



APPLICANT SATISFACTION SURVEY RESULTS

APPROVAL RATE

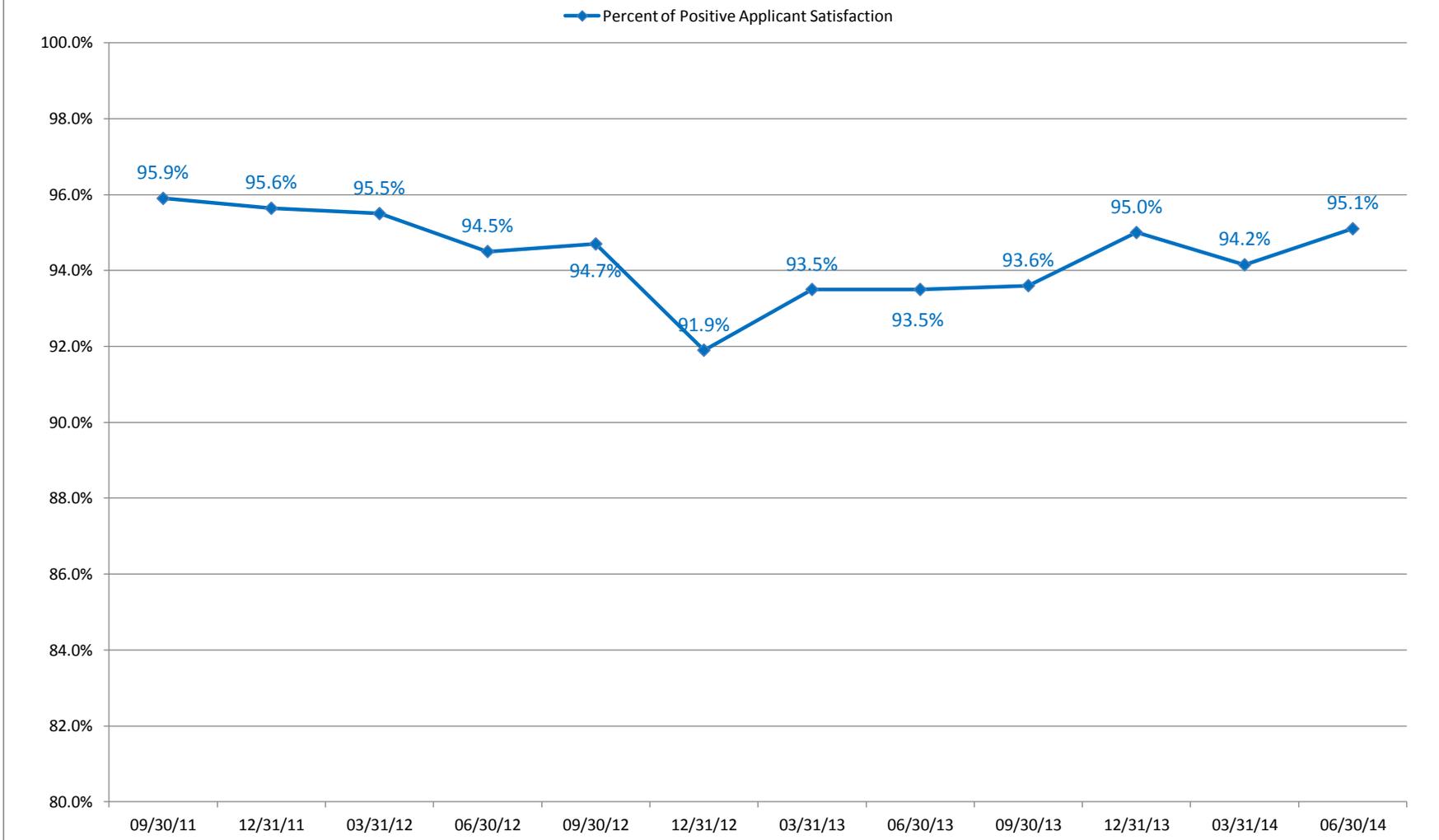
FISCAL YEAR 2014, QUARTER ENDING 6/30/2014

