

SATISFACTION SURVEY DECEMBER 2009 - DECEMBER 2010

Total Responses	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
	29	16	19	27	21	22	44	28	45	41	34	37	25	388

Initial Contact with the Board

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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
Telephone	7	5	5	5	3	7	5	7	8	10	8	8	7	85
In person	0	0	1	1	0	0	0	1	0	0	0	0	0	3
Website/Email	22	11	12	20	18	15	37	20	37	28	26	28	16	290
Other	0	0	1	1	0	0	2	0	0	3	0	1	2	10

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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
Excellent	13	12	12	12	15	11	19	11	30	19	19	25	21	219
Very Good	5	2	3	9	2	4	11	3	2	5	1	7	4	58
Good	7	1	1	4	7	4	1	2	3	4	3	0	0	37
Fair	1	0	1	1	0	1	0	0	0	2	0	2	0	8
Poor	1	0	2	0	0	1	0	1	2	2	3	0	0	12

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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
Excellent	17	13	14	17	16	14	21	17	34	22	20	25	21	251
Very Good	4	2	3	10	4	5	15	3	1	6	4	4	2	63
Good	1	0	1	4	0	2	4	3	3	4	1	2	0	25
Fair	0	0	1	1	0	1	0	0	0	2	1	1	0	7
Poor	1	0	1	0	0	0	0	1	2	0	1	0	0	6

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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
Excellent	17	11	9	14	14	11	22	16	29	18	20	21	17	219
Very Good	2	3	6	6	4	5	18	0	6	7	4	6	5	72
Good	2	2	3	8	2	3	5	2	2	4	3	1	1	38
Fair	2	0	2	1	0	3	1	1	0	0	0	2	1	13
Poor	2	0	0	2	1	0	0	0	2	4	3	2	0	16

Exam Process (Licensure Applicants Only)

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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
Excellent	1	1	1	4	1	4	3	4	5	2	8	2	8	44
Very Good	1	3	1	5	2	0	7	0	2	3	2	3	3	32
Good	1	0	0	2	0	3	4	2	0	1	1	0	1	15
Fair	0	0	0	0	0	0	0	0	0	1	0	2	1	4
Poor	0	0	0	2	0	0	0	0	0	0	1	0	0	3
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)

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
Excellent	1	12	1	4	1	4	2	6	5	4	8	5	5	58
Very Good	0	3	1	2	1	0	8	1	2	4	0	2	0	2
Good	1	0	0	3	0	3	3	0	0	0	2	1	0	0
Fair	0	0	0	1	0	0	0	0	0	2	0	1	0	0
Poor	0	0	0	1	0	0	0	0	0	0	0	0	1	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.

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
Excellent	17	12	9	11	9	1	16	11	23	13	21	19	19	181
Very Good	2	2	9	9	7	2	11	3	6	9	3	5	4	72
Good	2	2	2	4	0	0	7	2	1	0	1	3	0	24
Fair	2	2	1	2	0	0	0	0	0	1	2	0	1	11
Poor	2	2	2	3	0	0	1	0	1	1	2	2	0	16