



# Virginia Department of Health Professions

## Application Satisfaction Survey

### Quarterly Summary

Quarter 3 - Fiscal Year 2019

Applicant Satisfaction Surveys are sent to all applicants, and 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. "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                                | Q42016     | Q12017     | Q22017     | Q32017     | Q42017     | Q12018     | Q22018     | Q32018     | Q42018     | Q12019     | Q22019     | CURRENT<br>Q32019 |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|
| <b>Audiology/Speech Pathology</b>    | 100.0%     | 100.0%     | 83.3%      | 33.3%      | 97.8%      | 100.0%     | 90.0%      | 28.6%      | 57.1%      | 92.9%      | 100.0%     | 89.8%             |
| <b>Counseling</b>                    | 77.3%      | 100.0%     | 81.7%      | 88.7%      | 94.0%      | 92.0%      | 85.9%      | 87.7%      | 98.3%      | 92.7%      | 93.5%      | 91.6%             |
| <b>Dentistry</b>                     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 96.8%      | 97.4%      | 72.2%      | 93.2%      | 81.8%      | 92.6%      | N/A               |
| <b>Funeral Directing</b>             | N/A        | 100.0%     | 100.0%     | 88.9%      | 100.0%     | 100.0%     | N/A        | N/A        | 100.0%     | 100.0%     | 100.0%     | 100.0%            |
| <b>Long Term Care Adminsitrators</b> | 100.0%     | 100.0%     | 100.0%     | N/A        | 400.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 94.4%             |
| <b>Medicine</b>                      | 84.8%      | 86.2%      | 85.2%      | 86.3%      | 88.3%      | 88.4%      | 88.2%      | 89.4%      | 83.4%      | 90.5%      | 84.1%      | 90.5%             |
| <b>Nurse Aide</b>                    | 92.9%      | 90.5%      | 100.0%     | 96.8%      | 88.9%      | 100.0%     | 89.5%      | 88.2%      | 98.3%      | 98.3%      | 92.6%      | 97.2%             |
| <b>Nursing</b>                       | 73.3%      | 71.5%      | 74.3%      | 76.6%      | 86.7%      | 83.2%      | 89.1%      | 91.0%      | 87.3%      | 86.4%      | 90.1%      | 91.5%             |
| <b>Optometry</b>                     | N/A        | 100.0%     | 100.0%     | N/A        | 100.0%     | 100.0%     | N/A        | 100.0%     | 100.0%     | 100.0%     | 100.0%     | N/A               |
| <b>Pharmacy</b>                      | 99.1%      | 98.2%      | 100.0%     | 97.7%      | 98.4%      | 97.2%      | 93.2%      | 100.0%     | 99.5%      | 93.0%      | 94.6%      | 100.0%            |
| <b>Physical Therapy</b>              | 100.0%     | 97.5%      | 100.0%     | 100.0%     | 98.9%      | 97.3%      | 100.0%     | 86.8%      | 100.0%     | 97.2%      | 94.3%      | N/A               |
| <b>Psychology</b>                    | 100.0%     | 64.3%      | 91.7%      | 94.7%      | 94.9%      | 98.1%      | 91.2%      | 92.0%      | 89.6%      | 87.8%      | 93.6%      | 88.9%             |
| <b>Social Work</b>                   | 100.0%     | 97.2%      | 100.0%     | 91.2%      | 91.7%      | 91.1%      | 92.7%      | 93.1%      | 81.7%      | 82.3%      | 79.4%      | 95.8%             |
| <b>Veterinary Medicine</b>           | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 87.3%      | 100.0%     | 100.0%     | 84.6%      | 84.8%      | 100.0%     | 100.0%            |
| <b>Agency</b>                        | <b>85%</b> | <b>80%</b> | <b>86%</b> | <b>85%</b> | <b>90%</b> | <b>89%</b> | <b>90%</b> | <b>91%</b> | <b>91%</b> | <b>89%</b> | <b>90%</b> | <b>93%</b>        |



