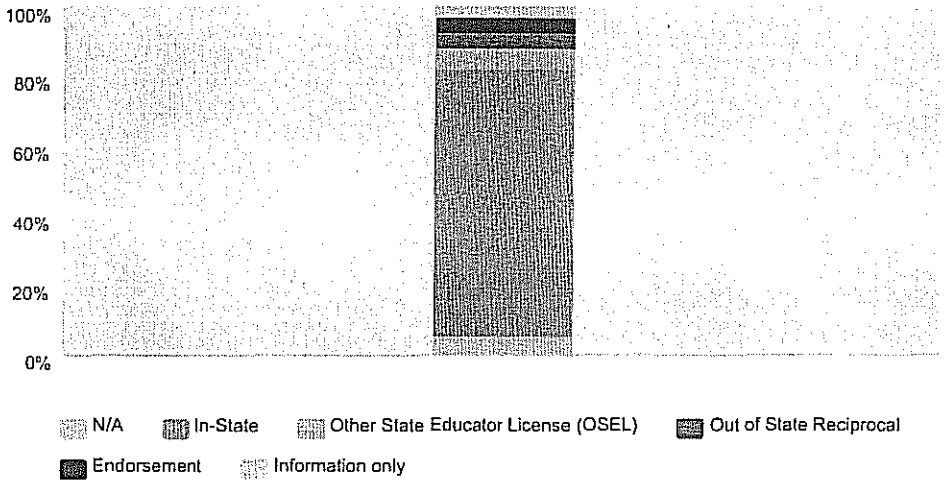
ESPB SATISFACTION SURVEY

December 2015 through March 2016

March 2016

Q2 What type of licensure are you seeking?

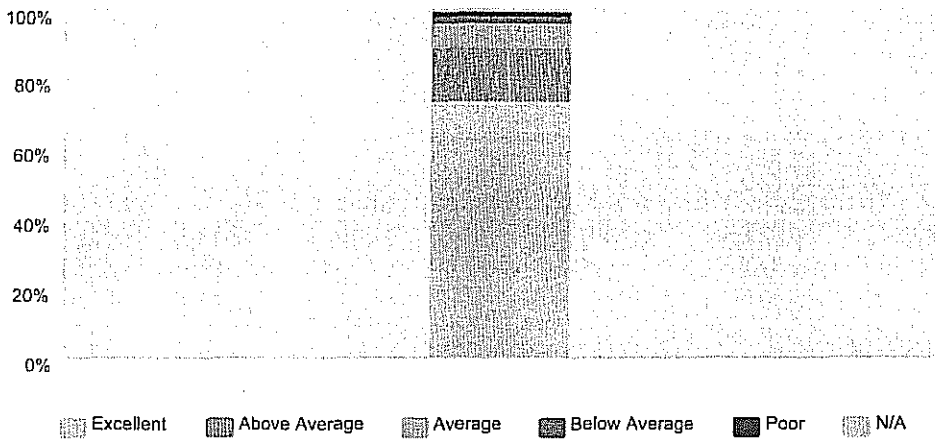
Answered: 538 Skipped: 26



Answer Choices	Responses	
N/A	5.39%	29
In-State	76.39%	411
Other State Educator License (OSEL)	6.13%	33
Out of State Reciprocal	4.65%	25
Endorsement	4.46%	24
Information only	2.97%	16
Total		538

Q3 Timeliness

Answered: 557 Skipped: 7



Answer Choices	Responses	
Excellent	73.43%	409
Above Average	15.80%	88
Average	6.82%	38
Below Average	1.97%	11
Poor	1.62%	9
N/A	0.36%	2
Total		557

#	Comment	Date
1	I was extremely happy with the timely replies from the ESPB, particularly by Assisstant Director Mari Fridgen	3/31/2016 11:07 AM
2	Usually received an email or phone call within the same day or the next working day if the response occurred on a Friday.	3/29/2016 9:21 PM
3	Any issues were promptly resolved and they helped me every step of the way.	3/28/2016 3:53 PM
4	Everyone was very helpful in explaining what I needed to complete.	3/22/2016 3:47 PM
5	I emailed my transcript and had all other items in order and had spoken with someone from your office who said all was in order, yet it was not processed when it should have been.	3/21/2016 12:38 PM
6	I'm pursuing my substitute teaching certificate and the office has been helpful and very prompt.	3/21/2016 10:33 AM
7	As I completed each step for a substitute license, the work that ESPB did in response was completed quickly.	3/16/2016 7:20 PM
8	Emails were sent to me to notify me of any updates.	3/15/2016 1:24 PM
9	From start to finish the process took less than a month.	3/14/2016 11:42 AM
10	Two and 1/2 weeks is fair–thanks	3/11/2016 10:58 AM
11	Mari gets me all the information I'm seeking right away!	3/10/2016 12:54 PM
12	Very quick to answer my questions via email	3/8/2016 2:45 PM
13	Hard to navigate, do not provide you with the information you are seeking!!!	3/7/2016 1:54 PM
14	Got a response very promptly.	3/3/2016 8:43 AM

Customer Satisfaction Survey

15	I've had the opportunity to work with Amy, Maria and Lacey. All of these ladies are very considerate and professional. They really know their stuff. Thank you Charles	2/22/2016 4:14 PM
16	approved in 24 hours- awesome	2/18/2016 10:12 AM
17	Prompt responses to email queries.	2/17/2016 10:12 AM
18	I received "above average" timely help the first week, but then the staff member was gone for a week. They had promised to stay on top of my application process because there were issues. There was no email reply to tell me they were out of the office, or phone message to inform me of such on the voicemail. Therefore a week of messaging was wasted.	2/5/2016 2:54 PM
19	I feel the process of obtaining/ renewing a substitute teacher license is cumbersome at best. If a ND teacher retires in good standing after years of service, why is a letter from an administrator necessary especially with the shortage of teachers/subs? This letter held up my renewal process as the letter promised from Central Office was not sent and I had to cancel scheduled sub jobs.	2/5/2016 2:53 PM
20	Communication after application submission needs to happen in a timely, clear manner. The website does not explain the information still needed nor are the directions to fulfill demands.	1/29/2016 12:17 PM
21	Last year I used internet to apply which worked fine; no problems. This year it was impossible to get in; the password would not work even with the assistance of your department person who said to just go paper. It takes much longer to get business done with "snail mail."	1/28/2016 1:28 PM
22	Extremely accommodating!	1/26/2016 4:17 PM
23	Replied within the hour.	1/26/2016 8:01 AM
24	Response took over a week.	1/26/2016 7:27 AM
25	I have contacted ESPB multiple times and they are always very quick to respond via email and phone. I received both my substitute and my interim teaching license very quickly after applying.	1/22/2016 4:14 PM
26	I have contacted ESPB multiple times and they are always very quick to respond via email and phone. I received both my substitute and my interim teaching license very quickly after applying.	1/22/2016 4:14 PM
27	J. Welk responded within minutes!	1/22/2016 2:36 PM
28	The college information took the longest. Even though I wanted a rush delivery, I had to send multiple emails to MSU. I had to send multiple emails to the registrars office.	1/19/2016 1:12 PM
29	Mari and Amy have been great. Always get back to you ASAP with the right information so one can make an intelligent decision. Never have to wait around wondering what's going to happen next.	1/19/2016 11:14 AM
30	My renewal process took less that 1 day after completing.	1/14/2016 4:03 PM
31	Mari responded right away!	1/13/2016 2:18 PM
32	Mari is very professional has been excellent in helping me with quality information. She has answered all of my questions and has given me guidance as to the different options I have. She is a great asset to your organization.	1/13/2016 2:16 PM
33	Diane responded to my emails promptly.	1/12/2016 8:24 AM
34	Very fast work, Let me know exactly what needed to be turned in yet...when I called for a question on my application my question was answered.	1/8/2016 9:24 PM
35	I was nervous about the new process, but it seems to be very quick and successfull	1/6/2016 1:39 PM
36	Processed information quickly.	1/5/2016 3:30 PM
37	Mari was very extremely helpful in getting a new teacher licensed for me. I feel she went above and beyond to help. Keep up the great work!!	1/4/2016 1:56 PM
38	I was contacted by email the morning of the next work day after I sent in my application and unofficial transcripts.	1/4/2016 10:00 AM
39	timely feedback and responses	1/4/2016 9:38 AM
40	I was amazed at how fast my application was processed.	12/31/2015 10:31 AM
41	The people at this agency seems retarded. They do not listen. They do not communicate. They are rude, disrespectful, arrogant, callus, abrasive, and very ignorant.	12/21/2015 5:01 PM
42	It's been a year since my application and I just got notice today that it has been approved.	12/21/2015 2:52 PM
43	She was excellent!!!!	12/17/2015 7:26 PM

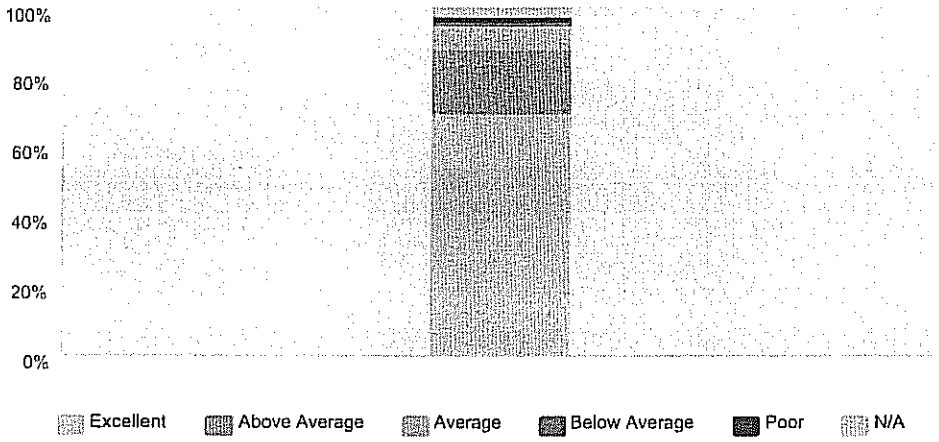
44	They were great about getting back to me when I accidentally sent the wrong form. They were also quick to update the status online of my application.	12/4/2015 2:36 PM
45	I turned my application in early to beat the rush art the end of the semester. I think that those working at ESPB did an awesome job with timeliness. Other states are not as efficient.	12/3/2015 12:56 PM
46	I applied for my license on December 1st, emailed my transcripts the same day, and had the license approved by December 3rd.	12/3/2015 11:57 AM
47	i thought it was a two year, very disappointed. good luck keeping teachers	12/2/2015 9:18 AM
48	I received two apologies during this process. They were appreciated, but if I hadn't had called on two additional occasions the outcome may have been different. The first apology followed a discrepancy with the number of credits required on my paper copy or issued copy verses the number of credits required on the computer. When I called, I was instructed that it was an office error and I was given an apology. The second apology followed a wait and several occasions checking the computer for my licensure to be processed. I kept seeing that I needed to submit my transcript. Upon calling, I was offered another apology and my transcript was printed. The gal on the phone said that she would get right to it.	12/2/2015 8:15 AM
49	My experience with ESPB in person or online has always been great! The staff at ESPB is very capable and friendly in person and online.	12/1/2015 8:56 AM
50	They were so fast with my application!	11/23/2015 1:59 PM
51	I should have been notified of the problems I was having with my License being renewed. There should at the very least be an email notification. Your website is extremely confusing and not user friendly.	11/23/2015 10:23 AM
52	I thought the process took a very long time.. I am still not sure why I had to provide 4 sets of fingerprints. Fortunately, the Police Dept. didn't charge me again.	11/16/2015 10:05 PM
53	A day after submitting my credits I had already received word that my license was approved for renewal.	11/12/2015 8:56 AM
54	With the influx of people and shortage of service people in the Williston area it is amazingly refreshing to receive service from you folks at 8:30 a.m. on a Monday morning. thanks.	11/9/2015 10:18 AM
55	After sending an email to Dr. Janet Welk, She responded within minutes with a concise and detailed reply containing all of the information I requested.	11/9/2015 7:22 AM
56	ESPB North Dakota staff are AMAZING at responding to questions quickly and dealing with any issues that come up during the licensing process.	11/5/2015 1:02 PM
57	As soon as the mail all arrived, the license was issued!	11/4/2015 9:21 AM
58	I'm surprised at the promptness I was given. Mari did an excellent job in getting the information I needed to make a difference in a child's education.	11/3/2015 3:15 PM
59	Appreciated ESPB sending me the application.	10/28/2015 8:53 PM
60	I was accidentally too early in requesting my license renewal, but the ESPB helped me finish all renewal steps and then issued the license as soon as it was appropriate.	10/28/2015 11:52 AM
61	I received my license within 3 weeks.	10/26/2015 12:38 PM
62	So helpful every time I have called.	10/26/2015 12:35 PM
63	I have experienced both on a personal level and professional level. ESPB truly utilizes the service approach in attending to individual's and district's needs.	10/13/2015 11:17 AM
64	So FAST!!! Thank-you!	9/30/2015 8:11 AM
65	Yes the process of getting a renewed 5 year licenses was very quick. I really appreciated the timeliness and efficiency.	9/28/2015 8:32 AM
66	It was difficult dealing with renewal of my license because of the timeliness. I sent in my fingerprints and nearly 3 weeks later I was told they were unreadable. It then took another 3 weeks and then it was too late to register for classes needed this fall for licensing. I was disappointed. Also in dealing with people over the phone, I am not sure they are even sure what happens on their own website. I explained a situation to Bobby Jo Halle and she did not believe me. She then logged into the website under me and learned I was telling the truth. The next day I called her (as did my principal) and she didn't even remember the conversation. I sent her an email...she said she never received until my principal called her out on it and then it was conveniently located in her inbox. Just very frustrating. I know she deals with many issues but LARGE problems in two days...difficult to swallow as business as usual.	9/27/2015 9:44 AM
67	The finger printing and back round check was a long time!	9/26/2015 12:32 PM

