

BOARD OF PSYCHOLOGY

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MEMORANDUM

DATE	May 8, 2014
то	Psychology Board Members
FROM	Lavinia Snyder Licensing/Registration Coordinator
SUBJECT	Satisfaction Survey Results

Background:

Attached is the most current Satisfaction Survey Results available.

Action Requested:

This item is for informational purposes only, but will be a standing Committee item for updates.

SATISFACTION SURVE	YJANIJARY	2013 - DE	CEMBER	2013										
OATIOI AOTION CONVE	I JANGAKI	2013 - DE	CLINDLI	2013										
Total Responses	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	
	1	1											2	
Initial Contact with	_ ∣ the Board													
1. How did you first conta	ct the Board	d's Licensino	a Unit?											
		Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Telephone		1											1	100%
In person													0	0%
Website/Email													0	0%
Other													. 0	0%
													1	100%
2. Please rate the ability	of the Analy	st to addres	ss your qu	estions o	r concerns	s?								
		Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent													0	0%
Very Good													0	0%
Good		1											1	50%
Fair													0	0%
Poor	1												1	50%
													2.00	100%
3. Please rate the courte	ousness an	d profession	nalism of t	he staff p	erson who	responde	ed to your	questions	or concern	ns.				
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent													0	0%
Very Good													0	0%
Good	1												1	50%
Fair													0	0%
Poor		1											1	50%
													2.00	100%
4. How would you rate th	ne timeliness	of the resp	onse you	received	from the s	taff perso	n?							
•		Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent													0	0%
Very Good													0	0%
Good													0	0%
Fair													0	0%
Poor	1	1											2	100%

Application Process														
Application i rocess														
5. Type of Application														
7,7 - 7,7	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Registration applications		1		·	ĺ				Ţ,				1	50%
License applications			1										1	50%
.,													2	100%
6. Please rate the ease o	completi	ng the appli	cation.											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent													0	0%
Very Good													0	0%
Good													0	0%
Fair		_	1										1	50%
Poor		1											1	50%
													2	100%
7. Was the application pro	cessed in	n a timely m	anner?											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Yes													0	0%
No		1	1										2	100%
													2	100%
8. Were you contacted in	a timely n	nanner rega	rding any	deficienci	es in your a	application	1?							
•	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Yes													0	0%
No		1	1										2	100%
Not applicable													0	0%
													2	100%
9. How would you rate th	e courteo	usness help	fulness a	nd respons	siveness of	the state	person w	ho process	sed your ap	plication?				
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent													0	0%
Very Good													0	0%
Good													0	0%
Fair													0	0%
Poor		1	1										2	100%
													2	100%
10. If a licensing applicat	ion, how o	did you appl	y?											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Online													0	0%
US Mail			1										1	100%
In Person													0	0%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent		1		1. 4.	1115.7			1 10.9			1101	1 2 2 2	0	0%
Very Good													•	0%
Good		1 1											2	100%
Fair													0	0%
Poor													0	0%
Not applicable													0	0%
													2	100%
12. How would you rat	e your experie	ence with the	schedul	ng proces	s for the C	alifornia P	sycholog	y Supplem	nental Exan	nination (C	PSE)			
•	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent													0	0%
Very Good													0	0%
Good		1											1	100%
Fair													0	0%
Poor													0	0%
Not applicable													0	0%
													1	100%
13. How would you rat	e your overall	experience	with the E	3OP's Lice	ensing /Reg	istration L	Jnit.							
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent													0	0%
Very Good													0	0%
Good													0	0%
Fair													0	0%
Poor		1 1											2	100%
·	1			1	[1	į -	[1			2	100%