

## Q10 What changes or improvements, if any, would you recommend for the website?

Answered: 1,086    Skipped: 1,974

#	RESPONSES	DATE
1	unclear directions	1/31/2026 9:12 AM
2	Keeping the approved continuing education list updated.	1/31/2026 8:28 AM
3	I like the current set up of the website.	1/30/2026 11:44 AM
4	None.	1/30/2026 10:36 AM
5	N/A	1/30/2026 7:48 AM
6	N/A	1/29/2026 6:57 PM
7	Get rid of the cumbersome and expensive requirements to upload all of our CE. Time consuming and expensive	1/29/2026 4:41 PM
8	none	1/29/2026 4:31 PM
9	The verify/search for license could be more mobile-friendly. It's a little choppy. It should also auto to populate 30 instead of 5.	1/29/2026 2:09 PM
10	None at this time	1/29/2026 2:01 PM
11	Make the new CEU's easier	1/29/2026 1:20 PM
12	Clear place where links for meetings are posted without having to click through various documents.	1/29/2026 12:49 PM
13	I have enjoyed the better categorization of information, banners, and hyperlinks.	1/29/2026 12:35 PM
14	Some links and attachments are different to find	1/29/2026 7:10 AM
15	Idk at this time	1/29/2026 3:53 AM
16	Each sessions it governs should be separated on the dashboard so that one does not need to go through all of the sections before getting to what they need.	1/28/2026 11:25 PM
17	None at this time.	1/28/2026 9:38 PM
18	A better color scheme. The clouds or cloud-looking icons are very left field.	1/28/2026 9:17 PM
19	Make it easier to navigate and identify what you need	1/28/2026 8:44 PM
20	Theres no email to contact in case someone needs help. It is hard to reach customer service or helpdesk	1/28/2026 8:38 PM
21	n/a	1/28/2026 8:01 PM
22	None	1/28/2026 4:30 PM
23	The font style chosen on the website is not as easily read for some visually impaired people as the clear-cut font size of this survey. The same applies to the Board Rules.	1/28/2026 2:09 PM
24	The information on the website has an organization problem. I regularly find myself spending a long time searching around across different pages and reading multiple statutes and rules just to find an answer to a simple question. Often, I will think I have found the answer, only to read a sentence that reads something like "the applicant must reach the designated number of hours with in the allotted time frame." I figure this wording is to accommodate for the fact that different licensures have different requirements ... but I cannot find any place where my licensure's requirements are listed in plain English. I spend hours searching through the site. I	1/28/2026 12:49 PM

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cannot describe how much terror I have over imagining a situation where I miss a requirement and lose my years of work to get fully licensed.

25	I can't say enough good things about BHEC! Everyone I have interacted with has always been so helpful. Even though I haven't attended I appreciate the fact you have Zoom meetings for allowing us to provide feedback.	1/28/2026 11:26 AM
26	none	1/28/2026 11:16 AM
27	NA	1/28/2026 10:46 AM
28	Thank you.	1/28/2026 9:01 AM
29	How to remove an Associate easier	1/28/2026 8:50 AM
30	It's a little difficult to navigate due to rule changes.	1/28/2026 12:19 AM
31	A cleaner profile to add functionality	1/27/2026 11:20 PM
32	N/A	1/27/2026 9:14 PM
33	None	1/27/2026 8:32 PM
34	There are a few glitches with the "verify a license" page. It's too difficult to explain in this type of a form, though.	1/27/2026 8:14 PM
35	None	1/27/2026 7:19 PM
36	A page that holds current proposed rules for each board longer than the 30 day comment period. Right now, there isn't a place to find what is currently being considered after the comment period, and when it is adopted the strike through and underline is no longer present to reveal what changed.	1/27/2026 4:49 PM
37	None	1/27/2026 4:42 PM
38	None	1/27/2026 3:38 PM
39	None	1/27/2026 1:50 PM
40	The mass emails sent from the agency to the different stakeholders should specify in the title which mental health licensing group the email pertains to. If it pertains to one or more, than it shld state that as well. BUT, it's inefficient for the agency as well as the recipient to scan the first part of the email to determine it's applicability.	1/27/2026 1:19 PM
41	At this time I have none	1/27/2026 1:17 PM
42	J	1/27/2026 12:55 PM
43	just less response time to the calls.	1/27/2026 12:17 PM
44	An improvement would be making it more user friendly, in my opinion, a more modern look if you will.	1/27/2026 10:28 AM
45	none	1/27/2026 10:27 AM
46	No recommendations for changes to the website.	1/27/2026 9:02 AM
47	Easy access to request State Verification and upload of other state required forms	1/27/2026 8:54 AM
48	None at this time	1/27/2026 7:42 AM
49	none at this time	1/27/2026 7:42 AM
50	None at this time.	1/27/2026 7:29 AM
51	None	1/27/2026 6:57 AM
52	Easier to navigate, especially finding specific license	1/27/2026 6:42 AM
53	Direct help from the person on the phone call	1/27/2026 4:43 AM
54	I found it difficult to find the information I needed	1/27/2026 1:37 AM
55	Clarify next steps at each link.	1/26/2026 11:23 PM

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56	Nothing that specifically comes to mind at the moment.	1/26/2026 11:20 PM
57	N/A	1/26/2026 10:58 PM
58	1. Creating a paid committee or workgroup focused on Associates could improve support, especially for those whose graduate programs and supervisors don't provide sufficient direction. 2. Adding a straightforward process for reporting concerns about supervision or other professionals, so issues are addressed transparently and consistently. 3. Clear links to relevant statutes, rules, consent form templates, and distinctions between coaching and therapy would also give Associates confidence that they are practicing within regulatory expectations.	1/26/2026 10:46 PM
59	Its very confusing.....definitely need streamling, a better system. I wouldn't know where to start	1/26/2026 10:21 PM
60	simplify the rules and statutes they are too long full of fluff.. maybe make a quick reference guide	1/26/2026 10:19 PM
61	Put a picture of the entire BHEC p, including Daryl Spinks, on the front page of the website. It humanizes the Council rather than just some entity out there. Just a thought.	1/26/2026 10:16 PM
62	more user friendly, online licensing system seems dated	1/26/2026 9:51 PM
63	The online system is clunky. I fight with it, but it would be helpful to have more easily available telephone assistance when using the site to renew my license.	1/26/2026 8:58 PM
64	The new improvements are very user-friendly and I can find everything I need when I log in. Very innovative!	1/26/2026 8:50 PM
65	There are A LOT of links. I feel like everything is a series of links instead of ONE link that takes me directly to what is noted.	1/26/2026 8:43 PM
66	None	1/26/2026 8:31 PM
67	None	1/26/2026 8:31 PM
68	None at this time.	1/26/2026 8:12 PM
69	None	1/26/2026 7:45 PM
70	Clarity of LMFT's expectations with supervises and contracts that go in between the supervise and supervisor.	1/26/2026 7:42 PM
71	I wish that the we automatically got a hard copy of the license and could opt-out if we don't want it (and save \$10). I always need a hard copy and it is not clear that I can order one at the same time I renew.	1/26/2026 7:40 PM
72	CE credits offered with the links for free for the required credits and easily able to access and complete as well as resources for CE approved trainings under various interests	1/26/2026 7:20 PM
73	more direct way to renew license	1/26/2026 6:35 PM
74	Links to accredited providers, more clarity in courses recommended to satisfy renewal criteria.	1/26/2026 6:24 PM
75	Hard to say. Moving from one page/section to another frustrating.	1/26/2026 6:23 PM
76	Nothing specific. I am happy with BHEC info.	1/26/2026 6:14 PM
77	Obtaining information is a bit difficult and the website is not very user friendly. The CEU requirements are also very confusing. Providing examples or websites who offer courses especially for distinct populations would be helpful.	1/26/2026 6:08 PM
78	none at this time	1/26/2026 6:07 PM
79	Sometimes hard to navigate	1/26/2026 5:59 PM
80	one pdf document for download with all statues and rules instead of broken up by different chapters and links. One central location for practitioners to access what they need to start, expand, their private practice.	1/26/2026 5:45 PM
81	none	1/26/2026 5:16 PM
82	none at this time	1/26/2026 5:12 PM

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83	NA	1/26/2026 4:59 PM
84	I don't have any now.	1/26/2026 4:37 PM
85	Making the website more user friendly, less words in descriptions	1/26/2026 4:36 PM
86	Simplify accessing and handling the most common concerns, like license renewals, yearly fees.	1/26/2026 4:13 PM
87	None	1/26/2026 3:52 PM
88	Good contact with email	1/26/2026 3:43 PM
89	It took me several visits to the site to gain confidence in using the new format. There may be a video to watch but it doesn't jump out at me.	1/26/2026 3:43 PM
90	none	1/26/2026 3:33 PM
91	Make "Retired" and option	1/26/2026 3:21 PM
92	None	1/26/2026 2:54 PM
93	N/A	1/26/2026 2:52 PM
94	none at this time	1/26/2026 2:49 PM
95	Needs to be written more clearly. Use fewer words & be concise. Thank you.	1/26/2026 2:46 PM
96	Information is difficult to find and most times too ambiguous to answer question	1/26/2026 2:43 PM
97	No additional changes/improvements at this time.	1/26/2026 2:41 PM
98	No changes	1/26/2026 2:24 PM
99	A condensed list via email of changes/updates to licensing changes	1/26/2026 2:17 PM
100	The website is out-of-date. I could not find the Jurisprudence Exam for renewal. The CE Broker page, to which I subscribed, is BORING and one Ethics Course has information on professions/disciplines that have NO RELEVANCE for my license. It is a total waste of money. After 40 years of practice, (and having presented numerous CE programs myself) I want advanced information in psychotherapy/ethics/addiction/trauma treatment and find that CE Broker is for less experienced therapists. In short, I am extremely disappointed in help on the website and in the "new" educational offerings. I am and have been licensed in 6 other states in the US and find the TX website the least helpful. My recommendation is to update the website and choose another CE Educational site that provides quality educational topics. Eleanor D. Hamilton, PhD, LPC, LMHC, MHC	1/26/2026 2:10 PM
101	None.	1/26/2026 2:08 PM
102	No recommendations	1/26/2026 2:07 PM
103	No suggestions. I've always found answers I needed on the website.	1/26/2026 2:02 PM
104	N/A	1/26/2026 1:58 PM
105	None	1/26/2026 1:58 PM
106	None come to mind.	1/26/2026 1:52 PM
107	Council Phone numbers More apparent	1/26/2026 1:51 PM
108	The website is not super user friendly except for the Verify a License page.	1/26/2026 1:43 PM
109	none	1/26/2026 1:39 PM
110	website should mesh with the new CEU tracking process easily and which does the notifications automatically in one place on the website, without the licensee always checking the dates in a separate system for CEU renewal. For Ex: There was no way to use credits taken over the past year for the next years renewal due date. No retroactive system. For the amount of \$ the state charges for licensing fees there should be a simple automated system built into the site. Why make a simple process so expensive and complicated ? Rigidity of the process is not necessary. Clinicians already spend too much time with documentation for quality client care and billing. Thank you !	1/26/2026 1:29 PM

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111	none	1/26/2026 1:17 PM
112	none at this time	1/26/2026 1:16 PM
113	NA	1/26/2026 1:12 PM
114	As an octogenarian, I'm not pleased with the new procedure of my doing your work	1/26/2026 1:12 PM
115	The process for renewal is clunky. Every renewal, I miss the link for paying for the jurisprudence exam and I end up searching on the jurisprudence exam content page for at least 30 minutes (between that page the Board renewal pages).	1/26/2026 1:10 PM
116	Needs to be more user friendly and relevant topics in one area; it's a nightmare navigating the site for information; such as renewal process	1/26/2026 1:04 PM
117	If possible make it more simple on your menu to find what I am specifically looking for	1/26/2026 1:04 PM
118	Many of links on your page do not work. Creating 'how to' videos would be much faster than downloading and reading the documents. It would be helpful to provide a list of CEU providers, specifically the CEUs that count towards the mandatory 50% rule.	1/26/2026 1:03 PM
119	NONE	1/26/2026 1:01 PM
120	Access to print updated license	1/26/2026 12:58 PM
121	none	1/26/2026 12:54 PM
122	None	1/26/2026 12:50 PM
123	None	1/26/2026 12:50 PM
124	N/A	1/26/2026 12:46 PM
125	NA	1/26/2026 12:43 PM
126	None	1/26/2026 12:40 PM
127	Offering more CEU's would be helpful.	1/26/2026 12:40 PM
128	none at this point	1/26/2026 12:38 PM
129	none	1/26/2026 12:37 PM
130	Get rid of CE broker who is serves no purpose, is spending our tax dollars and taking away from money that could be used to improve our state board organization or EDU	1/26/2026 12:30 PM
131	Navigating to find info. In the chain of links and then the language used is often not clear enough to help me make a decision. The 50% rule is confusing and a explanation that the emeritus status is no longer available was not clear to me in the renewal info. Also, more clarity as to the types of volunteer work you can do even you retire your license would be helpful.	1/26/2026 12:28 PM
132	Keep up the good work. With the changes in renewals, especially the info on CEU's, I have appreciated the forums and emails about what is happening. I would also appreciate more info about potential working with the COMPACT, especially as it pertains to working in New Mexico, Oklahoma and Louisiana.	1/26/2026 12:26 PM
133	I like the broker site	1/26/2026 12:17 PM
134	A step by step detailed process list	1/26/2026 12:17 PM
135	Sometimes information is difficult to find	1/26/2026 12:14 PM
136	Make it easier to find information on the website. Most of my information comes from the emails sent and the online TBHEC meetings that happen on a regular basis.	1/26/2026 12:14 PM
137	NA	1/26/2026 12:06 PM
138	none	1/26/2026 12:05 PM
139	None at this time	1/26/2026 12:04 PM
140	Make it easier to navigate	1/26/2026 11:59 AM