Customer Satisfaction Survey

68	Sometimes when there are changes - information may be a slow at getting out. However, I am not sure if that ESPB or another responsible entity.	9/22/2015 9:43 PM
69	Once they received all the information, the turn around was really fast!	9/19/2015 8:51 PM
70	ND has teacher shortages do the extreme chaos in the system and the level of frustration with timing of application to approval plus costs. Its appalling.	9/18/2015 9:59 AM
71	I had heard it would take a lot longer than what it did. So, I am pleased.	9/18/2015 7:00 AM
72	The entire staff is so helpful. I especially would like to thank Amy and Lacy for all their time and help this week. Awesome job!!!	9/11/2015 8:47 AM
73	I used the website to secure information. This is one of the most friendly websites to find information I have ever used.	9/9/2015 10:50 AM
74	All responses were immediately acknowledged, everything was answered in a timely fashion.	9/5/2015 10:04 AM
75	I submitted my documents online on Sunday, received a response on Monday that it had been received and by Tuesday had email stating that my hard copy license would be coming in the mail!	9/2/2015 5:23 AM
76	I needed to obtain a Provisional Teaching License and Mari Fridgen was very helpful She completed the process quickly and I was provided a Provisional License by the end of the day. She really made the process easy and stress-free.	9/1/2015 2:19 PM
77	quick from time I applied to approval.	8/31/2015 7:35 PM
78	I filled out my application before the due time, but they kept all the information and when they where able to renew my license they did. Thank you.	8/31/2015 12:59 PM
79	Mari Fridgen was quick to get back to me!	8/28/2015 1:32 PM
80	I appreciated the support offered every step of the way.	8/26/2015 10:23 AM
81	Ms. Fridgen was prompt with her responses via email and had great communication skills.	8/21/2015 4:06 PM
82	I am not appreciative of how Amy talks to me when I have clarifying questions. She is demeaning and accusatory for reasons I do not understand. This has occurred for the past two years. I did appreciate Diana when I called back this year as she looked into the situation and helped by answering the questions and resetting the application.	8/18/2015 5:08 PM
83	This email was handled within minutes. I did email someone before that was never answered. The entire process has taken 6 months, of which perhaps ESPB is not to blame. The amount of time the government took for fingerprints was unreasonable, but that is not ESPB's fault.	8/17/2015 4:13 PM
84	Amy was FANTASTIC with dealing with my situation immediately.	8/12/2015 3:59 PM
85	Applied for lifetime certificate and it was approved in less than 3 days!	7/29/2015 3:14 PM
86	Ms. Fridgen responded clearly and professionally to my multiple questions within 24 hours each time.	7/14/2015 10:05 AM
87	I had approval and license granted within an hour of submission. That's pretty impressive!	7/7/2015 7:47 AM
88	I always got a response within a day or two, either by email or phone.	6/25/2015 11:29 AM
89	I was surprised to receive my renewal license in less than a week!	6/20/2015 9:16 AM
90	Very user friendly and fast! Love it!	6/17/2015 10:41 AM
91	My email inquiry was returned within hours.	6/13/2015 11:33 PM
92	Had my license renewal in one day.	6/3/2015 12:04 PM
93	I like the auto reminder feature and was pleased at how quickly the approval happened!	6/2/2015 2:28 PM

Q4 Availability

Answered: 560 Skipped: 4



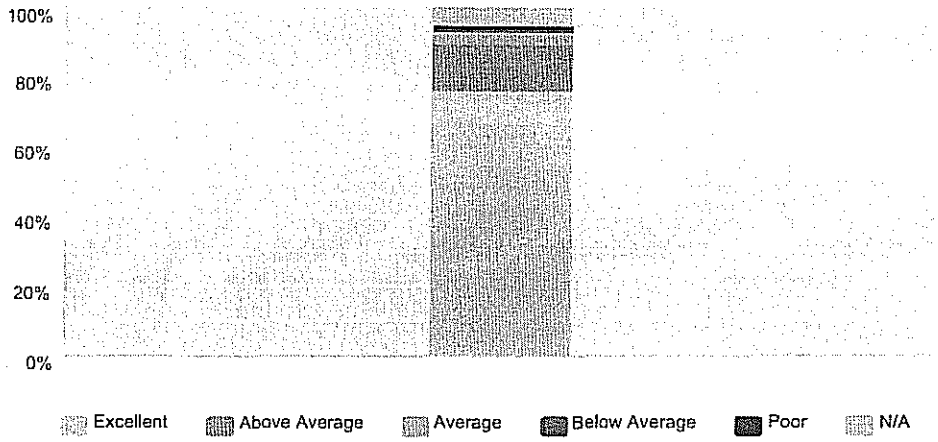
Answer Choices	Responses	
Excellent	69.46%	389
Above Average	18.39%	103
Average	7.14%	40
Below Average	1.25%	7
Poor	1.07%	6
N/A	2.68%	15
Total		560

#	Comment	Date
1	I called with questions twice. Able to reach immediately, friendly, was not put on hold and questions were answered immediately. 7	3/31/2016 4:05 PM
2	I called with questions twice. Able to reach immediately, friendly, was not put on hold and questions were answered immediately. 7	3/31/2016 4:05 PM
3	Whenever I needed to talk to anyone at ESPB to ask questions, I was helped right away.	3/16/2016 7:20 PM
4	I was able to call and have questions answered immediately.	3/14/2016 11:42 AM
5	Mari has made herself available via phone and email whenever we need her!	3/10/2016 12:54 PM
6	See above comment	2/22/2016 4:14 PM
7	Again, the first week I had no issues getting a hold of staff members. My phone calls were answered or returned promptly. The last day I tried to call ESPB, I was met with 4 or 5 voicemails before I actually got through to a person.	2/5/2016 2:54 PM
8	not available on a Friday afternoon :(	1/27/2016 3:12 PM
9	ESPB staff are always available to answer our questions and respond very quickly in providing help. The ability to look at licenses online has also been extremely helpful!!	1/26/2016 4:17 PM
10	Always someone there to answer questions and get things fixed right away!!!	1/25/2016 10:31 PM
11	Again, they are always available via email and phone. It makes working with ESPB pleasant rather than a chore or errand.	1/22/2016 4:14 PM

12	Again, they are always available via email and phone. It makes working with ESPB pleasant rather than a chore or errand.	1/22/2016 4:14 PM
13	online	1/20/2016 3:45 PM
14	See Above	1/19/2016 11:14 AM
15	Talked with someone on phone, she was very helpful. Web site was easy to use.	1/14/2016 4:03 PM
16	Diane was available to me during regular business hours.	1/12/2016 8:24 AM
17	I found it hard to initially log on to the website. I was always taken to the page for initial inquiries but I knew I already had an account. I had to get help through the toll free number to log in.	12/28/2015 9:04 PM
18	Great speed.	12/17/2015 7:26 PM
19	I was able to speak with a representative on the first ring.	12/3/2015 11:57 AM
20	I did not have any trouble reaching an office person by phone.	12/2/2015 8:15 AM
21	I couldn't find a place or person to contact with questions and it was really stressful to me.	11/30/2015 1:36 PM
22	Answered the telephone right away, and if she wasn't available, she called back as soon as she was free.	11/3/2015 3:15 PM
23	I needed to change my name due to marriage, and when I called for assistance with this, the people on the phone were excellent.	10/28/2015 11:52 AM
24	I liked that my call was returned in a timely manner.	10/26/2015 12:38 PM
25	I did have some questions with the credits, but they were answered very fast through email. It was very good.	9/28/2015 8:32 AM
26	If they are not in when I call - they are usually pretty good at getting back to me in an appropriate amount of time.	9/22/2015 9:43 PM
27	I got a few recorded messages. Once in awhile I would get straight to a person.	9/19/2015 8:51 PM
28	Someone was available every time I contacted the office for help & information.	9/11/2015 8:47 AM
29	Had to leave a message during office hours. That was confusing.	9/9/2015 10:50 AM
30	I called twice and was able to speak to a "PERSON" instead of hearing a recording and given instructions on pressing numbers for information.	9/2/2015 11:53 AM
31	Love renewing online!	9/2/2015 5:23 AM
32	Mari was easily accessible via phone and email and she was very prompt.	9/1/2015 2:19 PM
33	I asked her many questions in a few emails and she thoroughly answered each of them.	8/28/2015 1:32 PM
34	I had to call because I had a question about the online application and I got someone that answered my question right away.	8/10/2015 9:02 AM
35	I only wanted to renew my teaching license, but because my transcripts looked like I had a masters (I am only two classes short), it was thought that I wanted to add my masters to my license, which I did not. Because of this, the process was delayed. I received an email about this with a number to call. When I called back I had to leave a message. She never returned my call, nor did she act on my message by completing the process. One week later I called back at got ahold of the lady and then the process was finished.	8/7/2015 9:27 AM
36	Online application is a great feature.	7/27/2015 11:20 AM
37	I had a question and received a response almost immediately from a staff member who was able to help me complete my application.	7/20/2015 5:56 PM
38	Always answered my questions in a timely matter	7/16/2015 9:46 PM
39	I spoke often with Amy Folkestad. She was so helpful and was always available and kind. I am so appreciative of her help!!	7/13/2015 5:01 PM
40	I called Bismarck office 3 times with questions and she was very helpful and said call back if need be.	7/6/2015 1:59 PM
41	Could be easier to navigate the webpage, I think. I found it less intuitive than most. It worked well overall, though. See #8 Staff was available through email during business hours but few of us are completing these forms then!	6/2/2015 2:28 PM

