Virginia Department of Health Professions

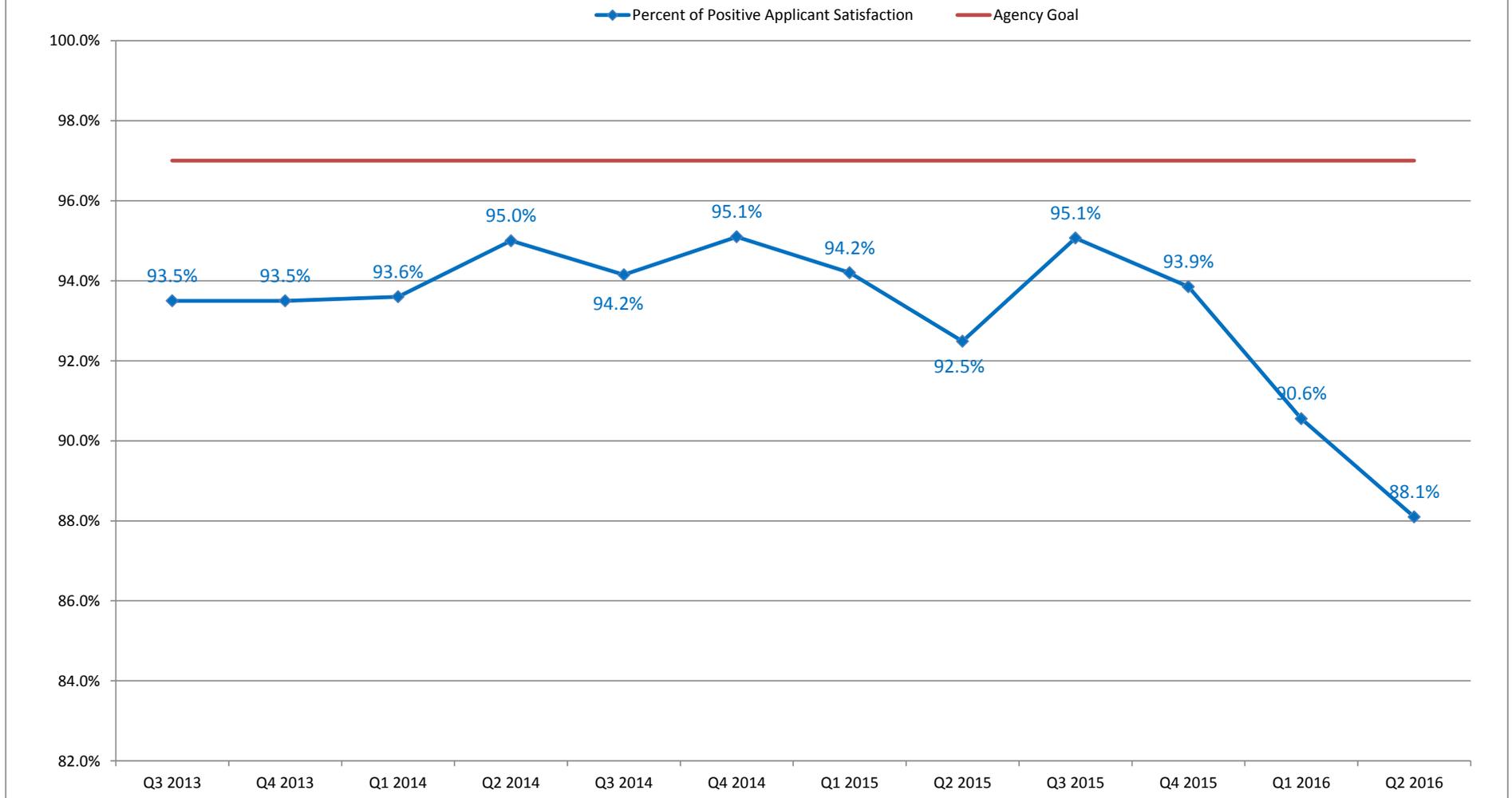## APPLICANT SATISFACTION SURVEY RESULTS

APPROVAL RATE

FISCAL YEAR 2016, QUARTER ENDING 12/31/2015

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 disatisfaction. 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	Q3 2013	Q4 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	CURRENT Q2 2016
Audiology/Speech Pathology	100.0%	100.0%	94.8%	85.7%	100.0%	100.0%	89.6%	83.3%	100.0%	86.7%	76.7%	100.0%
Counseling	69.9%	76.3%	80.1%	83.2%	87.7%	92.8%	83.3%	91.1%	83.9%	80.8%	79.6%	83.3%
Dentistry	98.7%	94.7%	90.9%	95.9%	92.3%	88.9%	86.3%	91.7%	100.0%	93.3%	96.4%	83.3%
Funeral Directing	n/a	100.0%	100.0%	100.0%	88.9%	100.0%	N/A	100.0%	100.0%	97.0%	88.9%	100.0%
Long Term Care Administrator	100.0%	n/a	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%
Medicine	94.4%	87.5%	91.1%	91.8%	92.2%	95.0%	92.2%	81.2%	84.8%	89.6%	80.8%	80.6%
Nurse Aide	97.6%	99.1%	97.2%	99.7%	96.5%	100.0%	95.6%	97.3%	88.9%	98.9%	100.0%	98.2%
Nursing	94.4%	96.5%	94.3%	96.4%	94.5%	94.5%	95.6%	94.9%	98.1%	97.2%	92.4%	86.7%
Optometry	n/a	100.0%	100.0%	100.0%	N/A	N/A	100.0%	100.0%	N/A	66.7%	100.0%	N/A
Pharmacy	97.5%	97.3%	97.7%	98.1%	97.6%	99.1%	98.8%	98.3%	100.0%	99.5%	96.3%	98.9%
Physical Therapy	100.0%	98.6%	96.9%	98.7%	100.0%	90.5%	94.3%	97.3%	100.0%	100.0%	96.9%	89.7%
Psychology	89.6%	99.1%	88.6%	92.6%	88.9%	96.0%	89.6%	76.8%	90.0%	84.9%	83.3%	93.2%
Social Work	84.7%	94.9%	86.6%	90.7%	95.8%	88.5%	92.0%	92.0%	90.7%	92.6%	90.7%	94.4%
Veterinary Medicine	83.3%	93.3%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	91.7%	100.0%	N/A
AGENCY	*93.5%*	*93.5%*	*93.6%*	*95.0%*	*94.2%*	*95.1%*	*94.2%*	*92.5%*	*95.1%*	*93.9%*	*90.6%*	*88.1%*

Percent of Positive Applicant Satisfaction

—◆— Percent of Positive Applicant Satisfaction ————— Agency Goal