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141	None	1/26/2026 11:59 AM
142	N/A	1/26/2026 11:57 AM
143	N/A	1/26/2026 11:57 AM
144	Don't know	1/26/2026 11:56 AM
145	Ale navigation more user friendly and reading material less dense	1/26/2026 11:52 AM
146	No suggestions at this time.	1/26/2026 11:52 AM
147	An area highlighting recent changes to policies or renewal changes in a brief manner with links that take you to the exact verbage.	1/26/2026 11:47 AM
148	None	1/26/2026 11:44 AM
149	none	1/26/2026 11:40 AM
150	No specific recommendations	1/26/2026 11:39 AM
151	A more comprehensive look at obtaining your LCSW license. The current information tends to be confusing.	1/26/2026 11:34 AM
152	Update to where all military service members and veterans have the same benefits. Specifically regarding having fees waived. As for me I'm actively serving and a combat veteran yet fees weren't able to be waived. So be mindful of the verbiage being used. For example, state assist active duty military members. Hope this is clear and helps.	1/26/2026 11:30 AM
153	None. Seems easy to navigate with clear information.	1/26/2026 11:25 AM
154	Modernize, less jargon, quicker to access information.	1/26/2026 11:15 AM
155	Easier website use.	1/26/2026 11:13 AM
156	So far, the information I have needed has been easy to find and interpret.	1/26/2026 11:11 AM
157	The website is difficult to navigate, it feels out of date and is often hard to find the information that I am looking for. It would be helpful to have side bars with drop down options, and clear instructions on where to find specific information. Written rules and regulations are often unclear and leave a lot of room for interpretation, which is concerning when you are trying to make sure you're practicing well within the rules. Overall, the system feels clunky and outdated.	1/26/2026 11:10 AM
158	I find it difficult to find things on the website- namely the rules and ethics. I ultimately end up being able to do so, but I find it difficult.	1/26/2026 11:08 AM
159	I would like to have a physical copy of my licensure mailed to me at each renewal period.	1/26/2026 11:07 AM
160	Outdated design. Could be easier to find information.	1/26/2026 11:06 AM
161	I would make it simpler to see the parts of the rules that are recently changed or proposed to be changed	1/26/2026 11:04 AM
162	The language if statues and rules can read unclear at times.	1/26/2026 11:01 AM
163	Please make the website easier to access	1/26/2026 10:59 AM
164	I find it difficult to track rules and changes in its current format. With renewals, again, language and process could be simplified.	1/26/2026 10:54 AM
165	n/a	1/26/2026 10:47 AM
166	It needs to be more clear and user-friendly.	1/26/2026 10:47 AM
167	None	1/26/2026 10:43 AM
168	none	1/26/2026 10:42 AM
169	Make the website more user friendly.	1/26/2026 10:41 AM
170	The website is very usable	1/26/2026 10:41 AM
171	None	1/26/2026 10:40 AM

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172	access to a real person for hreelp	1/26/2026 10:40 AM
173	Place to email questions/inquiries would be helpful	1/26/2026 10:39 AM
174	None	1/26/2026 10:37 AM
175	None. The website was helpful and easy to navigate.	1/26/2026 10:37 AM
176	I hold both an LP and an LSP. My CE counts toward both licenses. Please create an option for the input to count toward both. Duplicating the entry represents a significant amount of lost time and effort.	1/26/2026 10:35 AM
177	Sometimes it is a little hard to find what you're looking for. For example, when you look for continuing education requirements, you have to read through a paragraph rather than having bullet points, which would be a lot easier and quicker.	1/26/2026 10:34 AM
178	It is a bit difficult to navigate, find what I'm looking for, and sometimes the directions or information is a bit obtuse. Website could definitely be streamlined and directions for things could be written in clearer language.	1/26/2026 10:29 AM
179	Easier navigation on license renewal, but the current one works well.	1/26/2026 10:28 AM
180	Improving the user interface	1/26/2026 10:23 AM
181	The new system to record CE's for social workers is very cumbersome and not user friendly. I had to purchase the \$39 packet to get the help I needed.	1/26/2026 10:22 AM
182	With fewer clicks, the website is not easy to navigate	1/26/2026 10:20 AM
183	Information about renewing or finding licenses is buried pretty deep and hard to find.	1/26/2026 10:19 AM
184	clearer contact information for leadership positions	1/26/2026 10:19 AM
185	Making it more easy to navigate or give explsnations of what something is or means	1/26/2026 10:18 AM
186	It is functional. It does look outdated but that is not a priority.	1/26/2026 10:18 AM
187	---	1/26/2026 10:16 AM
188	Make links more accessible.	1/26/2026 10:16 AM
189	none at this time	1/26/2026 10:13 AM
190	n/a	1/26/2026 10:12 AM
191	User friendly	1/26/2026 10:12 AM
192	I would appreciate easier access to some common questions be easily answered in plain english. Either as a Q/Aor FAQ. I am not lawyer and searching the rules is often an incomplete answer. I would look through info requests and take the top questions and create this web page. It might save the agency time and money.	1/26/2026 10:10 AM
193	make it easy to find the required tests to renew for LPC	1/26/2026 10:09 AM
194	I found the website informative and easy to use.	1/26/2026 10:08 AM
195	I am not sure	1/26/2026 10:06 AM
196	There is so much information on the website... I do find it a little overwhelming, however, I believe it's just because there is so much.	1/26/2026 10:05 AM
197	The contacting us in website was difficult because no one was available to take the call. I attempted several times.	1/26/2026 10:05 AM
198	Improve responsiveness—return calls	1/26/2026 10:05 AM
199	The site and the staff were very helpful and I received my LPC license.	1/26/2026 10:03 AM
200	It would be great if there were more tools available to see what has changed in the rules since changes are made so frequently. Right now, I have to look at the proposed rules to try to determine what has changed.	1/26/2026 10:02 AM
201	Streamline so that there are not so many different websites to sign into in order to apply for	1/26/2026 10:00 AM



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	and renew license	
202	NA	1/26/2026 9:58 AM
203	Make it easier for the renewal process. Sometimes it is a little hard to go through the pages when renewing the license.	1/26/2026 9:53 AM
204	N/A	1/26/2026 9:49 AM
205	N/A	1/26/2026 9:47 AM
206	n/a	1/26/2026 9:46 AM
207	N/a	1/26/2026 9:44 AM
208	None	1/26/2026 9:44 AM
209	I appreciate the website has so much information. It has improved with drop-down menus and webpages for each area of practice in the last few years. It is difficult that there are so many links, but this can't be helped since there's different associations in charge of licensing (ASWB). However, this makes it confusing when applying as to what fees you exactly owe. It would be very nice if there was one page that walked candidates through the licensing process with fees involved. For example (not sure if these fees are correct-just an example): Jurisprudence Exam, eStrategy Solutions, \$39; SW Licensing Exam Approval Fee, ASWB Website, \$60; SW Licensing Exam Fee, ASWB, \$250; Fingerprints, Local Service, \$150; etc. It just gets confusing because each service requires a link that takes you out of the website, so a check list would be very beneficial. There is lots of information, it just would be nice to have a page with info and fees consolidated.	1/26/2026 9:43 AM
210	A new, clear section: concise snapshots of what rules have currently been changed	1/26/2026 9:42 AM
211	I think the new CE portal to report is very confusing.	1/26/2026 9:41 AM
212	Website needs to be easy to read and provide clear instructions, it is too jumbled and messy looking	1/26/2026 9:40 AM
213	N/a	1/26/2026 9:38 AM
214	None	1/26/2026 9:38 AM
215	Site was usher friendly.	1/26/2026 9:38 AM
216	The find-a-license "fields" are unintuitive. Statutes and rules are hard to search, in regard to any particular content.	1/26/2026 9:38 AM
217	none	1/26/2026 9:35 AM
218	Speaking to a human without being transferred to an extension that is never answered and requests for a return call isn't made. Writing an email which is never answered.	1/26/2026 9:35 AM
219	More user friendly - legal jargon better understood	1/26/2026 9:34 AM
220	Nothing stands out in the negative, everything seems pretty straight forward. Very functional for a site that contains such a wealth of information, databases, and login for licenses, etc.	1/26/2026 9:32 AM
221	None that I can think of at this time.	1/26/2026 9:31 AM
222	no not at this time appreciate the survey to inquiry about the website!!	1/26/2026 9:31 AM
223	so much easier to add CEUs with CE Broker- helps me with my memory	1/26/2026 9:29 AM
224	Add some "buttons" with links to information instead of having to search and guess the exact words in a title. The website is not laid out easily for customers to use. So it takes so much more time to find what you need than other similar websites.	1/26/2026 9:29 AM
225	None that I can think of.	1/26/2026 9:27 AM
226	N/A	1/26/2026 9:26 AM
227	Not sure?	1/26/2026 9:25 AM
228	The CE Broker website is not user friendly. You can only get assistance if you pay for an upgraded account.	1/26/2026 9:24 AM



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229	Licensing information is extremely confusing. It takes a lot of research to find out what is needed. Each time I visited, I wound up on different links, different parts of website. I assumed I would be notified when I was licensed, but I was not. The info that we are not notified is not available (or not readily available). This part of the website desperately needs updating and streamlining.	1/26/2026 9:24 AM
230	Total redesign for ease of use	1/26/2026 9:21 AM
231	More concrete wording with rules/statutes	1/26/2026 9:21 AM
232	Please update the online licensing system so that it saves application progress.	1/26/2026 9:18 AM
233	Better communication with the universities that train new school psychologists	1/26/2026 9:13 AM
234	Clearer guidance on renewal for LCSW-S	1/26/2026 9:12 AM
235	Make trained & authorized human beings more accessible to license-renewal applicants. License renewal instructions were confusing and didn't work as advertised w unexpected dead ends in the automated process. It was difficult to access a human being to trouble shoot the process. On my 3rd or 4 th call, I finally got a gentleman on the phone who had the knowledge and authority to force the process along.	1/26/2026 9:12 AM
236	None. User-friendly and intuitive.	1/26/2026 9:11 AM
237	None. It's fine.	1/26/2026 9:11 AM
238	Update the user experience—make it easier to navigate.	1/26/2026 9:10 AM
239	None	1/26/2026 9:09 AM
240	More consistence with CE brokerage. Let's avoid more changes. Current system seems to work well once able to navigate.	1/26/2026 9:09 AM
241	Add a table of contents with live links that we can click on to go directly to the statute we need. Saves time!	1/26/2026 9:09 AM
242	None	1/26/2026 9:08 AM
243	integrated search function	1/26/2026 9:08 AM
244	Not all links are available on each webpage; I found myself having to return to the home page to locate the webpage I wanted to navigate to next. For if I am on the "Verify License" webpage and would like to review "Meeting Information", I would have to return to the "Home" page to search or select the "Meeting Information" page.	1/26/2026 9:08 AM
245	Make ir a little easier to navigate for those of us with less technology skills	1/26/2026 9:05 AM
246	None	1/26/2026 9:04 AM
247	Allow CE Broker to upload one ceu file containing many ceu's	1/26/2026 9:04 AM
248	The actual portion where one applies for a license would be more helpful with a walkthrough or a clearer checklist.	1/26/2026 9:03 AM
249	Make it clearer when a rule changes the expectations from licensees. For example: in addition to sending the email about the rule change, also include examples of how this would work. I find sometimes rule changes creates a lot of anxiety and confusion for licensees to be in compliance.	1/26/2026 9:02 AM
250	no comment.	1/26/2026 9:01 AM
251	N/A	1/26/2026 9:01 AM
252	n/a	1/26/2026 9:00 AM
253	Create a list of changes in the rules organized by applicants, Associates, LPC, and LPC-S. For example, a list of changes that apply to those who are in training to apply for licensure, such as changes in requirements for the application. Another example is a list of things that apply only to fully-licensed LPC's.	1/26/2026 8:58 AM
254	Na	1/26/2026 8:56 AM

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255	I would like it to be more modern, reflecting the nature of behavioral health. To be fair, it is 1000% better than some other state sites.	1/26/2026 8:55 AM
256	none	1/26/2026 8:53 AM
257	Ease of use on the site.	1/26/2026 8:52 AM
258	Na	1/26/2026 8:50 AM
259	The wording regarding how CE's are counted is very confusing. Not to mention the complete uselessness of this third-party CE processor.	1/26/2026 8:49 AM
260	No recommendations at this time	1/26/2026 8:48 AM
261	improved user friendliness	1/26/2026 8:47 AM
262	Website works well	1/26/2026 8:45 AM
263	None	1/26/2026 8:44 AM
264	None	1/26/2026 8:44 AM
265	Navigation in and out of website is confusing. Need much improvement in this area	1/26/2026 8:44 AM
266	The search engine is not adequate	1/26/2026 8:44 AM
267	If there was a way to add different layers of pages. If you choose license renewal what next selection would be.	1/26/2026 8:44 AM
268	I like the new format. It seems much more user-friendly than before.	1/26/2026 8:43 AM
269	It is not very use friendly. I'm not sure how to get answers. I would add AI, if possible	1/26/2026 8:43 AM
270	The process to renew licensures process continues to become more complicated despite the fingerprint requirement and affirming our training. The staff response was somewhat helpful, but I still had lots of questions as I proceeded with the renewal, so I recommend that the website should be more specific (step by step) about entering information into the new system. It wasn't easy and I spent way too much time trying to figure it out. I'm so glad I began my licensure renewal a month ahead of time, which I've never done before. I have two licenses and renewal for each are on different renewal years. I'm already concerned about my renewal for this year.	1/26/2026 8:43 AM
271	The website is hard to get around. It takes some time to find things. Especially the rules and statutes.	1/26/2026 8:41 AM
272	NA	1/26/2026 8:39 AM
273	None! The changes this past year are great!	1/26/2026 8:39 AM
274	Better user interface.	1/26/2026 8:39 AM
275	NA	1/26/2026 8:39 AM
276	Na	1/26/2026 8:38 AM
277	None, it's working fine	1/26/2026 8:37 AM
278	IT worked well.	1/26/2026 8:36 AM
279	More organized in layout	1/26/2026 8:36 AM
280	N/a	1/26/2026 8:35 AM
281	Easier menu to manipulate so as to not jump all over trying to find what I'm looking for	1/26/2026 8:35 AM
282	The proposed rules and changes to existing rules is incredibly difficult to navigate. In previous board iterations, rules (which weren't created or changed so frequently) were highlighted in red so we knew immediately what was being added or changed. The changes or additions were also put directly in emails so we wouldn't have to visit the rules page to see what was suggested. The fact that the board no longer does either of these things makes me suspect they don't want us to know what they're changing and/or adding.	1/26/2026 8:35 AM
283	Merge LCDC license from THHS to BHEC.	1/26/2026 8:35 AM