Q5 Courtesy

Answered: 553 Skipped: 11



Answer Choices	Responses	
Excellent	76.13%	421
Above Average	13.56%	75
Average	3.25%	18
Below Average	0.90%	5
Poor	0.90%	5
N/A	5.24%	29
Total		553

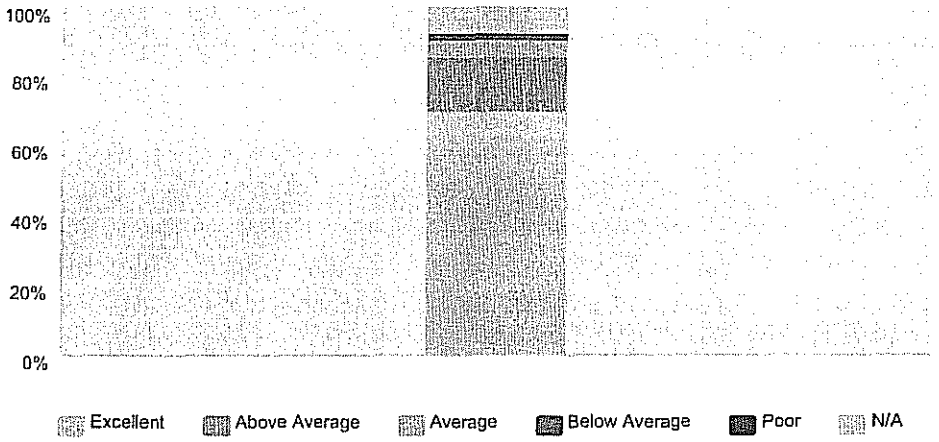
#	Comment	Date
1	Mari was always very respectful and helpful.	3/29/2016 9:21 PM
2	All the people at the ESPB that I contacted by mail, telephone, or by notice of work completed were very courteous, respectful, and I never felt discriminated against in any way.	3/16/2016 7:20 PM
3	Mari B. was very friendly and helpful.	3/14/2016 11:42 AM
4	See above comment	2/22/2016 4:14 PM
5	done online	2/18/2016 10:12 AM
6	When I talked to people from ESPB they were very kind, courteous, and helpful both via phone and email.	2/5/2016 2:54 PM
7	Janet was reassuring about the processing of the license but I did not receive confirmation until the end of the week.	2/5/2016 2:53 PM
8	Diane was very polite and tried to be helpful, but she could not change the greater problems of the communication issue.	1/29/2016 12:17 PM
9	Everyone I have had the pleasure of working with at ESPB has been courteous and have gone above and beyond to be helpful.	1/22/2016 4:14 PM
10	Everyone I have had the pleasure of working with at ESPB has been courteous and have gone above and beyond to be helpful.	1/22/2016 4:14 PM
11	online	1/20/2016 3:45 PM
12	The person who help me was so very helpful. (Stephanie- I think was her name.)	1/19/2016 2:31 PM
13	See Above	1/19/2016 11:14 AM

14	The person who I talked with was courteous and helpful	1/14/2016 4:03 PM
15	Mari was very nice and super helpful!	1/13/2016 2:18 PM
16	I appreciated the courteous and helpful emails.	1/12/2016 8:24 AM
17	Everyone was very polite and patient.	1/7/2016 4:29 PM
18	Thank you for the email!	1/6/2016 1:39 PM
19	Did everything on- line	12/31/2015 3:21 PM
20	I had to call several times and Amy was very friendly and helpful.	12/29/2015 1:21 PM
21	I have had great customer service, with people that really seem to care.	12/28/2015 9:34 AM
22	Great help via phone call to	12/23/2015 5:13 PM
23	Everyone I talked to was very nice.	12/17/2015 7:26 PM
24	Responses were short and were not courteous. The response emails were almost to the point of feeling annoyed.	12/10/2015 3:19 PM
25	I really like that emails are sent when there is a next step in the process. I felt updated all along the way.	12/3/2015 12:56 PM
26	The woman I spoke with was very kind and helpful, willing to explain any questions I had.	12/3/2015 11:57 AM
27	No matter what, they are always friendly and available to answer questions!	11/24/2015 9:26 PM
28	Upon having problems with renewing my license I spoke with Amy at least three times. Not only was she rude, she was not helpful. I've never been treated so poorly by a professional.	11/23/2015 10:23 AM
29	All done online	11/18/2015 7:45 PM
30	Mari Fridgen has been an excellent representative to work with over the past week. She has been very helpful in updating my teaching license in a precise and professional manner.	11/10/2015 2:54 PM
31	All of my questions were answered quickly over the phone. Everyone was very helpful.	11/4/2015 9:21 AM
32	Very polite	11/3/2015 3:15 PM
33	Dealings are typically rude, uncourteous, uncooperative, and disinterested in the needs of those who seek a license	11/3/2015 10:28 AM
34	They helped me out with a difficult situation in getting my license renewed. They were very supportive.	11/3/2015 8:57 AM
35	I liked the professional manner and friendly service from the staff.	10/26/2015 12:38 PM
36	I have been in education for over 30 years and I have experienced 2nd to none in this area.	10/13/2015 11:17 AM
37	Renewal was done online	10/6/2015 6:01 PM
38	Even sent a personal email telling me my transcript was received.	9/30/2015 8:11 AM
39	Outstanding courtesy and professionalism by all. Thank you so much!	9/11/2015 8:47 AM
40	Amy was very helpful and explained information very clear for me.	9/2/2015 11:53 AM
41	Great to get emails telling where the I am in the process of license renewal.	9/2/2015 5:23 AM
42	Diane Weber - three educators did not understand what she was asking for in an email.....so we called her on the phone. She became very irate on the phone and kept repeating the same direction, even though we kept telling her we were not clear. Her voice was seething with anger. She failed in the area of customer service. Embarrassed for her....	8/31/2015 3:40 PM
43	Mari Fridgen	8/28/2015 1:32 PM
44	Very kind service was provided by Mari Fridgen. She went out of her way to help me accomplish my goals. I was very impressed with her effort.	8/21/2015 4:06 PM
45	The person who handled my email, Amy, was great.	8/17/2015 4:13 PM
46	Thanks Amy!	8/12/2015 3:59 PM
47	Amy is the greatest!	7/16/2015 7:52 PM
48	Ms. Fridgen treated me like a person, not a certificate number. This has not always been the case in my interactions with this organization.	7/14/2015 10:05 AM
49	I even received a "thank you for applying" email.	7/7/2015 7:47 AM

50	Very friendly and helpful.	6/25/2015 11:29 AM
51	I have emailed and called Mari many times and she is always willing and able to help and answer all my questions!	6/23/2015 3:03 PM
52	Got immediate replies!	6/17/2015 10:41 AM
53	Extremely friendly!	6/15/2015 11:09 AM
54	Interaction with staff (e-mail) was helpful, quick, and professional. Why can't there be automation going forward so that we can update info without keying in everything that didn't change?	6/2/2015 2:28 PM

Q6 Knowledge

Answered: 553 Skipped: 11



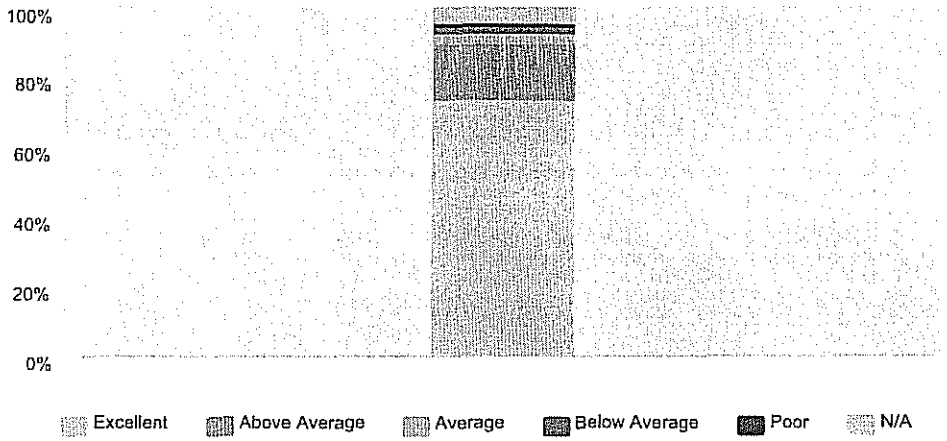
Answer Choices	Responses	
Excellent	69.98%	387
Above Average	15.55%	86
Average	4.88%	27
Below Average	1.45%	8
Poor	0.72%	4
N/A	7.41%	41
Total		**553**

#	Comment	Date
1	The different endorsement areas was a bit confusing for me and I wanted to make sure that I have the proper endorsements needed for myself and for the district that I work with and Mari's knowledge made the process easier to complete.	3/29/2016 9:21 PM
2	The people who handled the processing for my license were very knowledgeable and answered patiently all of my questions. The person who analyzed my transcripts for a future alternative access license to teach full-time was very knowledgeable and if a district cannot find a regularly licensed teacher, I would be able to teach science under an alternative access license. She was very knowledgeable and helpful.	3/16/2016 7:20 PM
3	?	3/11/2016 10:58 AM
4	Everyone is very helpful whenever I call.	2/25/2016 2:04 PM
5	etc.	2/22/2016 4:14 PM
6	done online	2/18/2016 10:12 AM
7	Appropriate evaluations of syllabi submitted.	2/17/2016 10:12 AM
8	When I talked to people from ESPB they were very kind, courteous, and helpful both via phone and email.	2/5/2016 2:54 PM
9	Thanks for your service .	1/29/2016 8:57 PM
10	Navigating new licensure laws and the unique circumstances of individuals can be complicated-we find ESPB staff to very knowledgeable in providing guidance when we are considering job applicants.	1/26/2016 4:17 PM
11	If the person I spoke to did not have an answer, I have been directed to Someone who could better assist me.	1/22/2016 4:14 PM

