

# SOUTH DAKOTA BOARD OF ACCOUNTANCY

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# Agenda South Dakota Board of Accountancy Meeting Conference Call 9:00 a.m. (CT) September 17, 2012

A=Action	
D=Discussion	
I=Information	Page
A-Approval of Minutes of Meeting August 15, 2012	2-4
A-Approval of Certificates & Firm Permits	5-6
A-Financial Statements through August 2012	7-17
D-Executive Director's Report	18-19
NASBA	
Candidate Care Report 2Q12	20-22
EXECUTIVE SESSION	
Equivalent Reviews, South Dakota Reviews and follow ups for Board Approval	Spt. Pkt.
FUTURE MEETING DATES (all times CT) October 15 – 8:30 – Tentative (Pierre)	



# SOUTH DAKOTA BOARD OF ACCOUNTANCY

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South Dakota Board of Accountancy Meeting
Minutes of Meeting
Holiday Inn City Centre – Conference Room
August 15, 2012

The Board of Accountancy held a meeting at the Holiday Inn City Centre – Conference Room in Sioux Falls, SD on Wednesday, August 15, 2012. Chair Holly Brunick called the meeting to order at 8:35 a.m.

The following members were present: Holly Brunick, David Olson, John Linn, Jr., John Mitchell, and John Peterson. Marty Guindon joined the meeting via conference call. A quorum was present.

Also present were Nicole Kasin, Executive Director; Julie Iverson, Senior Secretary; Tricia Nussbaum, Secretary; Aaron Arnold, Legal Counsel; and Todd Kolden, Department of Labor & Regulation.

A motion was made by David Olson and seconded by John Linn, Jr. to approve the election of Board officers as follows: John Mitchell -Chair, John Linn, Jr. -Vice Chair, and John Peterson-Secretary/Treasurer. The motion unanimously carried.

A motion was made by John Linn, Jr. and seconded by John Mitchell to approve July 16, 2012, meeting minutes. The motion unanimously carried.

A motion was made by John Mitchell and seconded by John Linn, Jr. to approve the issuance of individual certificates and firm permits through August 10, 2012. The motion unanimously carried.

A motion was made by David Olson and seconded by John Mitchell to approve the financial statements through July 2012. The motion unanimously carried.

Ted Lodden, NASBA Regional Director joined the meeting at 8:46 a.m.

Ted Lodden gave a presentation on the key issues with NASBA. The Board complemented Ted on his work as the Regional Director and is pleased that NASBA is becoming more member driven.

Ted Lodden left the meeting at 9:45 a.m.

The Board presented David Olson with a certificate of appreciation for his years of service to the Board as his appointment ends October 30, 2012.

The Board discussed the annual conference for NASBA which will be held October 28-31, 2012. The International Form will be held October 31 and November 1, 2012. The location of the meetings will be in Orlando, FL at Walt Disney World Swan and Dolphin Resort.

A motion was made by John Peterson and seconded by David Olson to approve travel for two board members and the Executive Director to attend the NASBA annual conference in Orlando, FL on October 28-31, 2012 and for one board member and the executive director to attend the International Forum in Orlando, FL on October 31 and November 1, 2012. The motion unanimously carried. The Executive Director will submit the necessary documents for travel.

The Board reviewed and discussed the FY14 Proposed Budget.

A motion was made by John Linn, Jr. and seconded by John Peterson to approve the FY14 Budget as presented. The motion unanimously carried.

The Board reviewed an individual's request for a handbook that was written by them to be considered for 60 CPE hours for the period of July 1, 2011 to June 30, 2012.

A motion was made by Holly Brunick and seconded by John Linn, Jr. to approve the request for a handbook to be used as 60 hours of CPE for the period of July 1, 2011 to June 30, 2012 for Jerry Noonan. The motion unanimously carried.

Executive Director Kasin explained firm data, CPA exam candidates, and online license renewals in her report. The Board became aware that the CPA exam candidates will now be able to complete & submit a re-exam application online. The Board reviewed the online renewal statistics.

The Board discussed approving NASBA International Evaluation Services as an international transcript evaluation service provider for CPA examination candidates.

A motion was made by John Linn, Jr. and seconded by John Mitchell to approve NASBA International Evaluation Services as an acceptable international transcript evaluation service provider for CPA exam candidates and to add it to the approved list of providers. The motion unanimously carried.

A motion was made by David Olson and seconded by John Linn, Jr. to enter into executive session for the deliberative process for peer reviews and follow-ups. The motion unanimously carried.

The Board came out of executive session.

A motion was made by David Olson and seconded by John Linn, Jr. to accept the peer reviews and follow-up as discussed in executive session. The motion unanimously carried.

Douglas Hruby joined the meeting at 10:20 a.m. Todd Kolden left the meeting at 10:21 a.m.

### Hearing at 10:32 a.m. for Douglas Hruby

Present were Board Legal Counsel Aaron Arnold, Board Chair John Mitchell, Vice Chair John Linn, Jr., Secretary-Treasurer John Peterson, Board Members Holly Brunick, Dave Olson, and Marty Guindon-via conference call. Others present were staff members Nicole Kasin, Executive Director; Julie Iverson, Senior Secretary; Tricia Nussbaum, Secretary; and Douglas Hruby.

Board Legal Counsel Aaron Arnold presented the Board's case. Douglas Hruby represented himself at the hearing and presented his case. The Board closed the hearing at 11:03 a.m.

A motion was made by David Olson and seconded by John Mitchell to enter into executive session for the purpose of deliberation. The motion unanimously carried.

The Board came out of executive session.

A motion was made by John Linn, Jr. and seconded by John Mitchell to have Douglas Hruby's 18 CPE hours submitted in July 2012 rolled back to the period ending June 30, 2012. Mr. Hruby is required to pay an administrative fine of \$550 by August 31, 2012. Mr. Hruby is publicly reprimanded for the pattern of noncompliance with respect to CPE requirements and his attempt to shift his responsibility to the Board Staff. The conditions of the August 2011 Negotiated Consent Agreement is still in force. Mr. Hruby will have a CPE audit for the next three reporting periods. Mr. Hruby's license is considered renewed as of August 1, 2012. The motion unanimously carried. Aaron Arnold will prepare the findings of fact, conclusions of law and order.

Douglas Hruby and David Olson left the meeting at 11:55 a.m.

### Hearing at 11:56 a.m. for Brian Mallin

Present were Board Legal Counsel Aaron Arnold, Board Chair John Mitchell, Vice Chair John Linn, Jr., Secretary-Treasurer John Peterson, Board Members Holly Brunick and Marty Guindon-via

conference call. Others present were staff members Nicole Kasin, Executive Director; Julie Iverson, Senior Secretary; and Tricia Nussbaum, Secretary.

