



Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

Quarter 4 - 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
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Board	Q12018	Q22018	Q32018	Q42018	Q12019	Q22019	Q32019	CURRENT Q4 2019
Audiology/Speech Pathology	100.0%	90.0%	28.6%	57.1%	92.9%	100.0%	89.8%	100.0%
Counseling	92.0%	85.9%	87.7%	98.3%	92.7%	93.5%	91.6%	90.0%
Dentistry	96.8%	97.4%	72.2%	93.2%	81.8%	92.6%	N/A	80.0%
Funeral Directing	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%
Long Term Care Adminsitrators	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%
Medicine	88.4%	88.2%	89.4%	83.4%	90.5%	84.1%	90.5%	85.5%
Nurse Aide	100.0%	89.5%	88.2%	98.3%	98.3%	92.6%	97.2%	94.2%
Nursing	83.2%	89.1%	91.0%	87.3%	86.4%	90.1%	91.5%	66.7%
Optometry	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	N/A	N/A
Pharmacy	97.2%	93.2%	100.0%	99.5%	93.0%	94.6%	100.0%	97.5%
Physical Therapy	97.3%	100.0%	86.8%	100.0%	97.2%	94.3%	N/A	100.0%
Psychology	98.1%	91.2%	92.0%	89.6%	87.8%	93.6%	88.9%	100.0%
Social Work	91.1%	92.7%	93.1%	81.7%	82.3%	79.4%	95.8%	89.5%
Veterinary Medicine	87.3%	100.0%	100.0%	84.6%	84.8%	100.0%	100.0%	N/A
Agency	89%	90%	91%	91%	89%	90%	93%	90%

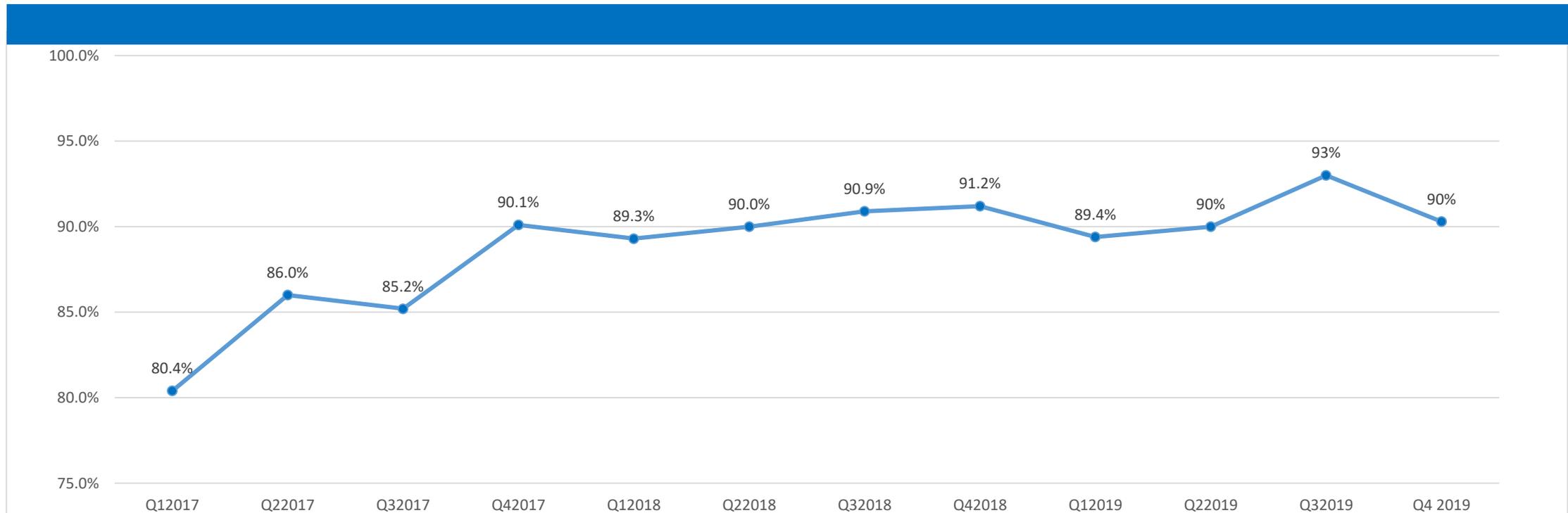


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Board	Change between FY15 and FY14	FY 2015	Change Between FY16 & FY15	FY 2016	Change Between FY16 & FY17	FY 2017	Change between FY17 & FY18	FY 2018	Change between FY17 & FY18	FY 2019
Audiology/Speech	-8%	87%	2%	88%	2%	91%	-5%	86%	7%	93%
Counseling	-1%	84%	-5%	80%	8%	86%	8%	93%	-1%	92%
Dentistry	0%	92%	4%	95%	5%	100%	-6%	94%	-9%	86%
Funeral Directing	1%	98%	-5%	93%	4%	97%	3%	100%	0%	100%
Long Term Care Administrator	-1%	98%	2%	100%	0%	100%	0%	100%	-3%	97%
Medicine	-3%	89%	-7%	83%	5%	87%	0%	87%	0%	87%
Nurse Aide	-1%	97%	0%	97%	-4%	94%	1%	95%	2%	97%
Nursing	1%	96%	-11%	85%	-9%	78%	12%	87%	1%	87%
Optometry	-8%	92%	9%	100%	0%	100%	0%	100%	0%	100%
Pharmacy	1%	99%	-2%	98%	1%	99%	-1%	98%	-3%	95%
Physical Therapy	-1%	96%	-1%	95%	4%	99%	-2%	96%	0%	97%
Psychology	-8%	84%	8%	90%	-4%	87%	6%	92%	-2%	90%
Social Work	3%	92%	3%	94%	-1%	93%	-4%	90%	-8%	83%
Veterinary Medicine	-4%	95%	5%	100%	0%	100%	-11%	89%	-1%	88%
Agency	-0.6%	93.8%	-6.3%	87.9%	-2.0%	86.1%	4.9%	90.2%	1.6%	91.7%



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