Q3 2013	93.5%
Q4 2013	93.5%
Q1 2014	93.6%
Q2 2014	95.0%
Q3 2014	94.2%
Q4 2014	95.1%
Q1 2015	94.2%
Q2 2015	92.5%
Q3 2015	95.1%
Q4 2015	93.9%
Q1 2016	90.6%
Q2 2016	88.1%

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

*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 disatisfaction. This report calculates the percentage of total responses falling into the approval range. "N/A" indicates that no response was received for that board during the specified timeframe.

Board	FY11	Change Between FY12 & FY11	FY12	Change Between FY13 & FY12	FY13	Change Between FY14 & FY13	FY14	Change Between FY15 & FY14	FY15
Audiology/Speech Pathology	91.8%	-1.4%	90.5%	9.1%	98.7%	-4.8%	94.0%	-7.6%	86.9%
Counseling	75.7%	-1.8%	74.3%	-2.4%	72.5%	17.1%	84.9%	-1.1%	83.9%
Dentistry	95.7%	-2.9%	92.9%	2.0%	94.8%	-3.2%	91.8%	0.3%	92.1%
Funeral Directing	95.2%	5.0%	100.0%	0.0%	100.0%	-3.0%	97.0%	1.4%	98.3%
Long Term Care Administrator	94.4%	2.0%	96.3%	-100.0%	n/a	100.0%	98.5%	-0.5%	98.0%
Medicine	94.1%	2.6%	96.5%	-6.4%	90.3%	1.9%	92.0%	-3.3%	89.0%
Nurse Aide	97.5%	0.4%	97.9%	-0.1%	97.8%	0.5%	98.3%	-1.0%	97.3%
Nursing	94.8%	1.6%	96.3%	-1.1%	95.2%	-0.3%	94.9%	1.2%	96.0%
Optometry	100.0%	0.0%	100.0%	-7.1%	92.9%	7.6%	100.0%	-8.3%	91.7%
Pharmacy	97.7%	-0.9%	96.8%	1.1%	97.9%	0.1%	98.0%	1.0%	98.9%
Physical Therapy	95.3%	2.4%	97.6%	-0.8%	96.8%	0.4%	97.2%	-0.9%	96.3%
Psychology	88.1%	-4.0%	84.6%	7.9%	91.3%	0.2%	91.5%	-8.3%	83.9%
Social Work	90.6%	-5.6%	85.5%	3.2%	88.2%	1.0%	89.1%	3.1%	91.9%
Veterinary Medicine	97.7%	-0.1%	97.6%	-1.8%	95.8%	3.7%	99.3%	-4.0%	95.4%
Agency Total	**94.6%**	**0.7%**	**95.3%**	**-1.8%**	**93.6%**	**0.8%**	**94.3%**	**-0.6%**	**93.8%**

Percent of Positive Applicant Satisfaction

■ Percent of Positive Applicant Satisfaction

94.6%	95.3%	93.6%	94.3%	93.8%
FY11	FY12	FY13	FY14	FY15