



# Virginia Department of Health Professions

## Applicant Satisfaction Survey

### Quarterly Summary

Quarter 3 - Fiscal Year 2018

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. "N/A" indicates that no response was received for that board during the specified timeframe.

Quarter Date Ranges	
Quarter 1	July 01 - September 30
Quarter 2	October 1 - December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

Board												CURRENT
	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018
Audiology/Speech Pathology	86.7%	76.7%	100.0%	N/A	100.0%	100.0%	83.3%	33.3%	97.8%	100.0%	90.0%	28.6%
Counseling	80.8%	79.6%	83.3%	100.0%	77.3%	100.0%	81.7%	88.7%	94.0%	92.0%	85.9%	87.7%
Dentistry	93.3%	96.4%	83.3%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	96.8%	97.4%	72.2%
Funeral Directing	97.0%	88.9%	100.0%	N/A	N/A	100.0%	100.0%	88.9%	100.0%	100.0%	N/A	N/A
Long Term Care Administrator	96.3%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%
Medicine	89.6%	80.8%	80.6%	89.2%	84.8%	86.2%	85.2%	86.3%	88.3%	88.4%	88.2%	89.4%
Nurse Aide	98.9%	100.0%	98.2%	100.0%	92.9%	90.5%	100.0%	96.8%	88.9%	100.0%	89.5%	88.2%
Nursing	97.2%	92.4%	86.7%	82.5%	73.3%	71.5%	74.3%	76.6%	86.7%	83.2%	89.1%	91.0%
Optometry	66.7%	100.0%	N/A	N/A	N/A	100.0%	100.0%	N/A	100.0%	100.0%	N/A	100.0%
Pharmacy	99.5%	96.3%	98.9%	N/A	99.1%	98.2%	100.0%	97.7%	98.4%	97.2%	93.2%	100.0%
Physical Therapy	100.0%	96.9%	89.7%	N/A	100.0%	97.5%	100.0%	100.0%	98.9%	97.3%	100.0%	86.8%
Psychology	84.9%	83.3%	93.2%	100.0%	100.0%	64.3%	91.7%	94.7%	94.9%	98.1%	91.2%	92.0%
Social Work	92.6%	90.7%	94.4%	N/A	100.0%	97.2%	100.0%	91.2%	91.7%	91.1%	92.7%	93.1%
Veterinary Medicine	91.7%	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	87.3%	100.0%	100.0%
<b>AGENCY</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>	<b>90.0%</b>	<b>90.9%</b>



