

# APPLICANT SATISFACTION SURVEY RESULTS

## APPROVAL RATE

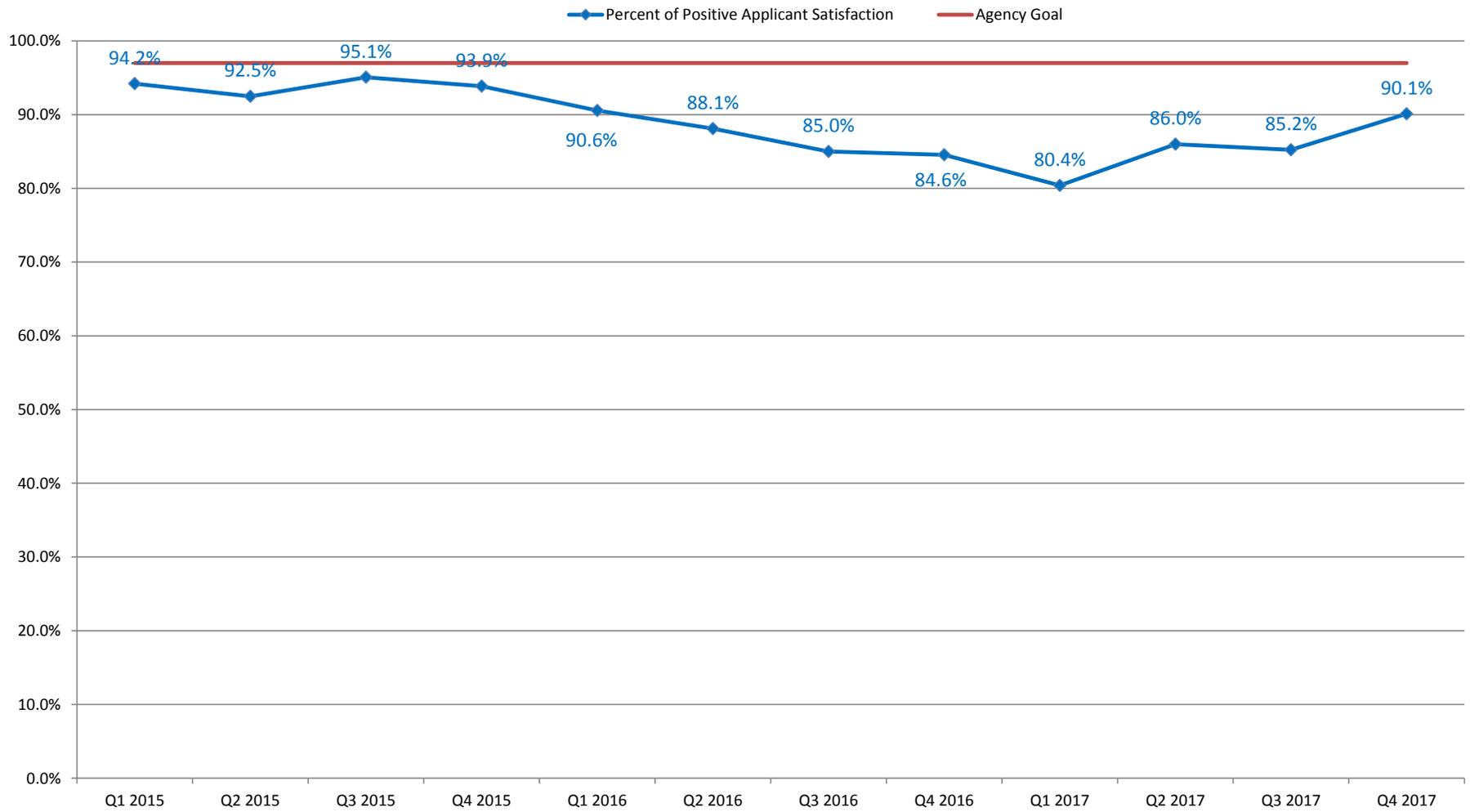
FISCAL YEAR 2017, QUARTER ENDING JUNE 30th, 2017

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 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	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	CURRENT	
												Q4 2017	
<b>Audiology/Speech Pathology</b>	89.6%	83.3%	100.0%	86.7%	76.7%	100.0%	N/A	100.0%	100.0%	83.3%	33.3%	<b>97.8%</b>	
<b>Counseling</b>	83.3%	91.1%	83.9%	80.8%	79.6%	83.3%	100.0%	77.3%	100.0%	81.7%	88.7%	<b>94.0%</b>	
<b>Dentistry</b>	86.3%	91.7%	100.0%	93.3%	96.4%	83.3%	N/A	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>	
<b>Funeral Directing</b>	N/A	100.0%	100.0%	97.0%	88.9%	100.0%	N/A	N/A	100.0%	100.0%	88.9%	<b>100.0%</b>	
<b>Long Term Care Administrator</b>	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	N/A	<b>100.0%</b>	
<b>Medicine</b>	92.2%	81.2%	84.8%	89.6%	80.8%	80.6%	89.2%	84.8%	86.2%	85.2%	86.3%	<b>88.3%</b>	
<b>Nurse Aide</b>	95.6%	97.3%	88.9%	98.9%	100.0%	98.2%	100.0%	92.9%	90.5%	100.0%	96.8%	<b>88.9%</b>	
<b>Nursing</b>	95.6%	94.9%	98.1%	97.2%	92.4%	86.7%	82.5%	73.3%	71.5%	74.3%	76.6%	<b>86.7%</b>	
<b>Optometry</b>	100.0%	100.0%	N/A	66.7%	100.0%	N/A	N/A	N/A	100.0%	100.0%	N/A	<b>100.0%</b>	
<b>Pharmacy</b>	98.8%	98.3%	100.0%	99.5%	96.3%	98.9%	N/A	99.1%	98.2%	100.0%	97.7%	<b>98.4%</b>	
<b>Physical Therapy</b>	94.3%	97.3%	100.0%	100.0%	96.9%	89.7%	N/A	100.0%	97.5%	100.0%	100.0%	<b>98.9%</b>	
<b>Psychology</b>	89.6%	76.8%	90.0%	84.9%	83.3%	93.2%	100.0%	100.0%	64.3%	91.7%	94.7%	<b>94.9%</b>	
<b>Social Work</b>	92.0%	92.0%	90.7%	92.6%	90.7%	94.4%	N/A	100.0%	97.2%	100.0%	91.2%	<b>91.7%</b>	
<b>Veterinary Medicine</b>	100.0%	100.0%	N/A	91.7%	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>	
<b>AGENCY</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>	<b>90.1%</b>	

## Percent of Positive Applicant Satisfaction



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

## Percent of Positive Applicant Satisfaction

