



APPLICANT SATISFACTION SURVEY RESULTS

APPROVAL RATE

FISCAL YEAR 2014, QUARTER ENDING 12/31/2013

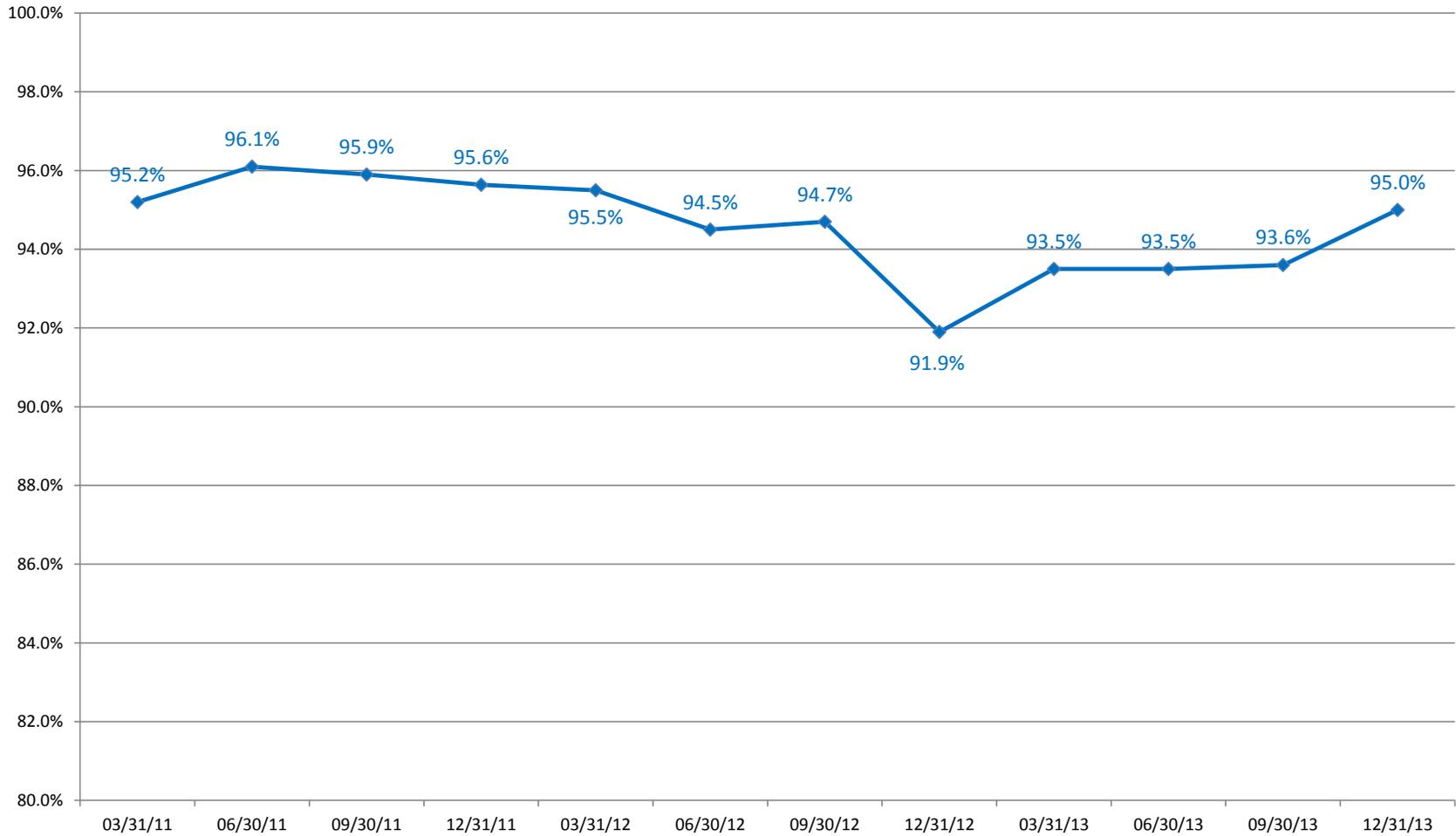
Quarter Breakdown	
Quarter 1	July 1st - September 30th
Quarter 2	October 1st - December 31st
Quarter 3	January 1st - March 31st
Quarter 4	April 1st - June 30th

*Applicant Satisfaction Surveys are sent to all initial applicants. The survey includes six categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of dissatisfaction. This report calculates the percentage of total responses falling into the approval range. An "n/a" is used if no response was received for that board during the specified timeframe.

