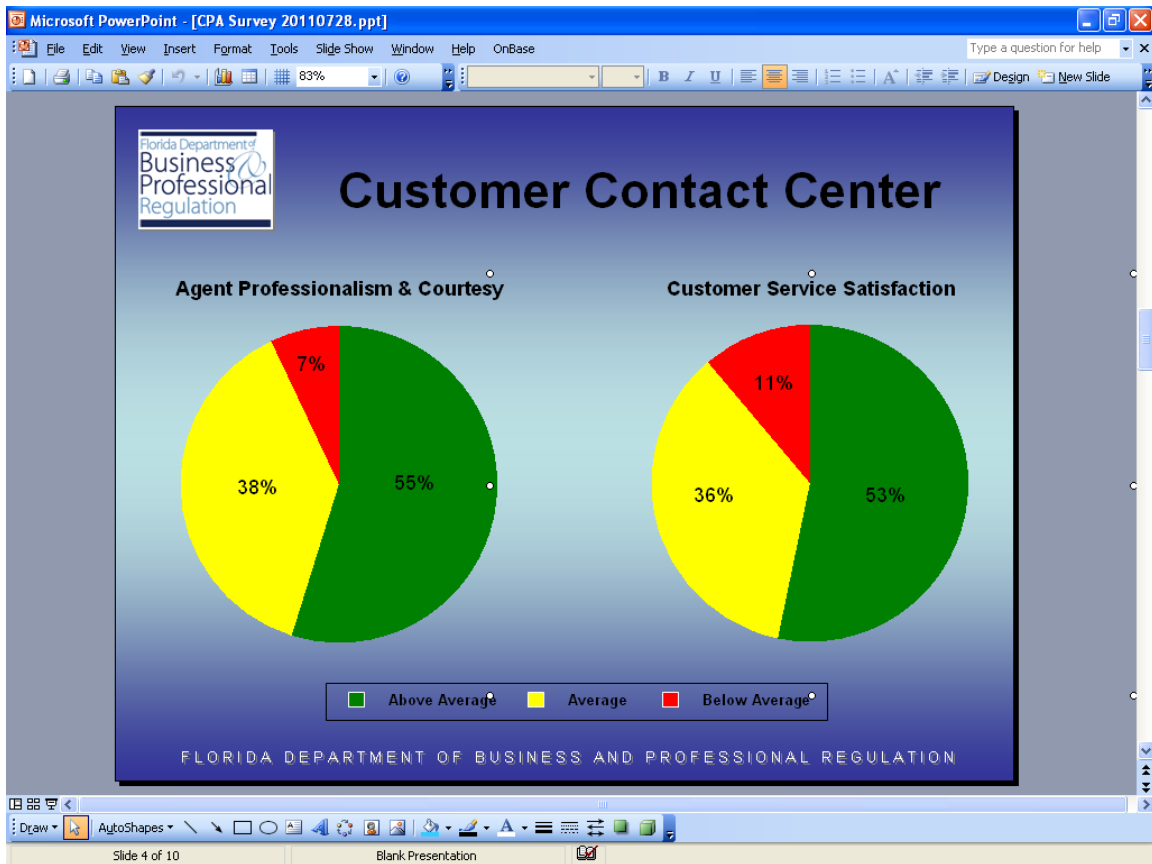


CPA Customer Satisfaction Survey

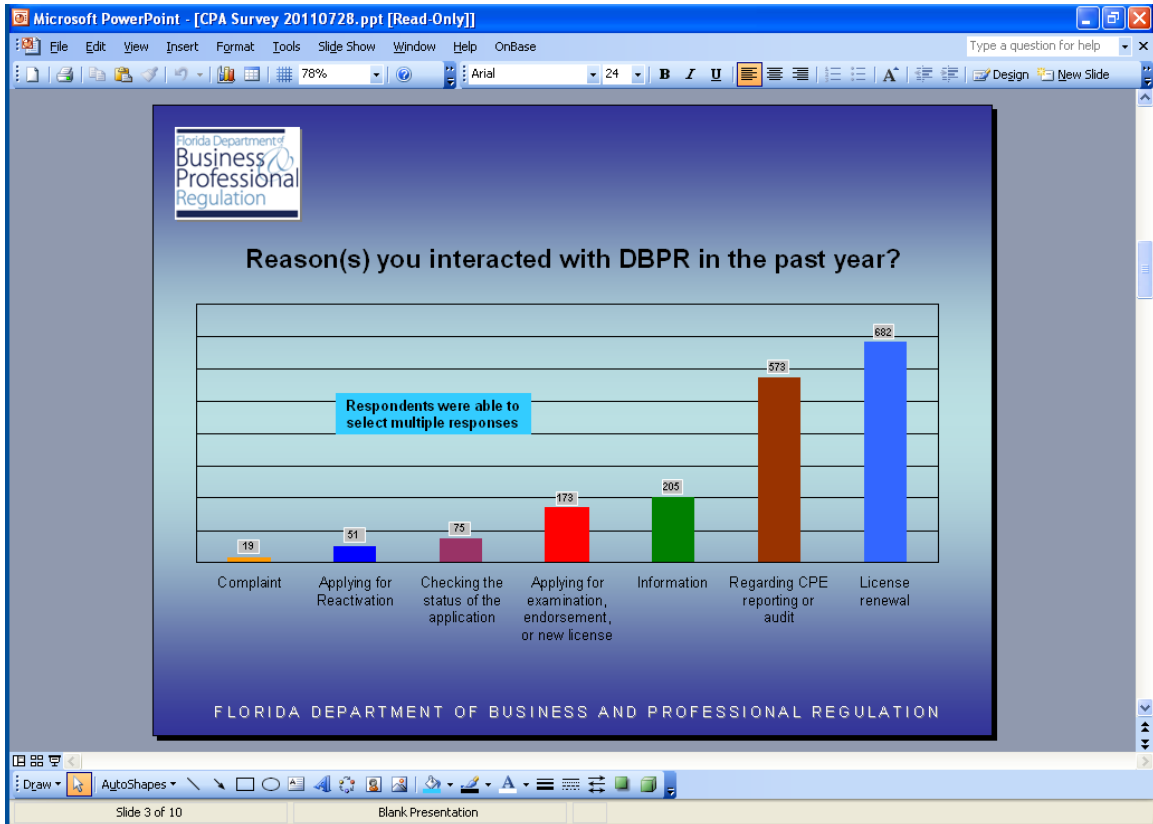
The Department of Business and Professional Regulation is committed to its mission to “license efficiently, regulate fairly.” In our efforts to understand how well we are meeting the needs of our Certified Public Accountant customers, we recently sent a customer satisfaction survey to over 35,000 licensed accountants, businesses, and applicants to solicit feedback on our level of service and to learn how we can improve the services we provide.

The customers who responded to our survey indicated they had contacted the department for various reasons, such as checking the status of their applications, renewing licenses, requesting their licenses to be reactivated, reporting continuing education and just asking for information.

The DBPR Customer Contact Center received a remarkably high score of 93% from those customers who rated Agent Professionalism and Courtesy as average or above average. The Customer Contact Center also received a score of 89% from those customers who rated Customer Service Satisfaction as average or above average.



The majority of the customers contacted the department regarding license renewal and reporting of CPE hours. Although, licensees are no longer required to report CPE hours, timely completion of continuing education is a condition of license renewal.



We are continuing our efforts to provide better services through increased staff training, streamlined applications and improved Frequently Asked Questions.

We want to thank all those who participated in the survey and especially appreciate all those who provided us written comments and feedback.