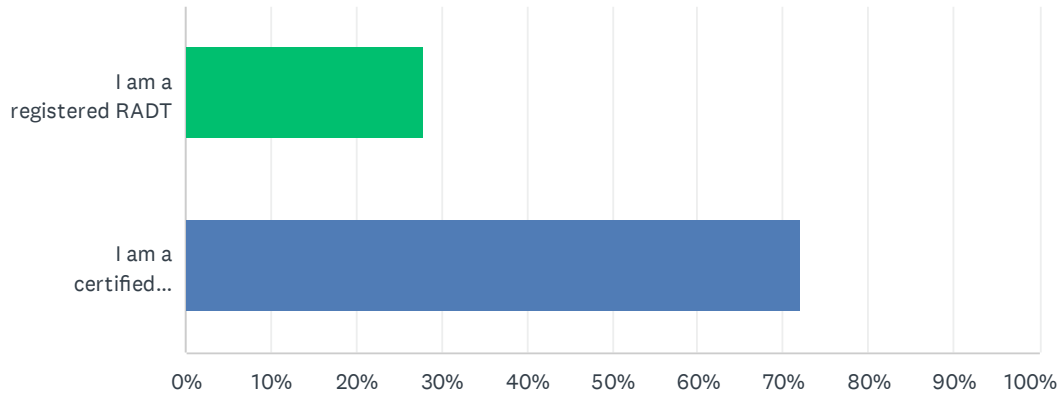


Q1 Are you currently a registered or certified counselor with CCAPP Credentialing?

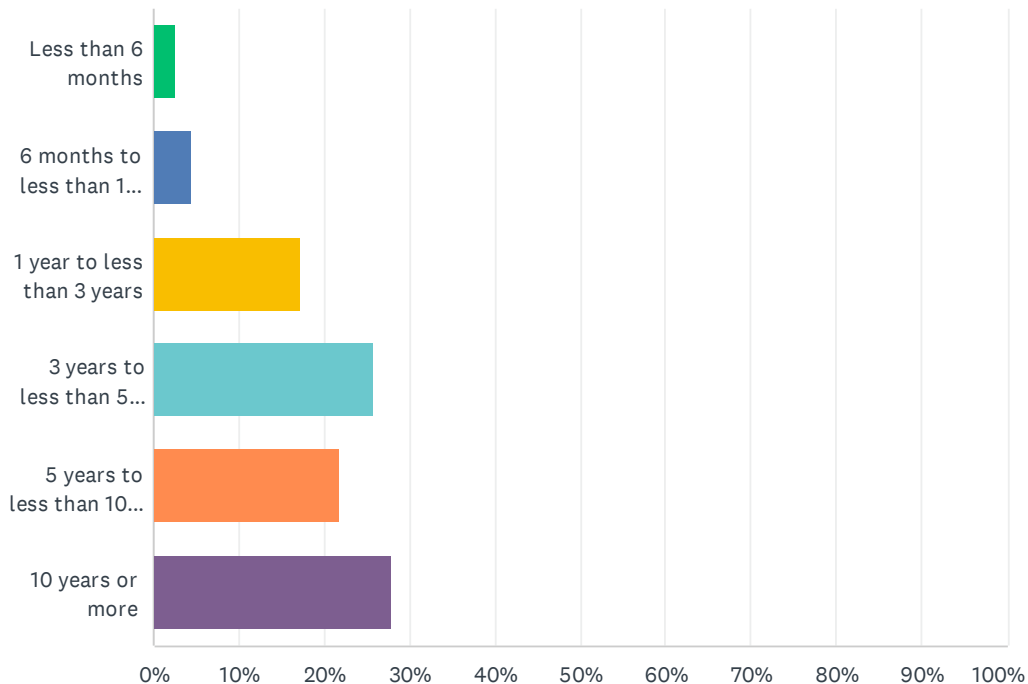
Answered: 426 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a registered RADT	27.93%	119
I am a certified counselor (CADC-CAS or higher)	72.07%	307
TOTAL		426

Q2 How long have you been registered or certified with CCAPP Credentialing?

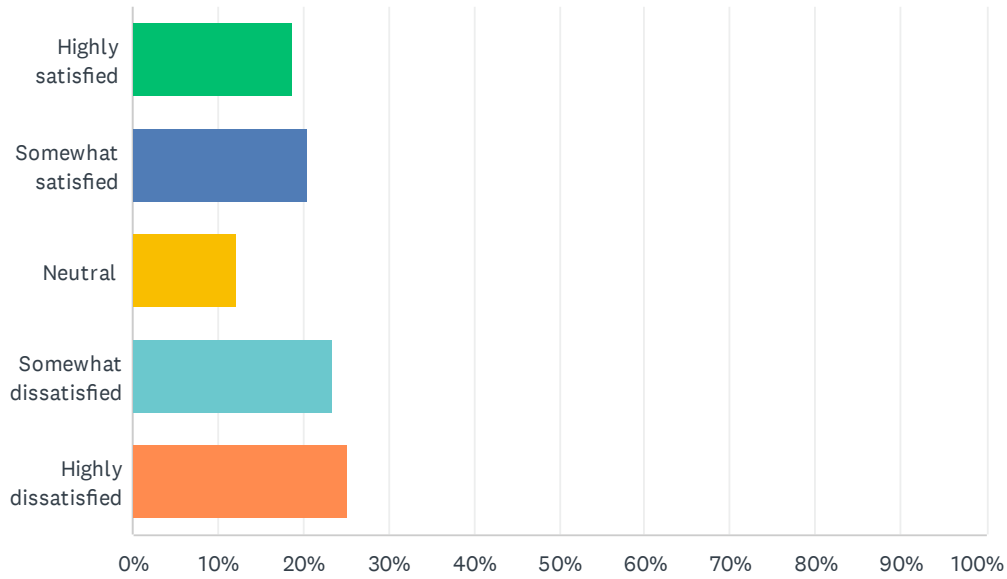
Answered: 426 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 6 months	2.58%	11
6 months to less than 1 year	4.46%	19
1 year to less than 3 years	17.37%	74
3 years to less than 5 years	25.82%	110
5 years to less than 10 years	21.83%	93
10 years or more	27.93%	119
TOTAL		426