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284	A newsletter of the most updated information.	1/26/2026 8:33 AM
285	Be able to speak to a licensed social worker for information.	1/26/2026 8:33 AM
286	An option to voice disagreement with policy change to establish a new licensure exam for psychologists, disagreement to policy allowing non-psychologists to do psychological testing, etc.	1/26/2026 8:32 AM
287	None noted	1/26/2026 8:31 AM
288	The site for reporting CE's requires an upgrade to really be helpful. I don't think we should have to pay.	1/26/2026 8:31 AM
289	an improvement would be the wording in the proposed board rules. some rules are left vague and to interpretation which is difficult to navigate as a licensee and supervisor.	1/26/2026 8:30 AM
290	Better and more timely response to providers	1/26/2026 8:28 AM
291	So confusing	1/26/2026 8:28 AM
292	Any easier process for the licensing renewal process and less cost effective. I should be able to renewal my license on your website with a one time fee, instead of having to use multiple websites who require additional fees.	1/26/2026 8:28 AM
293	Make all resolved complaints available digitally with a name search. Should not have to download meeting materials and read through a huge pdf.	1/26/2026 8:27 AM
294	None. It looks great!	1/26/2026 8:26 AM
295	Not sure	1/26/2026 8:24 AM
296	Make it more simple. Too many steps	1/26/2026 8:23 AM
297	N/A	1/26/2026 8:23 AM
298	Overwhelmingly the website and forms are confusing and unclear. Communication with staff has not helped to clarify issues.	1/26/2026 8:23 AM
299	I expected a confirmation that my communication had been received and a timeline when someone would respond.	1/26/2026 8:23 AM
300	Disciplinary actions taken against a therapist should be easier to find (are they listed on the license lookup page?) Also, updates to rules are difficult to find.	1/26/2026 8:22 AM
301	Make it simpler to navigate, provide more clear cut answers to FAQs.	1/26/2026 8:21 AM
302	N/A	1/26/2026 8:21 AM
303	The website is circular in nature. Keep taking you back to another page	1/26/2026 8:21 AM
304	Make the site easier to navigate	1/26/2026 8:20 AM
305	none	1/26/2026 8:20 AM
306	Sending email alerts with any legislative changes that apply to BHEC license holders.	1/26/2026 8:20 AM
307	It's not always easy to get where you are trying to go. I also wish it would save progress when applying for license renewal.	1/26/2026 8:20 AM
308	N/A	1/26/2026 8:19 AM
309	It was not easy to access discipline against license holders. Like it is for other states. It is helpful to see what kind of things people get in trouble for.	1/26/2026 8:19 AM
310	It wld be immensely helpful when sending out emails that the title of the email clearly states which discipline it is meant for. One has to open up every single email the board sends to determine if it's applicable. It is a very inefficient way to communicate with your varied membership. The title of the email should specify which mental health discipline it is addressing in that email. If it is addressing more than one or everyone, the title of the email should specify the specific stakeholders it's pertaining to.	1/26/2026 8:19 AM
311	It's not easy finding everything you're looking for. It could be a little more simplified and user-friendly.	1/26/2026 8:18 AM

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312	The website can be a bit difficult to navigate and not as straight forward.	1/26/2026 8:17 AM
313	I thought it was easily navigated. I was pursuing supervisor credentialing and apart of the course I purchased was to become familiar with the website.	1/26/2026 8:16 AM
314	N/A. Everything is solid on the website and frequency of notifications. Thank you! #MHMATTERS	1/26/2026 8:15 AM
315	Make the rules and statutes easier to find.	1/26/2026 8:15 AM
316	None	1/26/2026 8:15 AM
317	As a board-approved clinical supervisor, I am still not 100% certain (unless I do a look up) whether this designation is still active for me and what the difference in renewal fees are until I'm at the end of the online renewal process. Please dow what you can to make this more transparent.	1/26/2026 8:15 AM
318	A systemwide search feature	1/26/2026 8:14 AM
319	N/A	1/26/2026 8:14 AM
320	It's hard to navigate	1/26/2026 8:13 AM
321	The website is user friendly and helpful - any updates are easy to find	1/26/2026 8:13 AM
322	Slightly more organization. There's a lot of things in one page that could be put on to separate pages.	1/26/2026 8:13 AM
323	N/A	1/26/2026 8:11 AM
324	None to date	1/26/2026 8:11 AM
325	No changes. The website is very informative and easy to navigate	1/26/2026 8:10 AM
326	None	1/26/2026 8:10 AM
327	Finding CE requirement s wasn't obvious as it should be.	1/26/2026 8:09 AM
328	It's not easy to find information and find myself giving up or feeling like I haven't found all the appropriate information	1/26/2026 8:09 AM
329	I wonder if it could be more user-friendly. It's cumbersome to navigate, and the portal is not intuitive.	1/26/2026 8:09 AM
330	Create a checklist for those who are applying for a SW license for the first time - while all the information is available on the website, it's not obvious to MSW students the steps they need to take to apply for a license.	1/26/2026 8:09 AM
331	More modern look	1/25/2026 7:33 PM
332	N/A	1/25/2026 3:44 PM
333	1.) Provide a succinct summary in bullet points of the changes made at all levels (administrative, board vote, due to public comment, etc.) without obscuring the pertinent points. One can read the full text at another time. 2.) Provide linkable access to these documents on the cloud and give the choice of keeping them there or downloading as a pdf file (which seems to be the default mode). (Note: I find my phone's hard drive filled with these files and it's a hassle to delete them.) 3.) Make online availablitiy for participation in public comment either by submitted questions to be read by board members, or responses on a virtual meeting chat live. We conduct our CE meetings this way at Fort Worth Area Psychological Association with a moderator reading the questions to the presenter. It works well.	1/25/2026 12:35 PM
334	There is a lot of information and it seems to keep changing but each time it is more clear, concise and easier to find the information I need.	1/24/2026 11:41 AM
335	NONE	1/24/2026 6:54 AM
336	Make site navigation more user-friendly. It's hard to find information (or the information doesn't exist).	1/23/2026 4:19 PM
337	N/A	1/23/2026 12:44 PM

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338	None. It's full of useful information and is user-friendly. Great job!	1/23/2026 12:44 AM
339	The GUI seems outdated and not as dynamic as other professional websites.	1/22/2026 4:12 PM
340	None	1/21/2026 7:49 PM
341	Be able to renew all licenses at one time	1/21/2026 5:27 PM
342	The guidelines are very difficult to find.	1/21/2026 4:58 PM
343	The website could be a little more straightforward.	1/21/2026 4:03 PM
344	Ease of use	1/21/2026 3:51 PM
345	Would love to see licensing board agendas posted 2 weeks before meetings instead of one week prior	1/21/2026 1:52 PM
346	Make statutes and rules easier to search/read.	1/20/2026 1:34 PM
347	more user friendly. easier to find information and law or rule changes	1/19/2026 10:33 PM
348	Some links were no longer active.	1/19/2026 10:52 AM
349	N/A	1/18/2026 4:35 PM
350	It is difficult to find answers and seems to go in circles at times.	1/18/2026 1:15 PM
351	No current suggestions	1/18/2026 11:22 AM
352	none at this time	1/18/2026 11:02 AM
353	none	1/17/2026 3:09 PM
354	I haven't been able to find transcripts from the meetings	1/17/2026 12:16 PM
355	I am on the list-serve. I would like to be able to apply filters to the list serve so that I only get information pertaining to my particular license.	1/17/2026 6:02 AM
356	It is very hard to access the information since the TSBEP consolidated into BHEC. It is very confusing still, after so many years.	1/16/2026 11:46 AM
357	I'm sure I'll figure it out- but it would be nice to have a link on pg 51 of the available human trafficking webinars. I had a paper list in '24 and I found the sites extremely informative and shared the teachings with others.	1/16/2026 8:43 AM
358	It is very difficult to find a streamlined summary of rule changes. There is also so much information not relevant to my discipline which overwhelms the site and makes it hard to find what I need	1/15/2026 10:38 AM
359	I think it would be helpful if the licensing system had a way for applicants to track the progress of their application. Some type of status bar or step check to show what stage of processing the applicant is in .	1/14/2026 9:09 PM
360	None	1/14/2026 4:03 PM
361	none	1/13/2026 7:20 PM
362	None	1/13/2026 9:22 AM
363	maintain up to date & user friendly	1/13/2026 8:24 AM
364	Website is a little out dated and hard to navigate	1/12/2026 10:40 PM
365	None	1/12/2026 9:15 PM
366	I appreciate the amount of information on the site, but overall the web pages themselves are very full of content which lends itself to being overwhelming and difficult to navigate	1/12/2026 5:49 PM
367	I would love to see an online licensing system that allows for hour tracking more readily for supervision purposes.	1/12/2026 3:54 PM
368	Have a better flow and searchability.	1/10/2026 10:41 PM
369	No suggestions for improvements at this time.	1/10/2026 11:38 AM

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370	None	1/9/2026 1:47 PM
371	none	1/9/2026 11:47 AM
372	None!	1/9/2026 10:09 AM
373	For it to be more user friendly	1/8/2026 11:47 AM
374	None	1/8/2026 10:13 AM
375	many times the answers are vague and not to the point	1/8/2026 9:36 AM
376	Not sure yet	1/7/2026 10:17 PM
377	Make it easier to know who is in charge of what.	1/7/2026 4:57 PM
378	Some things were difficult to find and not super user friendly.	1/7/2026 4:28 PM
379	Improved UX	1/7/2026 3:02 PM
380	It is very difficult and time consuming to look up statutes and rules	1/7/2026 1:49 PM
381	Many times when I try to check the online licensing system I am unable to access the site. I receive an error.	1/7/2026 12:56 PM
382	None at the moment	1/7/2026 12:21 PM
383	It is sometimes hard to find specifically what I am looking for. This happens a lot with the rules - when updates are made, I am often not sure what the actual rule update was and where to find it.	1/7/2026 9:51 AM
384	Make the website more user friendly - easier to find statutes, topics	1/7/2026 9:01 AM
385	The renewal information can be hard to find. Also, the board made changes to continuing education. Those changes included changing the wording to something else. The index stil has the term continuing education, but the rule has the new terms. It took me forever to find the inormation I needed using a key term search. Those sections need to use the same terms since it is talked about in multiple places.	1/7/2026 8:13 AM
386	It still seems to difficult to see which rules are being changed and any new rules that have been added	1/7/2026 6:04 AM
387	I've been happy with it as is	1/6/2026 6:52 PM
388	It would be very helpful if the proposed rule changes and new rules could be prefaced with an easy to understand regular English explanation of the proposals/changes instead of requiring us to plow through all the legalese. Also, a page with the requirements for license renewal that is a quick checklist. Now that we renew every two years, it's hard to recall all the requirements. We are busy with a lot to remember so for us it would be nice to have a checklist.	1/6/2026 3:23 PM
389	NA	1/6/2026 3:06 PM
390	a search feature for the statutes and rules; a quick reference guide for the latest updates and considerations by the Board - the emails announcements are very dense and busy with text	1/6/2026 2:18 PM
391	None, easy to navigate and find information.	1/6/2026 2:04 PM
392	The Statues and Rules and changes to them are very disorganized. When looking at change, it is often very difficult to find details of how the new rules shifts expectations and requirement of the licensee.	1/6/2026 1:31 PM
393	This is only option for some information. The website is not as user friendly, more links to connect would be helpful while searching.	1/6/2026 11:56 AM
394	Include more FAQ's	1/6/2026 11:14 AM
395	When I used the application service, it referenced a packet that was unavailable. The process was unclear.	1/6/2026 9:41 AM
396	The website is not user friendly. I tried to change my contact information on my own and I could not do it. It is very clunky and finding answers is very difficult.	1/6/2026 7:57 AM
397	I like the new website. I can't remember if there's an AI chat feature? And I was wondering	1/6/2026 12:53 AM



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how accessible it is for people with special needs ... word size, number of boxes items, colors used, etc.

