

**APPLICANT SATISFACTION SURVEY RESULTS**
**APPROVAL RATE**

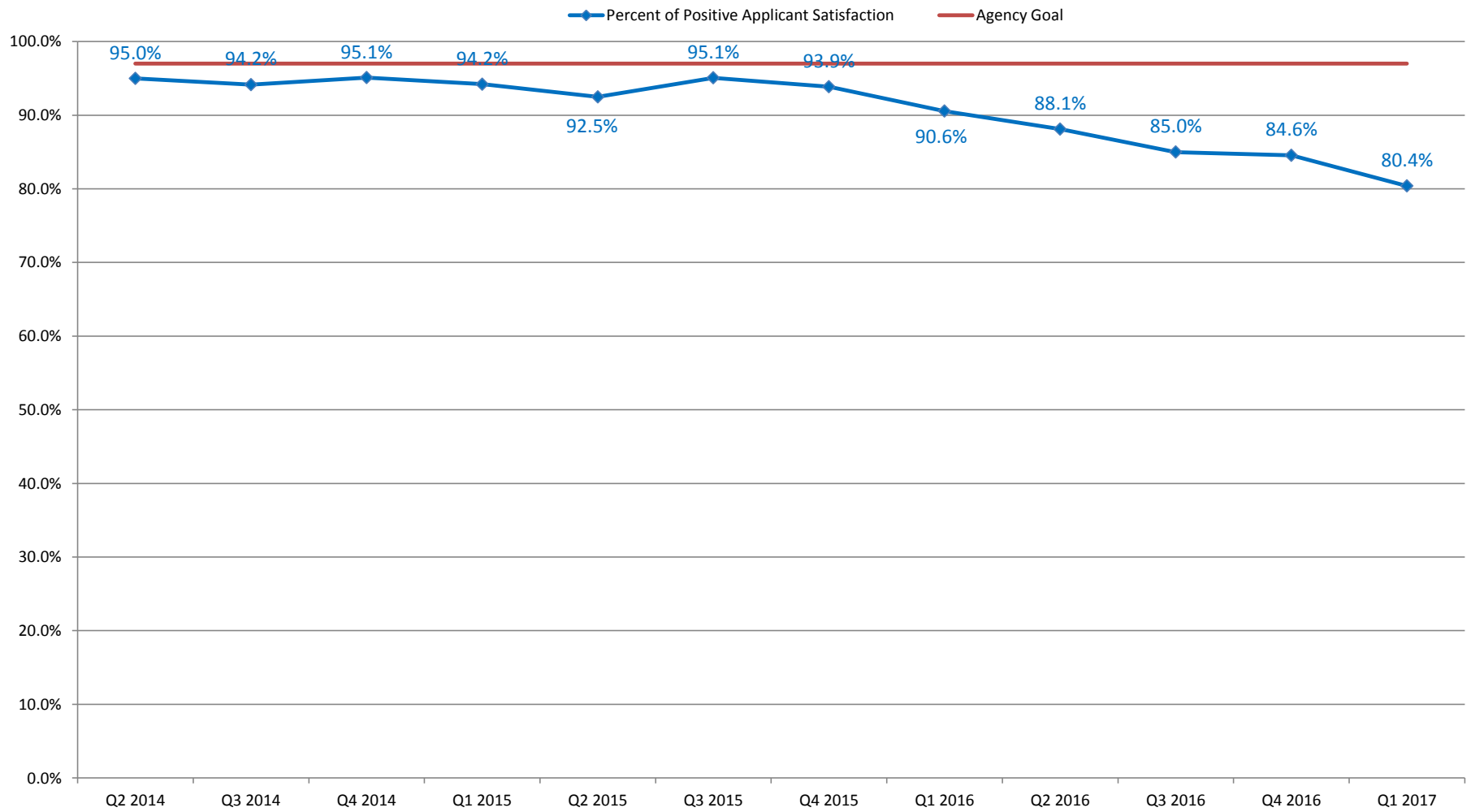
FISCAL YEAR 2017, QUARTER ENDING 09/30/2016

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 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.