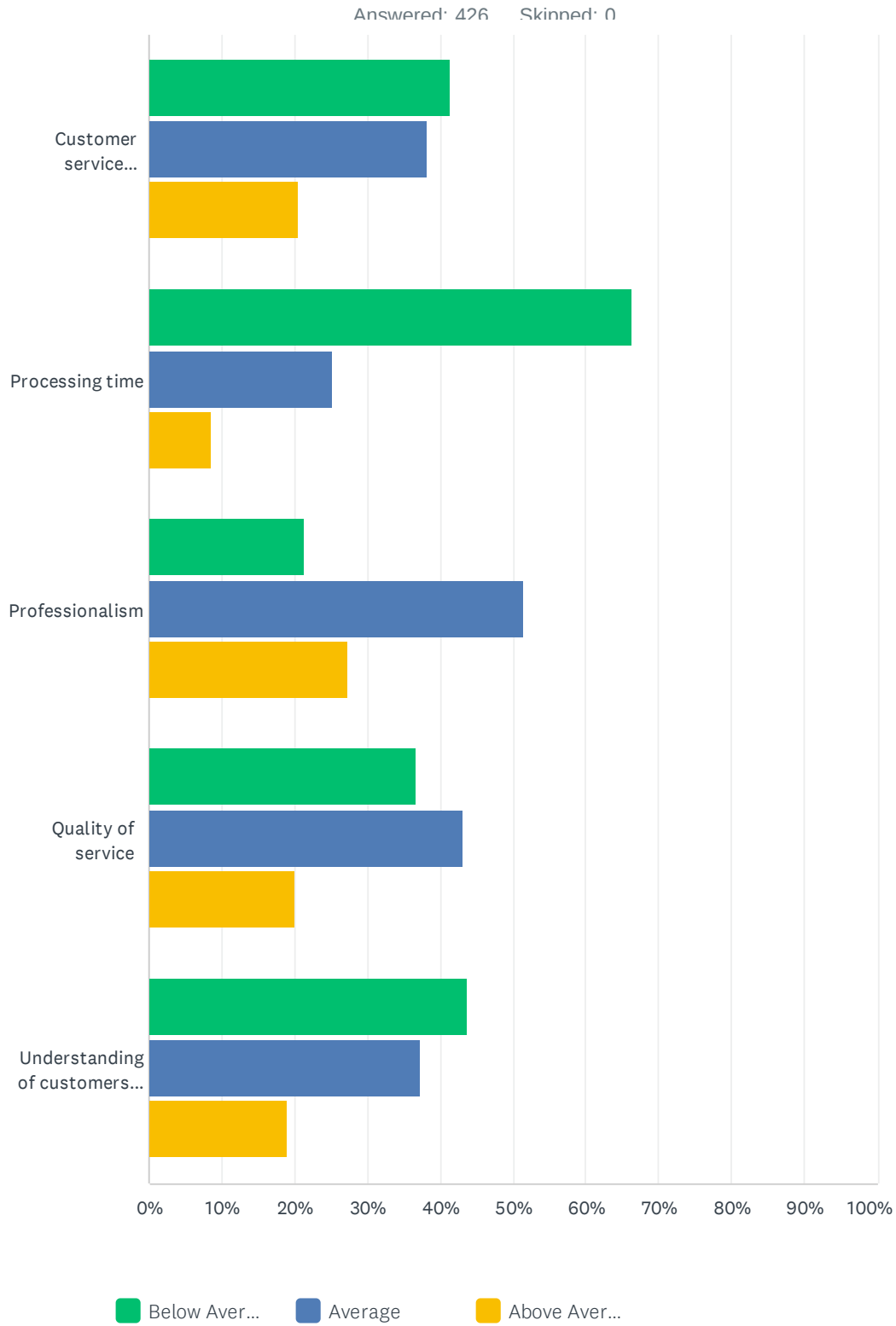
Q3 How would you rate your overall level of satisfaction with CCAPP Credentialing?