398	N/A	1/6/2026 12:16 AM
399	Less complicated application software	1/5/2026 11:10 PM
400	NA	1/5/2026 6:55 PM
401	N/A	1/5/2026 6:17 PM
402	none	1/5/2026 5:05 PM
403	Finding what I am looking for is not always easy. Apparently, I don't know the key words that will take me where I need to go.	1/5/2026 3:14 PM
404	none at this time	1/5/2026 3:04 PM
405	None at this time.	1/5/2026 2:55 PM
406	more clear about what CEUs are required	1/5/2026 2:46 PM
407	It would be helpful to have an easier to read CE requirement list on the website.	1/5/2026 2:40 PM
408	Create a plain-language clinician pathway A single, step-by-step dashboard for students, interns, associates, supervisors, and fully licensed clinicians Clear timelines, visual flowcharts, and "You are here" markers (instead of scattered PDFs) Add explicit guidance on telehealth + temporary out-of-state care A dedicated page explaining what happens when Texas residents temporarily leave the state (work travel, caregiving, evacuation, medical leave) Clear explanations of continuity-of-care limits, emergency exceptions, and what is and is not allowed—written for both clinicians and clients This would reduce abrupt therapy disruptions that actively harm people in crisis Improve search and document labeling Replace vague document titles with task-based labels (e.g., "How to Renew an LPC-Associate License" instead of regulatory code numbers) Add a smart search that pulls answers, not just statutes Centralize supervision rules One consolidated supervision hub with: Hour requirements Approved supervision formats (including virtual) Common mistakes that delay licensure This would directly reduce the backlog and confusion for early-career clinicians Modernize accessibility and user experience Mobile-friendly design ADA-compliant readability (larger fonts, less dense text) Short explainer videos or visual summaries for high-impact topics Create a "Public-Facing" client section A simple area explaining: What licensure means Why therapists can't always provide care across state lines How clients can verify licenses and file complaints without intimidation This increases transparency and trust in the profession	1/5/2026 2:17 PM
409	The website has been challenging to navigate. Had difficulty with renewing license and getting to the appropriate page that would have the right information. It was strange.	1/5/2026 2:16 PM
410	Allow LPC Associates during their application process to call office for questions the purpose of this request is as a supervisor to be it will reduce anxiety to the applicant by providing them with appropriate information.	1/5/2026 2:10 PM
411	Improved on Renewals CE clarification.	1/5/2026 2:05 PM
412	more intuitive please. the website doesn't "flow" very well.	1/5/2026 2:01 PM
413	I don't have any recommendations.	1/5/2026 12:50 PM
414	listing of those staff who attend the monthly listening hours and their names and contact info	1/5/2026 12:01 PM
415	The new updates are horrible. The site is no longer user friendly. Information is difficult to find. And the font/colors are hard on users' eyes.	1/5/2026 11:55 AM
416	The site design is a little dated and could use some updating in my opinion. Also, the online licensing system also seems old and confusing.	1/5/2026 11:48 AM
417	It would be nice if we could print out a copy of our license/certificates.	1/5/2026 11:21 AM
418	Add a section that breaks down the complicated legal jargon only lawyers understand. That will help those of us who are not lawyers.	1/5/2026 11:18 AM
419	It's helpful, but seemed like a lot of clicking around to find the information.	1/5/2026 10:51 AM
420	Been pleased with the system	1/5/2026 10:49 AM



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421	N/A	1/5/2026 10:42 AM
422	It was difficult to find what I was looking for. Maybe have a better find icon/application.	1/5/2026 10:41 AM
423	the interface is brutally primitive, updating the system in general and particularly easing the check license search system.	1/5/2026 10:13 AM
424	Making the most needed sites available on the main BHEC site.	1/5/2026 10:00 AM
425	none	1/5/2026 9:49 AM
426	Often difficult to find these categories	1/5/2026 9:42 AM
427	An FAQ of common question answered in laymen's terms would be helpful, especially for CEU's.	1/5/2026 9:42 AM
428	The information was helpful once found, but the website is not user friendly.	1/5/2026 9:35 AM
429	I miss being able to speak directly to a human being in my licensure department not someone from the general TCEBQ apartment I feel like we're going away from our respective licenses and just a part of the executive branch of government, it feels like it's gone political as of late and not very provider friendly	1/5/2026 9:25 AM
430	I have had struggles navigating the website; however, I do not have any solutions to make it easier.	1/5/2026 9:25 AM
431	Simplify the navigation menu	1/5/2026 9:20 AM
432	For School Psychologists: the requirement for "cultural diversity" CEU needs to be clarified because all of those courses have been cancelled due to the DEI edicts from the state.	1/5/2026 9:04 AM
433	Thank you	1/5/2026 9:03 AM
434	A more detailed tracking system to find out where in the process our application is. I called and the person was not nice, told me not to call etc. I was just following orders from my boss.	1/5/2026 9:02 AM
435	None	1/5/2026 8:49 AM
436	none	1/5/2026 8:37 AM
437	The website is a lot better then it was previously. I don't have any feedback at this time.	1/5/2026 8:16 AM
438	After completing my Master's degree in Social Work, the entire process of becoming licensed was extremely confusing and difficult. I could not tell that my verification from one of my background checks had not attached and was waiting for months to hear back from the licensing department. Initially, I had no way of knowing that there was a problem. It appeared that everything was in order and processing. When completing CE's, it's often unclear what category they fall under. I have read the statutes, but am sometimes unclear if a CE qualifies for special categories.	1/5/2026 8:15 AM
439	None	1/4/2026 8:31 PM
440	Making it more user friendly through its navigation because the navigation does not seem intuitive and is outdated.	1/4/2026 8:16 PM
441	Lower cost for licensing LPC, LMSW and LCSW's, as well as CEU's offered through the council free of cost. Maybe an annual membership that covers CEU's	1/4/2026 8:13 PM
442	I don't know of anything.	1/4/2026 7:02 PM
443	The website needs to be more user friendly with direct links to information/content. It would also be helpful for to be able to have one place to update CEUs and all licensee information accessible when logging into the account. A listing of helpful links, with applicable statues and standards. CE Tracker only tracks full credits, so course with 1.5 credits are not counted and this is important given the increased cost to LPCs in Texas with low reimbursement rates.	1/4/2026 6:00 PM
444	Stop sending so many emails. I get more from BHEC than any other organization or other licensing board. We are trying to see clients not read a ton of emails from you	1/4/2026 5:59 PM
445	Quick links	1/4/2026 5:51 PM

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446	None that I can think of	1/4/2026 5:43 PM
447	Would love to see meetings agendas posted 2 weeks before a meeting rather than the current one week prior.	1/4/2026 5:39 PM
448	I'm not sure it's for the website, but I would appreciate the council making an effort to lobby the state legislature to pass a bill for texas to be a part of the counseling compact: <a href="https://counselingcompact.gov">https://counselingcompact.gov</a>	1/4/2026 5:02 PM
449	None	1/4/2026 3:58 PM
450	streamlined explanation of new CEU reporting system	1/4/2026 3:10 PM
451	N/A	1/4/2026 3:00 PM
452	Make finding the information for the board and council meetings easier to find, i.e. needing fewer clicks	1/4/2026 2:48 PM
453	A live chat option would be nice.	1/4/2026 2:31 PM
454	NA	1/4/2026 2:20 PM
455	None	1/4/2026 2:19 PM
456	N/a	1/4/2026 1:55 PM
457	none	1/4/2026 1:26 PM
458	None	1/4/2026 12:41 PM
459	I do think it would be helpful to have direct answers in more plain language.	1/4/2026 10:56 AM
460	I would like to speak to someone about my experience getting licensed in TX. I started the process 3 months before moving. It took 15 months. I feel this is unacceptable. I joined the calls to complain but realized that is not the format to do so. Please contact me. <a href="mailto:dlcmft@yahoo.com">dlcmft@yahoo.com</a>	1/4/2026 9:58 AM
461	None noted	1/4/2026 7:37 AM
462	It could be user friendlier. Finding what is wanted is difficult and laborious.	1/4/2026 5:32 AM
463	Unsure at this moment.	1/4/2026 4:36 AM
464	Write the website in the most simple terms as if a first grader would read it. We are not lawyers and we can't understand the language. It's very hard for me to read all the technical, heavy language.	1/4/2026 1:33 AM
465	It's confusing to find what you need.	1/3/2026 11:37 PM
466	It needs to be more intuitive and user friendly. It's not easy to navigate.	1/3/2026 9:01 PM
467	not sure	1/3/2026 7:55 PM
468	Rules and status are harder to find. Where it was moved to made it harder to click through the different rules. Too many clicks.	1/3/2026 7:54 PM
469	Reduce number of clicks needed to obtain information- more simple page finders	1/3/2026 6:57 PM
470	Unsure	1/3/2026 5:50 PM
471	I still find the site a little unwieldy. I can navigate it, but it isn't very intuitive at times. Gets the job done, though.	1/3/2026 5:50 PM
472	None	1/3/2026 5:48 PM
473	More information on how to reactivate an LPC license.	1/3/2026 5:12 PM
474	Would love to see a "laypersons" view or explanation of rules that go into affect or are changed. It's incredibly complicated to keep up with and follow, even when the intention is to keep people updated. The legal language is a barrier to understanding how to stay within the current guidelines.	1/3/2026 4:32 PM
475	Clarity where to locate things better	1/3/2026 4:15 PM

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476	I liked the websites old fomat better but this one is ok	1/3/2026 4:09 PM
477	Difficulty finding requirements for renewal or retiring a license.	1/3/2026 3:49 PM
478	If there was a way to make the CEU requirements for licensure very obvious in regard to LPC, LCSW, supervision and all the other tiki tak sort of human trafficking things that would be helpful.	1/3/2026 3:30 PM
479	None	1/3/2026 3:21 PM
480	Not sure	1/3/2026 2:55 PM
481	Create a link on page to CE requirements for each license for quick, accessible reference since licensees are constantly working on gaining CEs; currently the need to find the license, download rules, and search in PDF for relevant section is cumbersome. The new CE broker is a good system but the CE requirements are only available once logged in so it's not quick and accessible	1/3/2026 1:27 PM
482	N/A	1/3/2026 1:22 PM
483	none	1/3/2026 12:47 PM
484	Perhaps providing examples/templates of all legal information that should be posted on websites and in offices as required by federal and state laws. It would be helpful for us to be able to have something we can just print/post that is consistent across providers.	1/3/2026 12:17 PM
485	Add suggested links for where to obtain CE's (in addition to the links already added for human trafficking/jurisprudence). It is not clear what the 50% rule entails for CE, so adding additional suggestions, examples, links would be useful.	1/3/2026 12:10 PM
486	None	1/3/2026 11:57 AM
487	Information is hard to find. Even using the search tool makes things complicated. To the people who work there, it may may make sense but it's not logical To d does not use common language	1/3/2026 11:46 AM
488	When issuing the statutes and rule changes list what changed.	1/3/2026 11:40 AM
489	None	1/3/2026 11:20 AM
490	More clear and concise	1/3/2026 10:58 AM
491	None	1/3/2026 10:49 AM
492	Yes, its design is not reader-friendly. Very hard to navigate.	1/3/2026 10:23 AM
493	Making it more user friendly.	1/3/2026 9:56 AM
494	0	1/3/2026 9:55 AM
495	easier to access rules by search	1/3/2026 9:39 AM
496	The board has changed the way disciplinary actions are reported to the public. No doubt, so that the disparity between sanctions levied on those in private practice as compared with those in "exempt" agencies is not so obvious.	1/3/2026 9:13 AM
497	Recommendation - disaster response registry information	1/3/2026 9:02 AM
498	.	1/3/2026 8:54 AM
499	It's dense and difficult to navigate	1/3/2026 8:17 AM
500	Struggling with the new CE online site-it is tedious and time-consuming	1/3/2026 7:34 AM
501	More user friendly	1/3/2026 6:07 AM
502	none	1/3/2026 6:02 AM
503	none	1/3/2026 5:13 AM
504	It could be easier to navigate. The website platform used is outdated and redundant. There is far too much text involved in finding the information someone is looking for.	1/3/2026 4:05 AM

## 2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

505	None	1/2/2026 11:58 PM
506	None	1/2/2026 11:30 PM
507	None	1/2/2026 10:53 PM
508	simplify process	1/2/2026 10:44 PM
509	Verbage is often confusing. Items are not intuitive to find. When viewing on my android phone, the website print is super small.	1/2/2026 9:45 PM
510	The website is not user friendly and does not have all information readily available to choose from on the main site. It is so difficult to find information. Have had to Google to find what I need for licensure renewal when it would be very helpful to have on the main site.	1/2/2026 8:45 PM
511	It would be helpful to have information on updates and/or changes in formats that are both summarized and easy to find, as well as links to longer and more detailed information.	1/2/2026 7:31 PM
512	None	1/2/2026 6:55 PM
513	None	1/2/2026 6:35 PM
514	It is confusing that all licenses are under the same umbrella	1/2/2026 6:17 PM
515	Clarify instructions	1/2/2026 5:48 PM
516	N/a	1/2/2026 5:37 PM
517	None I think it is pretty intuitive	1/2/2026 5:24 PM
518	I was able to find the links for what I needed.	1/2/2026 5:12 PM
519	None needed.	1/2/2026 5:03 PM
520	No comment	1/2/2026 5:03 PM
521	More clarity provided around providing services remotely	1/2/2026 4:56 PM
522	Better and more cohesive updates. An area with only most recent updates would be helpful	1/2/2026 4:54 PM
523	The flow from one webpage to another can be confusing to follow.	1/2/2026 4:47 PM
524	N/A	1/2/2026 4:39 PM
525	A "what is different" section that puts the change in the rule or statute, vs just the new one. That way we know what was edited without having to do the lengthy review of both versions to find out.	1/2/2026 4:31 PM
526	make it easier to get to the Jurisprudence Exam. Make it easier to know when the next public board meeting is that we can attend in person.	1/2/2026 4:29 PM
527	No changes at this time	1/2/2026 4:23 PM
528	Lower license costs	1/2/2026 4:10 PM
529	Awkward - hard to navigate not very intuitive	1/2/2026 4:03 PM
530	Na	1/2/2026 3:59 PM
531	None	1/2/2026 3:59 PM
532	N/A	1/2/2026 3:31 PM
533	Seeing any rule changes on the main page.	1/2/2026 3:21 PM
534	N/A	1/2/2026 3:19 PM
535	Easier to find information and links to Texas Administrative Code with applicable Codes to follow.	1/2/2026 3:15 PM
536	The website is not user friendly	1/2/2026 3:14 PM
537	None	1/2/2026 3:11 PM
538	The explanation of acceptable CEU's needs more clarity.	1/2/2026 2:50 PM

