SATISFACTION SURVEY OCTOBER 2009 - OCTOBER 2010

Total Responses	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Total
	24	52	29	16	19	27	21	22	44	28	45	41	34	402

Initial Contact with the Board

1. How did you first contact the Board's Licensing Unit?

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Total
Telephone	4	10	7	5	5	5	3	7	5	7	8	10	8	84
In person	0	0	0	0	1	1	0	0	0	1	0	0	0	3
Website/Email	17	40	22	11	12	20	18	15	37	20	37	28	26	303
Other	3	2	0	0	1	1	0	0	2	0	0	3	0	12

2. Please rate the ability of the Analyst to address your questions or concerns?

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Total
Excellent	16	32	13	12	12	12	15	11	19	11	30	19	19	221
Very Good	6	9	5	2	3	9	2	4	11	3	2	5	1	62
Good	2	4	7	1	1	4	7	4	1	2	3	4	3	43
Fair	2	2	1	0	1	1	0	1	0	0	0	2	0	10
Poor	0	3	1	0	2	0	0	1	0	1	2	2	3	15

3. Please rate the courteousness and professionalism of the staff person who responded to your questions or concerns.

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Total
Excellent	20	31	17	13	14	17	16	14	21	17	34	22	20	256
Very Good	1	4	4	2	3	10	4	5	15	3	1	6	4	62
Good	4	9	1	0	1	4	0	2	4	3	3	4	1	36
Fair	1	0	0	0	1	1	0	1	0	0	0	2	1	7
Poor	1	4	1	0	1	0	0	0	0	1	2	0	1	11

4. How would you rate the timeliness of the response you received from the staff person?

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Total
Excellent	10	21	17	11	9	14	14	11	22	16	29	18	20	212
Very Good	5	8	2	3	6	6	4	5	18	0	6	7	4	74
Good	7	6	2	2	3	8	2	3	5	2	2	4	3	49
Fair	1	4	2	0	2	1	0	3	1	1	0	0	0	15
Poor	2	6	2	0	0	2	1	0	0	0	2	4	3	22

Application Process

5. Type of Application

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	**Total**
Registration applications	13	8	9	6	7	3	4	6	5	1	7	13	6	88
License applications	3	22	7	6	6	15	5	11	18	9	15	12	14	143

6. Please rate the ease of completing the application.

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	**Total**
Excellent	6	7	9	4	4	6	4	5	6	3	8	12	11	85
Very Good	4	9	3	4	6	5	5	5	22	6	7	6	6	88
Good	3	6	4	3	1	4	0	4	4	1	3	1	1	35
Fair	2	5	1	0	0	2	0	0	0	1	0	2	2	15
Poor	1	2	0	0	0	1	0	0	0	0	1	0	0	5

7. Was the application processed in a timely manner?

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	**Total**
Yes	10	24	12	10	10	13	9	11	30	10	20	18	15	192
No	5	7	4	0	2	5	1	2	1	0	6	4	3	40

8. Were you contacted in a timely manner regarding any deficiencies in your application?

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	**Total**
Yes	7	20	6	9	5	8	9	8	12	7	16	16	9	132
No	4	10	3	0	1	5	0	2	1	0	1	2	1	30
Not applicable	7	5	7	1	4	7	3	4	9	3	5	4	10	69

9. How would you rate the courteousness helpfulness and responsiveness of the state person who processed your application?

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	**Total**
Excellent	9	21	11	8	6	8	7	10	11	8	8	16	13	136
Very Good	3	4	3	2	4	4	3	2	13	3	1	2	1	45
Good	1	4	2	0	1	7	0	2	2	1	2	3	3	28
Fair	1	2	0	0	0	0	0	0	0	0	0	1	2	6
Poor	1	2	1	0	1	0	0	0	0	0	0	1	0	6

10. If a licensing application, how did you apply?

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	**Total**
Online	3	12	2	4	0	4	2	3	6	5	4	4	1	50
US Mail	6	15	7	2	6	11	4	6	10	2	11	10	15	105
In Person	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Exam Process (Licensure Applicants Only)

11. How would you rate your experience with the Professional Examination Service (PES) and the scheduling process to sit for the Examination for Professional Practice in Psychology (EPPP)

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	**Total**
Excellent	2	13	1	1	1	4	1	4	3	4	5	2	8	49
Very Good	1	6	1	3	1	5	2	0	7	0	2	3	2	33
Good	1	3	1	0	0	2	0	3	4	2	0	1	1	18
Fair	0	2	0	0	0	0	0	0	0	0	0	1	0	3
Poor	0	0	0	0	0	2	0	0	0	0	0	1	1	4
Not applicable	0	0	0	0	0	0	0	0	0	0	0	0	0	0

12. How would you rate your experience with the scheduling process for the California Psychology Supplemental Examination (CPSE)

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	Aug-10	Sep-10	Oct-10	**Total**
Excellent	3	2	2	1	8	1	12	1	4	1	5	4	8	52
Very Good	3	4	3	1	6	0	3	1	2	1	2	4	0	2
Good	4	1	0	2	2	1	0	0	3	0	0	0	2	0
Fair	0	0	0	0	1	0	0	0	1	0	0	2	0	0
Poor	1	0	0	0	1	0	0	0	1	0	0	0	0	0
Not applicable	0	0	0	0	0	0	0	0	0	0	0	0	0	0

13. How would you rate your overall experience with the BOP's Licensing /Registration Unit.

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	Aug-10	Sep-10	Oct-10	**Total**
Excellent	14	12	6	11	0	17	12	9	11	9	23	13	21	158
Very Good	4	5	3	7	8	2	29	9	9	7	6	9	3	101
Good	3	3	1	2	8	2	19	2	4	0	1	0	1	46
Fair	1	1	0	2	0	2	6	1	2	0	0	1	2	18
Poor	6	2	3	2	3	2	18	2	3	0	1	1	2	45