

PEARSON VUE

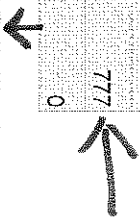
Exam Performance Summary
Pearson Confidential

XC Dec/13

Client Name:	Arizona Real Estate
Exam(s):	Active
Include Exams:	Exam
Type:	Exam
Test Center Region(s):	
Test Center Country(s):	
Test Center State(s):	
Appointment Date Range:	01 Dec 2013 to 31 Dec 2013

Printed By:	crandolph@azre.gov
Created By:	Administrator
Date as of:	01 Jan 2014

Number of Appointments:	808
Number No Shows:	20
Number Cancels:	12
Number Delivered:	777
Number of Graded Exams:	777
Number Currently Scheduled:	0



Exam Series Code	Exam Title	First Time Takers				Repeaters				Overall Statistics				
		Total Graded Exams	Total Passed	Total Failed	Pass Rate	Total Graded Exams	Total Passed	Total Failed	Pass Rate	Total Graded Exams	Total Passed	Total Failed	Pass Rate	Fail Rate
ReAZ-Broker	AZ Real Estate Broker	37	23	14	62%	20	13	7	65%	57	36	21	63%	37%
ReAZ-CemSal	AZ Cemetery Sales	5	5	0	100%	0	0	0	0%	5	5	0	100%	0%
ReAZ-Sales	AZ Real Estate Sales	414	288	126	70%	301	94	207	31%	715	382	333	53%	47%
Totals:		456	316	140	69%	321	107	214	33%	777	423	354	54%	46%

Exam Performance Summary

Pearson Confidential

XC Jan/14

Client Name:	Arizona Real Estate
Exam(s):	Active
Include Exams:	Exam
Type:	
Test Center Region(s):	
Test Center Country(s):	
Test Center State(s):	
Appointment Date Range:	01 Jan 2014 to 31 Jan 2014

Printed By:	crandolph@azre.gov
Created By:	Administrator
Date as of:	03 Feb 2014

Number of Appointments:	744
Number No Shows:	25
Number Cancels:	11
Number Delivered:	708
Number of Graded Exams:	708
Number Currently Scheduled:	0

Exam Series Code	Exam Title	First Time Takers				Repeaters				Overall Statistics				
		Total Graded Exams	Total Passed	Total Failed	Pass Rate	Total Graded Exams	Total Passed	Total Failed	Pass Rate	Total Graded Exams	Total Passed	Total Failed	Pass Rate	Fail Rate
ReAZ-Broker	AZ Real Estate Broker	43	28	15	65%	15	9	6	60%	58	37	21	64%	36%
ReAZ-CemBro	AZ Cemetery Broker	2	1	1	50%	1	1	0	100%	3	2	1	67%	33%
ReAZ-CemSal	AZ Cemetery Sales	5	4	1	80%	1	1	0	100%	6	5	1	83%	17%
ReAZ-MCS	AZ Membership Campground Sales	1	1	0	100%	0	0	0	0%	1	1	0	100%	0%
ReAZ-Sales	AZ Real Estate Sales	344	224	120	65%	296	105	191	35%	640	329	311	51%	49%
Totals:		395	258	137	65%	313	116	197	37%	708	374	334	53%	47%

PEARSON VUE

Exam Performance Summary
Pearson Confidential

LC Feb. 14

Client Name:	Arizona Real Estate
Example(s):	Active
Include Exams:	Exam
Type:	
Test Center Region(s):	
Test Center Country(s):	
Test Center State(s):	
Appointment Date Range:	01 Feb 2014 to 28 Feb 2014

Printed By:	ciandolph@azre.gov
Created By:	Administrator
Date as of:	02 Mar 2014

Number of Appointments:	790
Number No Shows:	25
Number Cancels:	13
Number Delivered:	757
Number of Graded Exams:	756
Number Currently Scheduled:	0

24

Exam Series Code	Exam Title	First Time Takers				Repeaters				Overall Statistics				
		Total Graded Exams	Total Passed	Total Failed	Pass Rate	Total Graded Exams	Total Passed	Total Failed	Pass Rate	Total Graded Exams	Total Passed	Total Failed	Pass Rate	Fail Rate
ReAZ-Broker	AZ Real Estate Broker	32	23	9	72%	20	7	13	35%	52	30	22	58%	42%
ReAZ-CemSal	AZ Cemetery Sales	6	5	1	83%	0	0	0	0%	6	5	1	83%	17%
ReAZ-Sales	AZ Real Estate Sales	404	266	138	66%	294	121	173	41%	598	387	311	55%	45%
Totals:		442	294	148	67%	314	128	186	41%	756	422	334	56%	44%