## 2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

539	Clearer explanation in regards to licensing timeline.	1/2/2026 2:29 PM
540	Links for approved CEU for human trafficking on maid page.	1/2/2026 2:11 PM
541	No	1/2/2026 2:02 PM
542	Knowing what actually changes in the board rules instead of just a link to new board rules	1/2/2026 2:01 PM
543	It needs a modern makeover. It looks outdated. The navigation, however, is wonderful and spot-on. Very good, detailed instructions for users.	1/2/2026 1:57 PM
544	The website is unclear and difficult to navigate. It is not intuitive or user-friendly. The emails received back don't actually address questions asked and instead seemed lazy.	1/2/2026 1:51 PM
545	n/a	1/2/2026 1:36 PM
546	None	1/2/2026 1:33 PM
547	less language like "may" and more language like "should"	1/2/2026 1:30 PM
548	N/A	1/2/2026 1:27 PM
549	Easier location of resources.	1/2/2026 1:24 PM
550	No comments at this time.	1/2/2026 1:13 PM
551	Making information easier to access	1/2/2026 1:11 PM
552	NA	1/2/2026 1:03 PM
553	none at this time	1/2/2026 12:55 PM
554	None	1/2/2026 12:51 PM
555	Good right now	1/2/2026 12:43 PM
556	No recommendations at this time. Current website exceeds my expectations.	1/2/2026 12:29 PM
557	None	1/2/2026 12:26 PM
558	User friendlier website	1/2/2026 12:23 PM
559	None at this time	1/2/2026 12:12 PM
560	N/A	1/2/2026 12:01 PM
561	Make your system more user friendly especially for those who are not computer savy	1/2/2026 11:54 AM
562	More items/ issues listed in the directory - I don't always use the same words and initially had difficulty finding the information I was seeking.	1/2/2026 11:54 AM
563	None	1/2/2026 11:49 AM
564	Web site is too complex. not easy to access information.	1/2/2026 11:39 AM
565	Please make the proposed revisions as well as the revised sections easier to identify. For example "Current" and "Proposed"; "Previous" and "Revised". This could be in a side by side two-column format, much like the APA publishes when a new version of the DSM is being considered or published.	1/2/2026 11:37 AM
566	Live chat if phone calls are not being answered.	1/2/2026 11:26 AM
567	None that I can think of at this time	1/2/2026 11:26 AM
568	more clearly labeled sections. I spent too much time searching for what I needed	1/2/2026 11:25 AM
569	I would benefit from live examples of how to submit CE or submission of required document submissions and how to fill them out.	1/2/2026 11:25 AM
570	Make the new CE process easier to read and understand.	1/2/2026 11:22 AM
571	none	1/2/2026 11:15 AM
572	NA	1/2/2026 11:14 AM

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573	N/a	1/2/2026 11:12 AM
574	None at this time	1/2/2026 11:03 AM
575	None	1/2/2026 11:01 AM
576	I would like to see the website be easier to use, right now it is very difficult and confusing to find the information you need. It was extremely difficult to navigate for applying for a license and checking the status of it.	1/2/2026 10:59 AM
577	Modernize the website. It has early 2000s website features and aesthetics. Also an AI chat bot would be very useful to comb through the massive amounts of information.	1/2/2026 10:55 AM
578	None, all good:)	1/2/2026 10:49 AM
579	Most people do not know that the how to user guides are where we find specific information about our licensing requirements. Changing that label to more appropriate title may make it more user friendly.	1/2/2026 10:48 AM
580	I would recommend adding the links foe human trafficking and jurisprudence to the online licensing application platform	1/2/2026 10:47 AM
581	Provide more site information for continuing education.	1/2/2026 10:46 AM
582	none	1/2/2026 10:41 AM
583	burn it down and make a new one	1/2/2026 10:40 AM
584	make sure the statutes and rule page flows well--the hold printed manual was great...need same clarity.	1/2/2026 10:38 AM
585	Better response time	1/2/2026 10:36 AM
586	None	1/2/2026 10:34 AM
587	Easier to navigate, more menu options	1/2/2026 10:29 AM
588	It would be nice to have a message pop up when there are changes to Statutes and Rules that need to be implemented in 60 days or less.	1/2/2026 10:29 AM
589	List a phone number that we can call and someone will actually answer. Someone that is knowledgeable and can answer our questions. A bonus would be if they can be polite and friendly	1/2/2026 10:26 AM
590	None	1/2/2026 10:24 AM
591	No	1/2/2026 10:22 AM
592	make proposed rule changes much more accessible and user friendly for the public.	1/2/2026 10:18 AM
593	prompt replies	1/2/2026 10:14 AM
594	None	1/2/2026 10:11 AM
595	Less emails	1/2/2026 10:10 AM
596	None. I feel the website is rather easy to navigate.	1/2/2026 10:10 AM
597	The search doesn't link directly to objects with even the word searched in the title of the article. The pages that state they are refreshed daily have weeks and months old dates for the last time they were actually refreshed.	1/2/2026 10:05 AM
598	Difficult to navigate	1/2/2026 10:02 AM
599	It was helpful but not as straightforward as I'd like. Things are not as easy to find. It is not easy to print proof of licensure...not so straightforward. Sometimes, I am looking for more detailed information on restarting a license or getting hours or getting back to the profession.	1/2/2026 10:01 AM
600	None at this time	1/2/2026 9:59 AM
601	The website is fine.	1/2/2026 9:56 AM
602	Easier ways to get to renewal page	1/2/2026 9:54 AM

## 2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

603	It's a little clunky, could be streamlined	1/2/2026 9:53 AM
604	Your search box is not helpful. I searched several keywords that did not pull up what i was looking for and these items were not on your menu of options. Frustrating and time consuming to find where the information was hidden.	1/2/2026 9:51 AM
605	N/A	1/2/2026 9:50 AM
606	N/A	1/2/2026 9:48 AM
607	So difficult to find what the updated rules are, I find it extremely confusing even as a tech savvy person who is good at problem-solving.	1/2/2026 9:48 AM
608	The new mandatory ceu tracking website is terrible. It is not user-friendly and does not let you update a previous entry - you have to delete it and start over. Huge waste of precious time.	1/2/2026 9:48 AM
609	None	1/2/2026 9:43 AM
610	More clear directions on how to navigate the process of obtaining an LCSW license - I couldn't figure out how and where and when to send in my documents, and I never received a response to my email.	1/2/2026 9:43 AM
611	Clearer language or bullet point list about exactly what is needed and by what method it can be obtained as it changes fairly frequently.	1/2/2026 9:43 AM
612	Easier to locate information with a general index.	1/2/2026 9:43 AM
613	Provide information about when the links for online programs will be sent. Most professional organizations send links out the day before or morning of. Yours came out about thirty minutes before. It's just confusing.	1/2/2026 9:40 AM
614	None	1/2/2026 9:37 AM
615	None at this time	1/2/2026 9:36 AM
616	None	1/2/2026 9:33 AM
617	I ordered and paid for a paper copy of my wallet size proof of license and never received it.	1/2/2026 9:31 AM
618	For this entity to take authority over patients that are prescribed ADHD medication and then are court ordered and forced to take hair drug tests. These tests are too inaccurate and prove to false positives. These results cause immense mental health issues as then a non-illegal user is deemed a drug addict	1/2/2026 9:27 AM
619	None at this time.	1/2/2026 9:23 AM
620	There could be a better way to differentiate rule changes - here is the old rule vs. here is the new rule.	1/2/2026 9:20 AM
621	None	1/2/2026 9:17 AM
622	None.	1/2/2026 9:17 AM
623	To be able to actually talk to someone for advice	1/2/2026 9:16 AM
624	None at this time	1/2/2026 9:12 AM
625	Very clunky and hard to navigate website, not user friendly or intuitive at all. Need to have a more formal page that shows your renewed licensure that can be printed out. Asking us to pay extra for that and wait forever to receive it is ridiculous.	1/2/2026 9:05 AM
626	I find it difficult to quickly see exactly what changes have taken place in the rules. It feels like hunting for gold. Navigating the website is awful. Please post a chart with "Old Rule" and corresponding "New Rule" so these changes can be identified quickly. Thank you.	1/2/2026 9:04 AM
627	Making the website more user friendly would be helpful. Sometimes, it is difficult to navigate to find what is needed.	1/2/2026 9:04 AM
628	Well, tbh it visually looks like 1980s. It could be simpler, having clearer and obvious links to the licensing system, which is the most utilized piece of the site, I'm sure.	1/2/2026 9:03 AM
629	None	1/2/2026 9:01 AM



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630	More information and clarity on telehealth when state license therapist is temporarily out of state or country while clients are in texas.	1/2/2026 9:01 AM
631	None	1/2/2026 9:00 AM
632	Improved structure to the proposed/approved changes, access to history, summary.	1/2/2026 9:00 AM
633	NA	1/2/2026 8:59 AM
634	Changes and requirements to license holders (renewal) emailed or emphasized in some way. Put a highlight or "upcoming changes" that effect our license requirements.	1/2/2026 8:58 AM
635	Needed pages go down too often, requiring licensees to contact staff for answers. Improve accessibility of information.	1/2/2026 8:58 AM
636	The licensing upgrade process is not easy	1/2/2026 8:57 AM
637	Summaries of laws that affect licensees are badly needed. Rather than pointing help seekers to the legal jargon, please summarize what we need to know.	1/2/2026 8:56 AM
638	None at this time	1/2/2026 8:55 AM
639	nothing to recommend	1/2/2026 8:55 AM
640	Make website less cluttered	1/2/2026 8:54 AM
641	N/A	1/2/2026 8:54 AM
642	We should be able to print a license verification card since they are no longer mailed out.	1/2/2026 8:53 AM
643	To be able to click on topic or page I need under rules and regulations and it take me directly there. I noticed last time I had to scroll down many pages.	1/2/2026 8:53 AM
644	Make the site more user friendly	1/2/2026 8:47 AM
645	It has been pretty easy to navigate lately. My only issue sometimes is downtime on license verification.	1/2/2026 8:46 AM
646	Highlight the policy changes	1/2/2026 8:46 AM
647	None	1/2/2026 8:44 AM
648	Finding your license number Listing supervisors	1/2/2026 8:44 AM
649	Statutes and rules are quite confusing to navigate. Please use AI to help us find pertinent info more easily during the search process	1/2/2026 8:43 AM
650	The statute link in the LCSW renewal application is broken and may also be an outdated number. I tried to find the statute on my own and had trouble. It was regarding reporting anything to the council as required, I'm assuming legal issues, etc.	1/2/2026 8:43 AM
651	Much easier access to online information regarding requirements for licensing renewal.	1/2/2026 8:43 AM
652	The online licensing system is not user friendly	1/2/2026 8:43 AM
653	none	1/2/2026 8:42 AM
654	The information on changes is not easy to access or go through. The process to get ahold of someone is not easy. I often wonder about the decisions being made on our behalf by attorneys and legislators rather than people from our profession.	1/2/2026 8:42 AM
655	Hard to navigate	1/2/2026 8:41 AM
656	The design seems a bit dated and could have a smoother user interface. It feels like it functions well and you can find the information you need.	1/2/2026 8:40 AM
657	The web-page is not user friendly. It is much too complicated. It's very difficult to navigate.	1/2/2026 8:39 AM
658	Somewhat difficult to find the new rules when notification emails come out.	1/2/2026 8:38 AM
659	None at this time.	1/2/2026 8:37 AM
660	What is the cut off point in age where we do not have to have 24 license renewal hours. In the late age 70s or 80s?	1/2/2026 8:35 AM

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661	N/A	1/2/2026 8:35 AM
662	I don't know why or how to fix it, but I don't think it's the most user friendly.	1/2/2026 8:35 AM
663	It's not very user friendly.	1/2/2026 8:34 AM
664	Bob it's more responsive than Florida and the people are easier to access as far as wait times are concerned. I actually enjoyed my experience.	1/2/2026 8:34 AM
665	Over the years, licensure renewal has become more complicated and time consuming. Now you have forced us to add another website to spend more time to keep track of our CEU hours when I have always done this myself without the cumbersome task of having to negotiate another website that may or may not function. I have looked at it and it is vague and unclear in its directions and classifications causing me more time and energy to figure out how to use it. We also receive multiple long emails a week which require more time that I and my colleagues don't have time to read when one has a full time position.	1/2/2026 8:34 AM
666	There was at least one outdated form I found on the website, I believe for tracking LPC associate hours, that still had LPC-Intern on it.	1/2/2026 8:33 AM
667	None	1/2/2026 8:32 AM
668	Difficult to navigate and find the information I was looking for - not very user friendly.	1/2/2026 8:32 AM
669	When rules are updated, it would be useful to have the update summarized or outlined clearly	1/2/2026 8:32 AM
670	NA	1/2/2026 8:28 AM
671	Easier to navigate to rules and changes in rules; license lookup doesn't always work with first and last names	1/2/2026 8:26 AM
672	If someone files a complaint, it should be resolved in less than a year	1/2/2026 8:26 AM
673	Many times — the information is difficult to find.	1/2/2026 8:26 AM
674	make it one website	1/2/2026 8:25 AM
675	n/a	1/2/2026 8:24 AM
676	none	1/2/2026 8:24 AM
677	None	1/2/2026 8:22 AM
678	Plain verbiage	1/2/2026 8:22 AM
679	None	1/2/2026 8:21 AM
680	n/a	1/2/2026 8:19 AM
681	Email response time improvement. Streamline website/simplify to be more user friendly, it has become convoluted.	1/2/2026 8:18 AM
682	None	1/2/2026 8:17 AM
683	It's fine	1/2/2026 8:17 AM
684	It would be nice to have a direct link from the councils website to TAC for the license I am looking to apply for/renew/do something with.	1/2/2026 8:17 AM
685	Explain the "50% rule" for CE clearer.	1/2/2026 8:17 AM
686	Improve navigation through site for quicker access	1/2/2026 8:16 AM
687	None at this time	1/2/2026 8:15 AM
688	None	1/2/2026 8:14 AM
689	It is not user friendly at all. Searching for specific information is difficult.	1/2/2026 8:14 AM
690	None at the present	1/2/2026 8:14 AM
691	Easier to navigate! It often took a while to find why I needed as it didn't always make it clear how to get to certain items like rules	1/2/2026 8:13 AM

