

# APPLICANT SATISFACTION SURVEY RESULTS

## APPROVAL RATE

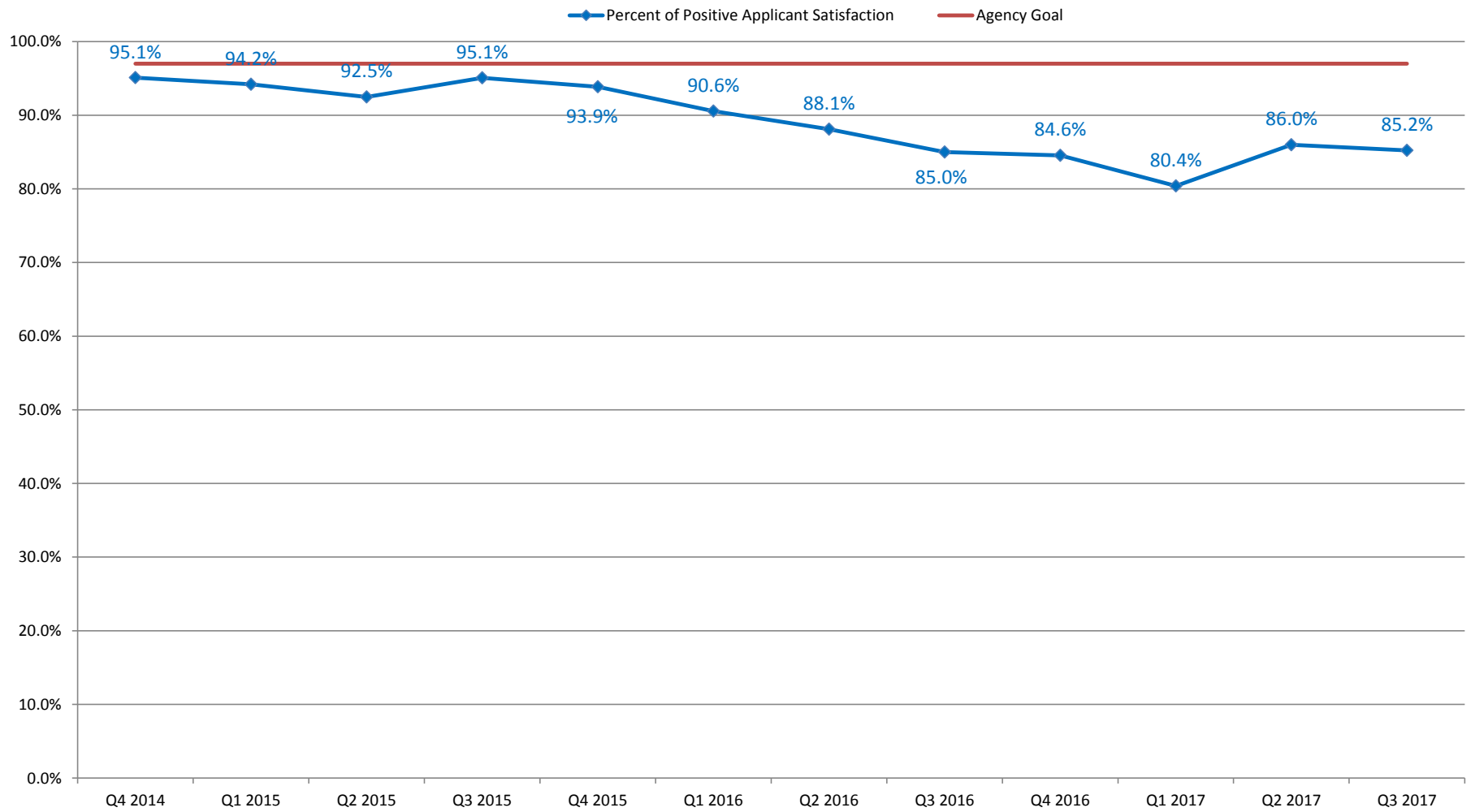
FISCAL YEAR 2017, QUARTER ENDING MARCH 31st, 2017