Board Legal Counsel Aaron Arnold presented the Board's case. The Board closed the hearing at 12:18 p.m.

A motion was made by John Linn, Jr. and seconded by Holly Brunick to enter into executive session for the purpose of deliberation. The motion carried 5 ave: 1 excused (Olson).

The Board came out of executive session.

A motion was made by John Linn, Jr. and seconded by Holly Brunick to accept the surrender of certificate by Mr. Mallin and if Mr. Mallin applies for licensure within the five years from August 15. 2012, he shall appear, in person, before the Board prior to the issuance of a certificate. The motion carried 5 aye; 1 excused (Olson). Aaron Arnold will prepare the findings of fact, conclusions of law. and order.

The Board took a break for lunch. The Board resumed the regular Board Meeting at 1:16 p.m.

Marty Guindon re-joined the meeting after the lunch break at 1:24 p.m. via conference call.

The following people with the South Dakota CPA Society joined the meeting at 1:30 p.m.: Joylynn Buus, Jay Tolsma, Leah Van Dam, and Laura Coome.

The Board and representatives from the SD CPA Society discussed the firm fee data.

Holly Brunick left the meeting at 1:38 p.m.

The following people with the South Dakota CPA Society left the meeting at 2:39 p.m.: Joylynn Buus, Jay Tolsma, Leah Van Dam, and Laura Coome.

The Board completed the NASBA Regional Director's quarterly focus questions.

The Board discussed PROC for SD Peer Reviews. Executive Director Kasin will set up a monitoring report on SD Peer Reviewers and work with a committee of two Board members to monitor the information.

The Board briefly discussed NASBA's Board of Directors April 2012 Meeting Minutes and the Board of Directors July 2012 Meeting Highlights.

### **FUTURE MEETING DATES (all times CT)** September 17 - 9:00 - Conference Call October 15 – 8:30 – Tentative (Pierre)

A motion was made by John Linn, Jr. and seconded by Marty Guindon to adjourn the meeting. The motion carried 4 aye; 2 excused (Olson, Brunick).

A, Chair
John Peterson, Sec/Treas

# CERTIFIED PUBLIC ACCOUNTANT CERTIFICATES BOARD COPY

## **Issued Through September 11, 2012**

Number	Name	<b>Date Issued</b>	Location
3043	Kenneth Jansons	8/17/12	Grand Junction, CO
3044	Mary Kathryn Anthony	8/29/12	Watertown, SD
3045	Kristin M. Hoff	9/06/12	Sioux Falls, SD

# FIRM PERMITS TO PRACTICE PUBLIC ACCOUNTANCY BOARD COPY

## Issued Through September 11, 2012

Number	Name	Date Issued	Basis/Comments
1594	Myslajek, Ltd. St. Louis Park, MN	09/06/12	New Firm

130

PAGE

STATE OF SOUTH DAKOTA CASH CENTER BALANCES AS OF: 08/31/2012 AGENCY: 10 LABOR & REGULATION BUDGET UNIT: 1031 BOARD OF ACCOUNTANCY

BOARD OF ACCOUNTANCY CENTER DESCRIPTION DR \*\*\* DR \*\* DR/CR DR \* 407,978.11 DR 407,978.11 407,978.11 407,978.11 BALANCE ACCOUNT 6503 103100061802 1140000 COMP/BUDG UNIT TOTAL 6503 1031 COMPANY/SOURCE TOTAL 6503 618 1031 CENTER BUDGET UNIT TOTAL COMPANY

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# STATE OF SOUTH DAKOTA MONTHLY EXPENDITURE REPORT FOR PERIOD ENDING: 08/31/2012

BA0205A5 09/01/2012

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BOARD OF ACCOUNTANCY
BOARD OF ACCOUNTANCY AGENCY 10 BUDGET UNIT 1031 CENTER-5 10310

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COMPANY NO 6503 COMPANY NAME PROF	ESSIONAL &	LICENSING BOARDS							
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OBJSUB: 5101010 6503 103100061802 510 6503 103100061802 510 6503 103100061802 510	510100 F-T EMP SAL 51010200 51010200 51010200	& WAGES CGEX120726 CGEX120813 CGEX120828	08/01/2012 08/17/2012 08/31/2012					8,908.01 786.48 883.92 800.40	DR *
OBJSUB: 5101020 6503 103100061802 510	020 P-T/TEMP EMP 51010300 CG	IP SAL & WAGES CGEX120828	08/31/2012					2,470.80	DR +
OBJSUB: 5101030 OBJECT: 5101 6503 103100061802 510 6503 103100061802 510 6503 103100061802 510 6503 103100061802 510	BOARD & COM EMPLOYEE SA 20100 20100 20100	COMM MBRS FEES   SALARIES   CGEX120726   CGEX120813   CGEX120828   CGEX120829	08/01/2012 08/17/2012 08/31/2012 08/31/2012	205364				300.00 11,678.81 262.94 305.35 291.93	DR * *
OBJSUB: 5102010 6503 103100061802 510 6503 103100061802 510 6503 103100061802 510	OASI-EMPLOY 20200 20200 20200	SHARE 120726 120813 120828	08/01/2012 08/17/2012 08/31/2012					860.91 220.11 241.68 220.94	OR *
OBJSUB: 5102020 6503 103100061802 5102 6503 103100061802 5102 6503 103100061802 5102	RETIREMENT- 0600 0600 0600	SHARE IX120726 IX120813 IX120828	08/01/2012 08/17/2012 08/31/2012					682.73 791.88 791.88 791.88	OR *
OBJSUB: 5102060 6503 103100061802 510 6503 103100061802 510 6503 103100061802 510	HEALTH/LIFE 20800 20800 20800	INSER SHARE CGEX120726 CGEX120813 CGEX120828	08/01/2012 08/17/2012 08/31/2012					2,375.64 5.87 6.44 5.89	OR *
OBJSUB: 5102080 6503 103100061802 510 6503 103100061802 510 6503 103100061802 510	WORKER'S CK 20900 20900	COMPENSATION CGEX120726 CGEX120813 CGEX120828	08/01/2012 08/17/2012 08/31/2012					18.20 2.75 3.02 2.76	DR *
OBJSUB: 5102090 OBJECT: 5102 GROUP: 51 103100061802 520	UNEMPLOYMEN EMPLOYEE BE PERSONAL SE 30100	ENT COMPENSATION BENEFITS SERVICES MP307054	08/31/2012					8.53 3,946.01 15,624.82 188.76	DR * DR ** DR ***
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AGENCY 10 LABOR ACCOUNTANCY
ENDGET UNIT 1031 BOARD OF ACCOUNTANCY

