

# APPLICANT SATISFACTION SURVEY RESULTS

## APPROVAL RATE

FISCAL YEAR 2018, QUARTER ENDING SEPTEMBER 30th, 2017

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 seven 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.

\*\* As of FY2018, the questions of the survey were rewritten and a question was added, in order to better provide feedback of services to the boards.

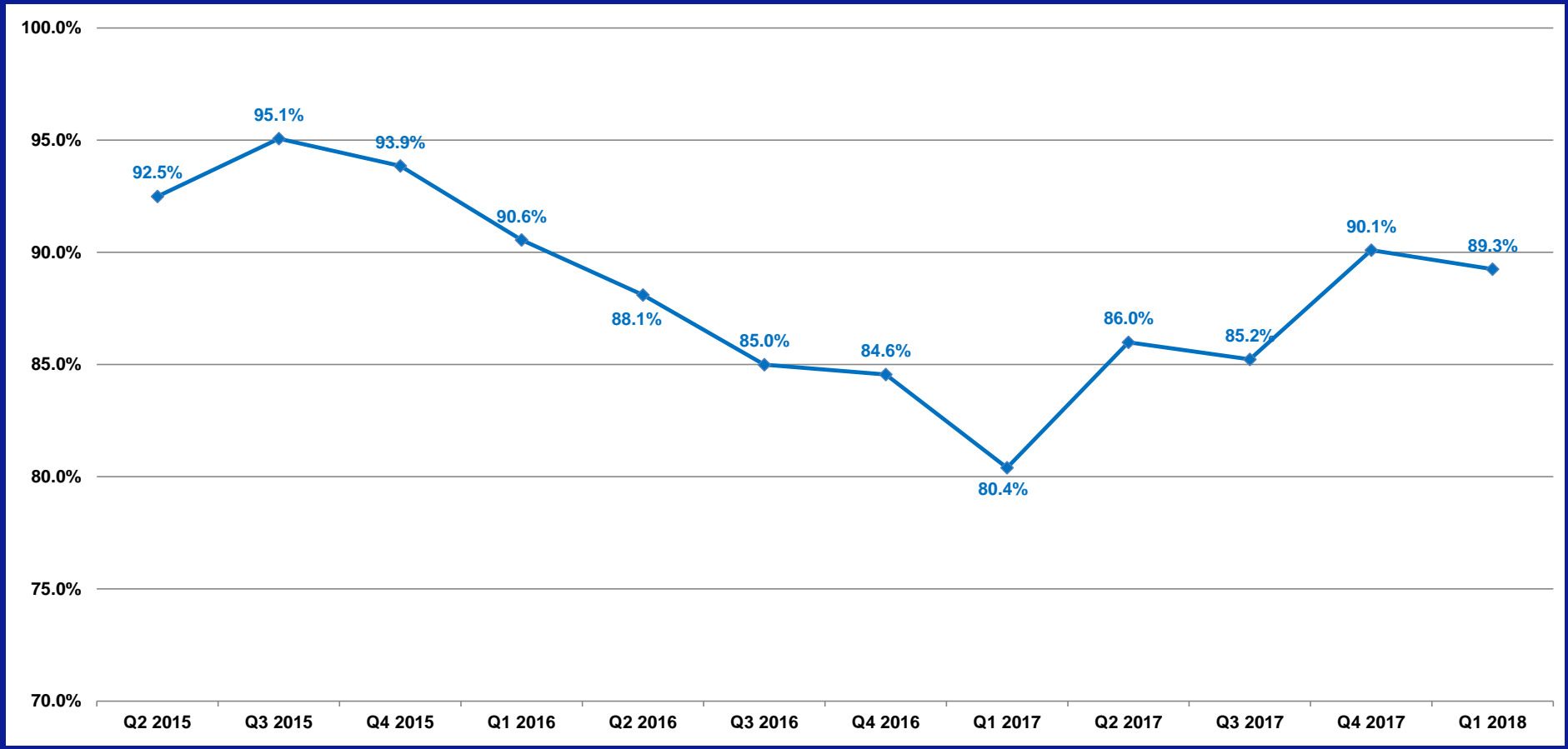
Board	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	CURRENT
												Q1 2018
<b>Audiology/Speech Pathology</b>	83.3%	100.0%	86.7%	76.7%	100.0%	N/A	100.0%	100.0%	83.3%	33.3%	97.8%	<b>100.0%</b>
<b>Counseling</b>	91.1%	83.9%	80.8%	79.6%	83.3%	100.0%	77.3%	100.0%	81.7%	88.7%	94.0%	<b>92.0%</b>
<b>Dentistry</b>	91.7%	100.0%	93.3%	96.4%	83.3%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	<b>96.8%</b>
<b>Funeral Directing</b>	100.0%	100.0%	97.0%	88.9%	100.0%	N/A	N/A	100.0%	100.0%	88.9%	100.0%	<b>100.0%</b>
<b>Long Term Care Administrator</b>	100.0%	100.0%	96.3%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	N/A	100.0%	<b>100.0%</b>
<b>Medicine</b>	81.2%	84.8%	89.6%	80.8%	80.6%	89.2%	84.8%	86.2%	85.2%	86.3%	88.3%	<b>88.4%</b>
<b>Nurse Aide</b>	97.3%	88.9%	98.9%	100.0%	98.2%	100.0%	92.9%	90.5%	100.0%	96.8%	88.9%	<b>100.0%</b>
<b>Nursing</b>	94.9%	98.1%	97.2%	92.4%	86.7%	82.5%	73.3%	71.5%	74.3%	76.6%	86.7%	<b>83.2%</b>
<b>Optometry</b>	100.0%	N/A	66.7%	100.0%	N/A	N/A	N/A	100.0%	100.0%	N/A	100.0%	<b>100.0%</b>
<b>Pharmacy</b>	98.3%	100.0%	99.5%	96.3%	98.9%	N/A	99.1%	98.2%	100.0%	97.7%	98.4%	<b>97.2%</b>
<b>Physical Therapy</b>	97.3%	100.0%	100.0%	96.9%	89.7%	N/A	100.0%	97.5%	100.0%	100.0%	98.9%	<b>97.3%</b>
<b>Psychology</b>	76.8%	90.0%	84.9%	83.3%	93.2%	100.0%	100.0%	64.3%	91.7%	94.7%	94.9%	<b>98.1%</b>
<b>Social Work</b>	92.0%	90.7%	92.6%	90.7%	94.4%	N/A	100.0%	97.2%	100.0%	91.2%	91.7%	<b>91.1%</b>
<b>Veterinary Medicine</b>	100.0%	N/A	91.7%	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	<b>87.3%</b>
<b>AGENCY</b>	<b>92.5%</b>	<b>95.1%</b>	<b>93.9%</b>	<b>90.6%</b>	<b>88.1%</b>	<b>85.0%</b>	<b>84.6%</b>	<b>80.4%</b>	<b>86.0%</b>	<b>85.2%</b>	<b>90.1%</b>	<b>89.3%</b>