# Virginia Department of Health Professions

## Application Satisfaction Survey Quarterly Summary

Quarter 3 - Fiscal Year 2019

Applicant Satisfaction Surveys are sent to all applicants, and 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. "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 2014 | Change between FY2015 and FY2014 | FY 2015 | Change Between FY16 & FY15 | FY 2016 | Change Between FY16 & FY17 | FY2017 | Change between FY17 & FY18 | FY 2018 |
|------------------------------|---------|----------------------------------|---------|----------------------------|---------|----------------------------|--------|----------------------------|---------|
| Audiology/Speech             | 94.0%   | -7.6%                            | 86.9%   | 1.7%                       | 88.3%   | 2.4%                       | 90.5%  | -4.8%                      | 86.1%   |
| Counseling                   | 84.9%   | -1.1%                            | 83.9%   | -4.5%                      | 80.2%   | 7.7%                       | 86.4%  | 8.2%                       | 93.4%   |
| Dentistry                    | 91.8%   | 0.3%                             | 92.1%   | 3.5%                       | 95.4%   | 4.9%                       | 100.0% | -6.1%                      | 93.9%   |
| Funeral Directing            | 97.0%   | 1.4%                             | 98.3%   | -5.1%                      | 93.3%   | 3.8%                       | 96.9%  | 3.2%                       | 100.0%  |
| Long Term Care Administrator | 98.5%   | -0.5%                            | 98.0%   | 2.0%                       | 100.0%  | 0.0%                       | 100.0% | 0.0%                       | 100.0%  |
| Medicine                     | 92.0%   | -3.3%                            | 89.0%   | -6.5%                      | 83.2%   | 4.8%                       | 87.2%  | 0.0%                       | 87.2%   |
| Nurse Aide                   | 98.3%   | -1.0%                            | 97.3%   | -0.1%                      | 97.3%   | -3.9%                      | 93.5%  | 1.2%                       | 94.6%   |
| Nursing                      | 94.9%   | 1.2%                             | 96.0%   | -11.1%                     | 85.4%   | -9.1%                      | 77.6%  | 11.5%                      | 86.5%   |
| Optometry                    | 100.0%  | -8.3%                            | 91.7%   | 9.1%                       | 100.0%  | 0.0%                       | 100.0% | 0.0%                       | 100.0%  |
| Pharmacy                     | 98.0%   | 1.0%                             | 98.9%   | -1.5%                      | 97.5%   | 1.1%                       | 98.5%  | -0.8%                      | 97.7%   |
| Physical Therapy             | 97.2%   | -0.9%                            | 96.3%   | -0.9%                      | 95.4%   | 3.5%                       | 98.8%  | -2.4%                      | 96.4%   |
| Psychology                   | 91.5%   | -8.3%                            | 83.9%   | 7.7%                       | 90.4%   | -3.5%                      | 87.2%  | 5.9%                       | 92.3%   |
| Social Work                  | 89.1%   | 3.1%                             | 91.9%   | 2.8%                       | 94.4%   | -1.3%                      | 93.2%  | -3.5%                      | 89.9%   |
| Veterinary Medicine          | 99.3%   | -4.0%                            | 95.4%   | 4.9%                       | 100.0%  | 0.0%                       | 100.0% | -10.6%                     | 89.4%   |
| Agency                       | 94.30%  | -0.60%                           | 93.80%  | -6.30%                     | 87.90%  | -2.00%                     | 86.10% | 4.90%                      | 90.20%  |



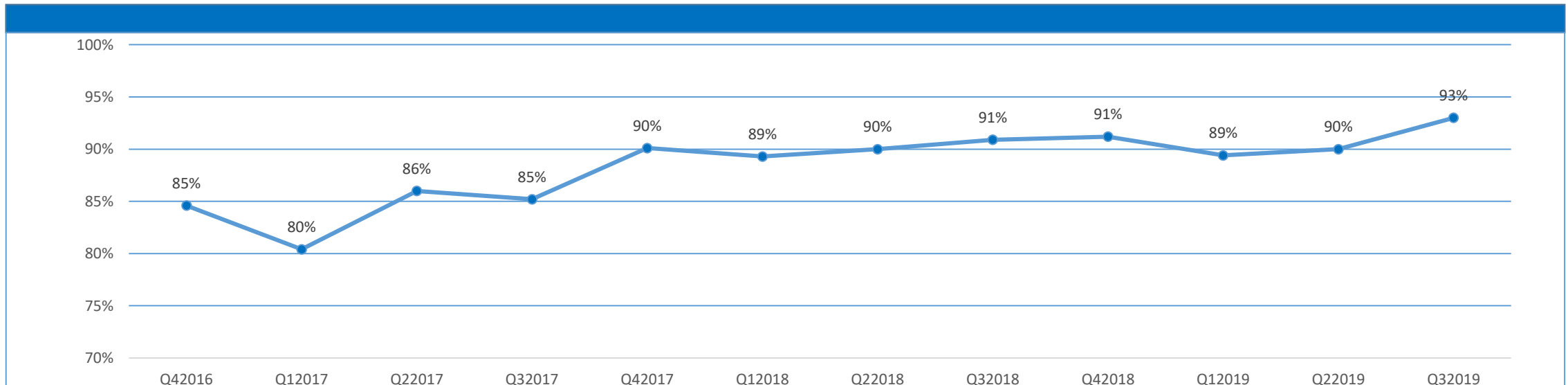
# Virginia Department of Health Professions

## Application Satisfaction Survey Quarterly Summary

Quarter 3 - Fiscal Year 2019

Applicant Satisfaction Surveys are sent to all applicants, and 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. "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

## Application Satisfaction Survey Quarterly Summary

Quarter 3 - Fiscal Year 2019

Applicant Satisfaction Surveys are sent to all applicants, and 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. "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       |