BA0205A5 09/01/2012

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6503 1	OBJSUB: 5203 103100061802	5203030 AUTO-PRIV 802 52031000	(IN-ST.) H/RTE CGEX120821	08/22/2012	192814				446.96 100.00	DR *
6503 1	OBJSUB: 5203100 103100061802 520	3100 LODGING/IN-STATE 52031400 CGEX1	N-STATE CGEX120829	08/31/2012	205364				100.00	DR *
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6503 1	OBJSUB: 5204010 103100061802 520	4010 SUBSCRIPTIONS 52041600 TR	IONS TR307010	08/31/2012					109.00 77.00	DR *
6503 1	OBJSUB: 5204160 103100061802 520	WORKSHOP 41800	REGISTRATION FEE DP307099	08/31/2012					77.00 178.00	DR *
6503 1	OBJSUB: 5204180 103100061802 520	COMPUTER 42200	SERVICES-STATE INV1114260	08/31/2012	02007498	MARCOINC	12201534		178.00 14.30	DR +
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6503 1	OBJSUB: 5204460 103100061802 520	EQUIPMENT 44900	RENTAL ACCOUNTRENT2012	08/24/2012	02006381	MCGINNISRO	12074040		93.60 1,269.45	DR *
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J	OBJSUB: 5204	5204530 TELECOMMUNICATIONS	IICATIONS SRVCS						287.28	DR *

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# STATE OF SOUTH DAKOTA MONTHLY EXPENDITURE REPORT FOR PERIOD ENDING: 08/31/2012

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ACCOUNTANCY ACCOUNTANCY	DOCUMENT NUMBER	5159417006 0712	ELECTRICITY 105996	R CI103A-020 CI103A-020 CI103A-020	BANK FEES AND CHARGES 13443083	OTHER CONTRACTUAL SERVICE CONTRACTUAL SERVICES 1636978-0 1639640-0 355723 & 356145	CE SUPPLIES 36154	PRINTING-COMMERCIAL SUPPLIES & MATERIALS T102-140 T103-008	OPER TRANS OUT -NON BUDGT NONOP EXP/NONBGTD OP TR OPERATING EXPENSES
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# South Dakota Board of Accountancy Balance Sheet

As of August 31, 2012

,	Aug 31, 12
ASSETS Current Assets	
Checking/Savings 1130000 · Local Checking - US Bank 1140000 · Pool Cash State of SD	283.53 407,978.11
Total Checking/Savings	408,261.64
Other Current Assets 1131000 · Cash-Security Lending Collatera 1213000 · Investment Income Receivable	14,957.90 1,806.99
Total Other Current Assets	16,764.89
Total Current Assets	425,026.53
Fixed Assets 1670000 · Computer Software Original Cost	140,063.23
1770000 · Depreciation	-106,869.61
Total 1670000 · Computer Software	33,193.62
Total Fixed Assets	33,193.62
TOTAL ASSETS	458,220.15
LIABILITIES & EQUITY Liabilities Current Liabilities Accounts Payable	
2110000 · Accounts Payable	3,092.99
Total Accounts Payable	3,092.99
Other Current Liabilities 2810000 · Amounts Held for Others	32,399.89
Total Other Current Liabilities	32,399.89
Total Current Liabilities	35,492.88
Long Term Liabilities 2960000 · Compensated Absences Payable	12,338.53
Total Long Term LiabIlities	12,338.53
Total Liabilities	47,831.41
Equity 3220000 · Unrestricted Net Assets 3300100 · Invested In Capital Assets 3900 · Retained Earnings Net Income	223,165.12 33,193.62 51,005.60 103,024.40
Total Equity	410,388.74
TOTAL LIABILITIES & EQUITY	458,220.15

# **South Dakota Board of Accountancy** Profit & Loss Budget vs. Actual July through August 2012

	Jul - Aug 12	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
4293550 Initial Individual Certificate	525.00	3,000.00	-2,475.00	17.5%
4293551 · Certificate Renewals-Active	46,400.00	46,000.00	400.00	100.9%
4293552 · Certificate Renewals-Inactive	16,100.00	18,000.00	-1,900.00	89.4%
4293553 · Certificate Renewals-Retired 4293554 · Initial Firm Permits	450.00	700.00	-250.00	64.3%
4293555 · Firm Permit Renewals	350.00 17,250.00	1,250.00	-900.00	28.0%
4293557 · Initial Audit	90.00	17,000.00 750.00	250.00 -660.00	101.5%
4293558 · Re-Exam Audit	420.00	2,340.00	-1,920.00	12.0% 17.9%
4293561 · Late Fees-Certificate Renewals	1,600.00	4,000.00	-2,400.00	40.0%
4293563 · Late Fees-Firm Permit Renewals	350.00	800.00	-450.00	43.8%
4293564 · Late Fees-Peer Review	50.00	1,100.00	-1,050.00	4.5%
4293566 · Firm Permit Inidividual	63,505.00	64,000.00	-495.00	99.2%
4293567 Peer Review Admin Fee	75.00	5,650.00	-5,575.00	1.3%
4293568 · Firm Permit Name Change	0.00	100.00	-100.00	0.0%
4293569 · Initial FAR 4293570 · Initial REG	120.00	1,140.00	-1,020.00	10.5%
4293570 · Initial REG 4293571 · Initial BEC	60.00	660.00	-600.00	9.1%
4293572 · Re-Exam FAR	120.00 540.00	930.00	-810.00	12.9%
4293573 · Re-Exam REG	540.00	1,710.00	-1,170.00	31.6%
REFUNDS	0.00			
4293573 · Re-Exam REG - Other	390,00	1,800.00	-1,410.00	21.7%
Total 4293573 · Re-Exam REG	390.00			
	390.00	1,800.00	-1,410.00	21.7%
4293574 · Re-Exam BEC 5208009 · REFUNDS	0.00			
4293574 · Re-Exam BEC - Other	0.00	4 000 00	4 500 00	04.007
= = = + +	420.00	1,980.00	-1,560.00	21.2%
Total 4293574 · Re-Exam BEC	420.00	1,980.00	-1,560.00	21.2%
4491000 · Interest and Dividend Revenue	0.00	9,000.00	-9,000.00	0.0%
4896021 · Legal Recovery Cost	550.00	1,000.00	-450.00	55.0%
Total Income	149,365.00	182,910.00	-33,545.00	81.7%
Gross Profit	149,365.00	182,910.00	-33,545.00	81.7%
Expense				
5101010 · F-T Emp Sal & Wages	14,148.02	68,843.00	-54,694,98	20.6%
5101020 · P-T/Temp Emp Sal & Wages	3,801.56	17,769.00	-13,967.44	21.4%
5101030 · Board & Comm Mbrs Fees	840.00	4,138.00	-3,298.00	20.3%
5102010 · OASI-Employer's Share	1,370.59	6,918.00	-5,547.41	19.8%
5102020 · Retirement-ER Share	1,076.97	5,445.00	-4,368.03	19.8%
5102060 · Health /Life InsER Share	3,959.40	19,005.00	-15,045.60	20.8%
5102080 · Worker's Compensation 5102090 · Unemployment Insurance	28.71	254.00	-225.29	11.3%
5203010 · AutoState Owned	13.47 188.76	91.00	-77.53	14.8%
5203020 · Auto-Private-Ownes Low Mileage	0.00	600.00 400.00	-411,24 -400.00	31.5%
5203030 · In State-Auto- Priv. High Miles	446.96	1,500.00	-1,053.04	0.0% 29.8%
5203100 · In State-Lodging	286.00	1,000.00	-714.00	28.6%
5203120 · In State-Incidentals to Travel	0.00	100.00	-100.00	0.0%
5203140 · InState-Tax Meals Not Overnigt	23.00	100.00	-77.00	23.0%
5203150 · InState-Non-Tax Meals OverNight	168.00	400.00	-232.00	42.0%
5203220 · OS-Auto Private Low Mileage	90.40			
5203230 · OS-Auto Private High Mileage	0.00	100.00	-100.00	0.0%
5203260 · OS-Air Commercial Carrier 5203280 · OS-Other Public Carrier	2,163.63	5,700.00	-3,536.37	38.0%
5203300 · OS-Lodging	110.00 3,299.98	500.00 7.800.00	-390.00 4.600.03	22.0%
5203320 · OS-Incidentals to Travel	3,299.98 241.00	7,800.00 350.00	-4,500.02 -109.00	42.3% 68.0%
5203350 · OS-Non-Taxable Meals Overnight	452.00	1,200.00	-748.00	68.9% 37 <b>.7</b> %
5204010 · Subscriptions	109.00	1,500.00	-1,391.00	7.3%
5204020 · Dues and Membership Fees	0.00	3,900.00	-3,900.00	0.0%
5204030 · Legal Document Fees	0.00	500.00	-500.00	0.0%
5204040 · Consultant Fees-Accounting	0.00	6,700.00	-6,700.00	0.0%
5204160 · Workshop Registration Fees	77.00	6,000.00	-5,923.00	1.3%
5204180 · Computer Services-State	75.00	600.00	-525.00	12.5%

