SATISFACTION SURVEY JANUARY 2012 - MAY 2012

Total Responses	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Total
	21	30	26	30	12	119

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	Total	Percentage
Telephone	4	4	6	10	2	26	22%
In person	0	2	2	1	0	5	4%
Website/Email	17	23	17	18	9	84	71%
Other	0	1	1	1	1	4	3%
				30	12	119	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	Total	Percentage
Excellent	12	17	10	16	9	64	65%
Very Good	3	9	2	3	1	18	18%
Good	9	3	2	0	1	15	15%
Fair	1	0	0	0	0	1	1%
Poor	0	0	0	0	0	0	0%
						98.00	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	Total	Percentage
Excellent	14	17	14	16	9	70	72%
Very Good	2	6	3	4	1	16	16%
Good	0	3	2	2	0	7	7%
Fair	1	1	1	1	0	4	4%
Poor	0	0	0	0	0	0	0%
						97.00	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	Total	Percentage
Excellent	13	15	11	13	8	60	67%
Very Good	3	6	4	4	1	18	20%
Good	0	3	3	2	2	10	11%
Fair	0	0	1	0	0	1	1%
Poor	0	0	1	0	0	1	1%
						90	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	Total	Percentage
Excellent	1	4	1	1	1	8	38%
Very Good	2	1	4	1	0	8	38%
Good	1	1	0	1	0	3	14%
Fair	0	1	0	0	0	1	5%
Poor	0	0	0	0	0	0	0%
Not applicable	0	0	1	0	0	1	5%
						21	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	Total	Percentage
Excellent	1	4	1	1	1	8	42%
Very Good	1	4	3	1	0	9	47%
Good	1	0	0	1	0	2	11%
Fair	0	0	0	0	0	0	0%
Poor	0	0	0	0	0	0	0%
Not applicable	0	0	0	0	0	0	0%
						19.00	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	Total	Percentage
Excellent	14	16	18	16	8	72	74%
Very Good	3	5	1	4	1	14	14%
Good	0	3	1	2	0	6	6%
Fair	1	0	0	1	0	2	2%
Poor	0	0	2	1	0	3	3%
						97	100%

Application Process

5. Type of Application

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Total	Percentage
Registration applications	11	14	9	12	6	52	60%
License applications	4	11	10	5	5	35	40%
						87	100%

6. Please rate the ease of completing the application.

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Total	Percentage
Excellent	4	8	1	1	3	17	37%
Very Good	4	5	5	2	2	18	39%
Good	2	3	2	2	0	9	20%
Fair	0	0	2	0	0	2	4%
	0	0	0	0	0	0	0%
						46	100%

7. Was the application processed in a timely manner?

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Total	Percentage
Yes	12	16	14	15	8	65	93%
No	0	1	2	2	0	5	7%
						70	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	Total	Percentage
Yes	13	17	14	13	7	64	80%
No	0	1	1	1	0	3	4%
Not applicable	1	5	5	1	1	13	16%
						80	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	Total	Percentage
Excellent	11	13	11	7	7	49	75%
Very Good	1	3	2	3	1	10	15%
Good	0	2	1	2	0	5	8%
Fair	1	0	0	0	0	1	2%
Poor	0	0	0	1	0	0	0%
						65	100%

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

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Total	Percentage
Online	3	2	2	4	4	15	24%
US Mail	10	11	15	10	2	48	76%
In Person	0	0	0	0	0	0	0%
						63	100%

Exam Process (Licensure Applicants Only)