# Virginia Department of Health Professions

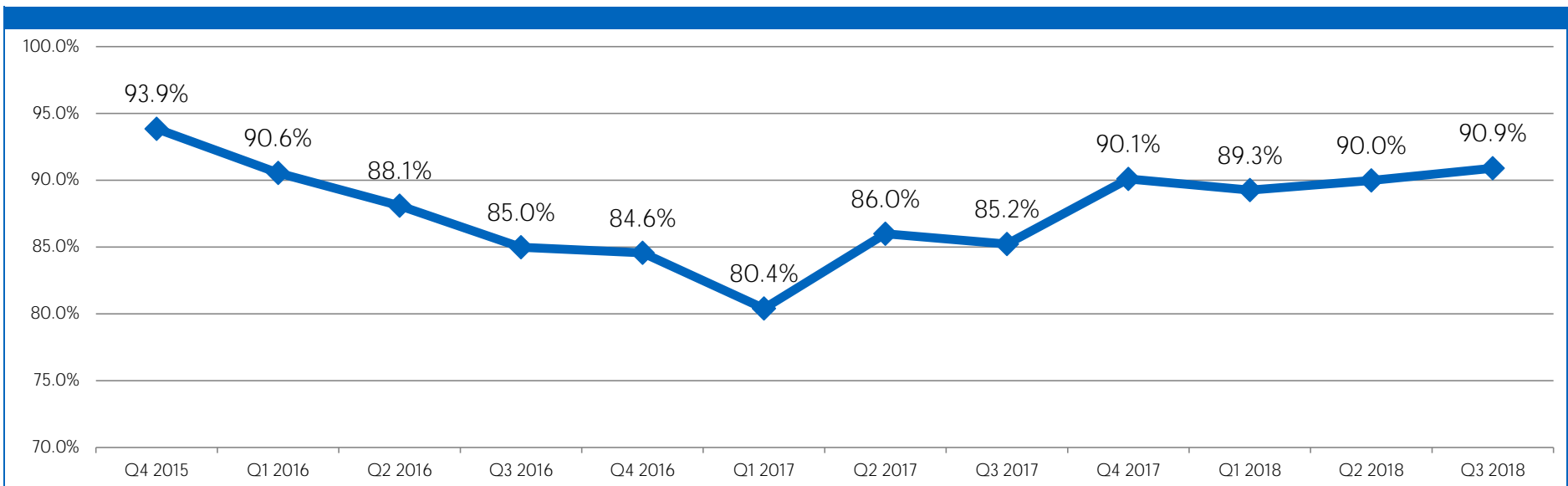
## Applicant Satisfaction Survey

### Quarterly Summary

Quarter 3 - Fiscal Year 2018

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. "N/A" indicates that no response was received for that board during the specified timeframe.

Quarter Date Ranges	
Quarter 1	July 01 - September 30
Quarter 2	October 1 - December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30





# Virginia Department of Health Professions

## Applicant Satisfaction Survey

### Fiscal Year Summary

Quarter 3 - Fiscal Year 2018

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. "N/A" indicates that no response was received for that board during the specified timeframe.

Quarter Date Ranges	
Quarter 1	July 01 - September 30
Quarter 2	October 1 - December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

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>



# Virginia Department of Health Professions

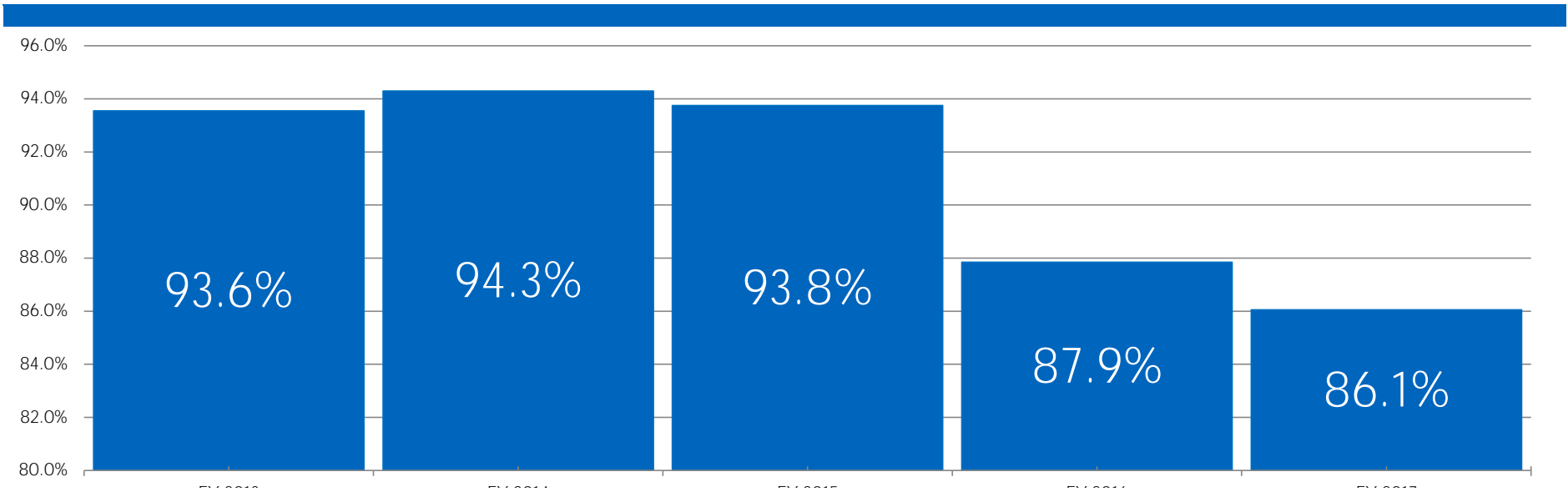
## Applicant Satisfaction Survey

### Fiscal Year Summary

Quarter 3 - Fiscal Year 2018

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. "N/A" indicates that no response was received for that board during the specified timeframe.

Quarter Date Ranges	
Quarter 1	July 01 - September 30
Quarter 2	October 1 - December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30





# Virginia Department of Health Professions

## Applicant Satisfaction Survey

### Fiscal Year Summary

Quarter 3 - Fiscal Year 2018

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. "N/A" indicates that no response was received for that board during the specified timeframe.

Quarter Date Ranges	
Quarter 1	July 01 - September 30
Quarter 2	October 1 - December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

FY 2013

FY 2014

FY 2015

FY 2016

FY 2017