Licensing Division Statistics - FY 2014

XI

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	6-month	Year-end
ORIGINAL LICENSES														
Total Original Licenses	450	513	476	486	419	379	490	429					2723	3642
Sales	374	437	413	414	350	322	424	362					2310	3096
Broker	49	56	31	39	44	29	41	36					248	325
Entity	27	20	32	33	25	28	25	31					165	221
RENEWALS														
Total Renewals	2436	2781	2605	2567	2209	2227	2581	2405					14825	19811
In-Office	52	43	38	47	34	47	59	40					261	360
Online	2384	2738	2567	2520	2175	2180	2522	2365					14564	19451
% Online	98%	98%	99%	98%	98%	98%	98%	96%	0%	0%	0%	0%	98%	98%
SALES RENEWALS														
Total Sales Renewals	1704	1935	1835	1824	1491	1433	1683	1609					10222	13514
In-Office	30	21	21	23	11	28	24	12					134	170
Online	1674	1914	1814	1801	1480	1405	1659	1597					10088	13344
% Online	98%	99%	99%	99%	99%	98%	99%	99%	0%	0%	0%	0%	99%	99%
BROKER RENEWALS														
Total Broker Renewals	521	535	513	489	460	494	575	524					3012	4111
In-Office	12	7	12	9	8	10	9	12					58	79
Online	509	528	501	480	452	484	566	512					2954	4032
% Online	98%	99%	98%	98%	98%	98%	98%	98%	0%	0%	0%	0%	98%	98%
ENTITY RENEWALS														
Total Entity Renewals	209	282	246	239	239	270	310	260					1485	2055
In-Office	8	15	4	14	14	9	13	16					64	93
Online	201	267	242	225	225	261	297	244					1421	1962
% Online	96%	95%	98%	94%	94%	97%	96%	94%	0%	0%	0%	0%	96%	95%
BRANCH RENEWALS														
Total Branch Renewals	2	29	11	15	19	30	47	12					106	165
In-Office	2	0	1	1	1	0	13	0					5	18
Online	0	29	10	14	18	30	34	12					101	147
% Online	0%	100%	91%	93%	95%	100%	72%	100%	0%	0%	0%	0%	95%	89%
HIRE / SEVER ACTIONS														
Total Hire/Sever Renewals	2302	2483	2421	2363	2322	2478	3438	3301					14369	21108
In-Office	42	153	111	137	216	226	172	522					885	1579
Online	2260	2330	2310	2226	2106	2252	3266	2779					13484	19529
% Online	98%	94%	95%	94%	91%	91%	95%	84%	0%	0%	0%	0%	94%	93%
TRANSFER ACTIONS														
Total Transfer Actions	157	126	147	77	54	73	115	407					634	1156
In-Office	0	4	1	0	0	0	0	0					5	5
Online	157	122	146	77	54	73	115	407					629	1151
% Online	100%	97%	99%	100%	100%	100%	100%	100%	0%	0%	0%	0%	99%	100%
PERSONAL INFORMATION CHANGES														
Total Personal Information Changes	1481	1401	1374	1332	1034	1143	1527	1276					7765	10568
In-Office	52	29	41	30	4	33	45	38					189	272
Online	1429	1372	1333	1302	1030	1110	1482	1238					7576	10296
% Online	96%	98%	97%	98%	100%	97%	97%	97%	0%	0%	0%	0%	98%	97%
VERIFICATIONS														
Experience Verifications Processed	89	70	55	33	44	32	41	36					323	400
Experience Verifications Received	72	67	55	33	42	32	41	36					301	378

CUSTOMER SERVICE SURVEYS

Total Customer Service Surveys																
Excellent																
Good																
Neutral																
Bad																
% "Excellent" and "Good"	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

PHOENIX OFFICE

Number of Phone Calls	1186	1000	777	893	904	573	781	1132							5333	7246
Number of Walk-ins	584	617	620	617	502	517	653	564							3457	4674
Number of Transactions Processed	572	599	615	597	487	500	646	539							3370	4555

