



# Virginia Department of Health Professions

## Applicant Satisfaction Survey

### Quarterly Summary

Quarter 2- Fiscal Year 2021

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												
	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021
<b>Audiology/Speech Pathology</b>	90.0%	28.6%	57.1%	92.9%	100.0%	89.8%	100.0%	85.7%	100.0%	89.4%	89.0%	88.2%	47.4%
<b>Counseling</b>	85.9%	87.7%	98.3%	92.7%	93.5%	91.6%	90.0%	89.9%	95.7%	96.2%	93.3%	87.2%	97.6%
<b>Dentistry</b>	97.4%	72.2%	93.2%	81.8%	92.6%	N/A	80.0%	71.9%	100.0%	79.5%	92.3%	97.5%	83.9%
<b>Funeral Directing</b>	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	85.7%	N/A	83.3%	100.0%	N/A
<b>Long-Term Care Adminsitrators</b>	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Medicine</b>	88.2%	89.4%	83.4%	90.5%	84.1%	90.5%	85.5%	88.1%	95.4%	93.2%	92.6%	85.7%	85.1%
<b>Nurse Aide</b>	89.5%	88.2%	98.3%	98.3%	92.6%	97.2%	94.2%	95.1%	98.8%	75.3%	100.0%	96.7%	86.3%
<b>Nursing</b>	89.1%	91.0%	87.3%	86.4%	90.1%	91.5%	89.7%	77.8%	78.4%	84.5%	87.0%	89.0%	92.0%
<b>Optometry</b>	N/A	100.0%	100.0%	100.0%	100.0%	N/A	N/A	100.0%	14.3%	100.0%	100.0%	100.0%	100.0%
<b>Pharmacy</b>	93.2%	100.0%	99.5%	93.0%	94.6%	100.0%	97.5%	94.4%	98.8%	88.9%	97.6%	99.3%	96.4%
<b>Physical Therapy</b>	100.0%	86.8%	100.0%	97.2%	94.3%	N/A	100.0%	100.0%	97.7%	97.4%	89.6%	100.0%	97.0%
<b>Psychology</b>	91.2%	92.0%	89.6%	87.8%	93.6%	88.9%	100.0%	100.0%	94.6%	95.0%	91.0%	92.3%	95.6%
<b>Social Work</b>	92.7%	93.1%	81.7%	82.3%	79.4%	95.8%	89.5%	83.3%	66.0%	87.9%	90.5%	92.9%	97.1%
<b>Veterinary Medicine</b>	100.0%	100.0%	84.6%	84.8%	100.0%	100.0%	N/A	100.0%	100.0%	90.5%	97.8%	97.6%	100.0%
<b>Agency</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>	<b>91.0%</b>	<b>90.6%</b>	<b>92.8%</b>



# Virginia Department of Health Professions

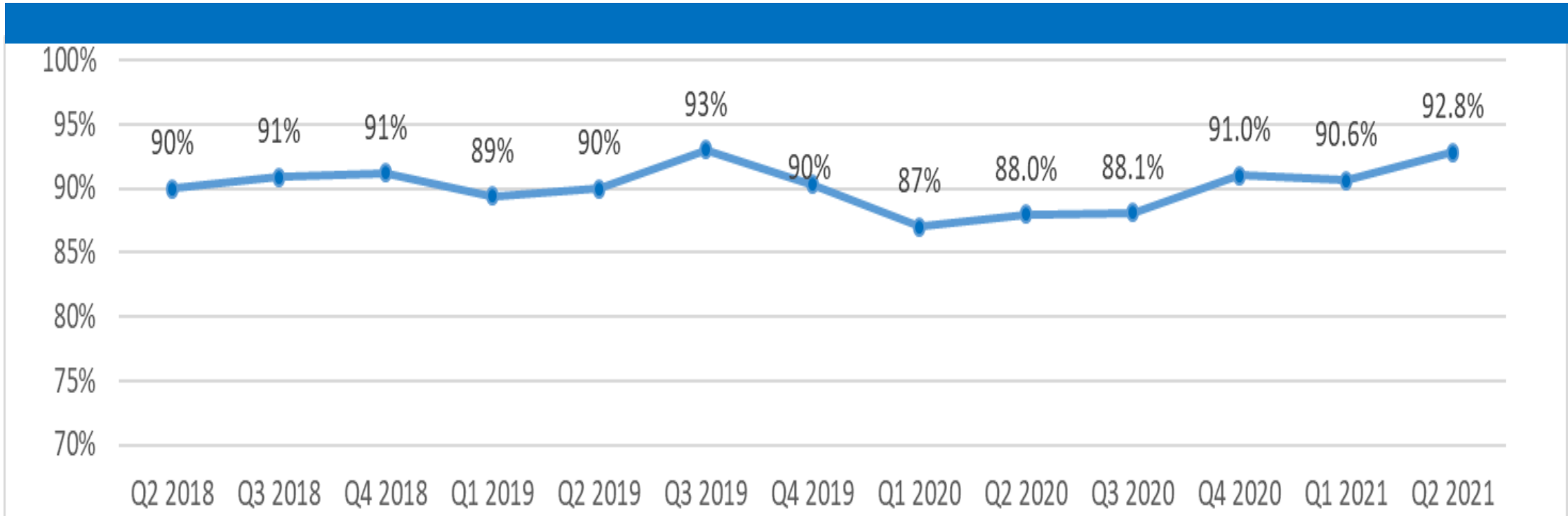
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BOARD	FY 2016	Change Between FY 17 & FY 16	FY 2017	Change Between FY 18 & FY 17	FY 2018	Change Between FY 19 & FY 18	FY 2019	Change Between FY 20 & FY 19	FY 2020
<b>Audiology/Speech Pathology</b>	88%	2.4%	91%	-4.8%	86%	7%	93%	-3%	90.0%
<b>Counseling</b>	80%	7.7%	86%	8.2%	93%	-2%	92%	2%	94.2%
<b>Dentistry</b>	95%	4.9%	100%	-6.1%	94%	-9%	86%	0%	86.0%
<b>Funeral Directing</b>	93%	3.8%	97%	3.2%	100%	0%	100%	-20%	83.3%
<b>Long-Term Care Administrator</b>	100%	0.0%	100%	0.0%	100%	-3%	97%	3%	100.0%
<b>Medicine</b>	83%	4.8%	87%	0.0%	87%	0%	87%	3%	89.8%
<b>NurseAide</b>	97%	-3.9%	94%	1.2%	95%	2%	97%	-1%	96.0%
<b>Nursing</b>	85%	-9.1%	78%	11.5%	87%	1%	87%	-5%	83.0%
<b>Optometry</b>	100%	0.0%	100%	0.0%	100%	0%	100%	-17%	85.4%
<b>Pharmacy</b>	98%	1.1%	99%	-0.8%	98%	-3%	95%	-3%	92.6%
<b>Physical Therapy</b>	95%	3.5%	99%	-2.4%	96%	1%	97%	-2%	95.2%
<b>Psychology</b>	90%	-3.5%	87%	5.9%	92%	-3%	90%	4%	94.0%
<b>Social Work</b>	94%	-1.3%	93%	-3.5%	90%	-8%	83%	-4%	79.6%
<b>Veterinary Medicine</b>	100%	0.0%	100%	-10.6%	89%	-8%	83%	14%	96.6%
<b>Agency</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>	<b>-3.0%</b>	<b>89.0%</b>



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