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692	The CE Broker account info required me to enter the year I completed Jurisprudence and I received no answer from BHEC SW board, was directed to previous company where I took exam and they couldn't find info in past records. I have carryover hrs for CE Broker account and no one could tell me how to list it in the system. Was not impressed with "help".	1/2/2026 8:13 AM
693	Na	1/2/2026 8:11 AM
694	The Rules need to be searchable please	1/2/2026 8:11 AM
695	Defined links would be helpful. As a supervisor I find my self Sometimes having to really search through lots of search information, or just clicking on links to navigate things I want to double check on. This could include updates to changes or forms. If they are not recent changes, they are hard to find.	1/2/2026 8:11 AM
696	more streamlined and user friendly	1/2/2026 8:09 AM
697	Good job	1/2/2026 8:09 AM
698	Make the forms easier to find	1/2/2026 8:05 AM
699	Have all the forms correct and linked out.	1/2/2026 8:05 AM
700	Renewing license for military was not available online. Information was conflicting in different places.	1/1/2026 1:51 PM
701	I'm more familiar with the website because I use it often, but most have trouble finding things, as it's not apparent with the menu options. For this reason, Brandi and I have started including in our supervisor training a section on how to find information on the BHEC website, as we think it's especially important for supervisors to be able to find the information so they can help supervisees do the same. For example, unless you know where to look, it's difficult to find proposed rule changes and requests for public comments. Most think it'd be under "rules and statutes" but it's actually under the smaller menu item "rule making At the council." It would help to have a clear "proposed rule changes/request for public comments" menu item, or have the information on both the rules and statutes page and in the rule making page, as well as listing the announcement on the Board News page. It would also help to have consistency in the How To documents and the other areas of the website the address processes and procedures. Specifically, the SW How to document for applying for a reclassification from LMSW to LCSW does not include information on the NPDB, although it is clearly explained in the Applying for a License page and FAQs. If someone finds the How To document and follows that closely without searching the other parts of the website, they will end up with a deficiency, creating delays for applicants and more work for your staff.	1/1/2026 9:53 AM
702	none	1/1/2026 7:36 AM
703	It is not so intuitive to navigate. Guidelines could be clearer for applications. Statutes and rules have greatly improved in clarity.	1/1/2026 4:49 AM
704	have a friendlier website for navigation.	12/29/2025 11:53 AM
705	I would love to volunteer at the next SW conference.	12/28/2025 3:32 PM
706	When the TSBEP operated independently and was not represented by the Behavioral Health Executive Council the Board had it's own receptionist who could answer questions, transfer calls, provide information, or get us in contact with any of the board representatives for further inquiry. Now that TSBEP is a part of the Behavioral Health Council it is if not impossible to to communicate it is extremely difficult to get in touch with anyone or to rectify any issues, especially when no one will return a voice message or even respond to an email. This is disconcerting and most disturbing that I cannot even communicate with my own board that license me to practice. However, it will gladly take my renewal fee to renew my license.	12/27/2025 11:46 AM
707	Easy license renewal	12/25/2025 10:50 AM
708	I wish it was easier to go more easily into checking licenses as I am a supervisor.	12/24/2025 1:05 PM
709	Posting meeting days and times in an easier to find manner. Yes, they are on the agenda but I tend to have to jump through several steps to get the information on public meetings and I would just suggest posting those public meeting days/times in a clearer way.	12/23/2025 10:05 AM
710	None at this time.	12/22/2025 12:45 PM

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711	Be clear about rules. Being vague & deciding things are unenforceable when they're national standards is unacceptable	12/19/2025 10:41 PM
712	Clearer organization	12/19/2025 10:27 AM
713	NA	12/18/2025 9:40 AM
714	Higher contrast tabs to make it easier to read. More searchable content	12/17/2025 6:13 PM
715	none	12/17/2025 1:24 PM
716	None	12/17/2025 11:41 AM
717	The website is not particularly easy to navigate to find information. I know there's a lot to store there but it really should be more intuitive to find relevant information about licensing standards and rules.	12/17/2025 10:36 AM
718	In the email highlight the text with updates as sometimes hard to tell who had rule updates since all licenses listed	12/17/2025 9:00 AM
719	Overall, the website is very helpful. Provides information that I need.	12/17/2025 5:55 AM
720	Make it easier to read the statutes and rules	12/16/2025 1:50 PM
721	Make the CEU requirements easier to access and clearer to use.	12/15/2025 10:53 AM
722	Regarding the Upgrade page: <a href="https://bhec.texas.gov/texas-state-board-of-examiners-of-professional-counselors/applying-for-an-lpc-license/upgrade-to-full-lpc/...">https://bhec.texas.gov/texas-state-board-of-examiners-of-professional-counselors/applying-for-an-lpc-license/upgrade-to-full-lpc/...</a> It would have been helpful to share 2 specifics for me - maybe they are obvious to others.... 1. That the place the licensee uploads this requirements is their TBHEC account and 2. There will not be follow up from staff regarding acceptance/completion, so it is incumbent on the licensee to check the account to see if the process is complete.	12/15/2025 7:32 AM
723	Making it' easier to renew license or getting need information Paying attention to headings.	12/14/2025 11:32 PM
724	None, It's easy to navigate.	12/13/2025 8:27 PM
725	Stable Website	12/13/2025 11:56 AM
726	I don't recall having any issues with the site so I have no suggestions.	12/12/2025 9:41 AM
727	Have a search feature that makes it easier to search for what you were looking for. You kind of have to do a Google search right now to find the appropriate page.	12/11/2025 7:46 PM
728	Better format	12/11/2025 2:50 PM
729	Live Customer Service Access	12/11/2025 9:29 AM
730	There needs to be additional information about finding online CEUs that meet the 50% rule other than "contact the provider". That's ridiculous! For example, if the course says "approved by ASWB it meets the 50% rule" or something to that extent.	12/11/2025 9:22 AM
731	No changes needed.	12/10/2025 12:23 PM
732	The website is not organized well and often information is updated in one place (FAQs for example) and not in another ("how to apply for a license" for example). It would be useful for someone to review all aspects of the website completely and keep note of where information is listed in more than one place so that it can be updated in all places, any time there is a change (which feels like it happens a lot).	12/9/2025 10:53 PM
733	It is easy to navigate and intuitive....works as is for me	12/9/2025 9:04 PM
734	A straightforward downloadable pdf listing the new rule changes without having to go through each page by page would be lovely.	12/9/2025 4:52 PM
735	I wasn't able to renew my license due in March 2026. I will try again in the new year, but it would be helpful to understand why that option wasn't even available to me. Was it because it's too early? Was it a glitch on the website? I'm not sure.	12/9/2025 4:10 PM
736	None. I was able to find what I needed.	12/9/2025 3:03 PM
737	The navigation could be a bit clearer	12/9/2025 9:33 AM

## 2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

738	None that I noted.	12/9/2025 8:05 AM
739	CE and renewal instructions were not clear on how or where to complete human trafficking requirements and I saw no mention of the new requirements for the NPDB self-query, or why required - perhaps I just missed these things being hurried.	12/8/2025 11:28 PM
740	NA	12/8/2025 6:53 PM
741	None, like how easy it is to use	12/8/2025 5:47 PM
742	There were some things that were a bit difficult to navigate, but right now I don't remember. Sorry for the unhelpful answer.	12/8/2025 4:50 PM
743	Include guidance on foreign language proficiency standards for Licensed Professional Counselors (and related practitioners such as psychologists) who advertise themselves as professional bilingual or Spanish-speaking counselors.	12/8/2025 2:35 PM
744	a bit challenging to sift through	12/8/2025 2:02 PM
745	It's generally user friendly. On the Agency News page it may be nice to only have the most relevant information. For example, currently there is information about a meeting this past July. So just being mindful that the New page is up to date.	12/8/2025 1:15 PM
746	Great site	12/8/2025 12:36 PM
747	Smoother, more user-friendly. I often struggle to know where to find what I'm looking for.	12/8/2025 12:28 PM
748	It would be great if there was a version of the rules that indicated either 1) only the changes that were just approved or 2) the full set of rules with marked changes in red (or blue or something). Right now, you have to read the rules and figure out what has changed since the last version.	12/8/2025 11:30 AM
749	None	12/8/2025 10:19 AM
750	I would recommend visual improvements. It looks very outdated with the design and images. I would also want a more interactive interface. The state menu and header gives an older vibe.	12/8/2025 10:18 AM
751	NA	12/8/2025 10:10 AM
752	Reduce verbage, simplify	12/8/2025 9:58 AM
753	Immediately open page of subject matter 'googled' rather than go to general website so that we have to start to search again. Thank you	12/8/2025 7:12 AM
754	Ask us for input on meetings or place for questions such as how Tx is allowing interns to do telehealth	12/8/2025 12:08 AM
755	None at this time.	12/7/2025 11:09 PM
756	It is excessively verbose.	12/7/2025 11:37 AM
757	None	12/7/2025 10:14 AM
758	not sure	12/7/2025 9:01 AM
759	I preferred the previous layout of the website prior to this most recent one. This newest one doesn't seem as intuitive.	12/6/2025 11:44 PM
760	Yes. CE Broker has been unresponsive to my request for assistance. I have submitted a technical support assistance to create an account but have not received assistance. I simply need help creating an account. Thank you.	12/6/2025 11:11 AM
761	Easier navigation; it is difficult to navigate around the website and find what u need	12/6/2025 7:49 AM
762	none	12/6/2025 12:57 AM
763	Finding the info for the required HST trainings was difficult.	12/5/2025 7:40 PM
764	Keep up the great work!	12/5/2025 4:13 PM
765	Nothing	12/5/2025 2:57 PM
766	Improved UI, better index	12/5/2025 2:34 PM

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767	n/a, seems sufficient	12/5/2025 2:19 PM
768	None - it's very easy to navigate	12/5/2025 12:32 PM
769	Nothing	12/5/2025 10:40 AM
770	None	12/5/2025 10:11 AM
771	Staff should be accessible! Calls/emails should be returned and thorough responses provided! I was referred to the website. My questions were specific to statutes and eventually I consulted an attorney to clarify my understanding. It is extremely frustrating that the state representatives are not accessible to or responsive to licensed therapists.	12/5/2025 9:45 AM
772	NA	12/5/2025 9:27 AM
773	none	12/5/2025 9:21 AM
774	N/A	12/5/2025 9:00 AM
775	I could not find an email address for the council - or better yet, a set of email addresses for various types of concerns.	12/5/2025 8:55 AM
776	The website is really helpful!	12/5/2025 8:13 AM
777	None	12/5/2025 5:38 AM
778	The website is fine.	12/5/2025 2:28 AM
779	I tried ordering a copy of my license, but had difficulty even when following the instructions. The instructions and the process did not coincide.	12/4/2025 10:08 PM
780	Separate psychology from other mental health professions.	12/4/2025 9:15 PM
781	The procedure for obtaining credit for CEU's for renewal is not clear. Please post instructions on how to do this. The BECC has made changes that are not very helpful. Please help.	12/4/2025 9:07 PM
782	Less convoluted; it can come across overwhelming.	12/4/2025 7:46 PM
783	more user friendly	12/4/2025 7:22 PM
784	N/A	12/4/2025 5:29 PM
785	None	12/4/2025 5:15 PM
786	Add graphic elements, and process maps to better illustrate complex processes like the application process. Allow pre-licensees to register into a portal and see how their information from external parties is being sent (NCE results and Transcripts)	12/4/2025 4:40 PM
787	none! I am delighted with all the access and services available.	12/4/2025 3:52 PM
788	I checked no because the website is hard to use. Staff cannot give answers because they are not specialists in a particular license and the website is not clearly laid out. Create a website that has a strong search engine for available information.	12/4/2025 3:38 PM
789	None at this time	12/4/2025 3:07 PM
790	Not sure	12/4/2025 3:04 PM
791	I really have a difficult time finding rule changes.	12/4/2025 2:53 PM
792	The physical layout is a bit awkward and could be displayed with less tabs and easier navigation options.	12/4/2025 2:21 PM
793	It can be confusing sometimes, trying to figure out what page I need to get to next.	12/4/2025 2:17 PM
794	N/A	12/4/2025 2:16 PM
795	none at this time	12/4/2025 2:02 PM
796	none	12/4/2025 1:29 PM
797	NA	12/4/2025 11:56 AM
798	Easier access to locating FAQ with common questions in regards to retaking the LCSW Exam	12/4/2025 11:29 AM

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799	none	12/4/2025 10:56 AM
800	none	12/4/2025 10:35 AM
801	"Verify a License" is not intuitive; I usually get 2-3 error messages before I can actually get the information I need	12/4/2025 10:25 AM
802	Make the CEU requirements a bit clearer. Also, the appearance of the site seems very out of date.	12/4/2025 10:23 AM
803	Make it easier to navigate and find info. I always have to go through a lot of searches to get the info I need - and I am very technically competent.	12/4/2025 10:13 AM
804	Could be clearer regarding what human trafficking trainings are acceptable. Unclear if any training trainings are acceptable outside of DHS. I am required to take training every year in this area for the DoD. DoD training is longer and more specific, but I always take the DHS training to ensure that I am compliant.	12/4/2025 9:58 AM
805	Make some efficacious changes and then let them be consistent so we don't have to keep finding how things have changed	12/4/2025 9:38 AM
806	Make LPC renewal requirements easier to find, apply for, and have then connected with options for LPCs to click to get their CEUs.	12/4/2025 9:25 AM
807	None at this time.	12/4/2025 9:15 AM
808	NONE	12/4/2025 9:13 AM
809	Change how many steps it takes to get to places.	12/4/2025 8:57 AM
810	making the mobile version more user friendly	12/4/2025 8:43 AM
811	none	12/4/2025 8:10 AM
812	Improved links to specific queries on the website and/or more easily searchable answers to specific issues.	12/4/2025 8:09 AM
813	The LPC website is excellent and easy to navigate. The LMFT section could use a bit of work. Thank you.	12/4/2025 7:59 AM
814	None	12/4/2025 7:47 AM
815	Finding statutes and rules is extremely difficult and confusing.	12/4/2025 7:41 AM
816	If there was a more robust search for the rules and procedures documents that would be very helpful (within the text)	12/4/2025 7:34 AM
817	I thought it was very helpful and easy to navigate.	12/4/2025 7:31 AM
818	None	12/4/2025 7:17 AM
819	None. It worked pretty well for me.	12/4/2025 6:47 AM
820	Make navigation easier. It is very difficult to locate information.	12/4/2025 3:58 AM
821	Contact information where you can reach an informed person	12/4/2025 1:14 AM
822	make it clearer/easier without having to look at legalese what changes are proposed for any rule changes in plain language	12/3/2025 11:06 PM
823	Everything is fine as is.	12/3/2025 10:51 PM
824	More tabs please	12/3/2025 10:45 PM
825	Interface could be more user friendly and specific to occupation.	12/3/2025 10:16 PM
826	It was very user friendly and I completed my renewal easily.	12/3/2025 9:54 PM
827	Still a lot of links to go through before I get my information	12/3/2025 9:45 PM
828	Finding the licensing information is tricky at one point on the page	12/3/2025 9:39 PM
829	Sometimes the menu can be ambiguous and not clearly define the options.	12/3/2025 9:20 PM