Answered: 426 Skipped: 0



ANSWER CHOICES	RESPONSES	
Highly satisfied	18.78%	80
Somewhat satisfied	20.42%	87
Neutral	12.21%	52
Somewhat dissatisfied	23.47%	100
Highly dissatisfied	25.12%	107
TOTAL		426

Q4 How does CCAPP Credentialing rate on the following attributes?

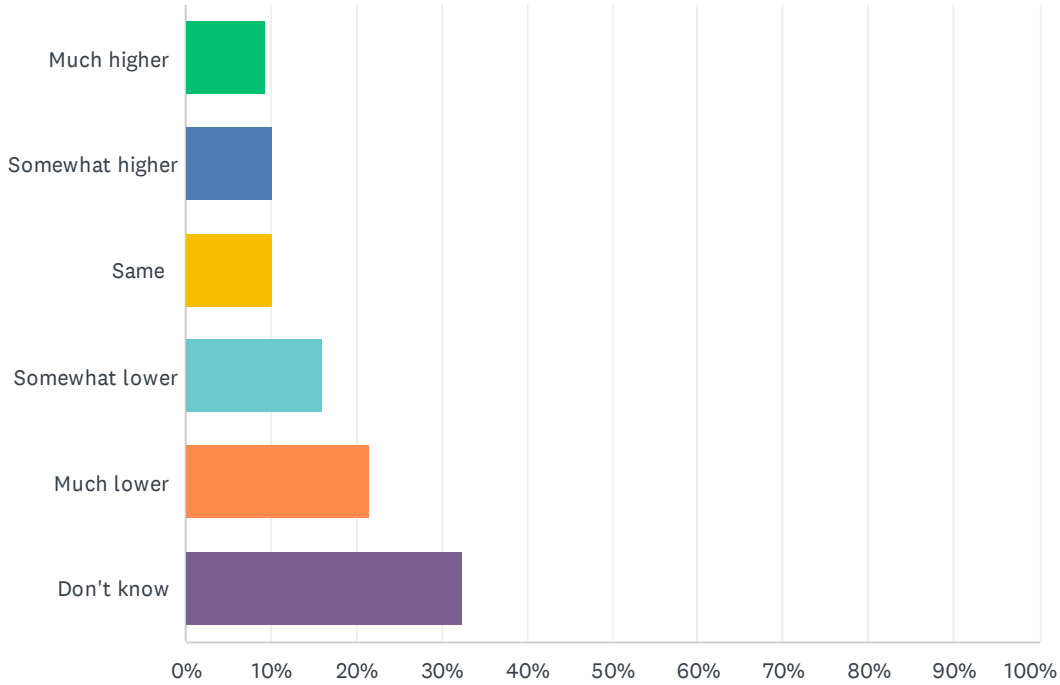


CCAPP Credentialing Quality Assurance Survey

	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	TOTAL	WEIGHTED AVERAGE
Customer service experience	41.31% 176	38.26% 163	20.42% 87	426	1.79
Processing time	66.27% 281	25.24% 107	8.49% 36	424	1.42
Professionalism	21.23% 90	51.42% 218	27.36% 116	424	2.06
Quality of service	36.73% 155	43.13% 182	20.14% 85	422	1.83
Understanding of customers' needs	43.74% 185	37.35% 158	18.91% 80	423	1.75

Q5 How does CCAPP Credentialing rate in comparison to other companies that offer the same services?

