



# Virginia Department of Health Professions

## Applicant Satisfaction Survey

### Quarterly Summary

Quarter 3- 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	
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BOARD	CURRENT												
	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020
<b>Audiology/Speech Pathology</b>	33.3%	97.8%	100.0%	90.0%	28.6%	57.1%	92.9%	100.0%	89.8%	100.0%	85.7%	100.0%	89.4%
<b>Counseling</b>	88.7%	94.0%	92.0%	85.9%	87.7%	98.3%	92.7%	93.5%	91.6%	90.0%	89.9%	95.7%	96.2%
<b>Dentistry</b>	100.0%	100.0%	96.8%	97.4%	72.2%	93.2%	81.8%	92.6%	N/A	80.0%	71.9%	100.0%	79.5%
<b>Funeral Directing</b>	88.9%	100.0%	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	85.7%	N/A
<b>Long-Term Care Adminsitrators</b>	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%
<b>Medicine</b>	86.3%	88.3%	88.4%	88.2%	89.4%	83.4%	90.5%	84.1%	90.5%	85.5%	88.1%	95.4%	93.2%
<b>Nurse Aide</b>	96.8%	88.9%	100.0%	89.5%	88.2%	98.3%	98.3%	92.6%	97.2%	94.2%	95.1%	98.8%	75.3%
<b>Nursing</b>	76.6%	86.7%	83.2%	89.1%	91.0%	87.3%	86.4%	90.1%	91.5%	89.7%	77.8%	78.4%	84.5%
<b>Optometry</b>	N/A	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	N/A	N/A	100.0%	14.3%	100.0%
<b>Pharmacy</b>	97.7%	98.4%	97.2%	93.2%	100.0%	99.5%	93.0%	94.6%	100.0%	97.5%	94.4%	98.8%	88.9%
<b>Physical Therapy</b>	100.0%	98.9%	97.3%	100.0%	86.8%	100.0%	97.2%	94.3%	N/A	100.0%	100.0%	97.7%	97.4%
<b>Psychology</b>	94.7%	94.9%	98.1%	91.2%	92.0%	89.6%	87.8%	93.6%	88.9%	100.0%	100.0%	94.6%	95.0%
<b>Social Work</b>	91.2%	91.7%	91.1%	92.7%	93.1%	81.7%	82.3%	79.4%	95.8%	89.5%	83.3%	66.0%	87.9%
<b>Veterinary Medicine</b>	100.0%	100.0%	87.3%	100.0%	100.0%	84.6%	84.8%	100.0%	100.0%	N/A	100.0%	100.0%	90.5%
<b>Agency</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>	<b>90%</b>	<b>87%</b>	<b>88.0%</b>	<b>88.1%</b>



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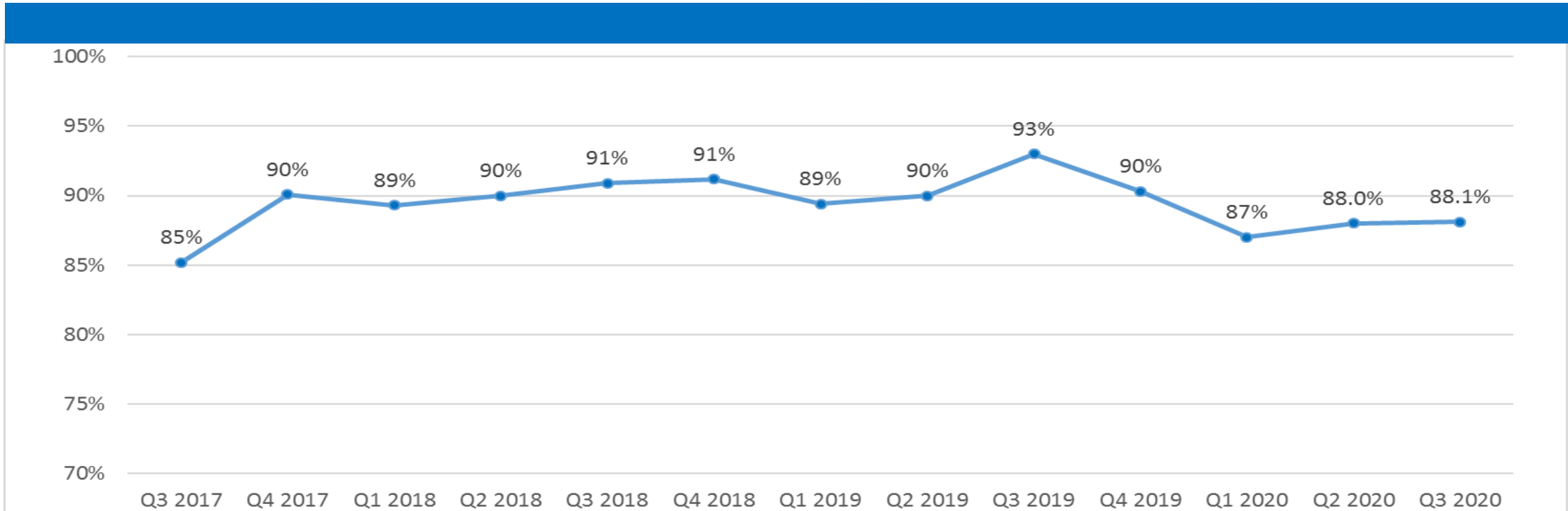
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Board	FY 2015	Change Between FY16 & FY15	FY 2016	Change Between FY17 & FY16	FY 2017	Change Between FY 18 & FY 17	FY 2018	Change Between FY 19 & FY 18	FY 2019
<b>Audiology/Speech Pathology</b>	87%	2%	88%	2%	91%	-5%	86%	7%	93%
<b>Counseling</b>	84%	-5%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



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