# **South Dakota Board of Accountancy** Profit & Loss Budget vs. Actual July through August 2012

		Jul - Aug 12	Budget	\$ Over Budget	% of Budget
5204181 · Computer Develop	ment Serv-State	103.00	10,400.00	-10,297.00	1.0%
5204200 · Central Services		1,196.64	7,000.00	-5,803.36	17.1%
5204220 · Equipment Service	& Maintenance	17.95	300.00	-282.05	6.0%
5204230 · Janitorial/Maintena	nce Services	245.72	1,560.00	-1,314.28	15.8%
5204340 · Computer Software	Maintenance	1,076.25	1,000.00	76.25	107.6%
5204360 Advertising-Newspa		195.00	1,500.00	-1,305.00	13.0%
5204440 · Newsletter Publishi	ng	0.00	1,100.00	-1,100.00	0.0%
5204460 · Equipment Rental	•	784.20	4,500.00	-3,715.80	17.4%
5204480 - Microfilm and Photo	ography	0.00	700.00	-700.00	0.0%
5204490 · Rents Privately Own	ned Property	2,538.90	15,531.00	-12,992.10	16.3%
5204510 · Rent-Other		255.17			
5204530 · Telecommunication	s Services	295.81	2,500.00	-2,204.19	11.8%
5204540 · Electricity		94.55	865.00	-770.45	10.9%
5204560 · Water		22.35	240.00	-217.65	9.3%
5204590 · Insurance Premium	s/Surety Bonds	0.00	1,710.00	-1,710.00	0.0%
5204740 · Bank Fees and Cha		2,209.88	3,200.00	-990.12	69.1%
5205020 · Office Supplies	_	137,84	2,000.00	-1,862.16	6.9%
5205310 · Printing State		0.00	500.00	-500.00	0.0%
5205320 · Printing/Duplicating	/Binding Co	47.70	1,000.00	-952.30	4.8%
5205330 · Supplemental Publi		0.00	700.00	-700.00	0.0%
5205340 · Microfilm Supplies/	Materials	0.00	300.00	-300.00	0.0%
5205350 - Postage		26.64	3,100.00	-3,073.36	0.9%
5207430 · Office Machines		0.00	100.00	-100.00	0.0%
5207900 - Computer Hardward	9	1,225.00	4,800.00	-3,575.00	25.5%
5207950 · System Developme	nt	0.00	500.00	-500.00	0.0%
5207955 · Computer Hardward	e Other	0.00	500.00	-500.00	0.0%
5207960 · Computer Software		0.00	500.00	-500.00	0.0%
5228000 · Operating Transfers	s Out-NonBudg	886,83	7,400.00	-6,513.17	12.0%
5228030 · Depreciation Expen	se	2,011.72	12,070.40	-10,058.68	16.7%
Total Expense		46,340.60	246,989.40	-200,648.80	18.8%
Net Ordinary Income		103,024.40	-64,079.40	167,103.80	-160.8%
Net Income		103,024.40	-64,079.40	167,103.80	-160.8%