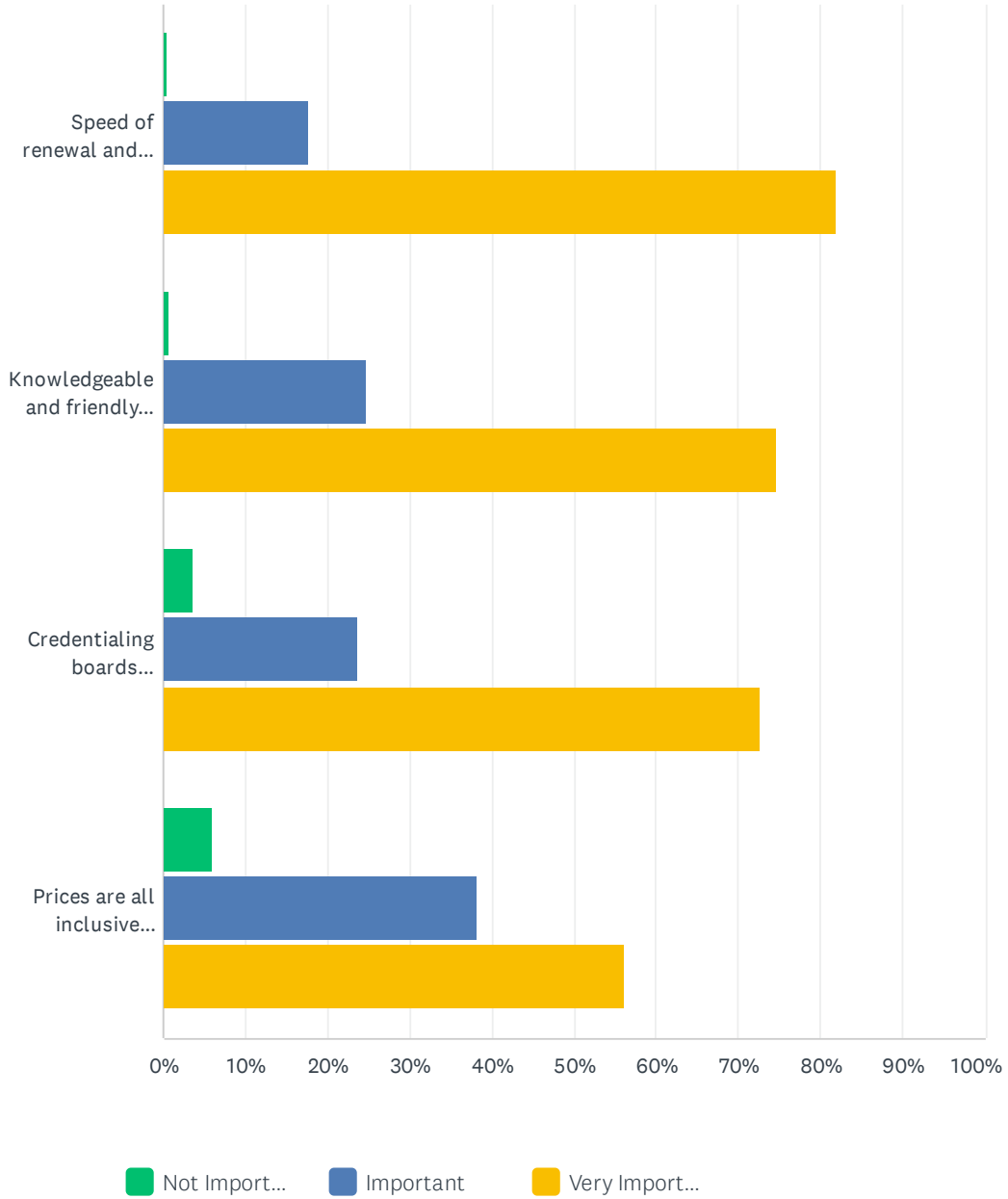
Answered: 426 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much higher	9.39%	40
Somewhat higher	10.33%	44
Same	10.33%	44
Somewhat lower	15.96%	68
Much lower	21.60%	92
Don't know	32.39%	138
TOTAL		426

Q6 When considering your credential which of the following are the most important to you?

