STATE OF CALIFORNIA
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DEPARTMENT OF CONSUMER AFFAIRS

BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

BOARD OF PSYCHOLOGY
1625 N. Market Blvd., N-215, Sacramento, CA 95834
P (916) 574-7720 F (916) 574-8671 www.psychboard.ca.gov

MEMORANDUM

DATE	January 27, 2014
TO	Psychology Board Members
FROM	Lavinia Snyder Licensing/Registration Coordinator
SUBJECT	Licensing Committee 12 (b): Satisfaction Survey Results

Background:

Attached are the most current Satisfaction Survey Results available. For the month of October, November and December 2013 we received a total of six responses. Comments received for the months of October through December are as follows:

- Staff seem overworked and have too many cases to respond to in a timely manner.
- Trying to process applicants online and system is not working.
- Had no direct contact with staff
- Took three months to process application.

Action Requested:

This item is for informational purposes only, but will be a standing Committee item for updates.

SATISFACTION SURVEY JANUARY 2013 - DECEMBER 2013

Total Responses	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
	1	4	1	0	1	2	4	0	0	4	1	1	19

Initial Contact with the Board

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Telephone	1	4					3						8	42%
In person													0	0%
Website/Email	1	1	1	1			1			2	1	1	9	47%
Other						1				1			2	11%
													19	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent					1	1	1						1	7%
Very Good		1					2			1			4	29%
Good						1	1			1			3	21%
Fair	1	1	1								1	1	3	21%
Poor		2								1			3	21%
													14.00	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent	1	1			1	2	1						2	14%
Very Good		1					2			1			4	29%
Good		1					1			1	1	1	5	36%
Fair			1										1	7%
Poor		1								1			2	14%
													14.00	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent		1			1	1	1						4	21%
Very Good							1						1	5%
Good											1		1	5%
Fair							2					1	3	16%
Poor	1	3	1			1	1			3			10	53%
													19	100%

Application Process

5. Type of Application

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Registration applications		4			1	2	4			2	1	1	15	79%
License applications	1		1							2			4	21%
													19	100%

6. Please rate the ease of completing the application.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent						2	2			1			5	29%
Very Good		1			1		1				1	1	5	29%
Good		3											3	18%
Fair			1				1			1			3	18%
Poor	1									2			1	6%
													17	100%

7. Was the application processed in a timely manner?

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Yes					1	1	1						3	18%
No	1	4	1			1	2			3	1	1	14	82%
													17	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Yes	1	1			1	1	2			1			7	37%
No		3	1			1	1			2	1	1	10	53%
Not applicable							1			1			2	11%
													19	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent					1	1	2						4	27%
Very Good						1				1		1	3	20%
Good		1					1				1		3	20%
Fair		1	1							1			2	13%
Poor	1	1					1						3	20%
													15	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Online						1							1	8%
US Mail	2	3	1		1		3			1			11	92%
In Person													0	0%

Exam Process (Licensure Applicants Only)

	12	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent	1					1							2	40%
Very Good			1										1	20%
Good										1			1	20%
Fair													0	0%
Poor		1											1	20%
Not applicable													0	0%
													5	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent	1					1							2	50%
Very Good			1										1	25%
Good										1			1	25%
Fair													0	0%
Poor													0	0%
Not applicable													0	0%
													4	100%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent					1	1							2	25%
Very Good													0	0%
Good							1						1	13%
Fair										1			1	13%
Poor	1	2	1										4	50%
													8	100%

Month	Negative Comments	Positive Comments
Jan-2013	Staff unhelpful, rude and unprofessional	Thanked staff for helpfulness, promptness and responsive all throughout the process
	Inquiries not answered	
	Phone messages not returned	
	Written responses not within 10 days	
	Took BOP months to alert applicant of problems with the application	
Feb-13	Due to unanswered calls resulted in delay in processing applications	Staff helpful, excellent, professional,polite and knowledgeable
	Had to make several calls to fd out about the status of application	
Mar-13	Quality of Service is unacceptable	
	Unclear instructions on the website	
	Calls are not returned	
	Delays in PSB approvals	
	Staff unhelpful and unresponsive	
	Need an internal quality assurance person to monitor staff	
Apr-13		
May-13		
Jun-2013		Questions answered in a timely manner, staff was very professional, polite and knowledgeable, overall quality of service was excellent
Jul-2013	Took 6 weeks for a coworker to get information from the Board of Psychology	
Aug-2013	Quality of Service is unacceptable, phone calls are not returned by staff	
Sep-2013		
Oct-2013	Staff seemed overworked and have too many cases to respon to in a timely manner	
	Trying to process applicants online and system is not working	
	Had no direct contact with staff	
Nov-2013		
Dec-2013	Took 3 months to process application	