# South Dakota Board of Accountancy PREVIOUS YEAR MONTHLY COMPARISON

August 2012

	Aug 12	Aug 11	\$ Change	% Change
Ordinary Income/Expense				
Income	200.00	205.00	75.00	22.20/
4293550 · Initial Individual Certificate 4293551 · Certificate Renewals-Active	300.00 6,050.00	225.00 11,200.00	75.00 -5,150.00	33.3% -46.0%
4293552 · Certificate Renewals-Inactive	2,100,00	4,400.00	-2,300.00	-52.3%
4293553 · Certificate Renewals-Retired	100.00	150.00	-50.00	-33.3%
4293554 · Initial Firm Permits	50.00	200.00	-150.00	-75.0%
4293555 · Firm Permit Renewals	2,150.00	4,050.00	-1,900.00	-46.9%
4293557 · Initial Audit	0.00	30.00	-30.00	-100.0%
4293558 · Re-Exam Audit	180.00	60.00	120.00	200.0%
4293561 · Late Fees-Certificate Renewals 4293563 · Late Fees-Firm Permit Renewals	1,600.00	2,300.00	-700.00	-30.4%
4293564 · Late Fees-Peer Review	350.00 0.00	500.00 50.00	-150.00 -50.00	-30.0% - <b>10</b> 0.0%
4293566 · Firm Permit Inidividual	10,465.00	24,310.00	-13,845.00	-57.0%
4293567 · Peer Review Admin Fee	0.00	75.00	-75.00	-100.0%
4293568 · Firm Permit Name Change	0.00	25.00	-25.00	-100.0%
4293569 - Initial FAR	90.00	30.00	60.00	200.0%
4293570 · Initial REG	0.00	30.00	-30.00	-100.0%
4293571 · Inital BEC	60.00	30.00	30.00	100.0%
4293572 · Re-Exam FAR 4293573 · Re-Exam REG	300.00 240.00	120.00 90.00	180.00 150.00	150.0% 166.7%
4293574 · Re-Exam BEC	120.00	90.00	30.00	33.3%
4896021 · Legal Recovery Cost	550.00	650.00	-100.00	-15.4%
Total Income	24,705.00	48,615.00	-23,910.00	-49.2%
Gross Profit	24,705.00	48,615.00	-23,910.00	-49.2%
Expense				
5101010 · F-T Emp Sal & Wages	8,908.01	5,211.36	3,696.65	70.9%
5101020 · P-T/Temp Emp Sal & Wages	2,470.80	1,526.69	944.11	61.8%
5101030 · Board & Comm Mbrs Fees	300.00	360.00	-60.00	-16.7%
5102010 · OASI-Employer's Share	860.91	503.52	357.39	71.0%
5102020 Retirement-ER Share	682.73	404.29	278.44	68.9%
5102060 · Health /Life InsER Share 5102080 · Worker's Compensation	2,375.64 18.20	1,533.78 18.86	841.86 -0.66	54.9% -3.5%
5102000 • Worker's Compensation 5102090 • Unemployment Insurance	8.53	6.75	1.78	26.4%
5203010 · AutoState Owned	188.76	0.00	188.76	100.0%
5203020 · Auto-Private-Ownes Low Mileage	0.00	180.80	-180.80	-100.0%
5203030 · In State-Auto- Priv. High Miles	446.96	446.96	0.00	0.0%
5203100 · In State-Lodging	186.00	407.50	-221.50	-54.4%
5203140 · InState-Tax Meals Not Overnigt	9.00	9.00	0.00	0.0%
5203150 · InState-Non-Tax Meals OverNight 5203260 · OS-Air Commercial Carrier	116.00	130.00	-14.00	-10.8%
5203280 · OS-Other Public Carrier	640.30 40.00	0.00 0.00	640.30 40.00	100.0% 100.0%
5203300 · OS-Lodging	1,092.46	0.00	1,092.46	100.0%
5203320 · OS-Incidentals to Travel	50.00	0.00	50.00	100.0%
5203350 · OS-Non-Taxable Meals Overnight	140.00	0.00	140.00	100.0%
5204010 · Subscriptions	109.00	0.00	109.00	100.0%
5204160 · Workshop Registration Fees	77.00	0.00	77.00	100.0%
5204180 · Computer Services-State 5204181 · Computer Development Serv-State	0.00 0.00	60.00 598.00	-60.00 -598.00	-100.0% -100.0%
5204200 · Central Services	0.00	158.67	-158.67	-100.0%
5204220 · Equipment Service & Maintenance	14.30	13.16	1.14	8.7%
5204230 · Janitorial/Maintenance Services	122.86	119.86	3.00	2.5%
5204340 · Computer Software Maintenance	548.75	212.50	336.25	158.2%
5204460 · Equipment Rental	690.60	690.60	0.00	0.0%
5204480 Microfilm and Photography	0.00	462.66	-462.66	-100.0%
5204490 · Rents Privately Owned Property	1,269.45	1,269.45	0.00	0.0%
5204510 · Rent-Other 5204530 · Telecommunications Services	255.17 95.00	0.00 260.18	255.17 -165.18	100.0% -63.5%
5204540 · Electricity	43.93	72.73	-105.16 -28.80	-03.5% -39.6%
5204740 · Bank Fees and Charges	1,768.21	1,873.01	-104.80	-5.6%
5205020 · Office Supplies	96.07	17.64	78.43	444.6%
5205320 · Printing/Duplicating/Binding Co	27.00	36.00	-9.00	-25.0%

# South Dakota Board of Accountancy PREVIOUS YEAR MONTHLY COMPARISON August 2012

	Aug 12	Aug 11	\$ Change	% Change
5228000 · Operating Transfers Out-NonBudg 5228030 · Depreciation Expense	886.83 1,005.86	469.94 1,005.86	416.89 0.00	88.7% 0.0%
Total Expense	25,544.33	18,059.77	7,484.56	41.4%
Net Ordinary Income	-839.33	30,555.23	-31,394.56	-102.8%
Net Income	-839.33	30,555.23	-31,394.56	-102.8%