Answered: 426 Skipped: 0

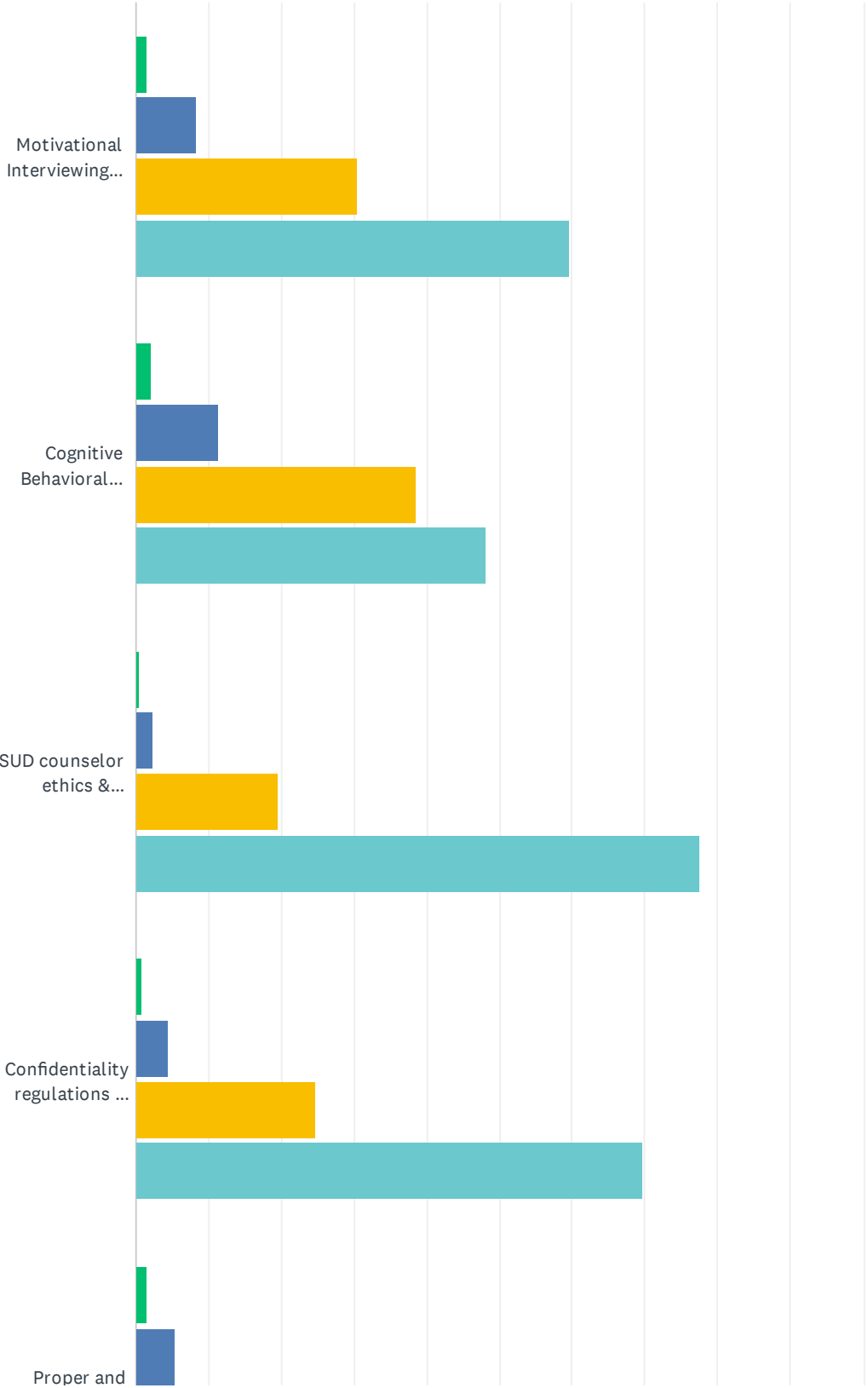


CCAPP Credentialing Quality Assurance Survey

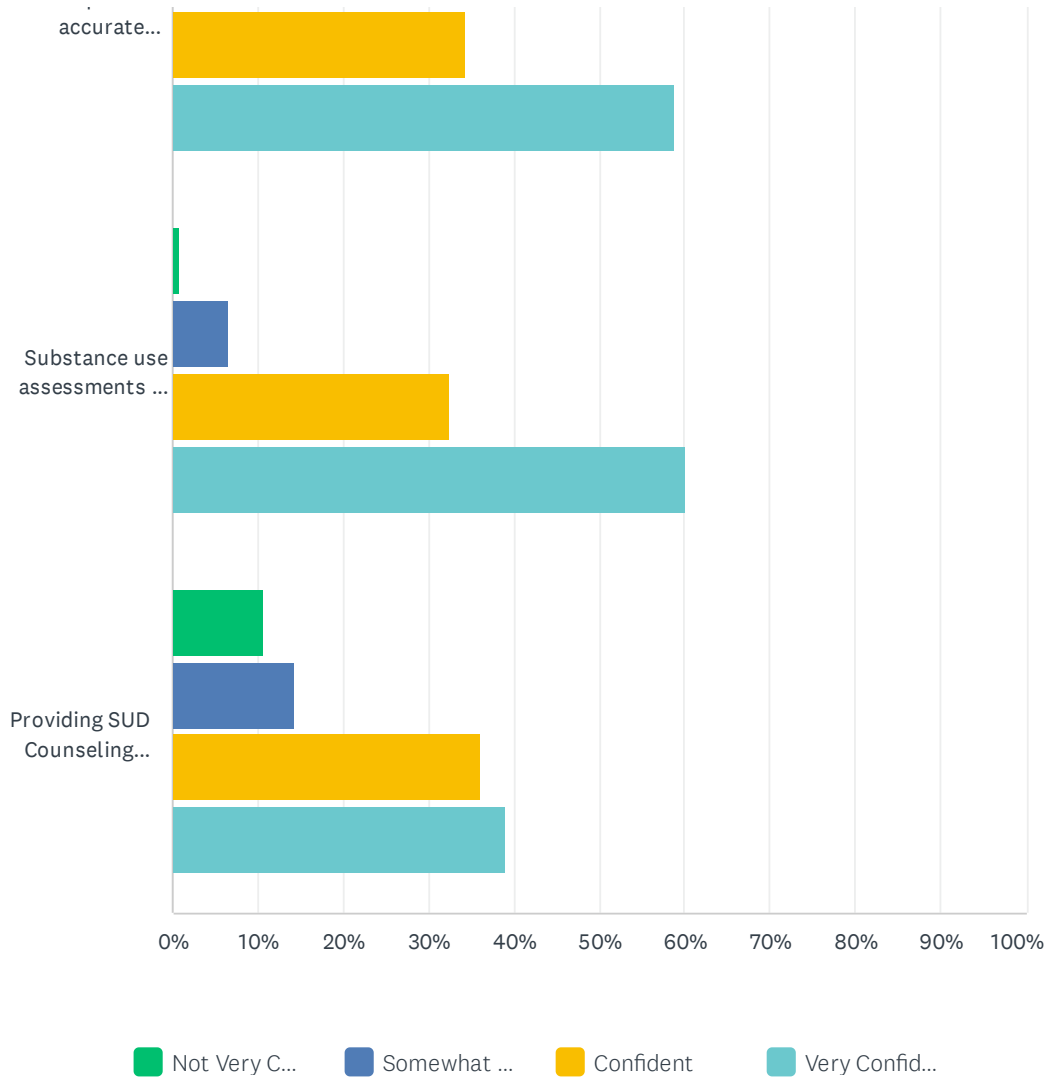
	NOT IMPORTANT	IMPORTANT	VERY IMPORTANT	TOTAL	WEIGHTED AVERAGE
Speed of renewal and online application profile	0.47% 2	17.61% 75	81.92% 349	426	2.81
Knowledgeable and friendly staff	0.71% 3	24.71% 105	74.59% 317	425	2.74
Credentialing boards reputation on high standards	3.56% 15	23.75% 100	72.68% 306	421	2.69
Prices are all inclusive structure	5.91% 25	38.06% 161	56.03% 237	423	2.50

Q7 Please rank your confidence and knowledge in the following SUD Counselor skills.