12	If the person I spoke to did not have an answer, I have been directed to Someone who could better assist me.	1/22/2016 4:14 PM
13	online	1/20/2016 3:45 PM
14	See Above	1/19/2016 11:14 AM
15	The knowledge about the renewal process was superior!	1/12/2016 8:24 AM
16	Did everything on-line	12/31/2015 3:21 PM
17	New exactly what I needed.	12/17/2015 7:26 PM
18	Upon inquiry of credits and what credits would work for my licensure, it did not appear that there is a formal protocol in determining how far back credits would be honored. It would seem to me that a record should be kept of the last credit that was counted and from that credit forward those should be honored. Hearing, "the summer of 2010 is fine, but I think the spring of 2010 is just too far back" does not sound like something that is set in stone. Would a different person make a different decision?	12/2/2015 8:15 AM
19	The people who work there are very knowledgeable. There are a lot of educators who have lots of questions when it comes to renewing their license and an easier access help-desk or email to contact for questions would be nice.	11/30/2015 1:36 PM
20	Sought the answer and called me back with the answer	11/3/2015 3:15 PM
21	Knowledge is great when it comes to deceiving applicants and ND citizens while funneling money into the universities' pockets.	11/3/2015 10:28 AM
22	Renewal was done online	10/6/2015 6:01 PM
23	The information I received back from the staff was very satisfying. It was nice to receive from knowledgeable people.	9/28/2015 8:32 AM
24	Inconsistent regarding costs and endorsements between staff members.	9/18/2015 9:59 AM
25	I wasn't told the correct fee for renewal nor was I informed about background fee and fingerprints fee	9/17/2015 5:48 PM
26	If possible, I would like to have a place on your website where you can get an "ok" from your staff as to a particular class being suitable toward our renewal...before we actually sign up for it.	9/15/2015 12:14 PM
27	I appreciate all the help and information I received from the department. It is nice to be back home and to receive the excellent response and help from everyone at the ESPB that I worked with this week.	9/11/2015 8:47 AM
28	Although I have found the ESPB staff to be courteous and willing to help, it seems there is always some sort of miscommunication on either what I am seeking or my information.	9/4/2015 8:44 AM
29	Amy was able to answer all of my questions.	9/2/2015 11:53 AM
30	Mari was able to answer all questions and was very knowledgeable.	9/1/2015 2:19 PM
31	Explained what I needed very clearly and precise.	8/12/2015 3:59 PM
32	The lady that answered my question knew right away what to do.	8/10/2015 9:02 AM
33	Ms. Fridgen was very clear about what the state's requirements are and told me specifically what my options were regarding my endorsement.	7/14/2015 10:05 AM
34	It was wonderful to deal with a real person who would answer questions and provide guidance.	6/25/2015 11:29 AM
35	I was told 2 different answers to the same question--on two different days--probably 2 different people	6/14/2015 12:06 AM
36	I don't remember who I first contacted a year ago about middle-school endorsement, but whoever it was told me that one of the courses I took at NDSU wouldn't qualify for the process. I was very upset as NDSU told me that it would count. I began the process of taking the other course that I needed, and thank God I did the other course first and didn't redo the course that I was told by ESPB wouldn't work, becasue now I talked to Mari and she has been wonderful and told me that it WOULD count towards my endorsement, so I am very pleased with her work and help but am also very upset that I was misinformed and almost took a class and spent money that I didn't need to.	6/2/2015 9:27 AM

Q7 Responsiveness of Staff

Answered: 549 Skipped: 15



Answer Choices	Responses	
Excellent	73.59%	404
Above Average	15.66%	86
Average	3.28%	18
Below Average	2.00%	11
Poor	0.73%	4
N/A	4.74%	26
Total		**549**

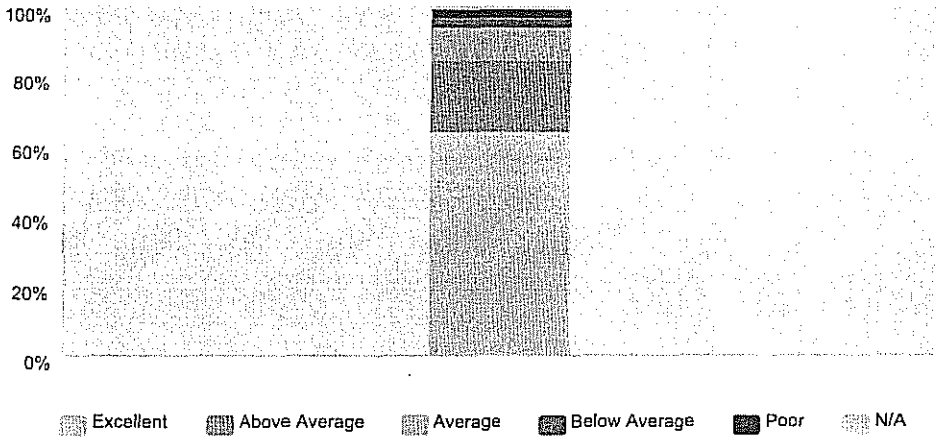
#	Comment	Date
1	I always had a response from Mari and was encouraged to call or email with any questions that I may have had.	3/29/2016 9:21 PM
2	They all work greatly as a team, and each one involved in my case just gave me so much hope for the future, and I feel that they are what good state government should be about, that is, they all expressed integrity and honesty. I think very highly of ESPB in North Dakota under the keen leadership of Dr. Janice Welk. She and her team were all very professional.	3/16/2016 7:20 PM
3	Staff was helpful when I called with a question.	3/14/2016 9:35 PM
4	Didn't talk directly to anyone, emails were nice.	3/11/2016 10:58 AM
5	My call was returned in a timely fashion as were my emails.	2/26/2016 12:19 PM
6	etc,	2/22/2016 4:14 PM
7	Mari was amazing when helping me. She was able to answer my questions and work with me in order to figure out what type of license I needed. She quickly returned phone calls and also sought out information to help clarify my situation. Working with ND was/is so much more personable than working with the Minnesota department of Ed.	2/19/2016 12:07 PM
8	done online	2/18/2016 10:12 AM
9	Prompt responses to emails.	2/17/2016 10:12 AM
10	When I talked to people from ESPB they were very kind, courteous, and helpful both via phone and email. After one staff member had dropped the ball, and I finally was able to get a hold of someone, that staff member handled my case immediately with grace, knowledge, and full attention.	2/5/2016 2:54 PM
11	The online application process had glitches with retrieval of information.	2/5/2016 2:53 PM

Customer Satisfaction Survey

12	Thanks for your prompt service .	1/29/2016 8:57 PM
13	Staff needs to use the email provided by applicants when a problem is noticed prior to the applicant being hit with a fee. Once the application is submitted, he or she should not have to be the one to check on what the hold up is. We assume if there is a problem, we would be notified in a timely manner.	1/29/2016 12:17 PM
14	Directed to someone who had the answers	1/25/2016 10:31 PM
15	My online credit card payment did not go through for some reason. I was alerted to this by email and was told who in the department to contact about this problem. When I called, I was quickly directed to the right person (Lacey Hinsz). She found my file right away and was able to process my card by phone. It took only a few minutes to get things straightened out.	1/25/2016 9:52 AM
16	online	1/20/2016 3:45 PM
17	See Above	1/19/2016 11:14 AM
18	Diane responded to my emails in a very timely manner.	1/12/2016 8:24 AM
19	It seemed the responsiveness improved when administrators and university professors for involved. Shouldn't need to be that way.	1/10/2016 2:09 PM
20	Got an email right away stating that my license would be printed and mailed right away!	12/31/2015 3:21 PM
21	Very helpful	12/29/2015 1:21 PM
22	Very courteous	12/23/2015 5:13 PM
23	I tried reaching out to no response.	12/21/2015 2:52 PM
24	Emailed the same day.	12/17/2015 7:26 PM
25	Quick to respond.	12/3/2015 12:56 PM
26	I was able to speak with a representative who could assist me on the first ring. I received an email stating my transcripts had been received before the end of the day, and I sent them that afternoon.	12/3/2015 11:57 AM
27	Once a call was made, a staff person was able to help immediately.	12/2/2015 8:15 AM
28	I made the decision to go to the ESPB office to reapply for a license since mine has lapsed. I was treated with respect and the staff were more than helpful. The office was very professional, I was offered a bottle of water as I filled out my application for renewal. Thank you so much!!	11/17/2015 9:23 AM
29	All staff has always been extremely helpful and knowledgeable!	11/13/2015 1:43 PM
30	Have never been treated as rudely as I have been by Janet Welk and her staff.	11/3/2015 10:28 AM
31	Renewal was done online	10/6/2015 6:01 PM
32	I had to call the help line and she was wonderful helping me reset and login. I wasn't even put on hold.	9/30/2015 8:11 AM
33	The response from the people I corresponded with was very good and took no time in answering my emails.	9/28/2015 8:32 AM
34	When I called to ask questions the staff was friendly and helpful!	9/27/2015 7:14 PM
35	Excellent responsiveness by all. It appears to me that the staff anticipated my questions (and calls) before I did. It is nice to have such a supportive staff of professionals available when needed.	9/11/2015 8:47 AM
36	ESPB staff were almost immediate in responses. I was very impressed.	9/4/2015 8:44 AM
37	Mari Fridgen was immediate in her work. I called in the morning about a concern with my licensure and within the same day, the issue was resolved.	8/21/2015 4:06 PM
38	I wish I'd have gotten a call about my payment not going through (and I wish the payment would have been processed promptly in the first place, so it wouldn't have been rejected anyway.) And they emailed me, but I emailed them to re-process, and they didn't do it. I had to go re-enter all of the information and such.	8/20/2015 9:14 AM
39	Once someone finally responded to my email, the process was very quick. Thank you, Amy.	8/17/2015 4:13 PM
40	In my transition process, I felt like ESPB was the fastest to respond to my questions and took the guesswork out of an overwhelming amount of paperwork and processes.	8/7/2015 10:34 AM

Q8 Ease of Obtaining Information or Services

Answered: 556 Skipped: 8



Answer Choices	Responses	
Excellent	64.03%	356
Above Average	20.68%	115
Average	9.35%	52
Below Average	3.06%	17
Poor	2.52%	14
N/A	0.36%	2
Total		556

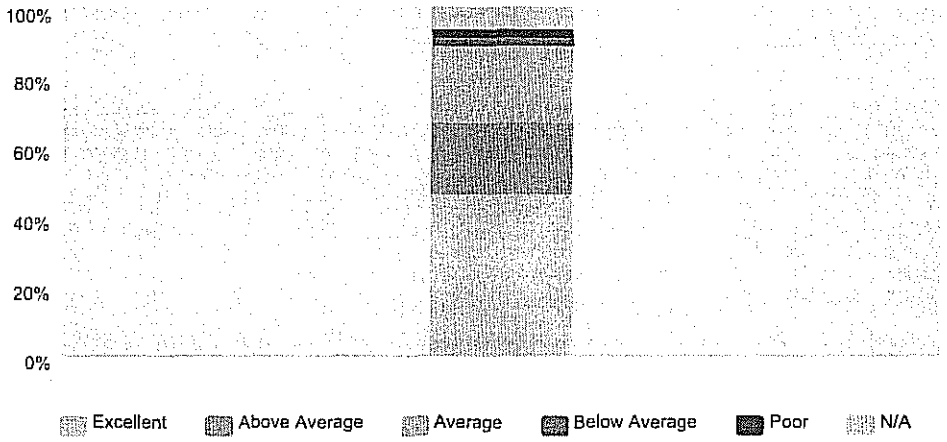
#	Comment	Date
1	Once I was directed to the correct location to go to online to make certain that the proper materials were completed the process went smoothly and information was easily accessible.	3/29/2016 9:21 PM
2	There should be a link on the "how do I apply" page to be able to apply for a license. It is not easy to navigate the way to apply because it doesn't take you to a screen to be able to do so. I had to call and get directions to the correct page. Staff was very helpful, it just would have been nice to be able to have a link right from the How do I apply page for ease and time saving.	3/18/2016 3:29 PM
3	Information and services were very easy to obtain.	3/16/2016 7:20 PM
4	Through Mari, super nice! The website, however, is more difficult to navigate	3/10/2016 12:54 PM
5	Information on the website clearly indicated who I needed to contact with specific questions.	3/8/2016 2:45 PM
6	Should not be the responsibility of the applicant to prove 30 years of licensure in the same state.	3/1/2016 8:12 AM
7	Very helpful in providing direction for obtaining information.	2/26/2016 12:19 PM
8	etc.	2/22/2016 4:14 PM
9	I was a little confused with finding the correct form for renewal.	2/19/2016 4:00 PM
10	website easy to navigate	2/18/2016 10:12 AM
11	As I stated before, the substitute license process needs to be streamlined or at least updated to accomodate teachers in good standing. Please consider a 2-5 year license with one time application.	2/5/2016 2:53 PM

