



CRCC CERTIFICANT SURVEY RESULTS ARE IN ... AND THE CRCC IS LISTENING & RESPONDING!

In May 2007, the CRCC fielded an email survey among its certificants to better understand the perceived value and role of the CRC credential and the CRCC. Of 5,939 email surveys sent, 1,345 certificants responded, for a 23% response rate. Here's what you told us:

Relevance & Value

A majority of respondents believe CRC certification is extremely/very valuable both to their professional life (62% response) and to their employers (56%). These numbers increase dramatically among respondents who specifically identify their job category as "rehabilitation consultant/specialist," to 82% for being valuable to their professional life and 81% for being valuable to their employers. Over 90% of all respondents plan to keep their CRC certification current throughout their entire career.

Reasons for Becoming Certified

Top reasons for becoming certified were for the associated prestige (51%), to secure a desired job (30%), organization requirement (29%), for title change/promotion (16%), and to earn a pay raise (15%).

CRC Benefits

There was strong agreement among respondents that the CRC *was an important part of their professional identity* (84%), *indicates a high level of qualification* (81%), *and sets people apart from others in the profession* (76%). The majority of CRCs also agreed that the credential *allows them to advance faster in their career* (57%), and *allows them to make more money* (54%).

Credentialing & Renewal

The vast majority of participants agreed that *information about the certification process was easy to obtain (79%), they received the results of certification exam in a timely manner (75%), registering for certification exam was easy (69%), and that resources to help them succeed on certification exam were easy to find (58%).* Regarding certification renewal, 66% indicated that *communicating with the CRCC about certification was easy,* while 61% indicated that *renewing certification is easy.*

CRCC Key Initiatives

Incorporating learnings from the certificant survey, several key initiatives have been completed or are well underway including:

1. Streamlined Certification Process
2. Computer-Based Testing
3. New & Revitalized Brand Identity
4. CRCC Website Redesign
5. Advocacy Initiatives

“The CRCC is committed to serving its constituents with excellence. The technological advancements in our credentialing process provide significant benefits including increased test frequency with greater flexibility, shortened test length without compromise to test or credentialing integrity, and a faster turnaround time for receiving test results by at least half. Our new brand identity will be vital in increasing awareness and in elevating the professional prominence associated with both the CRC credential and the CRCC. Our redesigned website will provide expanded information and resources with an intuitive, user-friendly navigation to include industry-leading accessibility initiatives. Our newly-formed partnership with the Council on Rehabilitation Education (CORE) will be instrumental in advancing state licensure and educational standards for rehabilitation counseling.

We are all very excited about our key initiatives and will continue to share news with you on our progress. In fact, stay tuned over the coming months for more exciting details regarding the Fall 2008 launch of our new brand identity and redesigned website.”

Cindy A. Chapman, Executive Director, Commission on Rehabilitation Counselor Certification