Answered: 426 Skipped: 0



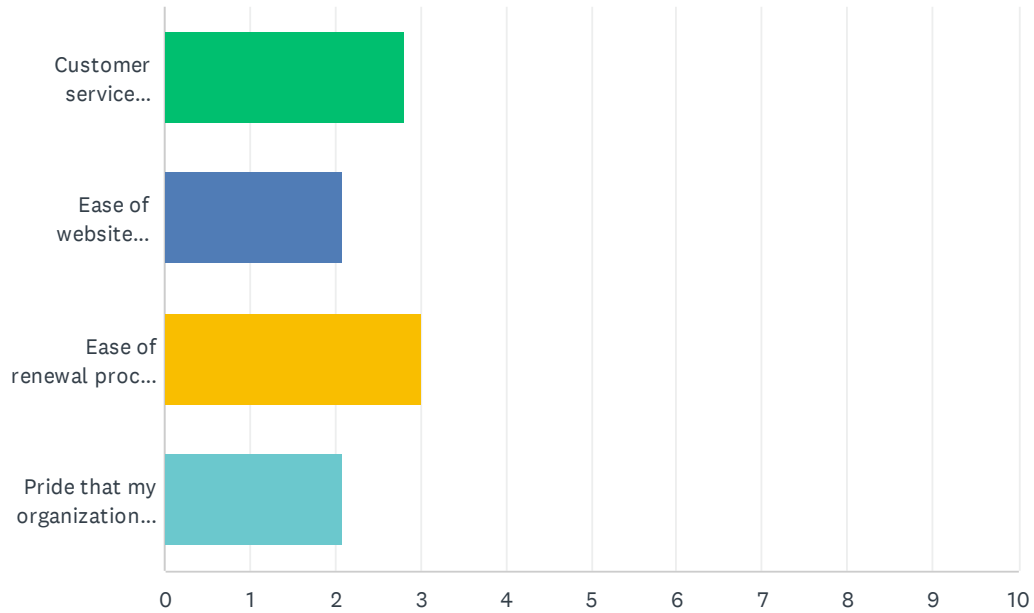
CCAPP Credentialing Quality Assurance Survey



	NOT VERY CONFIDENT	SOMEWHAT CONFIDENT	CONFIDENT	VERY CONFIDENT	TOTAL	WEIGHTED AVERAGE
Motivational Interviewing (MI)	1.41% 6	8.24% 35	30.59% 130	59.76% 254	425	3.49
Cognitive Behavioral Therapy (CBT)	2.11% 9	11.27% 48	38.50% 164	48.12% 205	426	3.33
SUD counselor ethics & boundaries	0.47% 2	2.36% 10	19.58% 83	77.59% 329	424	3.74
Confidentiality regulations & laws	0.95% 4	4.49% 19	24.82% 105	69.74% 295	423	3.63
Proper and accurate documentation in accordance with regulations and laws	1.41% 6	5.40% 23	34.27% 146	58.92% 251	426	3.51
Substance use assessments and level of care determination	0.94% 4	6.57% 28	32.39% 138	60.09% 256	426	3.52
Providing SUD Counseling services via a Telehealth platform	10.59% 45	14.35% 61	36.00% 153	39.06% 166	425	3.04

Q8 Rank the following items in order of what is most important to you in choosing your certification agency