# South Dakota Board of Accountancy PREVIOUS YEAR TO DATE MONTHLY COMPARISON

July through August 2012

	Jul - Aug 12	Jul - Aug 11	\$ Change	% Change
Ordinary Income/Expense				
Income	505.00	500.00	05.00	5.0%
4293550 · Initial Individual Certificate 4293551 · Certificate Renewals-Active	525.00 46,400.00	500.00 46,350.00	25.00 50.00	0.1%
4293552 · Certificate Renewals-Inactive	16,100.00	16,250.00	-150.00	-0.9%
4293553 · Certificate Renewals-Retired	450.00	390.00	60.00	15.4%
4293554 · Initial Firm Permits	350.00	350.00	0.00	0.0%
4293555 · Firm Permit Renewals	17,250.00	17,150.00	100.00	0.6%
4293557 · Initial Audit	90.00	210.00	-120.00	-57.1%
4293558 · Re-Exam Audit 4293560 · Late Fees-Initial Certificate	420.00 0.00	420.00 50.00	0.00 -50.00	0.0% -100.0%
4293561 · Late Fees-Certificate Renewals	1,600.00	2,300.00	-700.00	-30.4%
4293563 · Late Fees-Firm Permit Renewals	350,00	500.00	-150.00	-30.0%
4293564 · Late Fees-Peer Review	50.00	100.00	-50.00	-50.0%
4293566 · Firm Permit Inidividual	63,505.00	64,155.00	-650.00	-1.0%
4293567 · Peer Review Admin Fee	75.00	150.00	-75.00	-50.0%
4293568 · Firm Permit Name Change 4293569 · Initial FAR	0.00 120.00	80.00 150.00	-80.00 -30.00	-100.0% -20.0%
4293570 · Initial REG	60.00	180.00	-120.00	-66.7%
4293571 · Inital BEC	120.00	150.00	-30.00	-20.0%
4293572 · Re-Exam FAR	540.00	270.00	270.00	100.0%
4293573 · Re-Exam REG	390.00	300.00	90.00	30.0%
4293574 · Re-Exam BEC	420.00	390.00	30.00	7.7%
4896021 · Legal Recovery Cost Total Income	550.00 149,365.00	650.00 151,045.00	-100.00 -1,680.00	-15.4% -1.1%
			<u> </u>	
Gross Profit	149,365.00	151,045.00	-1,680.00	-1.1%
Expense 5101010 · F-T Emp Sal & Wages	14,148.02	10,670.88	3,477.14	32.6%
5101020 · P-T/Temp Emp Sal & Wages	3,801.56	2,997.96	803.60	26.8%
5101030 · Board & Comm Mbrs Fees	840.00	1,080.00	-240.00	-22.2%
5102010 · OASI-Employer's Share	1,370.59	1,048.64	321.95	30.7%
5102020 · Retirement-ER Share	1,076.97	820.15	256.82	31.3%
5102060 · Health /Life InsER Share 5102080 · Worker's Compensation	3,959.40 28.71	3,067.56 38.28	891.84 -9.57	29.1% -25.0%
5102090 · Worker's Compensation	13.47	13.68	-9.57 -0.21	-25.0% -1.5%
5203010 · AutoState Owned	188.76	0.00	188.76	100.0%
5203020 · Auto-Private-Ownes Low Mileage	0.00	180.80	-180.80	-100.0%
5203030 · In State-Auto- Priv. High Miles	446.96	446.96	0.00	0.0%
5203100 · In State-Lodging	286.00	407.50	-121.50	-29.8%
5203140 · InState-Tax Meals Not Overnigt 5203150 · InState-Non-Tax Meals OverNight	23.00 168.00	9.00 130.00	14.00 38.00	155.6% 29.2%
5203220 · OS-Auto Private Low Mileage	90.40	0.00	90.40	100.0%
5203260 · OS-Air Commercial Carrier	2,163.63	0.00	2,163.63	100.0%
5203280 · OS-Other Public Carrier	110.00	0.00	110.00	100.0%
5203300 · OS-Lodging	3,299.98	0.00	3,299.98	100.0%
5203320 · OS-Incidentals to Travel 5203350 · OS-Non-Taxable Meals Overnight	241,00 452.00	0.00 0.00	241.00 452.00	100.0% 100.0%
5204010 · Subscriptions	109.00	0.00	109.00	100.0%
5204160 · Workshop Registration Fees	77.00	0.00	77.00	100.0%
5204180 · Computer Services-State	75.00	117.00	-42.00	-35.9%
5204181 · Computer Development Serv-State	103.00	1,073.20	-970.20	-90.4%
5204200 · Central Services	1,196.64	1,407.54	-210.90	-15.0%
5204220 · Equipment Service & Maintenance 5204230 · Janitorial/Maintenance Services	17.95 245.72	20.78 239.72	-2.83 6.00	-13.6% 2.5%
5204340 · Computer Software Maintenance	245.72 1,076.25	239.72 212.50	863.75	406.5%
5204360 · Advertising-Newspapers	195.00	0.00	195.00	100.0%
5204460 · Equipment Rental	784.20	784.20	0.00	0.0%
5204480 · Microfilm and Photography	0.00	462.66	-462.66	-100.0%
5204490 · Rents Privately Owned Property	2,538.90	2,538.90	0.00	0.0%
5204510 · Rent-Other 5204530 · Telecommunications Services	255,17 295,81	0.00 355.18	255.17 -59.37	100.0% -16.7%
5204540 · Electricity	94.55	123.52	-28.97	-23.5%
5204560 · Water	22,35	22.35	0.00	0.0%
5204740 · Bank Fees and Charges	2,209.88	2,301.39	-91.51	-4.0%

# South Dakota Board of Accountancy PREVIOUS YEAR TO DATE MONTHLY COMPARISON

July through August 2012

	Jul - Aug 12	Jul - Aug 11	\$ Change	% Change
5205020 · Office Supplies	137.84	66.53	71.31	107.2%
5205320 · Printing/Duplicating/Binding Co	47.70	36.00	11.70	32.5%
5205350 · Postage	26.64	0.00	26.64	100.0%
5207900 · Computer Hardware	1,225.00	0.00	1,225.00	100.0%
5228000 · Operating Transfers Out-NonBudg	886.83	1,030.66	-143.83	-14.0%
5228030 · Depreciation Expense	2,011.72	2,011.72	0.00	0.0%
Total Expense	46,340.60	33,715.26	12,625.34	37.5%
Net Ordinary Income	103,024.40	117,329.74	-14,305.34	-12.2%
Net Income	103,024.40	117,329.74	-14,305.34	-12.2%

### **EXECUTIVE DIRECTOR'S REPORT**

Nicole Kasin

### **Online License Renewals**

The statistics are on the following page.

### **CPE Audits**

The list of licensees has been selected for CPE audits and letters were sent out to those selected on September 11. The due date for the material to be received in our office is October 31, 2012.

### **Testing Center**

There is a possible change in the location for the CPA exam testing center in Rapid City. Currently NASBA and Prometric are in negotiations on the new site. The contract for the new site is planned to be signed by October 1.

### **Future Calendar**

At the board meeting on June 12, the Board approved my appointment to serve as the Executive Director's Committee Chair and the Executive Director Liaison to the NASBA Board of Directors. To keep the Board informed of days I will be out of the office I plan to utilize a future outlook in between our meetings.

On October 7-8, 2012, I will attend NASBA Board of Directors orientation training in Nashville, TN.

On October 25-27, 2012 I will attend NASBA Board of Directors meeting in Orlando, FL.

On October 28-31, 2012 I will attend NASBA Annual Conference in Orlando, FL.

On October 31 to November 1, 2012, I will attend NASBA International Forum in Orlando, FL.