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Board	FY 2013	Change Between FY14 & FY13	FY 2014	Change Between FY15 & FY14	FY 2015	Change Between FY16 & FY15	FY 2016	Change Between FY16 & FY17	FY 2017
Audiology/Speech Pathology	98.7%	-4.8%	94.0%	-7.6%	86.9%	1.7%	88.3%	2.4%	90.5%
Counseling	72.5%	17.1%	84.9%	-1.1%	83.9%	-4.5%	80.2%	7.7%	86.4%
Dentistry	94.8%	-3.2%	91.8%	0.3%	92.1%	3.5%	95.4%	4.9%	100.0%
Funeral Directing	100.0%	-3.0%	97.0%	1.4%	98.3%	-5.1%	93.3%	3.8%	96.9%
Long Term Care Administrator	n/a	100.0%	98.5%	-0.5%	98.0%	2.0%	100.0%	0.0%	100.0%
Medicine	90.3%	1.9%	92.0%	-3.3%	89.0%	-6.5%	83.2%	4.8%	87.2%
Nurse Aide	97.8%	0.5%	98.3%	-1.0%	97.3%	-0.1%	97.3%	-3.9%	93.5%
Nursing	95.2%	-0.3%	94.9%	1.2%	96.0%	-11.1%	85.4%	-9.1%	77.6%
Optometry	92.9%	7.6%	100.0%	-8.3%	91.7%	9.1%	100.0%	0.0%	100.0%
Pharmacy	97.9%	0.1%	98.0%	1.0%	98.9%	-1.5%	97.5%	1.1%	98.5%
Physical Therapy	96.8%	0.4%	97.2%	-0.9%	96.3%	-0.9%	95.4%	3.5%	98.8%
Psychology	91.3%	0.2%	91.5%	-8.3%	83.9%	7.7%	90.4%	-3.5%	87.2%
Social Work	88.2%	1.0%	89.1%	3.1%	91.9%	2.8%	94.4%	-1.3%	93.2%
Veterinary Medicine	95.8%	3.7%	99.3%	-4.0%	95.4%	4.9%	100.0%	0.0%	100.0%
<b>Agency Total</b>	<b>93.6%</b>	<b>0.8%</b>	<b>94.3%</b>	<b>-0.6%</b>	<b>93.8%</b>	<b>-6.3%</b>	<b>87.9%</b>	<b>-2.0%</b>	<b>86.1%</b>

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