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	CURRENT											
	06/30/14	03/31/14	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
Audiology/Speech Pathology	100.0%	100.0%	85.7%	94.8%	100.0%	100.0%	100.0%	97.0%	86.7%	100.0%	100.0%	82.8%
Counseling	92.8%	87.7%	83.2%	80.1%	76.3%	69.9%	78.0%	60.3%	74.5%	71.6%	63.0%	82.2%
Dentistry	88.9%	92.3%	95.9%	90.9%	94.7%	98.7%	94.1%	92.9%	93.7%	96.6%	98.3%	88.7%
Funeral Directing	100.0%	88.9%	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	n/a	100.0%	100.0%
Long Term Care Administrator	100.0%	88.9%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	81.0%	100.0%	100.0%	100.0%
Medicine	95.0%	92.2%	91.8%	91.1%	87.5%	94.4%	86.2%	93.9%	95.4%	95.1%	97.0%	97.9%
Nurse Aide	100.0%	96.5%	99.7%	97.2%	99.1%	97.6%	96.8%	97.1%	97.5%	97.7%	97.5%	93.8%
Nursing	94.5%	94.5%	96.4%	94.3%	96.5%	94.4%	93.7%	95.7%	94.7%	97.9%	96.3%	95.9%
Optometry	N/A	N/A	100.0%	100.0%	100.0%	n/a	n/a	n/a	100.0%	100.0%	100.0%	100.0%
Pharmacy	99.1%	97.6%	98.1%	97.7%	97.3%	97.5%	98.8%	97.5%	98.1%	96.1%	96.7%	96.0%
Physical Therapy	90.5%	100.0%	98.7%	96.9%	98.6%	100.0%	96.6%	95.3%	98.2%	100.0%	100.0%	95.2%
Psychology	96.0%	88.9%	92.6%	88.6%	99.1%	89.6%	78.7%	92.8%	90.2%	98.8%	85.0%	91.7%
Social Work	88.5%	95.8%	90.7%	86.6%	94.9%	84.7%	87.3%	84.2%	86.9%	85.6%	83.3%	85.3%
Veterinary Medicine	100.0%	100.0%	100.0%	97.4%	93.3%	83.3%	100.0%	100.0%	98.7%	88.9%	100.0%	97.8%
AGENCY	95.1%	94.2%	95.0%	93.6%	93.5%	93.5%	91.9%	94.7%	94.5%	95.5%	95.6%	95.9%

Percent of Positive Applicant Satisfaction



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<i>Board</i>	FY14	FY13	Change Between FY14 & FY13	FY12	Change Between FY13 & FY12	FY11	Change Between FY12 & FY11	FY10	Change Between FY11 & FY10
Audiology/Speech Pathology	94.0%	98.7%	-4.8%	90.5%	9.1%	91.8%	-1.4%	88.9%	3.3%
Counseling	84.9%	72.5%	17.1%	74.3%	-2.4%	75.7%	-1.8%	82.1%	-7.8%
Dentistry	91.8%	94.8%	-3.2%	92.9%	2.0%	95.7%	-2.9%	96.1%	-0.4%
Funeral Directing	97.0%	100.0%	-3.0%	100.0%	0.0%	95.2%	5.0%	73.3%	29.9%
Long Term Care Administrator	98.5%	n/a	100.0%	96.3%	-100.0%	94.4%	2.0%	93.1%	1.4%
Medicine	92.0%	90.3%	1.9%	96.5%	-6.4%	94.1%	2.6%	96.1%	-2.1%
Nurse Aide	98.3%	97.8%	0.5%	97.9%	-0.1%	97.5%	0.4%	98.1%	-0.6%
Nursing	94.9%	95.2%	-0.3%	96.3%	-1.1%	94.8%	1.6%	96.1%	-1.4%
Optometry	100.0%	92.9%	7.6%	100.0%	-7.1%	100.0%	0.0%	96.7%	3.4%
Pharmacy	98.0%	97.9%	0.1%	96.8%	1.1%	97.7%	-0.9%	96.7%	1.0%
Physical Therapy	97.2%	96.8%	0.4%	97.6%	-0.8%	95.3%	2.4%	98.4%	-3.2%
Psychology	91.5%	91.3%	0.2%	84.6%	7.9%	88.1%	-4.0%	89.4%	-1.5%
Social Work	89.1%	88.2%	1.0%	85.5%	3.2%	90.6%	-5.6%	96.3%	-5.9%
Veterinary Medicine	99.3%	95.8%	3.7%	97.6%	-1.8%	97.7%	-0.1%	95.2%	2.6%
Agency Total	94.3%	93.6%	0.8%	95.3%	-1.8%	94.6%	0.7%	95.6%	-1.0%

Percent of Positive Applicant Satisfaction

