

**SATISFACTION SURVEY MARCH 2010 - MARCH 2011**

Total Responses	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
	27	21	22	44	28	45	41	34	37	25	36	48	45	453

**Initial Contact with the Board**

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

	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
Telephone	5	3	7	5	7	8	10	8	8	7	7	19	8	102
In person	1	0	0	0	1	0	0	0	0	0	0	1	1	4
Website/Email	20	18	15	37	20	37	28	26	28	16	29	26	33	333
Other	1	0	0	2	0	0	3	0	1	2	0	2	3	14

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

	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
Excellent	12	15	11	19	11	30	19	19	25	21	28	22	29	261
Very Good	9	2	4	11	3	2	5	1	7	4	2	3	5	58
Good	4	7	4	1	2	3	4	3	0	0	3	3	2	36
Fair	1	0	1	0	0	0	2	0	2	0	1	1	2	10
Poor	0	0	1	0	1	2	2	3	0	0	0	0	0	9

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

	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
Excellent	17	16	14	21	17	34	22	20	25	21	21	24	29	281
Very Good	10	4	5	15	3	1	6	4	4	2	5	5	5	69
Good	4	0	2	4	3	3	4	1	2	0	0	1	3	27
Fair	1	0	1	0	0	0	2	1	1	0	1	1	0	8
Poor	0	0	0	0	1	2	0	1	0	0	1	2	0	7

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

	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
Excellent	14	14	11	22	16	29	18	20	21	17	17	22	29	250
Very Good	6	4	5	18	0	6	7	4	6	5	3	7	3	74
Good	8	2	3	5	2	2	4	3	1	1	2	2	2	37
Fair	1	0	3	1	1	0	0	0	2	1	1	0	2	12
Poor	2	1	0	0	0	2	4	3	2	0	0	1	2	17



<b>Exam Process (Licensure Applicants Only)</b>														
<b>11. How would you rate your experience with the scheduling process to sit for the Examination for Professional Practice in Psychology (EPPP)</b>														
	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
Excellent	4	1	4	3	4	5	2	8	2	8	5	1	7	54
Very Good	5	2	0	7	0	2	3	2	3	3	0	3	3	33
Good	2	0	3	4	2	0	1	1	0	1	0	1	0	15
Fair	0	0	0	0	0	0	1	0	2	1	0	0	0	4
Poor	2	0	0	0	0	0	0	1	0	0	0	0	0	3
Not applicable	0	0	0	0	0	0	0	0	0	0	1	0	0	1
<b>12. How would you rate your experience with the scheduling process for the California Psychology Supplemental Examination (CPSE)</b>														
	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
Excellent	4	1	4	2	6	5	4	8	5	5	2	1	4	51
Very Good	2	1	0	8	1	2	4	0	2	0	2	2	5	29
Good	3	0	3	3	0	0	0	2	1	0	0	1	3	16
Fair	1	0	0	0	0	0	2	0	1	0	0	1	1	0
Poor	0	0	0	0	0	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
<b>13. How would you rate your overall experience with the BOP's Licensing /Registration Unit.</b>														
	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
Excellent	11	9	1	16	11	23	13	21	19	19	16	19		178
Very Good	9	7	2	11	3	6	9	3	5	4	8	6		73
Good	4	0	0	7	2	1	0	1	3	0	3	5		26
Fair	2	0	0	0	0	0	1	2	0	1	0	1		7
Poor	3	0	0	1	0	1	1	2	2	0	1	0		11