

SATISFACTION SURVEY JULY 2009 - JULY 2010

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Total
Total Responses	35	29	16	24	52	29	16	19	27	21	22	44	28	290

Initial Contact with the Board

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

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Total
Telephone	16	6	4	4	10	7	5	5	5	3	7	5	7	84
In person	0	0	0	0	0	0	0	1	1	0	0	0	1	3
Website/Email	19	22	12	17	40	22	11	12	20	18	15	37	20	265
Other	0	1	0	3	2	0	0	1	1	0	0	2	0	10

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

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Total
Excellent	15	13	8	16	32	13	12	12	12	15	11	19	11	189
Very Good	7	8	3	6	9	5	2	3	9	2	4	11	3	72
Good	3	1	1	2	4	7	1	1	4	7	4	1	2	38
Fair	2	2	2	2	2	1	0	1	1	0	1	0	0	14
Poor	3	3	3	0	3	1	0	2	0	0	1	0	1	17

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

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Total
Excellent	18	13	8	20	31	17	13	14	17	16	14	21	17	219
Very Good	5	7	4	1	4	4	2	3	10	4	5	15	3	67
Good	5	2	1	4	9	1	0	1	4	0	2	4	3	36
Fair	1	1	1	1	0	0	0	1	1	0	1	0	0	7
Poor	5	1	1	1	4	1	0	1	0	0	0	0	1	15

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

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Total
Excellent	17	15	8	10	21	17	11	9	14	14	11	22	16	185
Very Good	5	5	2	5	8	2	3	6	6	4	5	18	0	69
Good	3	4	1	7	6	2	2	3	8	2	3	5	2	48
Fair	1	1	1	1	4	2	0	2	1	0	3	1	1	18
Poor	6	2	3	2	6	2	0	0	2	1	0	0	0	24

5. Type of Application

Registration applications

6. Please rate the ease of completing the application.

7. Was the application processed in a timely manner?

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

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

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

[illegible]

Exam Process (Licensure Applicants Only)

11. How would you rate your experience with the Professional Examination

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Total
Excellent	6	3	1	2	13	1	1	1	4	1	4	3	4	44
Very Good	5	5	2	1	6	1	3	1	5	2	0	7	0	38
Good	3	1	1	1	3	1	0	0	2	0	3	4	2	21
Fair	1	0	0	0	2	0	0	0	0	0	0	0	0	3
Poor	2	0	0	0	0	0	0	0	2	0	0	0	0	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	May-10	Jun-10	Jul-10	Total
Excellent	3	2	2	1	8	1	12	1	4	1	1	2	6	44
Very Good	3	4	3	1	6	0	3	1	2	1	2	8	1	35
Good	4	1	0	2	2	1	0	0	3	0	0	3	0	16
Fair	0	0	0	0	1	0	0	0	1	0	0	0	0	2
Poor	1	0	0	0	1	0	0	0	1	0	0	0	0	3
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	May-10	Jun-10	Jul-10	Total
Excellent	14	12	6	11	0	17	12	9	11	9	10	16	11	138
Very Good	4	5	3	7	8	2	29	9	9	7	3	11	3	100
Good	3	3	1	2	8	2	19	2	4	0	4	7	2	57
Fair	1	1	0	2	0	2	6	1	2	0	1	0	0	16
Poor	6	2	3	2	3	2	18	2	3	0	0	1	0	42