12	Good	1/29/2016 8:57 PM
13	Explanations need to be clearer on the site.	1/29/2016 12:17 PM
14	I found it somewhat difficult to navigate the site. Mostly how to find the login page from the home page.	1/27/2016 2:41 PM
15	I really liked the new online re-licensing. It was easy to do. I appreciated that I did not have to go find three signatures in order to finish my application. It was convenient to send electronic copies of my unofficial transcripts. The site also shows the status of the application/what needs to be completed for it to be finalized. That was very helpful.	1/25/2016 9:52 AM
16	Unlike many states, the ESPB licensure application and website is easy to navigate.	1/22/2016 4:14 PM
17	Unlike many states, the ESPB licensure application and website is easy to navigate.	1/22/2016 4:14 PM
18	getting log in info was a horror!	1/20/2016 3:45 PM
19	I learned that all transcripts can be accessed through the Getmytranscript.com site. It might be helpful to add this to the emails.	1/20/2016 10:17 AM
20	See Above	1/19/2016 11:14 AM
21	Email addresses were always available.	1/12/2016 8:24 AM
22	Everything seemed very confused and confusing. Once things got rolling it went well but the system could be a little better and a little less about who you know.	1/10/2016 2:09 PM
23	Very easy!	1/6/2016 1:39 PM
24	Easy transactions on-line	12/31/2015 3:21 PM
25	See above note on number 4.	12/28/2015 9:04 PM
26	Quick and amazing.	12/17/2015 7:26 PM
27	The online application is simple. I like that there was a checklist and a complete and incomplete section that made it easy to understand.	12/3/2015 12:56 PM
28	I was apprehensive about this process as I've been out of the classroom for 4 years now and I wasn't sure what kind of license to apply for next, but it was all very easy and pretty self-explanatory, even in my situation. I thought the process would be more drawn out, but it was very quick, even during the holidays.	12/3/2015 11:57 AM
29	See #6	12/2/2015 8:15 AM
30	On the online application, it stated that I had two items "to do." One was to send my transcript, but it did not state how many, if any, credits I needed to renew my license. The other was "verification of 30 years of teaching in North Dakota." It did not state what they would accept as verification. I had to ask my administrator.	11/25/2015 8:06 AM
31	Their goal is to take YOUR information, then fabricate a context around it to convince you that you are unqualified for license until you pay out of pocket for needless classes at one of the state's universities. Unless you ask hard questions and fight back they will continue to deal with applicants in a dishonest and fraudulent manner.	11/3/2015 10:28 AM
32	It was excellent on the phone, but I did not like the website.	10/28/2015 8:53 PM
33	I had a few questions that the person on the phone couldn't answer, but they helped me figure out the correct next step.	10/28/2015 11:52 AM
34	Love the online feature.	10/8/2015 9:50 AM
35	I had a few questions, regarding the # of hours of CEC required and was very promptly directed to who could help me and those questions were answered almost immediately.	10/5/2015 2:50 PM
36	My total call time was 3 minutes!	9/30/2015 10:46 AM
37	I see the web site is under construction, and that's a good thing, because I'm not sure everything is up to date!!	9/25/2015 11:35 AM
38	the website is very difficult to work in.	9/21/2015 12:36 PM
39	Once in a while I would get a staff member, but a lot of call got an answering machine.	9/19/2015 8:51 PM
40	My only comment is that it would be nice to have your phone number listed on the application page. I spent quite a lot of time looking for it and ended up phoning DPI to get connected to ESPB. Once I got there, it was no problem.	9/16/2015 9:27 AM
41	The staff receives extra credit and therefore a grade of Excellent for this question. I found the information on the website informative, yet confusing, at times. The staff more than made up for my lack of understanding of the information the website contains. Thank you!!!	9/11/2015 8:47 AM
42	Generally, it has been easy to contact this office and get excellent service.	9/9/2015 10:50 AM

43	I noticed vast improvements on the ESPB website. It is much more user friendly with information categorized better.	9/4/2015 8:44 AM
44	Everything I needed was provided via phone call and email.	8/21/2015 4:06 PM
45	I had a little difficulty finding the number of credits required to renew. I was informed the number of credits had increased. I did have a number required printed on my license but wasn't sure if it was correct and everything I read online contradicted what I'd been told regarding changes to the requirements.	7/20/2015 5:56 PM
46	There is a lot of well-organized information on the site. It is user-friendly.	7/14/2015 10:05 AM
47	Licensure link was hard to find. Should have its own tab under the licensure page.	7/1/2015 11:54 AM
48	Always responded quickly and accurately.	6/25/2015 11:29 AM
49	Some of NDTeach is difficult to navigate	6/3/2015 12:04 PM
50	When asked to print out the signature page for the transcript to be mailed from Virginia the address was incomplete without the zip code. The process feels clunky in some places. Looking up the state on an alphabetized scrolling list seems odd. Most Teachers reside ND and the others could still make that change. If we were to enter our license number maybe the data could be auto filled from historical data? It wasn't all that time consuming, but I was never certain I was doing any of it the right way.	6/2/2015 2:28 PM

Q9 Cost and Value of the Interaction

Answered: 555 Skipped: 9



Answer Choices	Responses	
Excellent	46.49%	258
Above Average	20.54%	114
Average	22.16%	123
Below Average	2.52%	14
Poor	2.16%	12
N/A	6.13%	34
Total		**555**

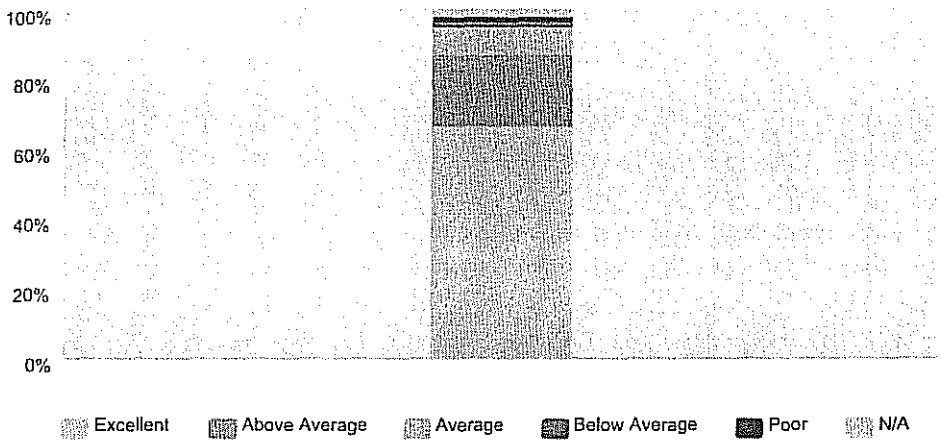
#	Comment	Date
1	I say average because ND's teacher's salary is one of the lowest in the nation, yet our renewal license is one of the highest in the nation.	3/22/2016 3:47 PM
2	More expensive than my MN license	3/18/2016 3:29 PM
3	The interaction was far above the price of rubies, emeralds, diamonds, silver and gold. Human kindness, dedication to the mission, and industrious just cannot be measured when these things are expressed in full as they were and are at ESPB in ND.	3/16/2016 7:20 PM
4	Too Expensive	3/11/2016 10:58 AM
5	Excellent interaction	2/26/2016 12:19 PM
6	etc.	2/22/2016 4:14 PM
7	When I initially obtained a teaching license, I was able to walk across the street to the County School Superintendent's office to renew my license for $5.00. When those offices were eliminated and the renewal fee changed from $5 to $125, that was a significant change.In addition, the number of academic credits required for renewal has increased. I am the type of educator who usually exceeds the number of credits required for renewal because I enjoy learning and taking courses however I am merely making mention of the change.	2/22/2016 9:13 AM
8	done online	2/18/2016 10:12 AM
9	Issuing a one time sub license at the time of retirement would be effective and save everyone time and energy!	2/5/2016 2:53 PM
10	For some reason I thought the cost of an expired license had been changes.	1/26/2016 1:42 PM
11	$125 / 5 years ....not bad.	1/20/2016 3:45 PM

12	See Above	1/19/2016 11:14 AM
13	$125 for a five-year teaching license is a good value.	1/12/2016 8:24 AM
14	$150 a year seems steep for a position this state needs more of.	1/10/2016 2:09 PM
15	ESPB did everything efficiently, however I do not believe that it should cost me $125 to renew my license every five years. Firstly, I spent all my own time attending courses to better my teaching practices. Secondly, I paid for the courses; it does not cost the state of ND any money to renew my license. Thirdly, I spent the time on the internet filling out the application, downloading my transcripts, and submitting the application. Lastly and most importantly, there is a teacher shortage in ND, so why are we requiring teachers of an already underpaid profession to pay an enormous fee to renew a simple license? I believe ESPB should consider eliminating this unnecessary and unfair fee.	12/28/2015 7:31 PM
16	Amazing!!!!!!	12/17/2015 7:26 PM
17	Minimal	12/11/2015 11:10 AM
18	I feel like the cost is affordable for new teachers.	12/3/2015 12:56 PM
19	I think $125 for five years is adequate, and I was pleased that I didn't have to spend more money on a transcript.	12/3/2015 11:57 AM
20	I think for the cost, I should not have had to contact the office on two additional occasions in addition to logging on to check. I would like to see a record of the last credit history logged as part of this process for clarity.	12/2/2015 8:15 AM
21	We don't make a lot as teachers and 125 is a lot of money....	11/30/2015 1:36 PM
22	It was very inconvenient for me, a person who only has a Discover credit card, to pay for the licensure fee. I had to ask someone if they would pay my fee for me and then had to do an awkward check exchange with them.	11/23/2015 10:33 AM
23	Although I am happy to pay $125 for my educator license, $100 for a late fee is excessive. I mailed my transcript to the address on the ND Teach website, and you did not receive it. The address listed on your website is different. This may propose a problem.	11/23/2015 10:23 AM
24	I understand that the cost for applying for a license is a necessity but I hope it is not a hardship for out of state teachers coming into the state or for our new first time graduates. :)	11/17/2015 9:23 AM
25	I was not prepared for the costs involved. I was informed by the school that when I did begin that I would make that up in possibly one day. This is good. I had to borrow money from a friend to get this done..	11/16/2015 10:05 PM
26	The cost for evaluating transcripts is excessively high.	11/2/2015 7:06 PM
27	I think $125 is a lot to pay to be able to do my job, especially considering I'm in my 8th year of teaching in a shortage area and still paying for my small-college education.	10/28/2015 11:52 AM
28	Based on the Pay Scale of teachers in ND, $125 is way too much for a renewal. The ND Legislature could at least pay for this.	10/8/2015 11:02 AM
29	If you are referring to the cost of the license/renewel etc. I give this a :(I have not added my two Master's degrees because I cant afford it	9/28/2015 10:39 AM
30	I am not quite sure what you are asking. I am usually seeking information - so no cost.	9/22/2015 9:43 PM
31	Both cost and value of interaction is very good!	9/11/2015 8:47 AM
32	125.00 seems like a lot to just renew an existing license.	9/4/2015 4:22 PM
33	very crabby on the phone - she acted like we were bothering her.....not something we need to deal with on the first day of school	8/31/2015 3:40 PM
34	The licensing office seems well organized and efficient in North Dakota is comparison to my co-workers who need services for their licenses in other states as we seek employment overseas.	8/21/2015 4:06 PM
35	I do not feel it was appropriate to asses a $100 fee because I had to get a different type of license and thus my license was not renewed on time.	8/18/2015 5:08 PM
36	I was not aware that there was an added cost for being late. I am always out of the state at the time of my renewal. I wish that the renewal date was not the birthdate month, but the month in which the license was applied .	8/17/2015 4:32 PM
37	I wasn't excited to find out I had to pay a $100 late fee for an expired license since I had assumed I would be notified prior to it expiring, but if was pleased that I was still able to just renew it as long as I paid the late fee.	8/12/2015 3:59 PM
38	Of course no one wants to pay for all the little things it takes to get a license but I expected it.	8/7/2015 10:34 AM
39	Fees are always expensive. I don't make a lot of money. I don't know if I understood this question?	7/25/2015 5:22 AM

