

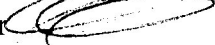
*North Dakota Board  
of Social Work Examiners*

---

*P.O. Box 914 - Bismarck, ND 58502-0914  
Telephone 701-222-0255  
Fax 701-224-9824  
Web Site [www.ndbswe.com](http://www.ndbswe.com)*

Date: September 5, 2003

To: Dan Albertson, Albertson Consulting

From: Tom Tupa, Executive Director   
North Dakota Board of Social Work Examiners

After two weeks of using the new web-enabled database and on-line renewal system, we have found our license renewal process to be very efficient and easy. There has been a great reduction in time spent on data entry; the amount of time for processing renewal applications has been cut in half. In addition, we are assured accurate data because the licensee is entering his or her own information.

Paper work has been reduced as well due to all information being stored on-line. Paper copies of renewal applications and information changes no longer need to be kept on file taking up valuable space. They can now see what is recorded for them and not have to phone the office for a printout.

We have received several positive comments from licensees who enjoy the ease and quickness of renewing on-line and being able to update their personal information. Licensees also enjoy keeping track of their continuing education records on-line.