| 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 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                               | Q4 2014      | Q1 2015      | Q2 2015      | Q3 2015      | Q4 2015      | Q1 2016      | Q2 2016      | Q3 2016      | Q4 2016      | Q1 2017      | Q2 2017      | CURRENT       |  |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|--|
|                                     |              |              |              |              |              |              |              |              |              |              |              | Q3 2017       |  |
| <b>Audiology/Speech Pathology</b>   | 100.0%       | 89.6%        | 83.3%        | 100.0%       | 86.7%        | 76.7%        | 100.0%       | N/A          | 100.0%       | 100.0%       | 83.3%        | <b>33.3%</b>  |  |
| <b>Counseling</b>                   | 92.8%        | 83.3%        | 91.1%        | 83.9%        | 80.8%        | 79.6%        | 83.3%        | 100.0%       | 77.3%        | 100.0%       | 81.7%        | <b>88.7%</b>  |  |
| <b>Dentistry</b>                    | 88.9%        | 86.3%        | 91.7%        | 100.0%       | 93.3%        | 96.4%        | 83.3%        | N/A          | 100.0%       | 100.0%       | 100.0%       | <b>100.0%</b> |  |
| <b>Funeral Directing</b>            | 100.0%       | N/A          | 100.0%       | 100.0%       | 97.0%        | 88.9%        | 100.0%       | N/A          | N/A          | 100.0%       | 100.0%       | <b>88.9%</b>  |  |
| <b>Long Term Care Administrator</b> | 100.0%       | 100.0%       | 100.0%       | 100.0%       | 96.3%        | 100.0%       | 100.0%       | N/A          | 100.0%       | 100.0%       | 100.0%       | <b>N/A</b>    |  |
| <b>Medicine</b>                     | 95.0%        | 92.2%        | 81.2%        | 84.8%        | 89.6%        | 80.8%        | 80.6%        | 89.2%        | 84.8%        | 86.2%        | 85.2%        | <b>86.3%</b>  |  |
| <b>Nurse Aide</b>                   | 100.0%       | 95.6%        | 97.3%        | 88.9%        | 98.9%        | 100.0%       | 98.2%        | 100.0%       | 92.9%        | 90.5%        | 100.0%       | <b>96.8%</b>  |  |
| <b>Nursing</b>                      | 94.5%        | 95.6%        | 94.9%        | 98.1%        | 97.2%        | 92.4%        | 86.7%        | 82.5%        | 73.3%        | 71.5%        | 74.3%        | <b>76.6%</b>  |  |
| <b>Optometry</b>                    | N/A          | 100.0%       | 100.0%       | N/A          | 66.7%        | 100.0%       | N/A          | N/A          | N/A          | 100.0%       | 100.0%       | <b>N/A</b>    |  |
| <b>Pharmacy</b>                     | 99.1%        | 98.8%        | 98.3%        | 100.0%       | 99.5%        | 96.3%        | 98.9%        | N/A          | 99.1%        | 98.2%        | 100.0%       | <b>97.7%</b>  |  |
| <b>Physical Therapy</b>             | 90.5%        | 94.3%        | 97.3%        | 100.0%       | 100.0%       | 96.9%        | 89.7%        | N/A          | 100.0%       | 97.5%        | 100.0%       | <b>100.0%</b> |  |
| <b>Psychology</b>                   | 96.0%        | 89.6%        | 76.8%        | 90.0%        | 84.9%        | 83.3%        | 93.2%        | 100.0%       | 100.0%       | 64.3%        | 91.7%        | <b>94.7%</b>  |  |
| <b>Social Work</b>                  | 88.5%        | 92.0%        | 92.0%        | 90.7%        | 92.6%        | 90.7%        | 94.4%        | N/A          | 100.0%       | 97.2%        | 100.0%       | <b>91.2%</b>  |  |
| <b>Veterinary Medicine</b>          | 100.0%       | 100.0%       | 100.0%       | N/A          | 91.7%        | 100.0%       | N/A          | N/A          | 100.0%       | 100.0%       | 100.0%       | <b>100.0%</b> |  |
| <b>AGENCY</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> | <b>86.0%</b> | <b>85.2%</b>  |  |

## Percent of Positive Applicant Satisfaction



# APPLICANT SATISFACTION SURVEY RESULTS

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