40	I'm excited about the new opportunities to use Praxis testing for endorsements. While not cheap, the tests and endorsement fees are much more economical and time-saving than coursework, and they honor the knowledge that experienced teachers have built in their many years of practice. Testing may not be for everyone, but I'm pleased to see the option exists and for me it was a perfect choice.	7/14/2015 10:05 AM
41	I do think that $40 is a bit much for a one year subbing license.	7/7/2015 7:47 AM

Q10 Quality

Answered: 556 Skipped: 8



Answer Choices	Responses	
Excellent	66.55%	370
Above Average	20.50%	114
Average	7.73%	43
Below Average	1.80%	10
Poor	1.62%	9
N/A	1.80%	10
Total		556

#	Comment	Date
1	Mari made me feel that my questions were the only ones that she was answering even though I'm sure she was busy or had many questions from multiple people. Her responses were prompt and made me feel confident that the process was going to be okay and completed correctly.	3/29/2016 9:21 PM
2	I emailed my transcript and had all other forms done and had spoken with someone from your office who said all was in order, yet it was not processed when it should have been.	3/21/2016 12:38 PM
3	The highest quality that can be described.	3/16/2016 7:20 PM
4	As always, Amy Folkestad does a great job answering and solving all of my questions in a very professional manner. Charles Rathert	3/2/2016 10:53 AM
5	I like the quick emails back when changing passwords and notification of acceptance.	2/19/2016 4:00 PM
6	So many people have bad experiences with ESPB regarding renewing their licenses. The problem is not that those applying are inefficient. There are too many issues beyond the applicants' control that tie things up and communication from the office is not forthcoming.	1/29/2016 12:17 PM
7	See Above	1/19/2016 11:14 AM
8	The quality is outstanding.	1/12/2016 8:24 AM
9	The service and professionalism of the staff was superb and I feel you are doing what you can, but we still haven't addressed the revision of the administrative regulations that would make obtaining an out of state license easier and more "common" with other states. If common core standards are a good thing for all states across the nation, I would submit that a "common teaching license" and/or licensing process is in order as much as common core standards.	1/8/2016 6:23 PM

10	Haven't received it yet.	1/6/2016 1:39 PM
11	Best customer service I have had in along time.	12/17/2015 7:26 PM
12	See #9	12/2/2015 8:15 AM
13	I had a single e-mail encounter to judge by, but anytime a friendly response occurs at 8:30 a.m. on a Monday morning, I'm impressed. Also my needs were addressed and apparently will be met. Can't ask for more than that.	11/9/2015 10:18 AM
14	The quality of the service is well appreciated. It was done quickly with no hassle and very efficient. Thank you.	9/28/2015 8:32 AM
15	People make the difference!!! I appreciate all the efforts and time of the ESBP staff.	9/11/2015 8:47 AM
16	Due to the issue explained below...	9/2/2015 7:04 PM
17	Doesn't give a good impression of ESPB	8/31/2015 3:40 PM
18	A+	8/21/2015 4:06 PM
19	I received, fast and pleasant service.	7/25/2015 5:22 AM
20	I found a couple of different places where the number of continuing ed credits required were listed. They don't always agree with each other... I am afraid I can't remember exactly where that was on the ESPB site though. Overall, it is hard to know how we stack up to other states or agencies. It seems OK.	6/2/2015 2:28 PM

Q11 Please provide any other comments or suggestions

Answered: 213 Skipped: 351

#	Responses	Date
1	Overall, great response to questions, almost as if they knew what I'd ask. Thank you	3/31/2016 4:05 PM
2	Overall, great response to questions, almost as if they knew what I'd ask. Thank you	3/31/2016 4:05 PM
3	Every time I have called with questions in regards to obtaining my North Dakota teaching license I have spoken with a lady named Amy. She is always extremely knowledgeable, kind, and has great customer service skills. I am impressed with her rapport every time. By far the best person I have dealt with in customer service.	3/30/2016 2:40 PM
4	Mari has always taken the time to answer any questions that I have had regarding licensing or endorsements for my license. Her knowledge and help is greatly appreciated.	3/29/2016 9:21 PM
5	It would be nice to be working on more than one application at a time.	3/29/2016 7:05 PM
6	I was very happy to find how easy and fast applying for my teaching renewal was on-line!	3/29/2016 10:52 AM
7	Thank you for getting me my substitute teacher license, it is greatly appreciated. It went very well!	3/28/2016 11:38 AM
8	Please explain to my principal and superintendent that I had submitted the renewal information in December and it was not processed when it should have been.	3/21/2016 12:38 PM
9	The need for official transcripts has got to go.	3/21/2016 9:00 AM
10	Staff is awesome to talk to on the phone and answer any questions!!	3/18/2016 3:29 PM
11	Awesome to work with!	3/18/2016 2:22 PM
12	ND ESPB must be a model of what all state's ESPB should be.	3/16/2016 7:20 PM
13	Staff was helpful, friendly, and work done in a timely manner.	3/14/2016 9:35 PM
14	Amy, Maria and Lacey are great professionals to work with. Thank you Charles	3/11/2016 10:55 AM
15	Amy, Maria and Lacey are great to work with. Always professional. Charles	3/9/2016 2:23 PM
16	Look at other websites for ideas to make your better!!!	3/7/2016 1:54 PM
17	I did not speak with anyone in person however, I did get a letter informing me about credit change and now that there is the availability to do online correspondence, I believe it is going to be a lot easier to access our individual records and to get things completed in a timely manner.	3/2/2016 2:54 PM
18	I was stunned to find that the ESPB did not have a record of when I was first licensed in North Dakota, and I had to provide proof of that myself. Then I discovered that the ESPB actually DOES have records of that, but they are not computerized, so someone would have to do a little work to access them. Ridiculous that the applicant would have to track down proof of 30 years of licensure in North Dakota just so someone at the ESPB doesn't have to check the archives. It was easy for me to do because I have taught in the same district the whole time, but for other teachers it has been much more difficult. Many schools in North Dakota have closed or consolidated since we started teaching, and the records required as "proof" were hard to obtain, when all it would require on the part of ESPB is for someone to look up a paper file of when we were first licensed in this state.	3/1/2016 8:12 AM
19	I think the process took about one week which I feel is excellent! Thank you!	2/26/2016 12:19 PM
20	Thank you for being available and helpful. The website look up section is great!	2/25/2016 2:04 PM
21	Very friendly and helpful employees.	2/24/2016 1:13 PM
22	Just received a response from Lacey to one of my questions. Always in a timely manner and very professional. Great to work with.	2/24/2016 11:40 AM
23	Works well with the clients	2/23/2016 4:04 PM
24	Professional, knowledgeable, friendly. Thank you!	2/23/2016 10:18 AM
25	Great, professional people to work with.	2/22/2016 10:24 PM

26	The ladies I've worked with are very professional and a great addition to your organization. A pleasure. Thank you. Charles	2/22/2016 4:14 PM
27	I got the data I requested in a timely manner.	2/22/2016 10:37 AM
28	I appreciate your online renewal for licensure. Very easy! Thank you.	2/18/2016 1:23 PM
29	very easy to renew my substitute license, easy website, approved in 24 hours!!!	2/18/2016 10:12 AM
30	This is to acknowledge your continued help to our requests for evaluations of syllabi of various courses for its appropriateness. Your evaluations allows us to guide our student towards appropriate coursework which in turn, helps our students become qualified professionals in North Dakota. Thank you! Sincerely, Manish Manish K. Rami, Ph.D. Prof. & Chair, Communication Sciences & Disorders College of Arts & Sciences |University of North Dakota Montgomery Hall, Room 108 290 Centennial Drive STOP 8040 Grand Forks, ND 58202-8040 O 701-777-3232 |D 701-777-3724 | F 701-777-4578 manish.rami@UND.edu	2/17/2016 10:12 AM
31	The staff was so helpful and friendly. I was in a time crunch to get my license renewed and they made it so easy. I really appreciate it.	2/17/2016 8:14 AM
32	The staff at Bismarck went above and beyond what they had to do. Very kind and helpful.	2/12/2016 12:54 PM
33	Thank you for your help in making this a smooth efficient process. Your staff was very helpful, and your online tool was user-friendly!	2/12/2016 10:32 AM
34	Everything was handled satisfactory. No problems.	2/10/2016 1:11 PM
35	Thanks for knowing and providing the information I needed in so professional a manor	2/9/2016 7:34 PM
36	Diane was excellent. Answered all of my questions and took the time to look at my credits to help me be sure that I had what was necessary. Thank you!	2/9/2016 3:01 PM
37	auto reply emails to let people know they are out of the office for a week. voicemail messages that say out for a week, not just away from their desk. Richland county auditor records his voicemail message each day with the date, then people know he is talking about today.	2/5/2016 2:54 PM
38	Lacey was amazing! She was exceptional??	2/5/2016 12:05 PM
39	Every phone call I have made or email that I have sent to ESPB has been answered and responded to in a very professional and personal way. All of the staff that have helped me over the years through ESPB have always been extremely helpful. I appreciate their knowledge and helpfulness when I have a question. They are able to answer my questions quickly and thoroughly. Thank you.	2/4/2016 12:08 PM
40	Janet was very helpful when trying to obtain a provisional license for a long-term substitute.	2/4/2016 11:53 AM
41	I just wanted you to know that although I was very frustrated with having to pay additional money to receive my license and the fact that at first my license said I had to take 6-8 additional classes; Mary Frigden went above and beyond to help me get the matter cleared up. She was very helpful and supportive throughout the whole process of getting all of the additional classes removed from my license. I am thrilled with her and all her help. She deserves a huge pat on the back for all her hard work.	2/4/2016 10:47 AM
42	When I made a phone call to ESPB, the phone was answered by a real person who knew the answer to my question. That was great!! Thanks!	2/4/2016 7:48 AM
43	After an application is submitted, communication of problems from ESPB needs to happen immediately and the expiration date needs to be extended with the fee waived in circumstances where the application was submitted enough in advance (one month), but the process got slowed down for one reason or another.	1/29/2016 12:17 PM
44	I had a very pleasant experience. My only suggestion is that the background check could be completed in a more timely fashion. Otherwise, I am glad to have my substituting license.	1/28/2016 6:48 PM
45	Very courteous and informative .	1/27/2016 9:27 PM
46	The website is very easy to use and when I called the office with a question, it was a very pleasant experience.	1/27/2016 2:30 PM
47	The last time I worked with ESPB (about 4-5 years ago), it was a nightmare! I called expecting a similar interaction, and I left with a smile on my face! The friendliness of the staff, ability to help, etc. had completely changed since 4-5 years ago! I was so pleasantly surprised, I had to make sure to do this survey :)	1/27/2016 8:58 AM
48	I had an excellent experience renewing my license. My questions were answered quickly and thoroughly with very timely responses. Thank you.	1/26/2016 2:49 PM
49	Thank you for your friendly and qualified response.	1/22/2016 2:36 PM
50	WOnderful help and quick on the licensing..	1/19/2016 3:45 PM

