SATISFACTION SURVEY JANUARY 2012 - DECEMBER 2012

Total Responses	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Total
	21	30	26	30	12	2	2	1			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	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Total	Percentage
Telephone	4	4	8	10	2	0	0	0			26	22%
In person	0	2	2	1	0	0	0	0			5	4%
Website/Email	17	23	17	18	9	1	2	1			88	74%
Other	0	1	1	1	1	0	0	0			4	3%
				30	12	1	2	1			123	103%

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	Total	Percentage
Excellent	12	17	10	16	9	2	0	0			66	66%
Very Good	3	9	2	3	1	0	2	1			18	18%
Good	9	3	2	0	1	0	0	0			15	15%
Fair	1	0	0	0	0	0	0	0			1	1%
Poor	0	0	0	0	0	0	0	0			0	0%
											100.00	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	Total	Percentage
Excellent	14	17	14	16	9	1	1	0			72	70%
Very Good	2	6	3	4	1	1	2	1			20	19%
Good	0	3	2	2	0	0	0	0			7	7%
Fair	1	1	1	1	0	0	0	0			4	4%
Poor	0	0	0	0	0	0	0	0			0	0%
											103.00	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	Total	Percentage
Excellent	13	15	11	13	8	1	1	0			62	67%
Very Good	3	6	4	4	1	0	0	0			18	20%
Good	0	3	3	2	2	0	1	0			10	11%
Fair	0	0	1	0	0	0	0	1			1	1%
Poor	0	0	1	0	0	0	0	0			1	1%
											92	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	Total	Percentage
Registration applications	11	14	9	12	6	1	2	1			56	62%
License applications	4	11	10	5	5	0	0	0			35	38%
											91	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	Total	Percentage
Excellent	4	8	1	1	3	1	0	0			18	36%
Very Good	4	5	5	2	2	1	1	1			21	42%
Good	2	3	2	2	0	0	0	1			9	18%
Fair	0	0	2	0	0	0	0	0			2	4%
	0	0	0	0	0	0	0	0			0	0%
											50	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	Total	Percentage
Yes	12	16	14	15	8	2	1	0			68	93%
No	0	1	2	2	0	0	1	1			5	7%
											73	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	Total	Percentage
Yes	13	17	14	13	7	1	2	0			67	80%
No	0	1	1	1	0	0	0	1			3	4%
Not applicable	1	5	5	1	1	1	0	0			14	17%
											84	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	Total	Percentage
Excellent	11	13	11	7	7	1	0	0			50	75%
Very Good	1	3	2	3	1	0	1	1			10	15%
Good	0	2	1	2	0	1	0	0			6	9%
Fair	1	0	0	0	0	0	1	0			1	1%
Poor	0	0	0	1	0	0	0	0			0	0%
											67	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	Total	Percentage
Online	3	2	2	4	4	0	0	0			15	24%
US Mail	10	11	15	10	2	0	1	1			48	76%
In Person	0	0	0	0	0	0	0	0			0	0%
											63	100%

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)

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Total	Percentage
Excellent	1	4	1	1	1	0	0	0			8	38%
Very Good	2	1	4	1	0	0	0	0			8	38%
Good	1	1	0	1	0	0	0	0			3	14%
Fair	0	1	0	0	0	0	0	0			1	5%
Poor	0	0	0	0	0	0	0	0			0	0%
Not applicable	0	0	1	0	0	0	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	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Total	Percentage
Excellent	1	4	1	1	1	0	0	0			8	42%
Very Good	1	4	3	1	0	0	0	1			9	47%
Good	1	0	0	1	0	0	0	0			2	11%
Fair	0	0	0	0	0	0	0	0			0	0%
Poor	0	0	0	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	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Total	Percentage
Excellent	14	16	18	16	8	1	0	0			73	74%
Very Good	3	5	1	4	1	0	1	1			14	14%
Good	0	3	1	2	0	0	0	0			6	6%
Fair	1	0	0	1	0	1	0	0			3	3%
Poor	0	0	2	1	0	0	0	0			3	3%
											99	100%