Board												CURRENT
	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017
<b>Audiology/Speech Pathology</b>	85.7%	100.0%	100.0%	89.6%	83.3%	100.0%	86.7%	76.7%	100.0%	N/A	100.0%	100.0%
<b>Counseling</b>	83.2%	87.7%	92.8%	83.3%	91.1%	83.9%	80.8%	79.6%	83.3%	100.0%	77.3%	100.0%
<b>Dentistry</b>	95.9%	92.3%	88.9%	86.3%	91.7%	100.0%	93.3%	96.4%	83.3%	N/A	100.0%	100.0%
<b>Funeral Directing</b>	100.0%	88.9%	100.0%	N/A	100.0%	100.0%	97.0%	88.9%	100.0%	N/A	N/A	100.0%
<b>Long Term Care Administrator</b>	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	N/A	100.0%	100.0%
<b>Medicine</b>	91.8%	92.2%	95.0%	92.2%	81.2%	84.8%	89.6%	80.8%	80.6%	89.2%	84.8%	86.2%
<b>Nurse Aide</b>	99.7%	96.5%	100.0%	95.6%	97.3%	88.9%	98.9%	100.0%	98.2%	100.0%	92.9%	90.5%
<b>Nursing</b>	96.4%	94.5%	94.5%	95.6%	94.9%	98.1%	97.2%	92.4%	86.7%	82.5%	73.3%	71.5%
<b>Optometry</b>	100.0%	N/A	N/A	100.0%	100.0%	N/A	66.7%	100.0%	N/A	N/A	N/A	100.0%
<b>Pharmacy</b>	98.1%	97.6%	99.1%	98.8%	98.3%	100.0%	99.5%	96.3%	98.9%	N/A	99.1%	98.2%
<b>Physical Therapy</b>	98.7%	100.0%	90.5%	94.3%	97.3%	100.0%	100.0%	96.9%	89.7%	N/A	100.0%	97.5%
<b>Psychology</b>	92.6%	88.9%	96.0%	89.6%	76.8%	90.0%	84.9%	83.3%	93.2%	100.0%	100.0%	64.3%
<b>Social Work</b>	90.7%	95.8%	88.5%	92.0%	92.0%	90.7%	92.6%	90.7%	94.4%	N/A	100.0%	97.2%
<b>Veterinary Medicine</b>	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	91.7%	100.0%	N/A	N/A	100.0%	100.0%
<b>AGENCY</b>	<b>95.0%</b>	<b>94.2%</b>	<b>95.1%</b>	<b>94.2%</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>

## Percent of Positive Applicant Satisfaction



**APPLICANT SATISFACTION SURVEY RESULTS**
**APPROVAL RATE\***

LAST FIVE FISCAL YEARS

Quarter Breakdown	
Quarter 1	July 1st - September 30th
Quarter 2	October 1st - December 31st
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Quarter 4	April 1st - June 30th

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Board	FY12	Change Between FY13 & FY12	FY13	Change Between FY14 & FY13	FY14	Change Between FY15 & FY14	FY15	Change Between FY16 & FY15	FY16
Audiology/Speech Pathology	90.5%	9.1%	98.7%	-4.8%	94.0%	-7.6%	86.9%	1.7%	88.3%
Counseling	74.3%	-2.4%	72.5%	17.1%	84.9%	-1.1%	83.9%	-4.5%	80.2%
Dentistry	92.9%	2.0%	94.8%	-3.2%	91.8%	0.3%	92.1%	3.5%	95.4%
Funeral Directing	100.0%	0.0%	100.0%	-3.0%	97.0%	1.4%	98.3%	-5.1%	93.3%
Long Term Care Administrator	96.3%	-100.0%	n/a	100.0%	98.5%	-0.5%	98.0%	2.0%	100.0%
Medicine	96.5%	-6.4%	90.3%	1.9%	92.0%	-3.3%	89.0%	-6.5%	83.2%
Nurse Aide	97.9%	-0.1%	97.8%	0.5%	98.3%	-1.0%	97.3%	-0.1%	97.3%
Nursing	96.3%	-1.1%	95.2%	-0.3%	94.9%	1.2%	96.0%	-11.1%	85.4%
Optometry	100.0%	-7.1%	92.9%	7.6%	100.0%	-8.3%	91.7%	9.1%	100.0%
Pharmacy	96.8%	1.1%	97.9%	0.1%	98.0%	1.0%	98.9%	-1.5%	97.5%
Physical Therapy	97.6%	-0.8%	96.8%	0.4%	97.2%	-0.9%	96.3%	-0.9%	95.4%
Psychology	84.6%	7.9%	91.3%	0.2%	91.5%	-8.3%	83.9%	7.7%	90.4%
Social Work	85.5%	3.2%	88.2%	1.0%	89.1%	3.1%	91.9%	2.8%	94.4%
Veterinary Medicine	97.6%	-1.8%	95.8%	3.7%	99.3%	-4.0%	95.4%	4.9%	100.0%
<b>Agency Total</b>	<b>95.3%</b>	<b>-1.8%</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>

## Percent of Positive Applicant Satisfaction