51	I wish it was easier to communication with college registrars offices. I know that is not what this survey's intention is, but it really effects the process.	1/19/2016 1:12 PM
52	Mari and Amy are a pleasure to work with. I can't say enough about their professionalism.	1/19/2016 11:14 AM
53	Great service. No problems	1/19/2016 10:53 AM
54	Excellent service! Thank you!!	1/17/2016 5:57 PM
55	It was very easy and simple to obtain my license renewal	1/15/2016 4:43 PM
56	This on-line process was wonderful and very fast! Thank You!	1/14/2016 3:50 PM
57	Great work–very pleasant to work with.	1/14/2016 1:18 PM
58	Very pleasant to work with.	1/13/2016 3:56 PM
59	Mari is friendly and takes the time to help every step of the way for what I needed.	1/13/2016 2:18 PM
60	Diane was polite, helpful, and prompt. She assisted me through the renewal process in a kind, efficient way.	1/12/2016 8:24 AM
61	My suggestion is plain. Don't make it hard on people to get certification. We have trouble enough filling the jobs we have and teaching is enough of a hassle on its face. There needn't be this much cost and governmental hassle. I know teachers licenses in other States for twenty years who had to take courses here to measure up to the standards and from what I've seen its hard to tell whether the effect is positive.	1/10/2016 2:09 PM
62	Thanks for all the help. A lady named Amy helped me and was so patient. I am so thankful for all the help. She was amazing. Thanks.	1/10/2016 9:10 AM
63	Keep up the good work, but please try to address the process and regulations that I am told have to be followed. Thank you.	1/8/2016 6:23 PM
64	ESPB is always courteous and helpful when I call about issues or for resolutions.	1/7/2016 6:15 PM
65	It was wonderful to work with you!	1/7/2016 10:36 AM
66	Thank you!	1/6/2016 1:39 PM
67	Every time I had a question or an issue, everyone was very very helpful and always with a smile. ... I could 'hear' the smile over the phone. Great people.	1/5/2016 6:17 AM
68	I have been so pleased with the help I have received from Mari and Janet. They truly want to help you and will go out of their way to help you. Keep up the great work at ESPB!! Yvonne Engelhart	1/4/2016 1:56 PM
69	Everything worked out really well and was easy to navigate online!	12/31/2015 3:21 PM
70	Very easy to renew license and very helpful staff.	12/29/2015 1:21 PM
71	The staff working in the Education Department are all excellent and knowledgeable in their area of expertise working the online registration was much less difficult than anticipated. I was able to finish the online registration with ease.	12/23/2015 12:00 PM
72	Fire all of them and find people that know how to communicate with others.	12/21/2015 5:01 PM
73	My transcripes were mailed and were sent by school mail which said the letter with transcripts was sent from Fargo. Bismarck said they did not receive it. Just wonder where that ended up?Had to scan and resend.	12/21/2015 12:58 PM
74	Don't change a thing. Great job!!!!!!!	12/17/2015 7:26 PM
75	For some reason the survey would not allow me to check any of the boxes, but I would say "Excellent" to all questions. I called in September to find out how to renew my license. She was very kind and knowledgeable. Last night I filled out the application and attached my transcripts in an email. I already had an email that my license was approved for renewal this morning. I was very happy with how quick and easy this process was.	12/16/2015 10:04 AM
76	I would like to thank Diane Weber for all of her help and patience with me!!! I am very excited to have my North Dakota lifetime license!!	12/15/2015 3:58 PM
77	My contact with the staff of ESPB was very pleasant and professional. They were also very helpful.	12/11/2015 2:00 PM
78	Drivers Ed. Credential	12/11/2015 11:10 AM
79	They were so understanding and patient!!	12/11/2015 9:33 AM
80	I had to call for a question regarding credits and the call was answered immediately and my question was answered with ease. I appreciate the fact that when I sent in my transcript I was sent an email verifying that it was received. The process went smoothly.Thank you!	12/11/2015 7:35 AM
81	Response emails need to be respectful and professionally written.	12/10/2015 3:19 PM

82	Everybody that assisted was very helpful and professional.	12/8/2015 9:43 AM
83	I really like how simple it was to complete the application. I have looked at other states sites and they do not make the process as simple as in ND. Thank you!	12/3/2015 12:56 PM
84	I have interacted with other states' licensing agencies and I LOVE NORTH DAKOTA! You are so easy to work with and so timely! Thank you for being on top of your game. I love working with ND agencies!	12/3/2015 11:54 AM
85	The homepage will not let me log in or reset my password. Very frustrating and wasting my time!!	12/2/2015 2:44 PM
86	I have no issues with staff. They were cordial on the phone and helpful, but it appears that the office and process has some room for growth.	12/2/2015 8:15 AM
87	I have sometimes found that people who work with records all day are not especially good at relating to people. However, this is not the case with ESPB. They have always been friendly and professional. Since my continued employment depends on proper licensure, I find their services quite valuable. ESPB-a class act, all the way!!!	12/1/2015 8:56 AM
88	Very professional and enjoyable staff!	11/24/2015 9:26 PM
89	The process of getting my own life certificate was easy. I did find it funny that I needed to get verification from TFFR as proof since my entire career has been in ND. I would think that would be in my records. As a principal, I have called several times in the past few years with questions about the highly qualified status of staff or potential staff. I have had many of these conversations with Mari Fridgen. She is a tremendous asset to ESPB. I have always found Mari to be professional and kind. If she needs to follow up on a question, she has always been very prompt. If anyone deserves a bonus from the Governor, Mari would be on the top of my list in Bismarck. Thanks.	11/23/2015 4:35 PM
90	Amy was very friendly and willing to guide me through the 30 year license process. Thanks for all your help!!	11/23/2015 12:26 PM
91	The website is easy to use and staff emailed me to let me know they received my information. The whole process was quick and easy. What took the longest was getting my transcript and that has nothing to do with ESPB.	11/23/2015 12:18 PM
92	Please accept more forms of credit card payment or check payment.	11/23/2015 10:33 AM
93	Dr Janet Welk is a wealth of information and she so readily helps with any request. It is great to work with someone with the knowledge and passion she has.	11/18/2015 8:14 AM
94	Sure appreciate the timely assistance. Thanks for a great job!	11/17/2015 11:07 AM
95	I'm pleased that my licensure went through so quickly. Thank you!	11/13/2015 5:27 PM
96	Great experience working with them, very helpful and thank you!	11/13/2015 1:55 PM
97	Everyone has done a stand up job in this process and deserves a pat on the back. I couldn't have imagined it going any smoother, thank you very much!	11/13/2015 11:43 AM
98	Thanks for allowing us to send an unofficial transcript!	11/10/2015 12:32 PM
99	Thanks.	11/9/2015 10:18 AM
100	Was unable to find some of the web sites that were needed to get my UND credits transferred, but did call UND and DPI and all were very helpful.	11/6/2015 1:17 PM
101	Superb, knowledgable and friendly personnel!!!	11/5/2015 5:05 PM
102	I like that you kept my past information on file, so I didn't have to put in past information.	11/4/2015 9:21 AM
103	A group of people directed by the iron-fisted Janet Welk who has accumulated the following of university minions. The goal of the entire group appears to be scamming applicants out of money (directed to the universities) while apparently having to answer to no one. This board is a fleece-job of ND citizens, second only to the oil industry.	11/3/2015 10:28 AM
104	I appreciated their help.	11/3/2015 8:57 AM
105	Everyone was so very pleasant and helpful whenever I called and had questions!	10/26/2015 11:50 PM
106	You were all very helpful in guiding me through the process of getting my sub license.	10/26/2015 8:37 PM
107	Mari Fridgen was so helpful today! I really appreciated her urgency with my situation. She was so helpful. Thanks again.	10/26/2015 7:32 PM
108	Like the online system ~easy!	10/26/2015 1:03 PM
109	Mari Fridgen has been amazing. She has kindly assisted me over the past year and I can't even begin to fully describe my appreciation. Prompt, knowledgeable, professional, courteous, and AWESOME are just a few words to describe her. She is a true asset to ESPB.	10/15/2015 11:20 AM

110	I have recently been hired on as the principal for the Circle of Nations School and I am so impressed with both ESPB and DPI with how patient and knowledgeable both departments have been. I thank you for all that you do in making my job easier.	10/13/2015 1:39 PM
111	I am very pleased with ESPB	10/13/2015 11:17 AM
112	Outstanding service.	10/12/2015 8:04 AM
113	Mari Fridgen is exceedingly courteous and a pleasure to communicate with.	10/8/2015 11:27 AM
114	Applying on-line and being able to scan and email my transcripts made the renewal process very quick and easy.	10/7/2015 8:51 AM
115	It has been a privilege and a pleasure to work with ESPB over the last 35 years that I have held a teacher's license in the state of North Dakota. I have participated on a number of accreditation site visits to university/college campuses in ND and have found each visit to be extremely well-organized and purposeful.	10/7/2015 8:44 AM
116	My renewal was done strictly online. My only suggestion would be to send an email confirming that the request/application was sent. It was not clear that the application process was over. With a great deal of looking, I finally saw the status as "Pending or Processing" in the left hand menu bar. This was not easily seen and the timeline that was to be expected before hearing whether the renewal was successful was not communicated at the time of submission. Otherwise, very timely and easy process. Thank you.	10/6/2015 6:01 PM
117	Thank you very much, for all guidance in regards to reapplying for licensure.	10/5/2015 2:50 PM
118	The ESPB director and staff are some of the kindest and helpful people in state government. They are so responsive to my needs and concerns. Keep up the good work.	10/2/2015 9:05 AM
119	Verify the address I thought I changed mine but it did not save if it would have been verified it would have saved time and work for everyone	9/30/2015 8:46 AM
120	Verify the address I thought I changed mine but it did not save if it would have been verified it would have saved time and work for everyone	9/30/2015 8:45 AM
121	I had excellent help over the phone and a very good experience overall in applying for my re-entry elementary teaching license. Thank You ladies in the office!	9/27/2015 8:23 PM
122	I was very pleased that all my emails were answered promptly. It was very easy to renew online.	9/27/2015 3:20 PM
123	Thank you for helping me through this process.	9/23/2015 11:42 AM
124	The staff was the most responsive staff in state government. Referred me to DPI credential office.	9/22/2015 1:57 PM
125	Diane was really easy to work with. She could answer any question and did so in a very polite and professional manner!	9/19/2015 8:51 PM
126	Appreciated Mari Fridgen's help, competency, and willingness to help us sort out our issue.	9/18/2015 2:53 PM
127	Every staff person I've talked to has been so kind and helpful. This is my first time acquiring a license and they have made it painless!	9/18/2015 11:53 AM
128	I had a very good experience with the ESPB staff. They were knowledgeable and extremely helpful.	9/18/2015 10:30 AM
129	Redo the system. If you want quality teachers and teachers to not get frustrated coming in from out of state with active license and multiple endorsements ND has to change the procedures from when they were put in place at a time much different than now in what the needs of our state and student's are presently!!	9/18/2015 9:59 AM
130	I was very impressed with the online application, payment and help from Diane! She was great! I noticed rather late that my certificate was due, and she did everything she could to see that the process was completed on time.	9/16/2015 9:27 AM
131	I think ND needs to take a real hard look at allowing teachers to use CE hours toward renewing their license. I find myself always searching for a class that is interesting, worthwhile, and has college credit. I see many classes that I would love to attend, but they are for CE hours. These are usually the ones that would benefit my degree/area of study. Also, I would have attended the Teachers Convention if they would have given credit.	9/15/2015 12:14 PM
132	The interactions I had with ESPB were positive. The staff was friendly and responsive. They were able to direct me to the information I needed and helped me obtain my license quickly during a very stressful time.	9/15/2015 11:21 AM
133	Mari made things SO easy for me. Thanks! :)	9/13/2015 4:14 PM
134	Please continue to be patient with me in the near future as I continue to work to renew my teaching license. Your the best!!!	9/11/2015 8:47 AM
135	In former dealings with this office, I've had excellent service with knowledgeable staff.	9/9/2015 10:50 AM
136	The online application is so easy and quick to complete...a great convenience to have available.	9/9/2015 8:55 AM