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830	None	12/3/2025 8:44 PM
831	I often go to look up specific stuff about CEs, and it would be nice if that was all listed in the same place outside of digging through the rules. Also, I wonder if the reason that CE Broker is missing that final option for the 50% rule is because it's missing from a FAQ section on the website as well.	12/3/2025 8:42 PM
832	None - website is easy to navigate and full of helpful information	12/3/2025 8:20 PM
833	It is not an easy site to navigate. It's difficult to find what you want, such as the place on the site to renew or find the rules. It's cumbersome.	12/3/2025 7:55 PM
834	Can't think of anything	12/3/2025 7:39 PM
835	Clearly find things. Sometimes it feels busy on the page to find what I am looking for.	12/3/2025 7:33 PM
836	Make it easier to find the updates and changes to the rules.	12/3/2025 7:27 PM
837	Would love to see a section dedicated to listing new rules/changes for that year	12/3/2025 7:09 PM
838	It has improved over time.	12/3/2025 6:58 PM
839	Make changes to rules/statutes easier to find and easier to distinguish what has changed.	12/3/2025 6:52 PM
840	Better user friendly and easy to find licensure, renewal, and CE information. Combine the two website into one.	12/3/2025 6:51 PM
841	Please include rule change info in the text of emails or at least link directly from the email. Once I see the email, then try to find the proposed or recently adopted rules for my particular board, it is very hard and time-consuming to navigate to the specifics on the web site. It's also hard to tell which parts of the rules have been changed.	12/3/2025 6:41 PM
842	I am pleased with the website	12/3/2025 6:34 PM
843	Adding a suggestion button on the website. Then as I visit, I can let you know immediately.	12/3/2025 5:47 PM
844	It would be great to be able to see progress in our licensure process, especially to see if something is missing. I received one message early on just after ai started my process, but just got lucky in realizing what was missing.	12/3/2025 5:24 PM
845	The human trafficking training it redundant and time-consuming. Also don't agree that it needs to be done during every 2 year licensing period.	12/3/2025 5:12 PM
846	Have ability to search the statutes and rules more easily to find information relevant to question or need	12/3/2025 5:04 PM
847	N/A	12/3/2025 4:46 PM
848	My specific issue he is renewing my license and making it active, again. I temporarily had it in inactive. Last year in the phone the gentleman was very helpful. However, 6 months ago I was told to read the requirements.	12/3/2025 4:45 PM
849	None	12/3/2025 4:42 PM
850	None at this time.	12/3/2025 4:30 PM
851	None at this time. It met my needs quite well.	12/3/2025 4:18 PM
852	None. It us very user friendly.	12/3/2025 4:17 PM
853	none	12/3/2025 4:12 PM
854	I would love to have the website more streamlined and user friendly.	12/3/2025 3:46 PM
855	I have no recommendations.	12/3/2025 3:29 PM
856	A more user-friendly method to search the statutes and rules section.	12/3/2025 3:23 PM
857	N/A	12/3/2025 3:22 PM
858	Supervision requirements should be easier to find.	12/3/2025 3:13 PM
859	Instead of displaying a long, continuous list of information, organize related content into clear	12/3/2025 3:04 PM

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categories with clickable sections that are visually easy to follow and navigate.

860	More user friendly	12/3/2025 2:59 PM
861	none at this time	12/3/2025 2:52 PM
862	None	12/3/2025 2:28 PM
863	Make it more user friendly when you are new the state website.	12/3/2025 2:22 PM
864	Make it easier to manage what is available...especially for licensure renewal, CEU, and links to other resources	12/3/2025 2:21 PM
865	I would recommend that the statutes and rules be written in the most simplistic form without jargon.	12/3/2025 2:19 PM
866	It was a little difficult to locate the correct site to renew my license. It would be helpful if it were a little more user friendly for renewals.	12/3/2025 2:18 PM
867	Have more staff	12/3/2025 2:15 PM
868	I think its pretty user-friendly	12/3/2025 1:57 PM
869	Na	12/3/2025 1:45 PM
870	NA	12/3/2025 1:37 PM
871	Preferably another section/ title for payment activity. When confirming if my payment for renewal was made, I had a short but stressful couple of minutes trying to locate. Or perhaps different tabs organized by license applications. So everything for that license (including application, items sent, payments, renewals, etc) can be located by clicking on the desired tab.	12/3/2025 1:31 PM
872	None	12/3/2025 1:19 PM
873	None	12/3/2025 1:18 PM
874	Response time faster through phone and email	12/3/2025 1:13 PM
875	None at this time	12/3/2025 1:03 PM
876	No	12/3/2025 12:58 PM
877	Most everything is very clear. I think it would nice to see more information on the website about the exact way LMT's need to complete their continuing education. I saw that it said 30 hours of complete continuing education which was divided into self-study and live, with at least 6 hours in ethics and law. I went to CE Broker's website and it listed the continuing education split into even more subcategories and percentages that I did not have a clue about until I decided to take a required Human Trafficking course, which was something I didn't realize was needed each renewal period. Maybe this is listed but I was unaware without doing some digging on the website.	12/3/2025 12:46 PM
878	easier to navigate and know when you are under general BHEC or one of the subgroups	12/3/2025 12:40 PM
879	None	12/3/2025 12:38 PM
880	More clearly indicated requirements for licensure documentation and process.	12/3/2025 12:38 PM
881	on the renewal application reiterate the renewal requirements	12/3/2025 12:32 PM
882	Simply the process. Make the website more user friendly.	12/3/2025 12:30 PM
883	Access to see how many hours we have on file with the board.	12/3/2025 12:28 PM
884	Cross out the old section(s) so we know what is modified or deleted in the rules and regulations. Any new or additional information should be highlighted in yellow. Or, give an additional email which summarizes any changes in PLAIN, simple language, not legalese. This would NOT replace the official version, but would help us to understand what the change is and how the change may affect us.	12/3/2025 12:25 PM
885	None noted at be this time.	12/3/2025 12:24 PM
886	It's hard sometimes to find things on there I end up finding it eventually just sometimes I have	12/3/2025 12:21 PM

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to go searching so I don't know what the usefulness is, but maybe getting doing some market research on user friendliness of the website and how to access things. That said, I think you've done a really great job maybe even having a search feature where you can search for things on the website that's just the TBHEC website would be helpful

887	N/A	12/3/2025 12:19 PM
888	Having links to directly go into the login with the how to information	12/3/2025 12:18 PM
889	The website needs to be more user friendly. It is difficult to navigate and items that you would think be under one place are actually under another headline.	12/3/2025 12:18 PM
890	An area for just recent updates to rules	12/3/2025 12:15 PM
891	none at this time	12/3/2025 12:11 PM
892	Ceus for meetings held	12/3/2025 12:11 PM
893	More FAQ	12/3/2025 12:09 PM
894	none	12/3/2025 12:04 PM
895	Some of the pages do not actually explain how things can or should be done.	12/3/2025 12:02 PM
896	Have an index or something to help when looking for something in particular.	12/3/2025 12:02 PM
897	Make the web page easy to navigate and less wordy on the landing page.	12/3/2025 12:00 PM
898	Licensing was difficult and extremely delayed. I had to speak to three different people in order to get clarification. For my personal experience, other states have better licensing and communication.	12/3/2025 12:00 PM
899	I'm not sure I have any recommendations.	12/3/2025 11:56 AM
900	Make it easier to find the current rulebook.	12/3/2025 11:55 AM
901	Would be nice to have rules and statutes on website linked to areas of importance, such as CEU requirements, conflicts of interest, etc	12/3/2025 11:50 AM
902	Summaries of new rules need to be posted so we are not left to read the actual long-form document that explains new rules in legalese.	12/3/2025 11:43 AM
903	For someone to translate the legal speech with language more easily understood.	12/3/2025 11:40 AM
904	It's a bit lacking as far a user friendly. More easily found choices to get around in the site.	12/3/2025 11:39 AM
905	It's outdated and hard to navigate	12/3/2025 11:33 AM
906	More user friendly and easier on the eyes	12/3/2025 11:26 AM
907	None	12/3/2025 11:25 AM
908	The website, especially the license database, is clearly outdated, somewhat cumbersome to navigate, and looks less than professional.	12/3/2025 11:20 AM
909	Statues and rules are vague in some areas. They need to be made very clear. I understand they have to express the legal aspects, but they need to be written such that a student new to the field can understand, also someone with English as a second language	12/3/2025 11:11 AM
910	The website does not feel easy or clear to navigate. Everything is marked but still feels like a bit of a guessing game, specifically with the license process.	12/3/2025 11:10 AM
911	not sure	12/3/2025 11:09 AM
912	more clear rules for LPA upgrade (it is not on the website or in the licensing system. I had to reach out by email and submit by email.	12/3/2025 11:09 AM
913	Continue your present format, it is working!	12/3/2025 11:07 AM
914	The updated website is an improvement!	12/3/2025 11:03 AM
915	None	12/3/2025 11:02 AM
916	Continue to work on site being user friendly especially for license renewal.	12/3/2025 11:00 AM

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917	Make it more user friendly	12/3/2025 10:57 AM
918	Easier navigation of statutes and rules	12/3/2025 10:56 AM
919	Have you representatives readily available to answer questions I. A timtt manner. Someone should always pick up a call. Usually when we call it's important info we need.	12/3/2025 10:55 AM
920	There needs to be clear rules on renewing and CE credits. My first renewal, I wasn't aware I could renew even if I didn't have all of my credits completed yet and it would have saved a lot of stress vs renewing last minute.	12/3/2025 10:55 AM
921	Have a system that informs you if your fingerprints are on record bc it is hard to remember after years have passed.	12/3/2025 10:51 AM
922	It is difficult to understand. The reason I had to contact the agency was to help me navigate the website. It is terribly confusing.	12/3/2025 10:51 AM
923	I would not recommend any changes to the website.	12/3/2025 10:50 AM
924	Rules revisions are complicated to read, and the old system an old rule was underlined or crossed out, followed by the new rule replacing it. I think that system was better and much easier to read.	12/3/2025 10:48 AM
925	easier finding the information you are looking for	12/3/2025 10:47 AM
926	Clearly state what changes to licensure have been made without having to dig through legislative statutes on the site. The website should be informative and it isn't.	12/3/2025 10:37 AM
927	It's hard to find exactly what we need to renew unless I start the process. Also lots of changes but hard to find clearly what we need. A check list would be helpful and clear .	12/3/2025 10:37 AM
928	The website is NOT intuitive and so is less user friendly. I often spend a lot of wasted time trying to figure out where something is - my husband, who is a web designer often tries to help me and states the website is awful... it needs help for the "every person".	12/3/2025 10:35 AM
929	Attaching Texas CE approved resources	12/3/2025 10:26 AM
930	No changes recommended	12/3/2025 10:25 AM
931	Nothing at this time.	12/3/2025 10:23 AM
932	It can be challenging to find the exact changes made to rules.	12/3/2025 10:19 AM
933	N/A	12/3/2025 10:16 AM
934	Search options expanded	12/3/2025 10:12 AM
935	None	12/3/2025 10:10 AM
936	The website is confusing to navigate and it is hard to find what you are looking for.	12/3/2025 10:10 AM
937	For each board, post a summary of any rule changes with a link to the rules document for each change. This would make it so much easier to stay current than having to wade through the document trying to find the most recent changes.	12/3/2025 10:10 AM
938	None	12/3/2025 10:09 AM
939	not sure	12/3/2025 10:08 AM
940	Streamline the renewal and licensing process as much as possible, literally make it EASY and so SIMPLISTIC to access, walk thru the steps, and complete the actions listed above. We work so hard and our jobs are so stressful, it should not be stressful interacting with the website to complete the actions stated above	12/3/2025 10:06 AM
941	When working with PsyPac have them remove the ability to fill out an application and take payment if applicant does not qualify. The website was misleading by asking about details of a complaint, the resolution and accepting \$400 appl fee. The information was provided and they never had any intent on considering the application.	12/3/2025 10:06 AM
942	None	12/3/2025 10:05 AM
943	Jurisprudence exam is out of date. Still noting a 48 hour reporting requirement rather than the	12/3/2025 10:04 AM

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newly established 24 hour requirement. Clarification regarding whether CE broker is already auto informing. The renewal process would be helpful. Overall, I've seen significant improvements over the last year's that have made navigating the website helpful.