### **Online Renewal Stats FY2013**

DATE	Form 19 COMP APVD		Form 27-		Form 28-		Form 29-in: COMP APVD		Dally Totals
Monday, June 18, 2012		0	0	0	4	3	0	0	. 7
Tuesday, June 19, 2012	4	0	2	0	14	2	3	0	25
Wednesday, June 20, 2012	4	1	4	0	17	1	4	0	31
Thursday, June 21, 2012	4	0	5	0	20	0	11	0	40
Friday, June 22, 2012	2	0	0	0	7	0	4	1	14
Saturday, June 23, 2012	0	0	0	0	1	1	3	0	5
Sunday, June 24, 2012	0	0	1	0	2	0	1	1	5
Monday, June 25, 2012	5	1	2	· 0	16	6	15	0	45
Tuesday, June 26, 2012	3	0	0	. 0	15	1	4	0	23
Wednesday, June 27, 2012	2	0	0	0	14	2	5	0	23
Thursday, June 28, 2012		1	1	0	7	3	3	1	17
Friday, June 29, 2012	2	0	0	0	11	2	3	0	18
Saturday, June 30, 2012	. 0	0	1	0	2	0	1	0	4
Sunday, July 01, 2012	0	0	1	0	2	0	3	0	6
Monday, July 02, 2012	1	1	0	0	14	2	8	· o	26
Tuesday, July 03, 2012	1	1	0	0	8	5	5	0	20
Wednesday, July 04, 2012	0	0	1	0	3	0	1	0	5
Thursday, July 05, 2012	2	2	1	0	13	1	4	0	23
Friday, July 06, 2012	4	0	0	. 0	17	0	1	0	22
Saturday, July 07, 2012	0	٥	0	0	1	0	0 '''	0	1
Sunday, July 08, 2012	1	0	0	0	4	2	4	0	11
Monday, July 09, 2012		1	0	0	14	2	8	0	28
Tuesday, July 10, 2012		1	0	0	5	1	2	0	11
Wednesday, July 11, 2012		1	1	0	14	0	2	0	23
Thursday, July 12, 2012		1	1	0	11	2	3	0	21
Friday, July 13, 2012	+	1		0	8	0	4	0	17
Saturday, July 14, 2012		0		0	0	3	2	0	6
Sunday, July 15, 2012	F	- <del>0</del>		0	5	0	2	0	8
Monday, July 16, 2012	4	- 0	. 2	0	12	2	1	0	21
Tuesday, July 17, 2012	<del></del>	0	1	. 0	17	- 5	7	. 0	31
Wednesday, July 18, 2012		0	<u>-</u>	0	13	4	4		26
Thursday, July 19, 2012		0	0	0	8	1	3	0	18
Friday, July 20, 2012		0	1	0	16	2	5	0	26
Saturday, July 21, 2012		0	0 .	0	3	0	1 1	0	
Sunday, July 22, 2012		1	. 0	0	10	2	3	0	5 20
Monday, July 23, 2012		1	1	0	24	3	17		54
Tuesday, July 24, 2012		0	0	0	17	5	6	0	
Wednesday, July 25, 2012		1	4	÷ <del>0</del>	50	4	29		39
Thursday, July 26, 2012		3	1	: 0	32	3	17	1	99
Friday, July 27, 2012		3	1	0	24	6	16	1	68
Saturday, July 28, 2012	<del></del>	0	1	v	7			0	59
Sunday, July 29, 2012		0	0	0	8	2	4	0	15
Monday, July 30, 2012	<b></b>	2	1	0	32		4	2	22
Tuesday, July 31, 2012			3	0		9	25	0	80
Wednesday, August 01, 2012	23 5	3 0	0	0	41	7	17	0	94
Thursday, August 02, 2012	1	0	0	0	8	0	0	0	25
Friday, August 03, 2012		0	1	0	1	<del>-</del> 0		0	. 1
Saturday, August 04, 2012	0	0	0		0	<u>_</u>	0 :	0	. 2
Sunday, August 05, 2012	0	0	0	0	0	<del>- 0</del>		0	0
Monday, August 06, 2012	ŏ	0	0	- 0	0	0	2	0	0
Tuesday, August 07, 2012	- <del>0</del>	0	O	0	0	0		0	2
Wednesday, August 08, 2012	0	0	0	0	0			0	1
Thursday, August 09, 2012	0	0	· · · · · · · · · · · · · · · · · · ·	<del></del>		0		0	0
Friday, August 10, 2012		0	0	0	1	0	0	0	1
	·	0	0	0	0	<u> </u>	<u>D</u>	0	0
Saturday, August 11, 2012	0	0	0	0	0	0	<u> </u>	0	0
Sunday, August 12, 2012	0	0	0	0	0	_0	0	0	0
Monday, August 13, 2012	0	0	0	0	0	0	i 1	0	
Tuesday, August 14, 2012	1	0	0						1
Wednesday, August 15, 2012 Thursday, August 16, 2012	0	0		0	2	0	1	0	4
			0	0	2	0	1 1	0	2
	1	0	0	0	2 1 1	0 0	1 1 0	0 0 0	2 2
Friday, August 17, 2012	1	0	0 1	0 0 0	1 1 2	0 0 0	1 1 0 1	0 0 0	2 2 5
Friday, August 17, 2012 Saturday, August 18, 2012	1 0	0 0 0	0 1 0	0 0 0	2 1 1 2 0	0 0 0 0	1 0 1 0	0 0 0 0	2 2 2 5
Friday, August 17, 2012 Saturday, August 18, 2012 Sunday, August 19, 2012	1 0 0	0 0 0	0 1 0 0	0 0 0 0	2 1 1 2 0	0 0 0 0 0	1 0 1 0 0	0 0 0 0 0	4 2 2 5 0
Friday, August 17, 2012 Saturday, August 18, 2012 Sunday, August 19, 2012 Monday, August 20, 2012	1 0 0	0 0 0 0	0 1 0 0 0	0 0 0 0	2 1 2 0 0	0 0 0 0 0 0	1 0 1 0 0 0 0	0 0 0 0 0	4 2 2 5 0
Friday, August 17, 2012 Saturday, August 18, 2012 Sunday, August 19, 2012 Monday, August 20, 2012 Tuesday, August 21, 2012	1 0 0 0	0 0 0 0 0	0 1 0 0 0	0 0 0 0 0	2 1 1 2 0 0	0 0 0 0 0 0	1 0 1 0 0 0 0 1	0 0 0 0 0	4 2 2 5 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0
Friday, August 17, 2012 Saturday, August 18, 2012 Sunday, August 19, 2012 Monday, August 20, 2012 Tuesday, August 21, 2012 Wednesday, August 22, 2012	1 0 0 0 0	0 0 0 0 0 0	0 1 0 0 0 0	0 0 0 0 0 0	2 1 1 2 0 0	0 0 0 0 0 0 0	1 0 1 0 1 0 0 1 0 0	0 0 0 0 0 0	4 2 2 5 0 0 0 0 2 0 1
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Friday, August 17, 2012 Saturday, August 18, 2012 Sunday, August 19, 2012 Monday, August 20, 2012 Tuesday, August 21, 2012 Wednesday, August 22, 2012 Thursday, August 23, 2012 Friday, August 24, 2012	1 0 0 0 0 0	0 0 0 0 0 0 0	0 1 0 0 0 0 0	0 0 0 0 0 0 0 0	2 1 1 2 0 0 1 0 0 0	0 0 0 0 0 0 0 0 0	1 0 1 0 1 0 0 1 0 0	0 0 0 0 0 0	4 2 2 5 0 0 0 0 2 0 1
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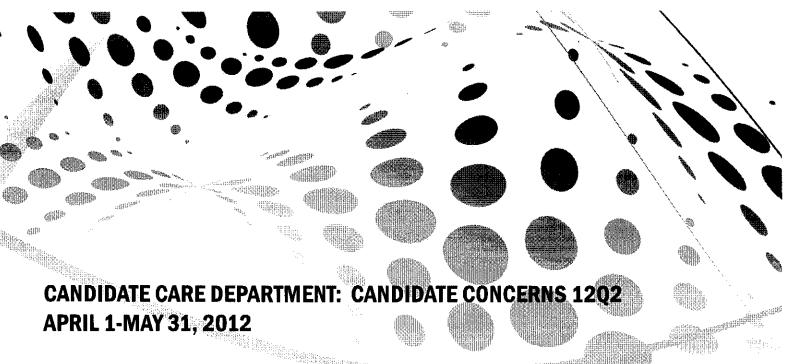
# CANDIDATE CARE DEPARTMENT