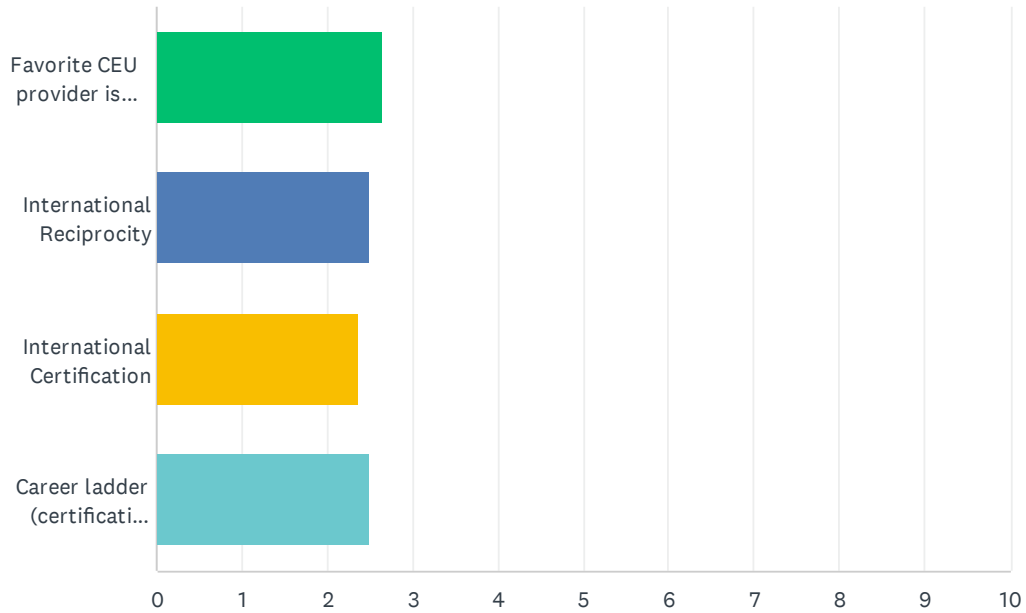
Answered: 426 Skipped: 0



	1	2	3	4	TOTAL	SCORE
Customer service responsiveness via phone, email, or chat	32.86% 140	30.05% 128	21.83% 93	15.26% 65	426	2.81
Ease of website navigation	10.33% 44	21.13% 90	37.09% 158	31.46% 134	426	2.10
Ease of renewal process with Certemy	38.73% 165	30.99% 132	21.83% 93	8.45% 36	426	3.00
Pride that my organization is known for quality	18.08% 77	17.84% 76	19.25% 82	44.84% 191	426	2.09

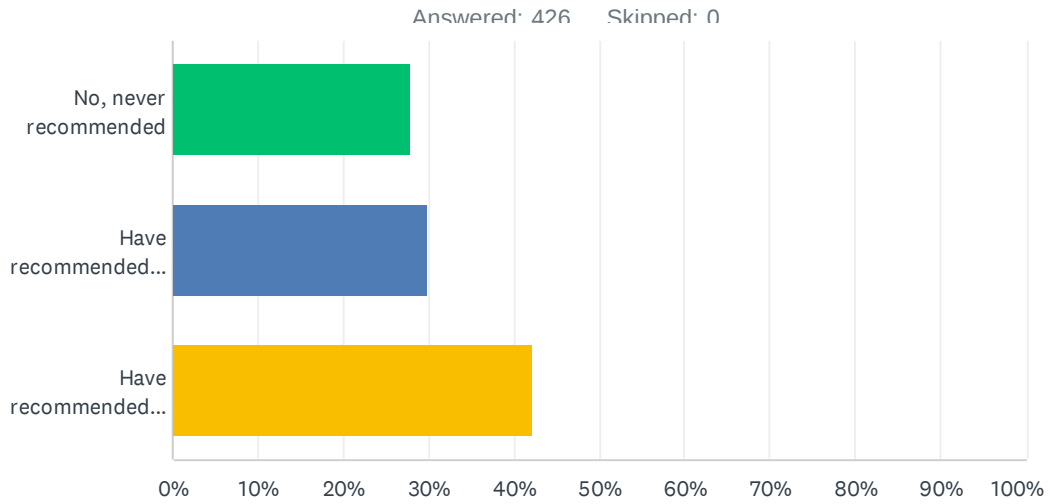
Q9 Rank the following items in order of what is most important to you in choosing your certification agency

Answered: 426 Skipped: 0



	1	2	3	4	TOTAL	SCORE
Favorite CEU provider is approved	36.38% 155	20.42% 87	15.02% 64	28.17% 120	426	2.65
International Reciprocity	18.31% 78	31.22% 133	31.92% 136	18.54% 79	426	2.49
International Certification	16.20% 69	28.17% 120	31.92% 136	23.71% 101	426	2.37
Career ladder (certification advancement)	29.11% 124	20.19% 86	21.13% 90	29.58% 126	426	2.49

Q10 Have you ever recommended CCAPP Credentialing to others?



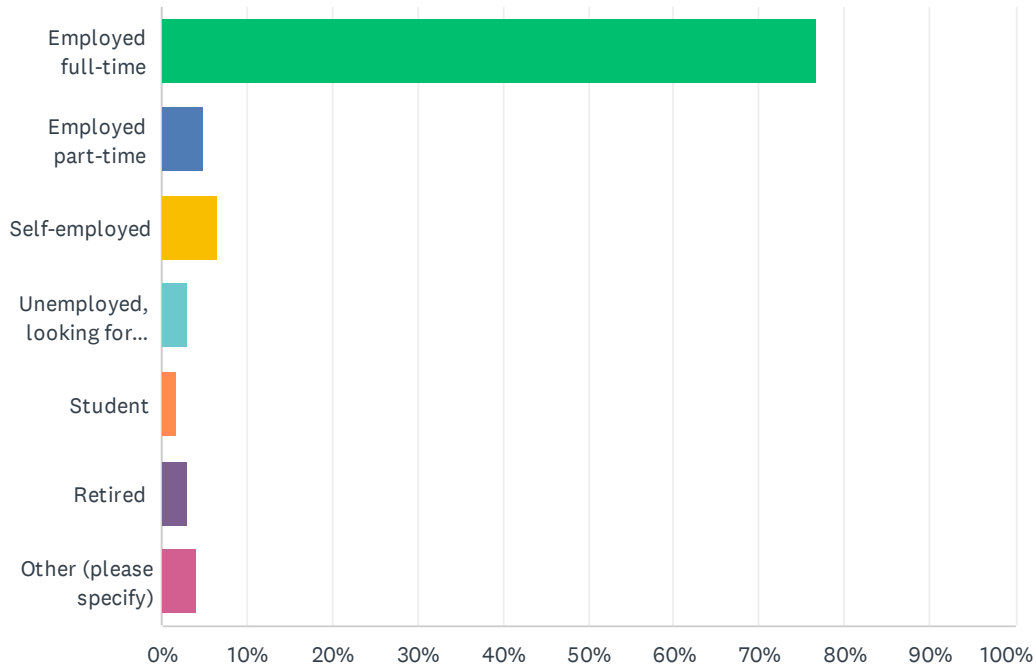
ANSWER CHOICES	RESPONSES	
No, never recommended	27.93%	119
Have recommended once or twice	29.81%	127
Have recommended several times	42.25%	180
TOTAL		426

Q11 Do you have any comments or suggestions for improvement?