944	Nothing to add. I truly appreciate the improvements in response times.	12/3/2025 9:59 AM
945	None	12/3/2025 9:57 AM
946	I was contacting the board to try and make my expertise for an CEU course	12/3/2025 9:57 AM
947	Little user experience things could be improved. Like, when checking a license, if I type in a name, assume I am checking by name (I forget to click the bubble and have a moment of frustration, every time I check a license, which is a few times a month). Everything is just slightly feeling like older tech because of the user experience side.	12/3/2025 9:57 AM
948	I would appreciate more clarification and direction surrounding required CEUs. For example, the trafficking course must be done by a certain company now and I could not find that without sending an email.	12/3/2025 9:56 AM
949	I would make the website more simple to understand with information to the specific license as a separate page.	12/3/2025 9:53 AM
950	None.	12/3/2025 9:52 AM
951	Adding supervision history for associates might be nice.	12/3/2025 9:52 AM
952	It could be simpler and more direct.	12/3/2025 9:49 AM
953	The online licensing system is not very intuitive and feels disjointed from BHEC's website.	12/3/2025 9:49 AM
954	None	12/3/2025 9:48 AM
955	Clearer language throughout the site.	12/3/2025 9:47 AM
956	Renewal/CEU reporting can be confusing when done every other year.	12/3/2025 9:47 AM
957	Long and dense written context, structured to legal proceedings rather than informational convenience.	12/3/2025 9:47 AM
958	n/a	12/3/2025 9:45 AM
959	Need to be able to download a certificate of licensure.	12/3/2025 9:45 AM
960	none at this time.	12/3/2025 9:38 AM
961	More user-friendly. The website seems clunky	12/3/2025 9:36 AM
962	AI chat bot to answer questions	12/3/2025 9:35 AM
963	Submitted for LCSW S and still nothing.	12/3/2025 9:33 AM
964	It looked well	12/3/2025 9:33 AM
965	I've been licensed for 30 years and the current online access to needed information is the best it has ever been.	12/3/2025 9:32 AM
966	Could be updated, needs to be more visually appealing	12/3/2025 9:31 AM
967	None, the online service is very intuitive.	12/3/2025 9:31 AM
968	None	12/3/2025 9:29 AM
969	Make it easier to find things. The layout is not optimized for the smoothest flow	12/3/2025 9:29 AM
970	More modern look and more user-friendly	12/3/2025 9:29 AM
971	Stream line the navigation pathway	12/3/2025 9:29 AM
972	unsure	12/3/2025 9:29 AM
973	I don't remember anything that didn't flow well. I have called in maybe 1 time in the last 4 years.	12/3/2025 9:28 AM
974	Better contact in the transition of new website for entering CEU's and certification	12/3/2025 9:26 AM

## 2025 Texas Behavioral Health Executive Council Customer Service and Strategic Planning Survey

975	The website works well	12/3/2025 9:23 AM
976	No recommendations at this time.	12/3/2025 9:23 AM
977	Your staff are extremely patient, helpful & knowledgeable. The only improvement I can think of would be increased resources for CEU courses & providers	12/3/2025 9:21 AM
978	The website could be more intuitive and laid out better, its difficult to find things	12/3/2025 9:17 AM
979	The rules need to be more accessible and searchable by search engine that takes you directly to the rule you are looking for. Also the abolishing of the cultural humility ceu requirements and anything Dei is deeply concerning and need to be rectified.	12/3/2025 9:16 AM
980	Better organized/easier to find necessary documents and information.	12/3/2025 9:15 AM
981	clarify when you do not want to renew a license, you have to retire it.	12/3/2025 9:15 AM
982	There are several web pages that have different information and sometimes I click a different page that takes me to different places. Maybe consolidating the search engine function to always take you to the main page and not subpages to have just one directory for the subpages.	12/3/2025 9:15 AM
983	it's a great website!	12/3/2025 9:14 AM
984	More user-friendly	12/3/2025 9:14 AM
985	A one stop portal for identifying license, supervisees, CEs, renewal dates, forms	12/3/2025 9:12 AM
986	Just a thanks to staff for their efficiency and the lunch meetings. Very helpful.	12/3/2025 9:12 AM
987	None at this time.	12/3/2025 9:12 AM
988	It's okay.	12/3/2025 9:12 AM
989	I was working on my application and it did not save my work. Each time I was interrupted with work or needing to locate additional required information, I had to start at the beginning re-entering all of my information. At some point, I just hit submit, knowing my application was incomplete. This likely caused more work for the reviewer who ended up drafting a letter to me with the missing information.	12/3/2025 9:05 AM
990	The website states that when applying for an LPA license you need to only send in a self query by mail. It states that online and emailed self queries will not be accepted. I then received an email stating that it is preferred to be emailed. If it was preferred to be emailed from the start when applying I could have attached it to my original application.	12/3/2025 9:05 AM
991	Make finding the particular policies and rules more accessible and linked for easier access.	12/3/2025 9:04 AM
992	n/a	12/3/2025 9:00 AM
993	The website is okay for navigation but some of the resources are hard to find.	12/3/2025 8:59 AM
994	Yes, we are all educated, but does the language always have to be so technical and confusing?	12/3/2025 8:58 AM
995	easier to navigate	12/3/2025 8:57 AM
996	The information can be better organized and outdated information removed or corrected. There were forms that are no longer necessary and some items can be reworded for clarity.	12/3/2025 8:57 AM
997	Recommend that LPCA NOT started businesses until they are fully licensed	12/3/2025 8:56 AM
998	Streamline	12/3/2025 8:53 AM
999	n/a	12/3/2025 8:52 AM
1000	None	12/3/2025 8:52 AM
1001	none at this time	12/3/2025 8:51 AM
1002	Better information about how to use the new system for continuing education renewal	12/3/2025 8:49 AM
1003	More help for military spouses - need for user friendly help and any perks that could be afforded by a military spouse including help with cost for licensure. This part was not clear.	12/3/2025 8:49 AM



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1004	Make the website more user friendly and easy to navigate. It can be difficult to find answers and answers sometimes provide different resources/forms depending on the specific webpage.	12/3/2025 8:48 AM
1005	The navigation is not very user-friendly	12/3/2025 8:46 AM
1006	Better instructions regarding which CE credits go where in the portal	12/3/2025 8:46 AM
1007	Too many page changes for information that could be on one page.	12/3/2025 8:45 AM
1008	You all are doing a great job in my estimation.	12/3/2025 8:44 AM
1009	Just a bit less legal jargon-y	12/3/2025 8:43 AM
1010	n/a	12/3/2025 8:42 AM
1011	Need access to ask executive members questions or to work through issues with rules that are not applicable to practical applications in the real world. Many of the times that any issues are brought to the executive members or agency, they are not promptly investigated or even to gather proper information to hold state license holders accountable.	12/3/2025 8:42 AM
1012	Provide more role specific lunch-and-learn sessions for licensees.	12/3/2025 8:42 AM
1013	none	12/3/2025 8:41 AM
1014	Looks good	12/3/2025 8:41 AM
1015	I would like to see it more simplified as I still find it a little unclear as to where I can find certain things.	12/3/2025 8:40 AM
1016	Information on requirements can be hard to find. Also they changed the wording from continuing education to professional development within the handbooks (or vice versa) and it was nearly impossible to find the Information needed as the verbiage change did not occur in the table of contents.	12/3/2025 8:38 AM
1017	N/A	12/3/2025 8:37 AM
1018	None at this time.	12/3/2025 8:37 AM
1019	NA	12/3/2025 8:36 AM
1020	The ceu renewal requirement seemed somewhat confusing. Maybe making the requirements more concise might be helpful. This may be mitigated now that they are to be listed in the new system starting Jan. 2026	12/3/2025 8:36 AM
1021	None.	12/3/2025 8:35 AM
1022	None	12/3/2025 8:34 AM
1023	None at the moment	12/3/2025 8:34 AM
1024	n/a	12/3/2025 8:33 AM
1025	No changes	12/3/2025 8:33 AM
1026	Please streamline the LPC licensure information. I felt like I had to go through a maze of menus to access basic licensure information.	12/3/2025 8:33 AM
1027	We pay a hefty amount to renew maybe more information or justification for cost we pay.	12/3/2025 8:33 AM
1028	It is sometimes difficult to navigate through the website.	12/3/2025 8:32 AM
1029	Quit giving contact information that does not get responded to.	12/3/2025 8:32 AM
1030	The website is not easy to navigate. Often forms and subjects would not be part of a search return unless the exact wording was used. A more general search where, for example, "license" would bring up anything involving a license or licensure would be helpful.	12/3/2025 8:32 AM
1031	Too many steps to navigate, hard to find most current information, online database was cumbersome and did not initially yield desired results. Speak with your IT staff about designing a WORKING UI	12/3/2025 8:31 AM
1032	none	12/3/2025 8:30 AM



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1033	I am licensed in three states. Texas is by far the best in terms of having a helpful and user friendly website.	12/3/2025 8:30 AM
1034	Make it more easy to navigate and find what is needed	12/3/2025 8:29 AM
1035	Rules and statutes communications are too wordy. Give me the info on what is changing only. I don't want to read a dissertation. Thank you	12/3/2025 8:29 AM
1036	Faster response times for questions. I once called and the rep answered "hello" and the baby crying and dog barking in the background was not professional	12/3/2025 8:29 AM
1037	On the drop down list for LPC's, you have to go to FAQ to find out significant info like continuing education requirements. Continuing education requirements should be its own drop down. There should also be a separate drop down for the consolidated rule book (statutes and rules). And please title it as only one thing- consolidated rule book OR statutes and rules.	12/3/2025 8:29 AM
1038	none I can recall	12/3/2025 8:28 AM
1039	none	12/3/2025 8:27 AM
1040	Lower cost of items related to licensure	12/3/2025 8:27 AM
1041	The renewal process is more laborious than needed. Other states have only a few attestations. Also, the new CEU verification process is ridiculous. I shouldn't have to get my CEUs and also open an account, against my will, to maintain my license.	12/3/2025 8:27 AM
1042	It would be great if the license search hyperlinked to associates license verification pages. I've had a few associates with common names which made finding their license tricky. If not a hyperlink, having their license number on the supervisor's page next to their names would be handy.	12/3/2025 8:27 AM
1043	None	12/3/2025 8:26 AM
1044	Ensuring important links are all in one place.	12/3/2025 8:26 AM
1045	NA	12/3/2025 8:26 AM
1046	I would like to see more clarity when new rules are added to the existing rules..Im often confused about what new so I have pull out a previous copy and compare..Its time consuming and a bit frustrating..	12/3/2025 8:26 AM
1047	N/a	12/3/2025 8:25 AM
1048	None	12/3/2025 8:25 AM
1049	None I can think of	12/3/2025 8:24 AM
1050	the site for the jurisprudence exam was not helpful	12/3/2025 8:24 AM
1051	None	12/3/2025 8:24 AM
1052	None	12/3/2025 8:23 AM
1053	A tracking system with visuals of status of application or document submission	12/3/2025 8:23 AM
1054	Some of it was a little confusing and not easy to find for the applying for my LPC-a	12/3/2025 8:22 AM
1055	NA	12/3/2025 8:21 AM
1056	The information on renewals and CE feels convoluted and confusing	12/3/2025 8:21 AM
1057	None	12/3/2025 8:21 AM
1058	The site is not very intuitively designed and thus difficult to navigate. Ex: I have been unable to find information about complaints and disciplinary actions.	12/3/2025 8:21 AM
1059	none at this time	12/3/2025 8:20 AM
1060	None	12/3/2025 8:19 AM
1061	It is working well at this time.	12/3/2025 8:19 AM
1062	It can sometimes be hard to find the information I'm looking for. The website organization could	12/3/2025 8:17 AM

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	be more intuitive.	
1063	It does need to be updated it is not the most efficient	12/3/2025 8:17 AM
1064	N/A	12/3/2025 8:17 AM
1065	Easier navigation	12/3/2025 8:16 AM
1066	It is difficult to find the information sometimes.	12/3/2025 8:16 AM
1067	Connect with common CE providers (PESI) so that we can directly report our CE to the CE tracker without having to go through the added administrative process that comes with your CE Tracker. Also, find a free CE tracker that doesn't require payment to identify what CEs are still needed - it costs an arm and a leg just get licensed and take CEs, don't make it a barrier to easily track CEs as well	12/3/2025 8:16 AM
1068	No changes	12/3/2025 8:15 AM
1069	I was surprised my answer from a representative at the council (about a gray area records breach issue) felt administratively conservative and less client-centered, but I appreciated the the conversation/access, and that I was still encouraged to act on my own judgment.	12/3/2025 8:15 AM
1070	As a seasoned LPC, it seems that the rules are updated so frequently. It's hard to keep up while the changes are available. They are tedious and time-consuming to read through especially with this frequently as they are occurring.	12/3/2025 8:15 AM
1071	The website licensing system instructions are almost useless because they are outdated and literally link to the instructions for the wrong division. For example, the instructions for how to elevate your license from provisional to independent psychologist link to the application instructions for master's level school psychology providers. Additionally, I have experienced large setbacks because of staff errors for processes that could be automated. In specific, someone registered me for the EPPP with a misspelled name, which set me back almost two months and another \$100 for THEIR mistake.	12/3/2025 8:15 AM
1072	The format of the website is antiquated.	12/3/2025 8:13 AM
1073	None	12/3/2025 8:12 AM
1074	Give it a more modern and updated look. It feels like a website from the early 2000's at times.	12/3/2025 8:12 AM
1075	Sometimes the information feels like it can be pretty spread around on the website.. especially the how-to guides. They don't all match or are the most up to date. I had to call to gain insight on how to apply accordingly, which proved more helpful than the guides.	12/3/2025 8:12 AM
1076	On the license application site, it would be useful to explicitly list the documents that need to be emailed instead of uploaded with the application. Thanks	12/3/2025 8:12 AM
1077	The website is a bit non user friendly to find things, but the information (once you find it) is helpful.	12/3/2025 8:11 AM
1078	None at this time	12/3/2025 8:11 AM
1079	I'd like to see a place for reporting unethical Social Workers, as I encounter many that simply get away with their shenanigans.	12/3/2025 8:11 AM
1080	More concise wording	12/3/2025 8:10 AM
1081	None	12/3/2025 8:10 AM
1082	More direct and easier to read summary of rule changes and proposed amendments.	12/3/2025 8:10 AM
1083	None	12/3/2025 8:09 AM
1084	None	12/3/2025 8:08 AM
1085	The website is not user friendly. It feels clunky trying to find the right information and takes a long time to get to the right places.	12/3/2025 8:08 AM
1086	It's wordy and requires much clicking around to access the necessary information.	12/3/2025 8:08 AM