137	Excellent services. You always try to find and give alternative solutions to whatever problems applicants encounter with license application.	9/8/2015 4:13 PM
138	Very pleased with the overall service. The only slow part of the interaction was waiting on outside sources to verify background...which couldn't be controlled by this service. Thank you!	9/5/2015 10:04 AM
139	It would have been helpful if I had been more aware of the 30 year licensure information. I thought it was teaching 30 years and it was having a license for 30 years...so I had filled out the form incorrectly last time (five years ago). I called a year later to report my mistake and was told that the information could not be changed so I had to get 4 more credits for my licensure this renewal period. It was disappointing and costly.	9/2/2015 7:04 PM
140	So much easier than past renewal procedures!	9/2/2015 10:53 AM
141	None	9/2/2015 5:23 AM
142	Amy and the other person who helped me through the re-entry for license were very helpful, professional, caring, and patient. I appreciate that! Jolene Rummel	9/1/2015 3:03 PM
143	I was stressed about the process of obtaining a ND Teaching License, but Mari helped guide me through the process and made it very easy for me. She really went about and beyond and she was so easy to work with. Thanks Mari!	9/1/2015 2:19 PM
144	Having the ability to complete this process online saves so much time and is so efficient!	8/31/2015 6:16 PM
145	Treated the new teacher like an idiot. Made her feel terrible.	8/31/2015 3:40 PM
146	I was unsure of what I was doing but the staff was really helpful and I was able to renew my license in a timely manor. Thank you, Rebecca Severson	8/31/2015 12:59 PM
147	Mari Fridgen does an excellent, helpful and thorough job and I greatly appreciate the help.	8/28/2015 1:32 PM
148	Everyone I ever interacted with --from my very first call to the smallest email-- was incredibly helpful, and always so nice. I felt like the attention to my process was personal, not like I was just a number/file.	8/28/2015 11:50 AM
149	The cost of renewing a teachers license is ridiculously high for such a lowly paid profession. Nothing short of a money making scheme, there is no reason what-so-ever for such a high cost.	8/27/2015 8:01 PM
150	I really would like to see administrative credentials and teaching credentials handled by the same group.	8/25/2015 9:45 AM
151	I applied for and received the interim substitute license. I think there should have been more information provided online for the length of the process and how to renew the license once it has expired. I think the process took around one month for me, and was a little too expensive.	8/20/2015 9:18 AM
152	I was not expecting the ESPB site to be easy to use, but I was thrilled at how easy it was to use.(Especially since technology is not "my thing.") It was easy to follow and I appreciated the "to do" box to know what was my responsibility to complete.	8/19/2015 1:49 PM
153	This process - online - went well! When I came to the office to discuss a concern, that did not go as well. Unfortunately, my concerns could only have been understood by those who have a heart for children.	8/18/2015 7:56 PM
154	Thanks so much for your help.	8/18/2015 3:03 PM
155	Very helpful. Answers to my questions were answered promptly and accurately. I was treated respectfully and professionally. I appreciate the excellent service. Thank you.	8/17/2015 10:35 AM
156	Process went well for me.	8/17/2015 8:42 AM
157	Yearly CTE Substitute License. Thank you.	8/14/2015 7:18 PM
158	Yearly CTE Substitute License. Thank you.	8/14/2015 6:41 PM
159	CTE Substitute license Thank You.	8/14/2015 6:04 PM
160	Substitute license	8/14/2015 5:58 PM
161	My questions or inquiries or answered right away!	8/13/2015 7:46 AM
162	Thanks again, Amy, for your courteous help!	8/12/2015 3:59 PM
163	Thanks for the quick answers, work, and licensing.	8/12/2015 10:46 AM
164	Janet Welk does a very good job.	8/12/2015 6:53 AM
165	Why is the send it address not available and why have I no mail? By now I should have tons of mail if it is coming through to us, waiting to hear fro all contacts including MRACTC And state testing. Barbara J. Knudson, Counselor	8/8/2015 9:01 PM
166	I applied for a substitute license. I retired after 30 years of teaching in ND and 3 years in MN and SD.	8/7/2015 4:59 PM

167	Thank you for a very smooth licensing process.	8/7/2015 10:34 AM
168	I like the immediacy of the on-line system, but I find it hard to rate above average when there is really no human interaction involved. To have a password and learn to use a system for something only every 5 years kind of takes away from the convenience part.	8/7/2015 9:27 AM
169	Every single ESPB staff member I interacted with was extremely friendly, helpful, and efficient. Thank you for making this process clear and easy--I really appreciate it!	8/6/2015 8:32 AM
170	I had several questions throughout the license/licensure process and spoke to different gals on several occasions. They were excellent at answering my questions and providing the guidance I needed. The level of their knowledge and understanding is exceptional. When I left a voicemail with a question, my calls were returned in a very timely manner! I can't thank them enough for all of their help!	8/5/2015 12:10 PM
171	Although an error was made when processing my renewal application the problem was resolved within minutes of my call. The online application is seamless and easy. If I had any questions the were answered immediately. Thank you!	7/30/2015 5:32 PM
172	A simple process. I liked that the transcript requirement could be me using an unofficial document.	7/29/2015 9:25 AM
173	Thank you!	7/28/2015 4:13 PM
174	Diane Weber, Thank you!	7/25/2015 5:22 AM
175	I did have a little trouble finding the correct words to use in my search to find the correct website.	7/21/2015 7:57 PM
176	I like the option of applying online and having my questions answered via email. The process was pretty seamless once I got my transcript to go through. Thanks, Chris Kramer	7/20/2015 5:56 PM
177	An explanation of what is needed to document 30 years of teaching/holding a ND teaching license on the website would have been nice.	7/19/2015 6:05 PM
178	Correspondence was completed via email and responses were received quickly with information requested in addition to the final email indicating the licensure had been issued. Thank You!!	7/16/2015 10:03 PM
179	Ms. Fridgen deserves a raise! :)	7/14/2015 10:05 AM
180	Great Job!!!!	7/11/2015 1:00 PM
181	You are so easy to work with! Thank you for your same-day service!	7/3/2015 11:50 AM
182	Thank for making the licensure process so smooth... I got an email RIGHT AWAY telling me that I was set to go... within an hour of my transcript submission. BIG IMPROVEMENT from the past. Navigating the website to start was a little hitchy, and NDSU's for getting my transcript was TERRIBLE, so THANK YOU.	7/2/2015 10:52 AM
183	It was very easy for me to obtain my initial license. The help was awesome and was a smooth process.. Thanks	7/1/2015 10:34 AM
184	The entire process seemed very efficient.	6/29/2015 5:17 PM
185	Very easy process.	6/29/2015 1:24 PM
186	Thank you for issuing this license. I'm grateful and thankful! You were excellent!	6/26/2015 2:22 PM
187	I was seeking a re-entry license to ND to teach MS. Mari Fridgen was extremely helpful in helping me navigate the process. She answered all my questions quickly and thoroughly. It was very nice to deal with a real person instead of the impersonal menus and lack of response that is the case in New York.	6/25/2015 11:29 AM
188	Great staff! Quick response times. Kind, warm and accommodating!	6/19/2015 2:36 PM
189	I wonder why teaching in another state does not allow renewal to a 5 year license. I received my education at NDSU and have taught in both ND and MN. But since I am currently teaching in MN I am only allowed to renew for two years. I am still in the classroom and don't see the difference between being in a classroom in ND versus being in a classroom in MN as changing my qualifications.	6/18/2015 7:45 AM
190	Applying for another 5 year teaching license was easy. I did not have any questions or problems where I needed tip talk to someone	6/17/2015 10:11 PM
191	The online application was so easy to complete. I received an email confirmation within minutes of submitting my application, and another email a short while later after I emailed my transcripts. My application was approved within a day. I appreciate the prompt service!!	6/17/2015 9:51 PM
192	Always a pleasure working with Diane Weber.	6/17/2015 4:15 PM
193	Thy system that is now in place is awesome! No more waiting on mail, which makes the process quicker and less of a hastle. Very friendly and helpful staff. Awesome experience.	6/17/2015 10:41 AM

194	This whole process was a lot less difficult than I anticipated it would be in the time leading up to me completing everything electronically. I am thoroughly impressed with the immediate turn-around time!!	6/16/2015 11:45 PM
195	I had transcripts sent to the Title I office as well to renew my Reading and Math credentials. I wish I had known to have ESPB send them to the Title Office!!!	6/16/2015 2:29 PM
196	The information on the website was not all convenient and easy to understand. "Qualifications" is ambiguous--qualifications to obtain the license or what I am qualified to teach? My account still says I need to submit my transcripts even though I sent them the day of the application (and received an email indicating receipt) and now have received confirmation my license has been renewed. If you're going to have a "to do" list (which could be useful) it has to be accurate and up to date.	6/16/2015 11:35 AM
197	I always recieve great customer service when working with Amy F. at ESPB!	6/16/2015 10:17 AM
198	Nothing to say but Excellent job guys...	6/15/2015 9:55 PM
199	Everyone at ND ESPB has been amazingly kind, helpful, knowledgeable, and FUN. Being so new go higher education, I have struggled to figure things out, and Dr. Welk has been so helpful and willing to meet to offer guidance. She also responds to email queries immediately. I would have been lost with her help and support this year.	6/15/2015 2:20 PM
200	My experience with ESPB was great in all areas! When I contacted the office as to how to go about getting my Lifetime Certificate, they were so helpful in explain to me step-by-step instructions. The online form was easy also to follow. I couldn't believe how fast I received my certificate! Thanks so much for your awesome help! It was all greatly appreciated!! :-)	6/14/2015 9:29 PM
201	Great service.	6/14/2015 10:10 AM
202	I find it hard to believe that I had to have my school district write a letter to verify that I had a ND license for more than 30 yrs in ND..it seems that since ESPB grants the licenses they should know when they first granted me a license. I was told they only keep records for 5 years...and if thats the case I think that should change. It was not a problem to get that information from my school but seems like an unnecessary step.	6/14/2015 12:06 AM
203	Thanks for your help with my concerns!	6/13/2015 11:33 PM
204	The online application was very simple to use. I was pleasantly surprised. Also the response to my email was very quick. Thank you.	6/10/2015 11:30 PM
205	ALWAYS HELPFUL AND WILLING TO FIND ANSWERS	6/9/2015 4:14 PM
206	Mari has been quick to return phone calls and emails, she has been very helpful obtaining my kindergarten endorsement.	6/8/2015 5:20 PM
207	Since my computer showed connection problem, I appreciated receiving a print out and having my license renewed. Thank you for your service. MAE	6/4/2015 1:53 PM
208	Amy was awesome with all of her help!	6/4/2015 1:46 PM
209	Excellent Service	6/3/2015 12:04 PM
210	Anytime I have ever had any questions or concerns I have been able to contact someone and receive help immediately. I truly do appreciate the timeliness, hard work, cooperation, and courtesy of the staff. Thank you for working so hard to ensure our needs are met!	6/3/2015 9:55 AM
211	Thank you Mari for your wonderful assistance, and please make sure that all people are on the same page in what information they give out, or at least defer to someone else before giving people like me information that you aren't sure is accurate.	6/2/2015 9:27 AM
212	Phone number in phonebook	6/1/2015 11:47 AM
213	Response to an email question was answered very quickly.	6/1/2015 11:41 AM