



Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

Quarter 4- 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	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	CURRENT Q4 2020
Audiology/Speech Pathology	97.8%	100.0%	90.0%	28.6%	57.1%	92.9%	100.0%	89.8%	100.0%	85.7%	100.0%	89.4%	89.0%
Counseling	94.0%	92.0%	85.9%	87.7%	98.3%	92.7%	93.5%	91.6%	90.0%	89.9%	95.7%	96.2%	93.3%
Dentistry	100.0%	96.8%	97.4%	72.2%	93.2%	81.8%	92.6%	N/A	80.0%	71.9%	100.0%	79.5%	92.3%
Funeral Directing	100.0%	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	85.7%	N/A	83.3%
Long Term Care Adminsitrators	400.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Medicine	88.3%	88.4%	88.2%	89.4%	83.4%	90.5%	84.1%	90.5%	85.5%	88.1%	95.4%	93.2%	92.6%
Nurse Aide	88.9%	100.0%	89.5%	88.2%	98.3%	98.3%	92.6%	97.2%	94.2%	95.1%	98.8%	75.3%	100.0%
Nursing	86.7%	83.2%	89.1%	91.0%	87.3%	86.4%	90.1%	91.5%	66.7%	77.8%	78.4%	84.5%	87.0%
Optometry	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	N/A	N/A	100.0%	14.3%	100.0%	100.0%
Pharmacy	98.4%	97.2%	93.2%	100.0%	99.5%	93.0%	94.6%	100.0%	97.5%	94.4%	98.8%	88.9%	97.6%
Physical Therapy	98.9%	97.3%	100.0%	86.8%	100.0%	97.2%	94.3%	N/A	100.0%	100.0%	97.7%	97.4%	89.6%
Psychology	94.9%	98.1%	91.2%	92.0%	89.6%	87.8%	93.6%	88.9%	100.0%	100.0%	94.6%	95.0%	91.0%
Social Work	91.7%	91.1%	92.7%	93.1%	81.7%	82.3%	79.4%	95.8%	89.5%	83.3%	66.0%	87.9%	90.5%
Veterinary Medicine	100.0%	87.3%	100.0%	100.0%	84.6%	84.8%	100.0%	100.0%	N/A	100.0%	100.0%	90.5%	97.8%
Agency	90.1%	89.3%	90.0%	90.9%	91.2%	89.4%	90%	93%	90%	87%	88%	88%	91%



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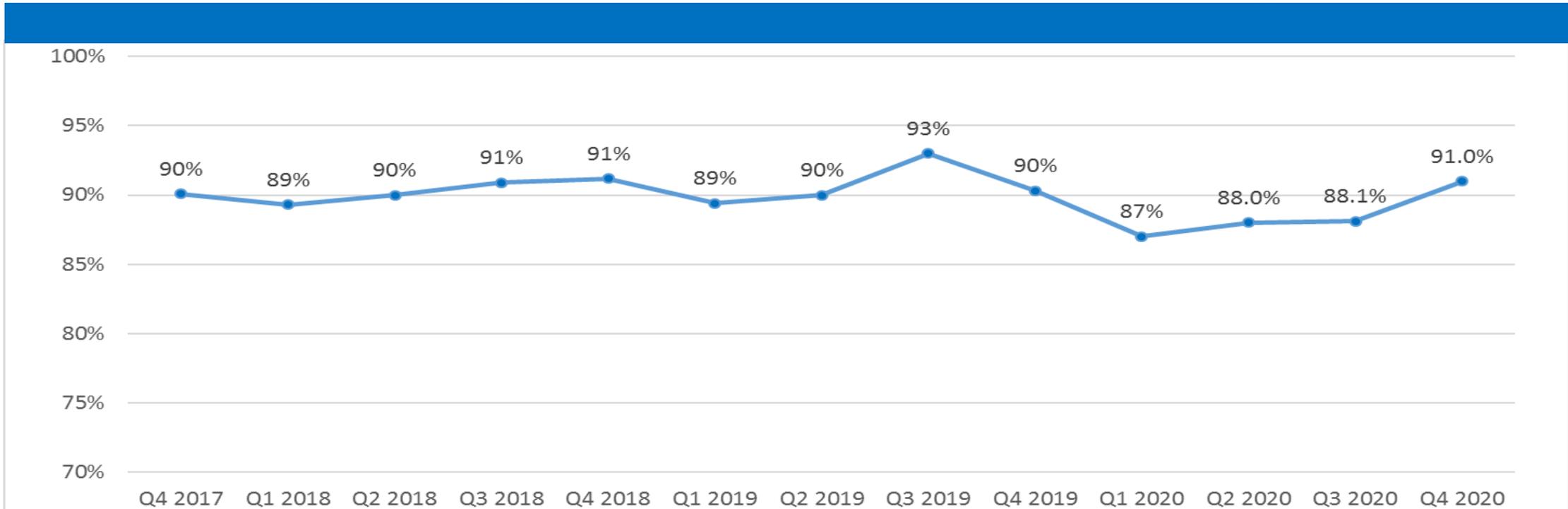
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BOARD	FY 2016	Change Between FY17 & FY16	FY 2017	Change Between FY 18 & FY 17	FY 2018	Change Between FY 19 & FY 18	FY 2019	Change Between FY 20 & FY 19	FY 2020
Audiology/Speech Pathology	88%	2%	91%	-5%	86%	7%	93%	-3%	90.0%
Counseling	80%	8%	86%	8%	93%	-1%	92%	2%	94.2%
Dentistry	95%	5%	100%	-6%	94%	-9%	86%	0%	86.0%
Funeral Directing	93%	4%	97%	3%	100%	0%	100%	-20%	83.3%
Long-Term Care Administrator	100%	0%	100%	0%	100%	-3%	97%	3%	100.0%
Medicine	83%	5%	87%	0%	87%	0%	87%	3%	89.8%
Nurse Aide	97%	-4%	94%	1%	95%	2%	97%	-1%	96.0%
Nursing	85%	-9%	78%	12%	87%	1%	87%	-5%	83.0%
Optometry	100%	0%	100%	0%	100%	0%	100%	0%	85.4%
Pharmacy	98%	1%	99%	-1%	98%	-3%	95%	-3%	92.6%
Physical Therapy	95%	4%	99%	-2%	96%	0%	97%	-2%	95.2%
Psychology	90%	-4%	87%	6%	92%	-2%	90%	4%	94.0%
Social Work	94%	-1%	93%	-4%	90%	-8%	83%	-5%	79.6%
Veterinary Medicine	100%	0%	100%	-11%	89%	-1%	88%	9%	96.6%
Agency	87.9%	-2.0%	86.1%	4.9%	90.2%	1.6%	91.7%	-3.0%	89.0%



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