APPLICATION PROCESSING TIME (averages)

Original License (simple)	1	1	1	1	1	1	1	1							1	1
All Other Apps (simple)	1	1	1	1	1	1	1	1							1	1
Number of Mailed Applications Received	130	97	106	94	96	90	87	95							613	795
Pending Mailed Applications	0	0	0	3	0	0	21	0							1	3
Number of Name Approvals Received	73	68	62	65	37	67	79	77							372	528
Name Approval Forms Pending	0	0	0	0	0	0	0	0							0	0
Number of E&C Orders Rcv'd	19	36	34	16	26	28	20	21							159	200
E&C Division Orders Pending Process	0	0	0	0	0	0	0	0							0	0
Clearance Cards sent to DPS for recheck	0	40	120	20	40	20	60	60	20						240	380
Phone Calls not responded to	0	0	0	0	0	0	0	0							0	0
Broker Entity Applications/Scans Pending	0	0	0	0	0	0	0	0							0	0
Message Center emails received	724	894	660	749	691	574	1044	731							4292	6067
Message Center emails answered	724	894	660	749	691	574	1044	731							4292	6067

Education Division Statistics - FY 2014

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	6-month	Year-end
APPLICATIONS														
Applications Received	237	122	121	126	112	99	135	110					817	1062
Prior Month Pending	36													
Pending Applications	28	22	19	13	11	31	30	12					21	21
Applications Processed	245	128	124	132	114	79	136	128					822	1086
School	10	9	7	4	3	3	0	7					36	43
Course	115	67	52	39	48	25	72	37					346	455
Distance Learning	23	13	16	5	4	3	2	1					64	67
Instructor	88	34	48	80	55	42	57	74					347	478
Owners ST of Qualifications	9	5	1	4	4	6	5	9					29	43
PROCESSING TIME (DAYS)														
Original Approvals	8	6	4	6	7	7	6	9					6	7
Expedited Approvals	1	1	1	1	1	1	1	1					1	1
Complex	35	31	17	3	4	14	20	1					17	16
Average age of pending applications	10	31	5	10	7	10	8	6					12	11
STATUS REPORT														
Pending School Applications	1	0	0	2	1	0	1	0					1	1
Pending Course Applications	9	1	7	4	0	8	8	5					5	5
Pending Instructor Applications	0	1	1	3	0	7	7	2					2	3
Pending Distance Learning Applications	11	1	0	0	1	1	0	1					2	2
Pending Owner/Administrator Applications	1	1	0	2	1	0	0	0					1	1
Pending School Renewal Applications	0	0	0	0	0	0	1	1					0	0
Pending Course Renewal Applications	1	3	3	3	4	6	0	0					3	3
Pending Instructor Renewal Applications	3	1	2	1	2	4	3	2					2	2
Pending Distance Learning Renewal Applications	9	11	0	0	0	1	0	0					4	3
Pending Expedited Course Applications	0	0	0	0	0	0	0	0					0	0
Pending Expedited Instructor Applications	1	3	6	4	2	4	10	1					3	4
Number of Schools- Active Status (Includes Branches)	205	207	203	203	205	206	205	205					205	205
Number of Active-Status Courses	2849	2833	2788	2693	2665	2642	2638	2652					2745	2720
Number of Instructors	1048	1035	1024	1006	988	976	970	988					1013	1004
Education Audits Conducted	0	0	0	0	0	0	0	0					0	0
Volunteer Monitor Assignments	5	48	42	54	47	47	52	51					243	346
Number of 14-Day Course Notices Entered (not online)	5	6	13	12	10	2	3	10					48	61
Processing Time - Waivers (Days)	5	2	5	10	9	1	6	25					5	8
Number of Staff (Average)	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0					2.0	2.0
Walk-ins	10	4	5	2	5	4	3	8					30	41
Phone Calls	600	367	212	500	578	478	650	560					2735	3945
E-Mails	300	260	400	712	450	685	800	750					2807	4357
Exams administered	830	846	788	887	739	777	708	756					4867	6331
Broker	75	82	66	75	63	57	58	52					418	528
Sales	749	757	720	808	668	715	640	698					4417	5755
Other	6	7	2	4	8	5	10	6					32	48