SATISFACTION SURVEY JUNE 2010 - JUNE 2011

Total Responses	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
	44	28	45	41	34	37	25	36	48	45	30	33	49	495

Initial Contact with the Board

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

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
Telephone	5	7	8	10	8	8	7	7	19	8	6	5	4	102
In person	0	1	0	0	0	0	0	0	1	1	0	2	0	5
Website/Email	37	20	37	28	26	28	16	29	26	33	24	26	45	375
Other	2	0	0	3	0	1	2	0	2	3	0	0	0	13

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

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
Excellent	19	11	30	19	19	25	21	28	22	29	20	18	37	298
Very Good	11	3	2	5	1	7	4	2	3	5	4	3	4	54
Good	1	2	3	4	3	0	0	3	3	2	0	1	2	24
Fair	0	0	0	2	0	2	0	1	1	2	0	0	2	10
Poor	0	1	2	2	3	0	0	0	0	0	1	1	0	10

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

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
Excellent	21	17	34	22	20	25	21	21	24	29	21	19	40	314
Very Good	15	3	1	6	4	4	2	5	5	5	5	6	4	65
Good	4	3	3	4	1	2	0	0	1	3	1	2	1	25
Fair	0	0	0	2	1	1	0	1	1	0	0	0	0	6
Poor	0	1	2	0	1	0	0	1	2	0	1	0	0	8

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

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
Excellent	22	16	29	18	20	21	17	17	22	29	20	17	32	280
Very Good	18	0	6	7	4	6	5	3	7	3	6	8	7	80
Good	5	2	2	4	3	1	1	2	2	2	0	2	5	31
Fair	1	1	0	0	0	2	1	1	0	2	0	1	3	12
Poor	0	0	2	4	3	2	0	0	1	2	1	1	0	16

Application Process

5. Type of Application

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Registration applicatio	5	1	7	13	6	9	5	20	11	8	9	10	4	108
License applications	18	9	15	12	14	12	12	8	9	19	7	9	13	157

6. Please rate the ease of completing the application.

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Excellent	6	3	8	12	11	5	4	10	5	12	2	5	5	88
Very Good	22	6	7	6	6	8	6	8	6	5	6	7	10	103
Good	4	1	3	1	1	1	3	6	4	6	5	2	1	38
Fair	0	1	0	2	2	2	0	3	3	3	0	0	3	19
Poor	0	0	1	0	0	1	0	0	0	1	0	0	0	3

7. Was the application processed in a timely manner?

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Yes	30	10	20	18	15	21	15	22	18	17	10	11	15	222
No	1	0	6	4	3	2	1	3	2	6	1	2	5	36

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

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Yes	12	7	16	16	9	12	8	14	12	16	7	12	10	151
No	1	0	1	2	1	3	1	2	2	0	0	1	3	17
Not applicable	9	3	5	4	10	3	6	6	6	7	4	6	9	78

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

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Excellent	11	8	8	16	13	11	16	19	11	16	7	12	11	159
Very Good	13	3	1	2	1	5	0	4	3	3	2	2	3	42
Good	2	1	2	3	3	2	1	2	4	2	3	1	0	26
Fair	0	0	0	1	2	1	0	0	0	1	0	0	1	6
Poor	0	0	0	1	0	0	0	0	0	0	0	0	0	1

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

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Online	6	5	4	4	1	3	4	2	3	12	4	4	5	57
US Mail	10	15	10	19	15	10	19	9	7	7	1	6	11	139
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 scheduling process to sit for the Examination for Professional Practice in Psychology (EPPP)

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Excellent	3	4	5	2	8	2	8	5	5	5	4	2	3	56
Very Good	7	0	2	3	2	3	3	0	3	3	2	2	7	37
Good	4	2	0	1	1	0	1	0	1	0	0	1	2	13
Fair	0	0	0	1	0	2	1	0	0	0	0	0	0	4
Poor	0	0	0	0	1	0	0	0	0	0	0	0	0	1
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)

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Excellent	2	6	5	4	8	5	5	2	1	4	4	1	1	48
Very Good	8	1	2	4	0	2	0	2	2	5	2	2	5	35
Good	3	0	0	0	2	1	0	0	1	3	1	1	0	12
Fair	0	0	0	2	0	1	0	0	1	1	0	1	0	0
Poor	0	0	0	0	0	1		0	0	0	0	0	0	
Not applicable	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.

	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	**Total**
Excellent	16	11	23	13	21	19	19	16	19	21	22	18	23	241
Very Good	11	3	6	9	3	5	4	8	6	5	4	7	9	80
Good	7	2	1	0	1	3	0	3	5	5	0	1	4	32
Fair	0	0	0	1	2	0	1	0	1	0	1	1	2	9
Poor	1	0	1	1	2	2	0	1	0	1	0	1	0	10