Board	12/31/13	09/30/13	06/30/13	03/31/13	12/31/12	09/30/12	06/30/12	03/31/12	12/31/11	09/30/11	06/30/11	03/31/11
Audiology/Speech Pathology	85.7%	94.8%	100.0%	100.0%	100.0%	97.0%	86.7%	100.0%	100.0%	82.8%	85.7%	100.0%
Counseling	83.2%	80.1%	76.3%	69.9%	78.0%	60.3%	74.5%	71.6%	63.0%	82.2%	69.4%	81.5%
Dentistry	95.9%	90.9%	94.7%	98.7%	94.1%	92.9%	93.7%	96.6%	98.3%	88.7%	100.0%	89.6%
Funeral Directing	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	91.7%	100.0%
Long Term Care Administrator	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	81.0%	100.0%	100.0%	100.0%	100.0%	92.6%
Medicine	91.8%	91.1%	87.5%	94.4%	86.2%	93.9%	95.4%	95.1%	97.0%	97.9%	99.1%	95.6%
Nurse Aide	99.7%	97.2%	99.1%	97.6%	96.8%	97.1%	97.5%	97.7%	97.5%	93.8%	96.9%	96.3%
Nursing	96.4%	94.3%	96.5%	94.4%	93.7%	95.7%	94.7%	97.9%	96.3%	95.9%	96.1%	95.6%
Optometry	100.0%	100.0%	100.0%	n/a	n/a	n/a	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Pharmacy	98.1%	97.7%	97.3%	97.5%	98.8%	97.5%	98.1%	96.1%	96.7%	96.0%	96.0%	98.7%
Physical Therapy	98.7%	96.9%	98.6%	100.0%	96.6%	95.3%	98.2%	100.0%	100.0%	95.2%	n/a	98.9%
Psychology	92.6%	88.6%	99.1%	89.6%	78.7%	92.8%	90.2%	98.8%	85.0%	91.7%	91.7%	87.0%
Social Work	90.7%	86.6%	94.9%	84.7%	87.3%	84.2%	86.9%	85.6%	83.3%	85.3%	89.1%	91.4%
Veterinary Medicine	100.0%	97.4%	93.3%	83.3%	100.0%	100.0%	98.7%	88.9%	100.0%	97.8%	100.0%	95.8%
AGENCY	95.0%	93.6%	93.5%	93.5%	91.9%	94.7%	94.5%	95.5%	95.6%	95.9%	96.1%	95.2%

Percent of Positive Applicant Satisfaction

—◆— Percent of Positive Applicant Satisfaction



APPLICANT SATISFACTION SURVEY RESULTS

APPROVAL RATE*

LAST FIVE FISCAL YEARS

Quarter Breakdown	
Quarter 1	July 1st - September 30th
Quarter 2	October 1st - December 31st
Quarter 3	January 1st - March 31st
Quarter 4	April 1st - June 30th

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Board	FY13	FY12	Change Between FY13 & FY11	FY11	Change Between FY12 & FY11	FY10	Change Between FY11 & FY10	FY09	Change Between FY10 & FY09
Audiology/Speech Pathology	98.7%	90.5%	9.1%	91.8%	-1.4%	88.9%	3.3%	92.8%	-4.2%
Counseling	72.5%	74.3%	-2.4%	75.7%	-1.8%	82.1%	-7.8%	85.0%	-3.4%
Dentistry	94.8%	92.9%	2.0%	95.7%	-2.9%	96.1%	-0.4%	95.5%	0.6%
Funeral Directing	100.0%	100.0%	0.0%	95.2%	5.0%	73.3%	29.9%	100.0%	-26.7%
Long Term Care Administrator	n/a	96.3%	-100.0%	94.4%	2.0%	93.1%	1.4%	95.6%	-2.6%
Medicine	90.3%	96.5%	-6.4%	94.1%	2.6%	96.1%	-2.1%	92.3%	4.1%
Nurse Aide	97.8%	97.9%	-0.1%	97.5%	0.4%	98.1%	-0.6%	96.1%	2.1%
Nursing	95.2%	96.3%	-1.1%	94.8%	1.6%	96.1%	-1.4%	93.0%	3.3%
Optometry	92.9%	100.0%	-7.1%	100.0%	0.0%	96.7%	3.4%	98.8%	-2.1%
Pharmacy	97.9%	96.8%	1.1%	97.7%	-0.9%	96.7%	1.0%	94.3%	2.5%
Physical Therapy	96.8%	97.6%	-0.8%	95.3%	2.4%	98.4%	-3.2%	91.5%	7.5%
Psychology	91.3%	84.6%	7.9%	88.1%	-4.0%	89.4%	-1.5%	86.5%	3.4%
Social Work	88.2%	85.5%	3.2%	90.6%	-5.6%	96.3%	-5.9%	96.6%	-0.3%
Veterinary Medicine	95.8%	97.6%	-1.8%	97.7%	-0.1%	95.2%	2.6%	92.8%	2.6%
Agency Total	93.6%	95.3%	-1.8%	94.6%	0.7%	95.6%	-1.0%	94.4%	1.3%

Percent of Positive Applicant Satisfaction