Answered: 297 Skipped: 129

Q12 What best describes your employment status?

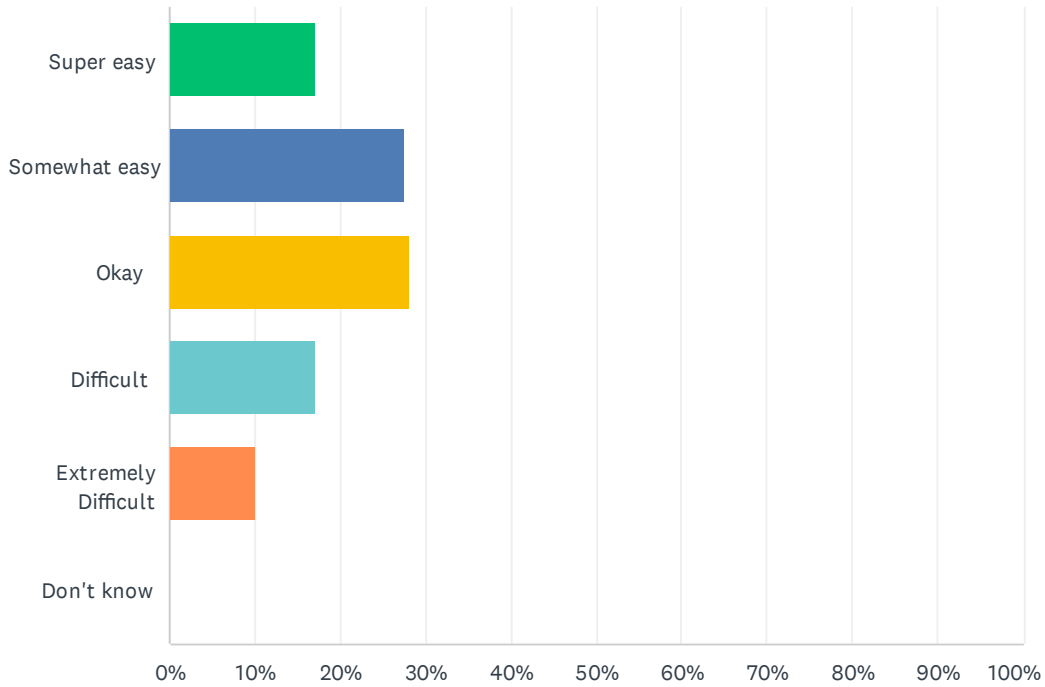
Answered: 426 Skipped: 0



ANSWER CHOICES	RESPONSES	
Employed full-time	76.76%	327
Employed part-time	4.93%	21
Self-employed	6.57%	28
Unemployed, looking for work	3.05%	13
Student	1.64%	7
Retired	3.05%	13
Other (please specify)	3.99%	17
TOTAL		426

Q13 How easy is Certemy to navigate?

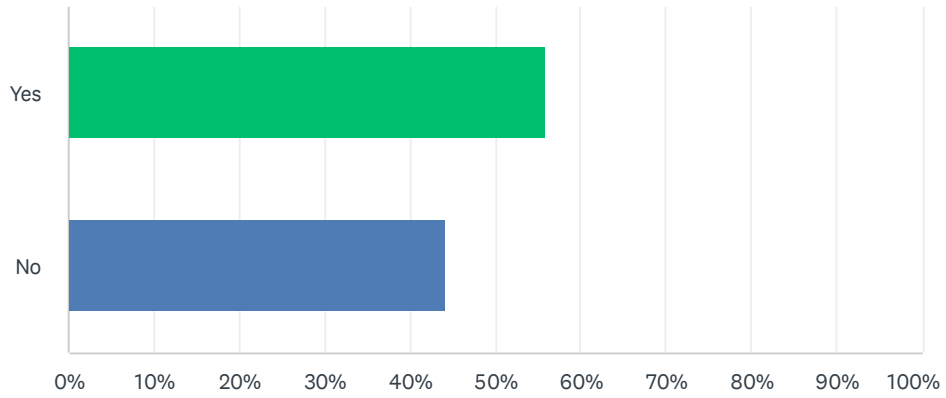
Answered: 426 Skipped: 0



ANSWER CHOICES	RESPONSES	
Super easy	17.14%	73
Somewhat easy	27.46%	117
Okay	28.17%	120
Difficult	17.14%	73
Extremely Difficult	10.09%	43
Don't know	0.00%	0
TOTAL		426

Q14 Is the chat feature on the website helpful?

Answered: 426 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.87%	238
No	44.13%	188
TOTAL		426