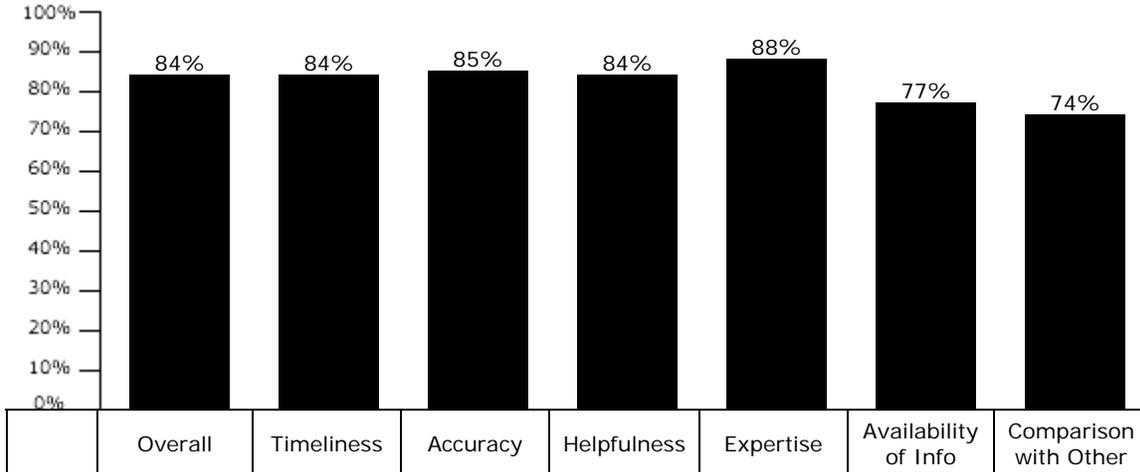


## OREGON BOARD OF LICENSED PROFESSIONAL COUNSELORS & THERAPISTS Customer Survey Results – 2008, 2009, 2010

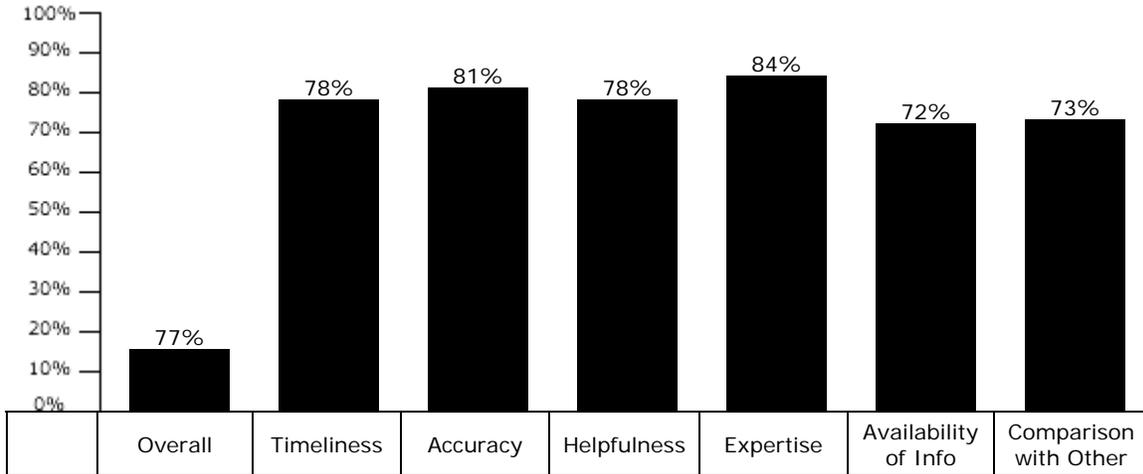
### All of 2010 – 461 Responses Percent Rating Service Good or Excellent



#### Rating Totals By Question

Service	Responses				
Licensing / Renewals	437				
Consumer Complaints	2				
Other Assistance	22				
Question	Don't Know	Poor	Fair	Good	Excellent
<b>TIMELINESS</b> How do you rate the timeliness of services provided by the OBLPCT?	8	19	54	211	169
<b>ACCURACY</b> How do you rate the ability of the OBLPCT to provide services correctly the first time?	17	15	50	194	185
<b>HELPFULNESS</b> How do you rate the helpfulness of the OBLPCT employees?	23	25	45	180	188
<b>EXPERTISE</b> How do you rate the knowledge and expertise of the OBLPCT employees?	59	7	41	180	174
<b>AVAILABILITY OF INFORMATION</b> How do you rate the availability of information at the OBLPCT?	19	23	78	204	137
<b>OVERALL SERVICE</b> How do you rate the overall quality of service provided by the OBLPCT?	14	22	50	224	151
How does the service you received at OBLPCT compare to that provided by other states?	300	12	30	48	71

