



Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

Quarter 2- Fiscal Year 2020

Application Satisfaction Survey 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 1 - September 30
Quarter 2	October 1- December 31
Quarter 3	January 1 - March 31
Quarter 4	April 1 - June 30

Board	Q22017	Q32017	Q42017	Q12018	Q22018	Q32018	Q42018	Q12019	Q22019	Q32019	Q4 2019	Q1 2020	CURRENT Q2 2020
Audiology/Speech Pathology	83.3%	33.3%	97.8%	100.0%	90.0%	28.6%	57.1%	92.9%	100.0%	89.8%	100.0%	85.7%	100.0%
Counseling	81.7%	88.7%	94.0%	92.0%	85.9%	87.7%	98.3%	92.7%	93.5%	91.6%	90.0%	89.9%	95.7%
Dentistry	100.0%	100.0%	100.0%	96.8%	97.4%	72.2%	93.2%	81.8%	92.6%	N/A	80.0%	71.9%	100.0%
Funeral Directing	100.0%	88.9%	100.0%	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	85.7%
Long Term Care Adminsitrators	100.0%	N/A	400.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%
Medicine	85.2%	86.3%	88.3%	88.4%	88.2%	89.4%	83.4%	90.5%	84.1%	90.5%	85.5%	88.1%	95.4%
Nurse Aide	100.0%	96.8%	88.9%	100.0%	89.5%	88.2%	98.3%	98.3%	92.6%	97.2%	94.2%	95.1%	98.8%
Nursing	74.3%	76.6%	86.7%	83.2%	89.1%	91.0%	87.3%	86.4%	90.1%	91.5%	66.7%	77.8%	78.4%
Optometry	100.0%	N/A	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	N/A	N/A	100.0%	14.3%
Pharmacy	100.0%	97.7%	98.4%	97.2%	93.2%	100.0%	99.5%	93.0%	94.6%	100.0%	97.5%	94.4%	98.8%
Physical Therapy	100.0%	100.0%	98.9%	97.3%	100.0%	86.8%	100.0%	97.2%	94.3%	N/A	100.0%	100.0%	97.7%
Psychology	91.7%	94.7%	94.9%	98.1%	91.2%	92.0%	89.6%	87.8%	93.6%	88.9%	100.0%	100.0%	94.6%
Social Work	100.0%	91.2%	91.7%	91.1%	92.7%	93.1%	81.7%	82.3%	79.4%	95.8%	89.5%	83.3%	66.0%
Veterinary Medicine	100.0%	100.0%	100.0%	87.3%	100.0%	100.0%	84.6%	84.8%	100.0%	100.0%	N/A	100.0%	100.0%
Agency	86.0%	85.2%	90.1%	89.3%	90.0%	90.9%	91.2%	89.4%	90%	93%	90%	87%	88%



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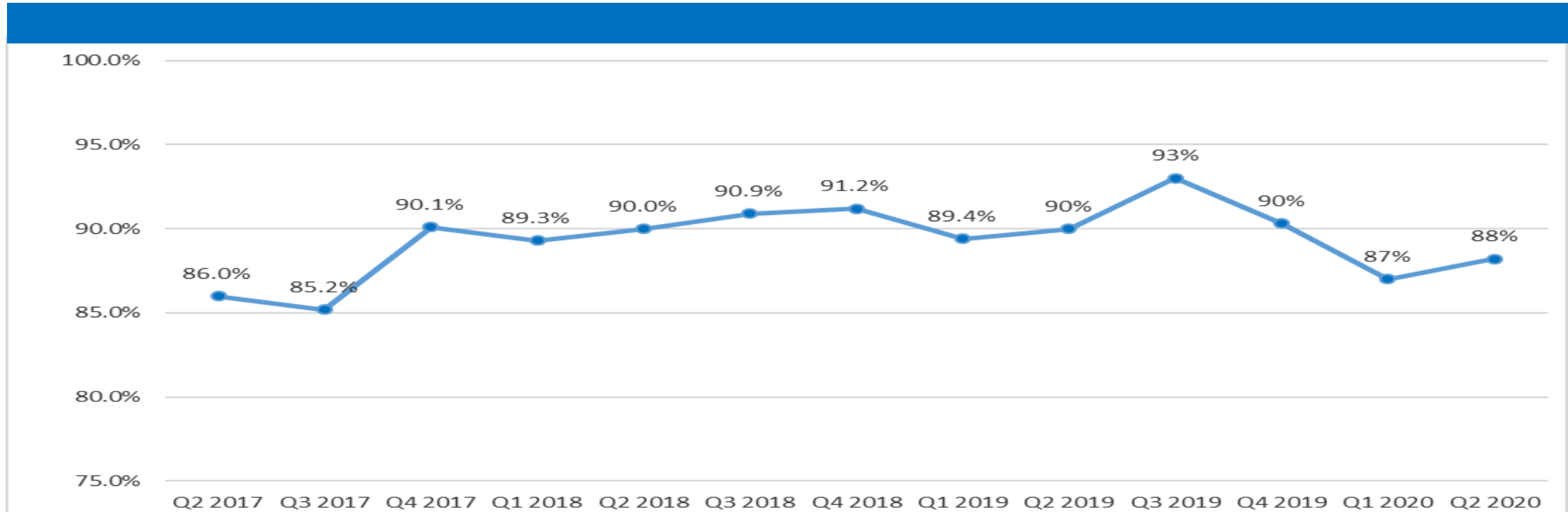
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Board	FY 2015	Change Between FY16 & FY15	FY 2016	Change Between FY17 & FY16	FY 2017	Change Between FY 18 & FY 17	FY 2018	Change Between FY 19 & FY 18	FY 2019
Audiology/Speech Pathology	87%	2%	88%	2%	91%	-5%	86%	7%	93%
Counseling	84%	-5%	80%	8%	86%	8%	93%	-1%	92%
Dentistry	92%	4%	95%	5%	100%	-6%	94%	-9%	86%
Funeral Directing	98%	-5%	93%	4%	97%	3%	100%	0%	100%
Long-Term Care Administrator	98%	2%	100%	0%	100%	0%	100%	-3%	97%
Medicine	89%	-7%	83%	5%	87%	0%	87%	0%	87%
Nurse Aide	97%	0%	97%	-4%	94%	1%	95%	2%	97%
Nursing	96%	-11%	85%	-9%	78%	12%	87%	1%	87%
Optometry	92%	9%	100%	0%	100%	0%	100%	0%	100%
Pharmacy	99%	-2%	98%	1%	99%	-1%	98%	-3%	95%
Physical Therapy	96%	-1%	95%	4%	99%	-2%	96%	0%	97%
Psychology	84%	8%	90%	-4%	87%	6%	92%	-2%	90%
Social Work	92%	3%	94%	-1%	93%	-4%	90%	-8%	83%
Veterinary Medicine	95%	5%	100%	0%	100%	-11%	89%	-1%	88%
Agency	93.8%	-6.3%	87.9%	-2.0%	86.1%	4.9%	90.2%	1.6%	91.7%



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