PENNY VERNON, MANAGER BRUCE COSTAIN, CANDIDATE ADVOCATE

# NASBA

NATIONAL ASSOCIATION OF STATE BOARDS OF ACCOUNTANCY

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This report outlines a change in the Retest Policy and summarizes the incidents reported to NASBA's Candidate Care Department by CPA Examination candidates during the 12Q2 testing window.

## **Retest Policy:**

The revised retest policy became effective at the beginning of this testing window. It did not change regarding the handling of FAIRs (Free and Immediate Retests). Candidates who experienced difficulties during testing and were unable to complete their examinations were contacted by Prometric to reschedule at their earliest convenience.

Changes were made to the policy for candidates who reported difficulties after testing to NASBA's Candidate Care Department or to their Boards of Accountancy. Candidates who qualified for a free retest were given two options. If they wished to retest in the current window, their original score would be held and their eligibility cleared so that they could retake the examination before the end date of the window. Once they had retaken the exam the new result would over- ride the first exam and would be released to the candidates with the others from the same testing window.

However, the candidates were also given the option of receiving their scores. If they found that they did not pass they were informed they could contact NASBA within 30 days of receiving their scores to request a new NTS at no cost; and would therefore test in a future window.

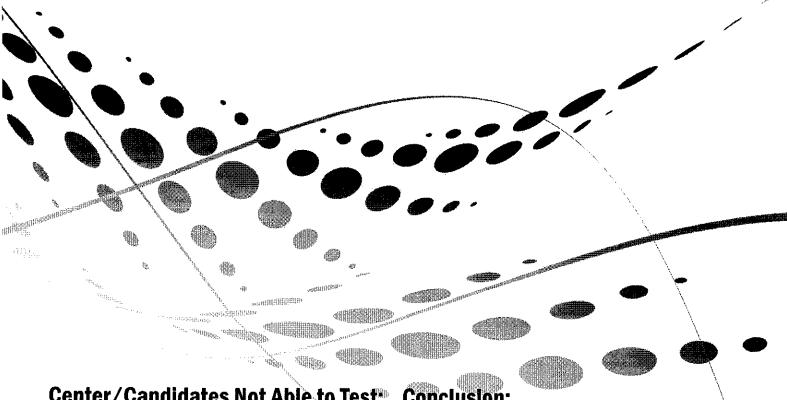
## **Invalid XML Results:**

At the end of April, Prometric released an update to the test driver software that resulted in the AICPA not being able to load results generated by that software into their systems. A fix was deployed within the week and impacted results (approximately 116) were fixed and returned to the AICPA. Candidate responses were not impacted.

# Difficulty Restarting Interrupted Examinations:

Candidates began reporting to NASBA's Candidate Care Department that their computers froze part way through their exams and after several attempts could not be restarted. The candidates had to be rescheduled by Prometric and NASBA extended NTSs as needed.

Approximately 68 candidates were impacted by this issue before a fix was identified and implemented by Prometric. Those candidates who were unable to reschedule within the window and who were concerned about losing credits were referred by NASBA to their State Boards of Accountancy to appeal for extensions.



# Center/Candidates Not Able to Test:

An increase in Center/Candidate Not Able to Test (CNATT) reports at the end of the window (as a result of center closures for technical reasons) resulted in 139 candidates in Westbury, CT and 29 candidates in Burlington, VT being unable to test. All of the candidates were contacted by Prometric and rescheduled.

In addition to Westbury and Burlington, there were other centers that were not able to test due to unforeseen hardware, software, environmental or weather related issues. Most of these occurred while candidates were testing. In those situations candidates were not able to complete their exams. For these candidates some result files had become corrupted to the point of failure. A total of thirty results were impacted. These candidates were contacted to reschedule their examinations.

Due to the number of candidates who needed to reschedule in the testing window, Prometric extended the window to the end of the first week of June.

Prometric is currently working to identify lessons learned from the events that took place during the 12Q2 window in order to minimize operational impacts going forward.

As always NASBA's Candidate Care Department has served as an advocate for your candidates, working individually and personally to resolve their various issues. We value the opportunity to serve this population of eager, conscientious and professional individuals as they continue in their efforts to achieve this life-changing goal of becoming a CPA. If you have any questions or concerns please contact Penny Vernon, Manager, Candidate Care, NASBA at pvernon@nasba.org or directly at 615-880-4209,

Window	1102	11Q3	1104	1201	1202
Non NASBA	453	721	491	300	453
AICPA & Test Content	11	16	9	12	7
Calculator	0	o	0	5	1
Candidate Error	71	76	55	62	54
Confirmation of Attendance	102	136	109	63	121
Delay/Time Loss	76	122	110	22	15
Environment	0	237	33	18	1
Other	7	8	0	0	o
Prometric Scheduling Issues	38	20	22	16	3
Prometric Site Issues	28	34	43	36	35
Technical	120	72	110	46	216
NASBA	174	246	241	178	172
Coordinator follow-up	78	124	137	95	84
CPAES & NCD	96	122	104	83	88
International Exam	538	407	321	424	361
TOTAL	1,165	1,374	1,053	902	986

\*Note: The Coordinator Follow-up and CPAES & NCD categories primarily consist of inquiries made by candidates with questions and/or concerns about the entire process of taking the CPA Examination. Each is responded to either directly by the Candidate Care Department or transferred to the appropriate examination coordinator for follow-up,