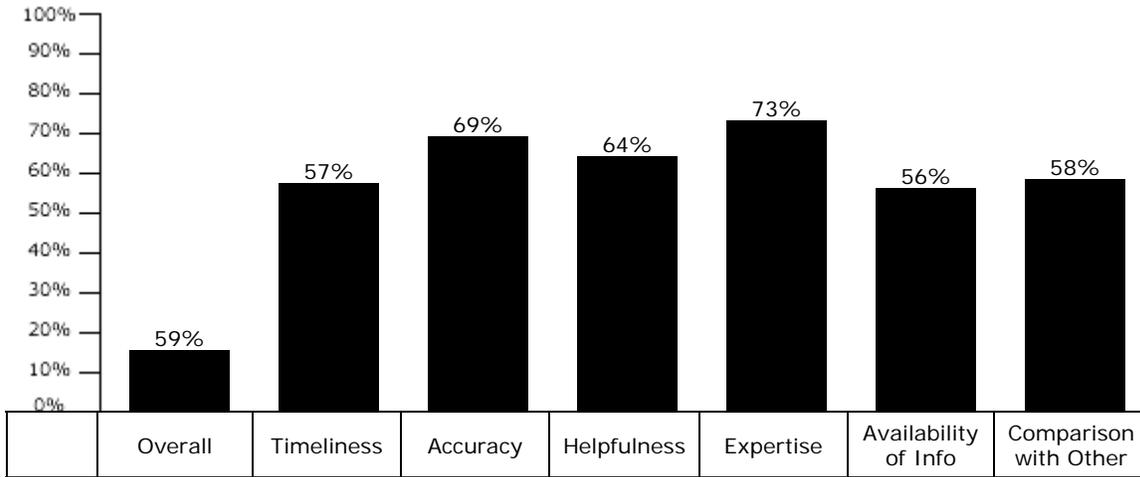
**All of 2009 – 460 Responses**  
**Percent Rating Service Good or Excellent**



**Rating Totals By Question**

Service	Responses					
Licensing / Renewals	438					
Consumer Complaints	4					
Other Assistance	18					
Question	Don't Know	Poor	Fair	Good	Excellent	
<b>TIMELINESS</b> How do you rate the timeliness of services provided by the OBLPCT?	17	38	61	180	164	
<b>ACCURACY</b> How do you rate the ability of the OBLPCT to provide services correctly the first time?	30	25	56	171	178	
<b>HELPFULNESS</b> How do you rate the helpfulness of the OBLPCT employees?	47	31	58	149	175	
<b>EXPERTISE</b> How do you rate the knowledge and expertise of the OBLPCT employees?	89	14	45	167	145	
<b>AVAILABILITY OF INFORMATION</b> How do you rate the availability of information at the OBLPCT?	41	40	77	186	116	
<b>OVERALL SERVICE</b> How do you rate the overall quality of service provided by the OBLPCT?	23	29	70	191	147	
How does the service you received at OBLPCT compare to that provided by other states?	320	21	17	45	57	

**All of 2008 – 573 Responses**  
**Percent Rating Service Good or Excellent**



**Rating Totals By Question**

Service	Responses					
Licensing / Renewals	534					
Consumer Complaints	8					
Other Assistance	31					
Question	Don't Know	Poor	Fair	Good	Excellent	
<b>TIMELINESS</b> How do you rate the timeliness of services provided by the OBLPCT?	15	125	116	192	125	
<b>ACCURACY</b> How do you rate the ability of the OBLPCT to provide services correctly the first time?	21	66	104	204	178	
<b>HELPFULNESS</b> How do you rate the helpfulness of the OBLPCT employees?	32	85	111	192	153	
<b>EXPERTISE</b> How do you rate the knowledge and expertise of the OBLPCT employees?	124	36	84	194	135	
<b>AVAILABILITY OF INFORMATION</b> How do you rate the availability of information at the OBLPCT?	40	84	148	199	102	
<b>OVERALL SERVICE</b> How do you rate the overall quality of service provided by the OBLPCT?	21	88	139	206	119	
How does the service you received at OBLPCT compare to that provided by other states?	367	56	30	65	55	