

SATISFACTION SURVEY 2009

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Total Responses | 19 | 16 | 27 | 19 | 29 | 57 | 35 | 29 | 16 | 24 | 52 | 29 | 352 |

Initial Contact with the Board

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Telephone | 7 | 6 | 7 | 7 | 8 | 19 | 16 | 6 | 4 | 4 | 10 | 7 | 101 |
| In person | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Website/Email | 11 | 8 | 19 | 12 | 20 | 35 | 19 | 22 | 12 | 17 | 40 | 22 | 237 |
| Other | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 3 | 2 | 0 | 11 |

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Excellent | 13 | 8 | 14 | 11 | 20 | 31 | 15 | 13 | 8 | 16 | 32 | 13 | 194 |
| Very Good | 1 | 2 | 6 | 6 | 5 | 9 | 7 | 8 | 3 | 6 | 9 | 5 | 67 |
| Good | 2 | 0 | 2 | 0 | 0 | 7 | 3 | 1 | 1 | 2 | 4 | 7 | 29 |
| Fair | 1 | 1 | 0 | 2 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 1 | 15 |
| Poor | 1 | 4 | 3 | 0 | 2 | 3 | 3 | 3 | 3 | 0 | 3 | 1 | 26 |

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Excellent | 13 | 7 | 15 | 12 | 19 | 34 | 18 | 13 | 8 | 20 | 31 | 17 | 207 |
| Very Good | 2 | 4 | 3 | 5 | 6 | 6 | 5 | 7 | 4 | 1 | 4 | 4 | 51 |
| Good | 2 | 1 | 5 | 2 | 0 | 7 | 5 | 2 | 1 | 4 | 9 | 1 | 39 |
| Fair | 0 | 1 | 1 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | 8 |
| Poor | 1 | 2 | 0 | 0 | 2 | 1 | 5 | 1 | 1 | 1 | 4 | 1 | 19 |

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Excellent | 13 | 7 | 13 | 11 | 17 | 24 | 17 | 15 | 8 | 10 | 21 | 17 | 173 |
| Very Good | 2 | 4 | 5 | 4 | 6 | 13 | 5 | 5 | 2 | 5 | 8 | 2 | 61 |
| Good | 1 | 0 | 4 | 0 | 2 | 1 | 3 | 4 | 1 | 7 | 6 | 2 | 31 |
| Fair | 0 | 1 | 1 | 1 | 1 | 4 | 1 | 1 | 1 | 1 | 4 | 2 | 12 |
| Poor | 2 | 3 | 4 | 2 | 2 | 6 | 6 | 2 | 3 | 2 | 6 | 2 | 40 |

Application Process

5. Type of Application

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Registration applications | 8 | 5 | 8 | 5 | 5 | 7 | 4 | 8 | 5 | 13 | 8 | 9 | 85 |
| License applications | 6 | 7 | 14 | 11 | 20 | 24 | 25 | 9 | 6 | 3 | 22 | 7 | 154 |

6. Please rate the ease of completing the application.

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Excellent | 7 | 5 | 8 | 10 | 10 | 11 | 11 | 8 | 5 | 6 | 7 | 9 | 97 |
| Very Good | 2 | 3 | 7 | 3 | 10 | 11 | 5 | 7 | 5 | 4 | 9 | 3 | 69 |
| Good | 5 | 3 | 3 | 4 | 2 | 4 | 6 | 0 | 0 | 3 | 6 | 4 | 40 |
| Fair | 0 | 0 | 1 | 0 | 1 | 4 | 1 | 1 | 1 | 2 | 5 | 1 | 17 |
| Poor | 1 | 0 | 2 | 0 | 1 | 1 | 3 | 3 | 0 | 1 | 2 | 0 | 14 |

7. Was the application processed in a timely manner?

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Yes | 9 | 8 | 14 | 13 | 19 | 26 | 18 | 14 | 7 | 10 | 24 | 12 | 174 |
| No | 6 | 3 | 7 | 2 | 5 | 4 | 9 | 3 | 3 | 5 | 7 | 4 | 58 |

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Yes | 7 | 7 | 9 | 10 | 19 | 15 | 10 | 9 | 5 | 7 | 20 | 6 | 124 |
| No | 4 | 2 | 4 | 2 | 3 | 5 | 5 | 3 | 1 | 4 | 10 | 3 | 46 |
| Not applicable | 3 | 2 | 8 | 5 | 7 | 10 | 11 | 6 | 3 | 7 | 5 | 7 | 74 |

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Excellent | 9 | 6 | 9 | 10 | 15 | 20 | 15 | 8 | 7 | 9 | 21 | 11 | 140 |
| Very Good | 2 | 4 | 7 | 5 | 5 | 8 | 4 | 4 | 1 | 3 | 4 | 3 | 50 |
| Good | 1 | 0 | 3 | 1 | 2 | 1 | 4 | 1 | 1 | 1 | 4 | 2 | 21 |
| Fair | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 2 | 0 | 8 |
| Poor | 1 | 1 | 1 | 0 | 2 | 1 | 3 | 2 | 1 | 1 | 2 | 1 | 16 |

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Online | 3 | 3 | 2 | 4 | 8 | 8 | 11 | 6 | 1 | 3 | 12 | 2 | 63 |
| US Mail | 8 | 2 | 14 | 10 | 13 | 20 | 12 | 5 | 4 | 6 | 15 | 7 | 116 |
| In Person | 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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Excellent | 2 | 1 | 3 | 1 | 4 | 10 | 6 | 3 | 1 | 2 | 13 | 1 | 47 |
| Very Good | 2 | 2 | 1 | 1 | 5 | 2 | 5 | 5 | 2 | 1 | 6 | 1 | 26 |
| Good | 2 | 1 | 1 | 2 | 1 | 4 | 3 | 1 | 1 | 1 | 3 | 1 | 21 |
| Fair | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 4 |
| Poor | 1 | 0 | 1 | 0 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 7 |
| Not applicable | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Excellent | 4 | 1 | 4 | 1 | 2 | 5 | 3 | 2 | 2 | 1 | 8 | 1 | 34 |
| Very Good | 2 | 0 | 0 | 1 | 3 | 3 | 3 | 4 | 3 | 1 | 6 | 0 | 26 |
| Good | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 1 | 0 | 2 | 2 | 1 | 11 |
| Fair | 0 | 1 | 3 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 9 |
| Poor | 1 | 0 | 0 | 1 | 1 | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 7 |
| Not applicable | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

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

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Total |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Excellent | 8 | 4 | 10 | 11 | 12 | 23 | 14 | 12 | 6 | 11 | | 12 | 123 |
| Very Good | 3 | 2 | 7 | 2 | 6 | 12 | 4 | 5 | 3 | 7 | 8 | 2 | 61 |
| Good | 2 | 0 | 4 | 2 | 2 | 6 | 3 | 3 | 1 | 2 | 8 | 1 | 34 |
| Fair | 2 | 3 | 5 | 2 | 1 | 7 | 1 | 1 | 0 | 2 | 0 | 2 | 26 |
| Poor | 1 | 0 | 0 | 1 | 2 | 2 | 6 | 2 | 3 | 2 | 3 | 1 | 23 |

