

Total Responses	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	
	21	30	26	30	12	2	2	3	1	2	5	3	18	
Initial Contact with the Board														
1. How did you first contact the Board's Licensing Unit?														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Telephone	4	4	6	10	2	0	0	0	0	0	2	0	28	21%
In person	0	2	2	1	0	0	0	0	0	0	0	0	5	4%
Website/Email	17	23	17	18	9	1	2	1	0	1	3	1	93	70%
Other	0	1	1	1	1	0	0	1	0	1	0	1	6	5%
													132	100%
2. Please rate the ability of the Analyst to address your questions or concerns?														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Excellent	12	17	10	16	9	2	0	0	0		1	1	68	62%
Very Good	3	9	2	3	1	0	2	1	0		3	0	21	19%
Good	9	3	2	0	1	0	0	0	1	1	0	0	17	15%
Fair	1	0	0	0	0	0	0	0	0		0	0	1	1%
Poor	0	0	0	0	0	0	0	0	0	1	1	1	3	3%
													110.00	100.00%
3. Please rate the courteousness and professionalism of the staff person who responded to your questions or concerns.														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Excellent	14	17	14	16	9	1	1	0	0	0	1	1	74	65%
Very Good	2	6	3	4	1	1	2	2	0	0	1	0	22	19%
Good	0	3	2	2	0	0	0	0	0	1	1	0	9	8%
Fair	1	1	1	1	0	0	0	0	0	0	0	1	5	4%
Poor	0	0	0	0	0	0	0	1	0	1	0	2	4	4%
													114.00	100.00%
4. How would you rate the timeliness of the response you received from the staff person?														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Excellent	13	15	11	13	8	1	1	0	0	0	1	1	64	60%
Very Good	3	6	4	4	1	0	0	0	0	0	0	0	18	17%
Good	0	3	3	2	2	0	1	0	0	1	1	0	13	12%
Fair	0	0	1	0	0	0	0	2	0	1	1	0	5	5%
Poor	0	0	1	0	0	0	0	1	1	0	2	1	6	6%
													106	100%

Application Process														
5. Type of Application														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Registration applications	11	14	9	12	6	1	2	3	0	1	3	2	64	62%
License applications	4	11	10	5	5	0	0	0	0	1	2	1	39	38%
													103	100%
6. Please rate the ease of completing the application.														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Excellent	4	8	1	1	3	1	0	0	0	0	1	2	21	37%
Very Good	4	5	5	2	2	1	1	1	0	1	1	0	23	40%
Good	2	3	2	2	0	0	0	2	1	0	1	0	9	16%
Fair	0	0	2	0	0	0	0	0	0	1	1	0	4	7%
													57	100%
7. Was the application processed in a timely manner?														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Yes	12	16	14	15	8	2	1	0	0	0	3	0	71	83%
No	0	1	2	2	0	0	1	2	1	1	2	3	15	17%
													86	100%
8. Were you contacted in a timely manner regarding any deficiencies in your application?														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Yes	13	17	14	13	7	1	2	1	1	1	1	0	71	72%
No	0	1	1	1	0	0	0	2	0	1	2	3	11	11%
Not applicable	1	5	5	1	1	1	0	0	0	0	2	0	16	16%
													98	100%
9. How would you rate the courteousness helpfulness and responsiveness of the state person who processed your application?														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Excellent	11	13	11	7	7	1	0	0	0	0	1	2	53	65%
Very Good	1	3	2	3	1	0	1	1	0	0	1	0	11	14%
Good	0	2	1	2	0	1	0	1	0	1	1	2	11	14%
Fair	1	0	0	0	0	0	1	0	0	0	0	0	1	1%
Poor	0	0	0	1	0	0	0	1	1	1	0	1	5	6%
													81	100%
10. If a licensing application, how did you apply?														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Online	3	2	2	4	4	0	0	0	0	0	0	0	15	23%
US Mail	10	11	15	10	2	0	1	3	1	2	1	2	51	77%
In Person	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Exam Process (Licensure Applicants Only)													66	100%

11. How would you rate your experience with the scheduling process to sit for the Examination for Professional Practice in Psychology (EPPP)														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Excellent	1	4	1	1	1	0	0	0	0	0	2	0	10	38%
Very Good	2	1	4	1	0	0	0	0	0	0	1	0	9	35%
Good	1	1	0	1	0	0	0	0	0	0	0	0	3	12%
Fair	0	1	0	0	0	0	0	0	0	0	0	0	1	4%
Poor	0	0	0	0	0	0	0	0	0	1	0	1	2	8%
Not applicable	0	0	1	0	0	0	0	0	0	0	0	0	1	4%
													26	100%
12. How would you rate your experience with the scheduling process for the California Psychology Supplemental Examination (CPSE)														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Excellent	1	4	1	1	1	0	0	0	0	0			8	40%
Very Good	1	4	3	1	0	0	0	1	0	0			9	45%
Good	1	0	0	1	0	0	0	0	0	0			2	10%
Fair	0	0	0	0	0	0	0	0	0	0			0	0%
Poor	0	0	0	0	0	0	0	0	0	1			1	5%
Not applicable	0	0	0	0	0	0	0	0	0	0			0	0%
													20.00	100%
13. How would you rate your overall experience with the BOP's Licensing /Registration Unit.														
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total	Percentage
Excellent	14	16	18	16	8	1	0	0	0	0	2	0	75	71%
Very Good	3	5	1	4	1	0	1	1	0	0	1	0	15	14%
Good	0	3	1	2	0	0	0	1	0	0	0	0	7	7%
Fair	1	0	0	1	0	1	0	0	0	0	0	0	3	3%
Poor	0	0	2	1	0	0	0	1	0	1	0	1	6	6%
													106	100%

Month	Negative Comments	Positive Comments
Aug-2012	Quality of Service unacceptable	
	Never contacted back	
	Inquiries never answered or resolved	
	Timely communication	
Sep-2012	Not very professional to leave people in the dark	Staff polite
	phone calls and emails unanswered	Service was excellent
	Difficulty to get a hold of anyone at the Board	Staff professional
	It took too long to get approved	inquiries answered and resolved
	Quality of service below average	Staff provided very quick response.
	Inquiries not responded to within 10 working days	
	Telephone messages not returned promptly	
	Waited 3 months for a response from staff	
Oct-2012	Applied in January and did not hear back until Mida May	Quality of Service excellent
	Board website misleading and do not convey adequately information	Inquiries were responded to in a timely manner
	Inquiries were unanswered	Thank you for your excellent customer service and support in answering questions
	Quality of service below average	
Nov-2012	Did not respond by phone or email	Excellent Service
	Quality of service below average	Staff very professional and polite
	Staff rude	Inquiries answered within 10 working days
	took 18 months to get license	Very prompt in responding to emails.
		"S"
Dec-2012	staff unresponsive for about 2 months	excellent service
	extremely frustrating	
	If there was an option for extremely poor I would check it.	
	communication with staff was short, often times incorrect	
	The 3 months it took to process my Psych Assistant application I lost \$12000 salary. I would have glad paid \$10000 processing fee to have my application processed within a 2 week period	