SATISFACTION SURVEY MARCH 2009 - MARCH 2010

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Total Responses	27	19	29	57	35	29	16	24	52	29	16	19	27	379

Initial Contact with the Board

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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Telephone	7	7	8	19	16	6	4	4	10	7	5	5	5	103
In person	0	0	0	2	0	0	0	0	0	0	0	1	1	4
Website/Email	19	12	20	35	19	22	12	17	40	22	11	12	20	261
Other	1	0	1	1	0	1	0	3	2	0	0	1	1	11

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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Excellent	14	11	20	31	15	13	8	16	32	13	12	12	12	209
Very Good	6	6	5	9	7	8	3	6	9	5	2	3	9	78
Good	2	0	0	7	3	1	1	2	4	7	1	1	4	33
Fair	0	2	0	0	2	2	2	2	2	1	0	1	1	15
Poor	3	0	2	3	3	3	3	0	3	1	0	2	0	23

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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Excellent	15	12	19	34	18	13	8	20	31	17	13	14	17	231
Very Good	3	5	6	6	5	7	4	1	4	4	2	3	10	60
Good	5	2	0	7	5	2	1	4	9	1	0	1	4	41
Fair	1	0	0	2	1	1	1	1	0	0	0	1	1	9
Poor	0	0	2	1	5	1	1	1	4	1	0	1	0	17

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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Excellent	13	11	17	24	17	15	8	10	21	17	11	9	14	187
Very Good	5	4	6	13	5	5	2	5	8	2	3	6	6	70
Good	4	0	2	1	3	4	1	7	6	2	2	3	8	43
Fair	1	1	1	4	1	1	1	1	4	2	0	2	1	20
Poor	4	2	2	6	6	2	3	2	6	2	0	0	2	37

Application Process

5. Type of Application

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Registration applications	8	5	5	7	4	8	5	13	8	9	6	7	3	88
License applications	14	11	20	24	25	9	6	3	22	7	6	6	15	168

6. Please rate the ease of completing the application.

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Excellent	8	10	10	11	11	8	5	6	7	9	4	4	6	99
Very Good	7	3	10	11	5	7	5	4	9	3	4	6	5	79
Good	3	4	2	4	6	0	0	3	6	4	3	1	4	40
Fair	1	0	1	4	1	1	1	2	5	1	0	0	2	19
Poor	2	0	1	1	3	3	0	1	2	0	0	0	1	14

7. Was the application processed in a timely manner?

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Yes	14	13	19	26	18	14	7	10	24	12	10	10	13	190
No	7	2	5	4	9	3	3	5	7	4	0	2	5	56

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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Yes	9	10	19	15	10	9	5	7	20	6	9	5	8	132
No	4	2	3	5	5	3	1	4	10	3	0	1	5	46
Not applicable	8	5	7	10	11	6	3	7	5	7	1	4	7	81

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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Excellent	9	10	15	20	15	8	7	9	21	11	8	6	8	147
Very Good	7	5	5	8	4	4	1	3	4	3	2	4	4	54
Good	3	1	2	1	4	1	1	1	4	2	0	1	7	28
Fair	1	0	0	0	2	0	1	1	2	0	0	0	0	7
Poor	1	0	2	1	3	2	1	1	2	1	0	1	0	15

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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Online	2	4	8	8	11	6	1	3	12	2	4	0	4	65
US Mail	14	10	13	20	12	5	4	6	15	7	2	6	11	125
In Person	0	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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Excellent	3	1	4	10	6	3	1	2	13	1	1	1	4	50
Very Good	1	1	5	2	5	5	2	1	6	1	3	1	5	38
Good	1	2	1	4	3	1	1	1	3	1	0	0	2	20
Fair	0	1	0	0	1	0	0	0	2	0	0	0	0	4
Poor	1	0	1	2	2	0	0	0	0	0	0	0	2	8
Not applicable	0	0	1	0	0	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)

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Excellent	4	1	2	5	3	2	2	1	8	1	12	1	4	46
Very Good	0	1	3	3	3	4	3	1	6	0	3	1	2	30
Good	0	0	1	0	4	1	0	2	2	1	0	0	3	14
Fair	3	1	2	1	0	0	0	0	1	0	0	0	1	9
Poor	0	1	1	2	1	0	0	0	1	0	0	0	1	7
Not applicable	0	0	1	0	0	0	0	0	0	0	0	0	0	1

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

	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	**Total**
Excellent	10	11	12	23	14	12	6	11	0	17	12	9	11	148
Very Good	7	2	6	12	4	5	3	7	8	2	56	9	9	123
Good	4	2	2	6	3	3	1	2	8	2	33	2	4	68
Fair	5	2	1	7	1	1	0	2	0	2	21	1	2	40
Poor	0	1	2	2	6	2	3	2	3	2	23	2	3	51