Total Responses	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	
			4	1	0	1	2	4			1		14	
		1												
nitial Contact wi		D13500												
 How did you first co 	ontact the Bo	ard's Lice	ensing Unit?											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Telephone		1	4					3					8	57%
n person				90			1	1		1			0	0%
Website/Email		1	1	1	1			1					5	36%
Other							1				7-		1	7%
													14	100%
Please rate the ab	ility of the Ar	alyst to a	ddress your	questions	s or concer	ns?								
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent		and the second		1000		1	1	1					1	13%
Very Good		17	1					2			The state of the s		0	0%
Good							1	1					2	25%
Fair		1	1	1				4					3	38%
Poor			2										2	25%
													8.00	100%
Please rate the co	ourteousness	and profe	essionalism	of the stat	ff person w	ho respond	ded to yo	ur questio	ns or conce	erns.				
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent		1	1			1	2	1					2	29%
Very Good			1					2					3	43%
Good			1					1					2	29%
Fair				1									0	0%
Poor			1										0	0%
													7.00	100%
4. How would you ra	ate the timelin	ess of th	e response	you receiv	ed from the	staff pers	on?							
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent			1			1	1	1	-				4	29%
Very Good								1					1	79
Good													0	0%
Fair					7			2					2	149
D		1	3	1			1	1					7	50%
Poor							11						* 1	

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					1										
		2.0	37												
						. 54					3.				
					323	× 1									
							- 100		1 .				5		
	last the		100					382	1	1 000			±.		
pplication Process	-														
The same representation of the same resident and the same representation and the same resident and the same resident and the same representation and the same resident and the same representation and the same resident and the same representation and the s							- 4			1	11.2				
. Type of Application	140	F 1													
Saulatentlan applications	Jan	Feb	Mar	Apr	May	Jun		Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Registration applications		-	4	1		1	2		4	_		1		12	86%
icense applications				1		_			-			- 1		2	14%
. Please rate the ease o	formalati	ng the opp	lication								-			14	100%
. I lease rate the ease o	Jan	Feb	Mar	Apr	May	lun		Test	Aug	Cont	Oat	Mou	Des	Total	Dougantons
excellent	Jan	l. en	ividi	Whi	iviay	Jun	2	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage 36%
Very Good	-	-	1	1	-	1			2	_	-	1		5 3	21%
Good	-		3	-	_				-		_			3	21%
air		-	9	1		_		_	1					2	14%
Poor				1		-	-	-	-		-	-		1	7%
			-		-	_		_	-		1			14	100%
7. Was the application pr	ocessed i	n a timely	manner?	-		_					-	_		17	10070
. True the application pr	Jan	Feb	Mar	Apr	May	Jun		Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Yes	-	100	THIS.		111.63	1	1	-	1	Сорт	1000	1		4	100%
No		1	4	1	T-6-1	-	1		2			11000000		0	0%
				1		_								4	100%
8. Were you contacted in	a timely	manner re	garding an	y deficien	cies in you	ır applic	ation'	7				- 11			
	Jan	Feb	Mar	Apr	May	Jun		Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Yes		1	1			1	1		2			- HIU.		6	43%
No			3	1			1	11	1			1		7	50%
Not applicable									1					1	79
														14	1009
How would you rate t						of the	state p	person		essed your a		?			
	Jan	Feb	Mar	Apr	May	Jun		Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent						1	1		2					4	50%
Very Good							1							0	0%
Good			1						1					2	25%
Fair			1	1		-								2	25%
Poor		1	1				_	-	1					0	00
40 If a linear in		at at a second		_				-	-			-		8	100
10. If a licensing applic		Feb		A	0.000	- In		feet	Λ	Cant	Oct	Nov	Dec	Total	Percentage
Online	Jan	reb	Mar	Apr	May	Jui	1	Jul	Aug	Sept	Oct	Nov	Dec	1 otal	Percentage 9º
US Mail		2	3	1		- 1		-	3				_	10	91
In Person		4	3			-1		+	3			-		2 0	91
in reison				_	_	-		+	_	_	-			0	0
Exam Process (Lic		III DOMENIA MARKATANA						340						11	100

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent		1					1						2	50%
Very Good				1									4	25%
Good													0	0%
Fair													0	0%
Poor			1										1	25%
Not applicable													0	0%
													4	100%
12. How would you r	ate your expe	rience with	the sched	luling proc	ess for the	California	Psychological	ogy Supple	mental Exa	amination ((CPSE)			
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent		1					1						. 2	67%
Very Good				1									1	33%
Good							1			-			0	0%
Fair													0	0%
Poor													0	0%
Not applicable													0	0%
								- II Win-ner-					3.00	100%
13. How would you	rate your over	all experie	nce with th	e BOP's L	icensing /R	Registration	Unit.							
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Percentage
Excellent						1	1						2	29%
Very Good													0	0%
Good								1					1	14%
Fair													0	0%
Poor		1	2	1									4	57%
													7	100%
														A ST COMPANY OF THE STATE OF TH
				-										

lonth	Negative Comments	Positive Comments
		Thanked staff for helpfulness, promptness and
Jan-2013		responsive all throughout the process
	Inquiries not answered	
	Phone messages not returned	
	Written responses not within 10 days	
2	Took BOP months to alert applicant of problems with the application	
	Due to unanswered calls resulted in delay in	Staff helpful, excellent, professional, polite and
Feb-13	processing applications	knowledgeable
	Had to make several calls to fd out about the status of application	
Mar-13	Quality of Service is unacceptable	
	Unclear instructions on the website	
	Calls are not returned	
	Delays in PSB approvals	
	Staff unhelpful and unresponsive	
	Need an internal quality assurance person to monitor staff	
Apr-13		
May-13		
Jun-2013	3	Questions answered in a timely manner, staff was very professional, polite and knowledgeable, overall quality of service was excellent
Jul-2013	Took 6 weeks for a coworker to get information from the Board of Psychology	
Aug-201:	Quality of Service is unacceptable, phone calls are not returned by staff	
Sep-201:		
Oct-201:		
		L. L

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