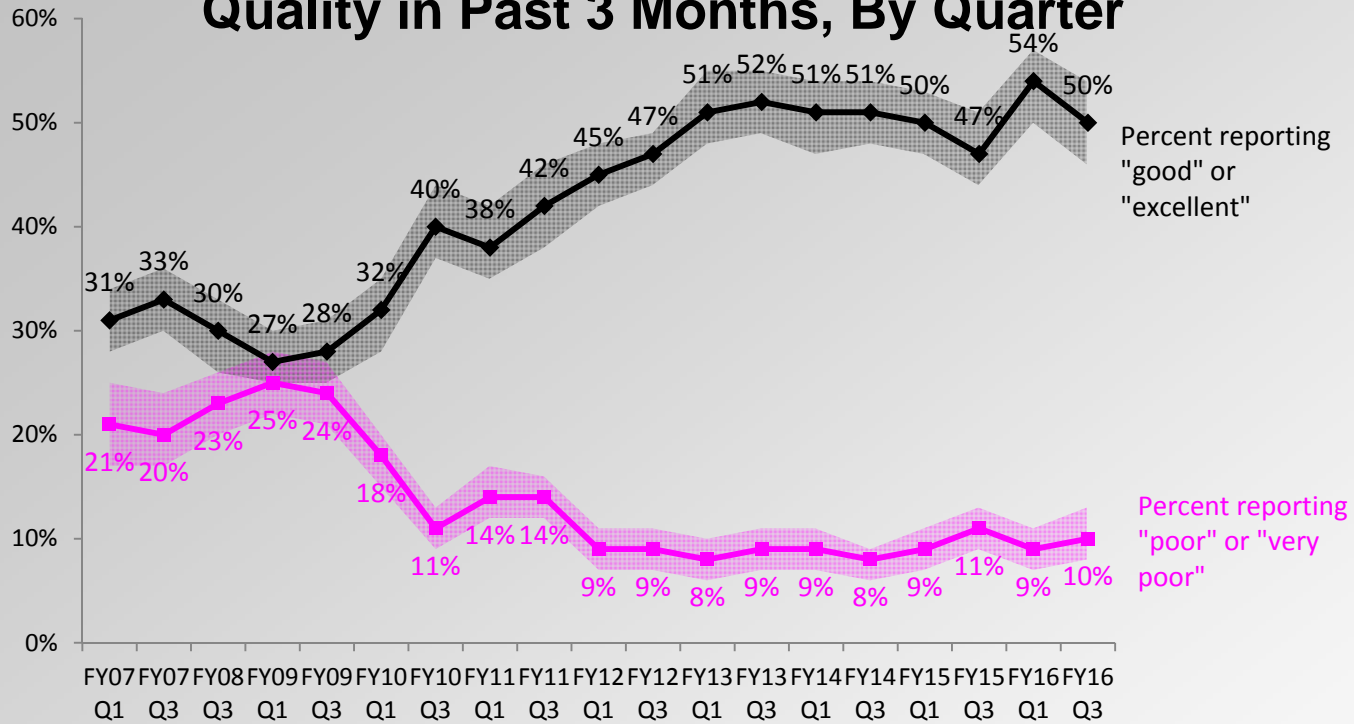


Percent Positive and Negative Ratings of Overall Examination Quality in Past 3 Months, By Quarter



Between FY16-Q1 and FY16-Q3, the percentage of customers reporting that overall examination quality was “poor” or “very poor” increased slightly from 9% to 10% and the percentage of customers reporting that overall examination quality was “good” or “excellent” decreased from 54% to 50%. Neither of these changes were statistically significant.

In FY16-Q3, five in ten customers reported the overall examination quality was “good” or “excellent” and only one in ten customers reported that overall examination quality was “poor” or “very poor”.

Note 1: The gray and pink areas around the lines represent the 95% upper and lower confidence interval limits for the percents reported.
 Note 2: In earlier waves, Q8 was Q7; the Wave 25 numbering is used here.