



Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

Quarter 3- 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	
Quarter 1	July 1 - September 30
Quarter 2	October 1- December 31
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BOARD													CURRENT
	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Audiology/Speech Pathology	28.6%	57.1%	92.9%	100.0%	89.8%	100.0%	85.7%	100.0%	89.4%	89.0%	88.2%	47.4%	N/A
Counseling	87.7%	98.3%	92.7%	93.5%	91.6%	90.0%	89.9%	95.7%	96.2%	93.3%	87.2%	97.6%	93.6%
Dentistry	72.2%	93.2%	81.8%	92.6%	N/A	80.0%	71.9%	100.0%	79.5%	92.3%	97.5%	83.9%	85.3%
Funeral Directors and Embalmers	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	85.7%	N/A	83.3%	100.0%	N/A	N/A
Long-Term Care Adminsitrators	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Medicine	89.4%	83.4%	90.5%	84.1%	90.5%	85.5%	88.1%	95.4%	93.2%	92.6%	85.7%	85.1%	88.3%
Nurse Aide	88.2%	98.3%	98.3%	92.6%	97.2%	94.2%	95.1%	98.8%	75.3%	100.0%	96.7%	86.3%	94.9%
Nursing	91.0%	87.3%	86.4%	90.1%	91.5%	89.7%	77.8%	78.4%	84.5%	87.0%	89.0%	92.0%	91.1%
Optometry	100.0%	100.0%	100.0%	100.0%	N/A	N/A	100.0%	14.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Pharmacy	100.0%	99.5%	93.0%	94.6%	100.0%	97.5%	94.4%	98.8%	88.9%	97.6%	99.3%	96.4%	99.2%
Physical Therapy	86.8%	100.0%	97.2%	94.3%	N/A	100.0%	100.0%	97.7%	97.4%	89.6%	100.0%	97.0%	98.2%
Psychology	92.0%	89.6%	87.8%	93.6%	88.9%	100.0%	100.0%	94.6%	95.0%	91.0%	92.3%	95.6%	91.4%
Social Work	93.1%	81.7%	82.3%	79.4%	95.8%	89.5%	83.3%	66.0%	87.9%	90.5%	92.9%	97.1%	85.2%
Veterinary Medicine	100.0%	84.6%	84.8%	100.0%	100.0%	N/A	100.0%	100.0%	90.5%	97.8%	97.6%	100.0%	81.5%
Agency	91%	91%	89%	90%	93%	90%	87%	88.0%	88.1%	91.0%	90.6%	92.8%	91.4%



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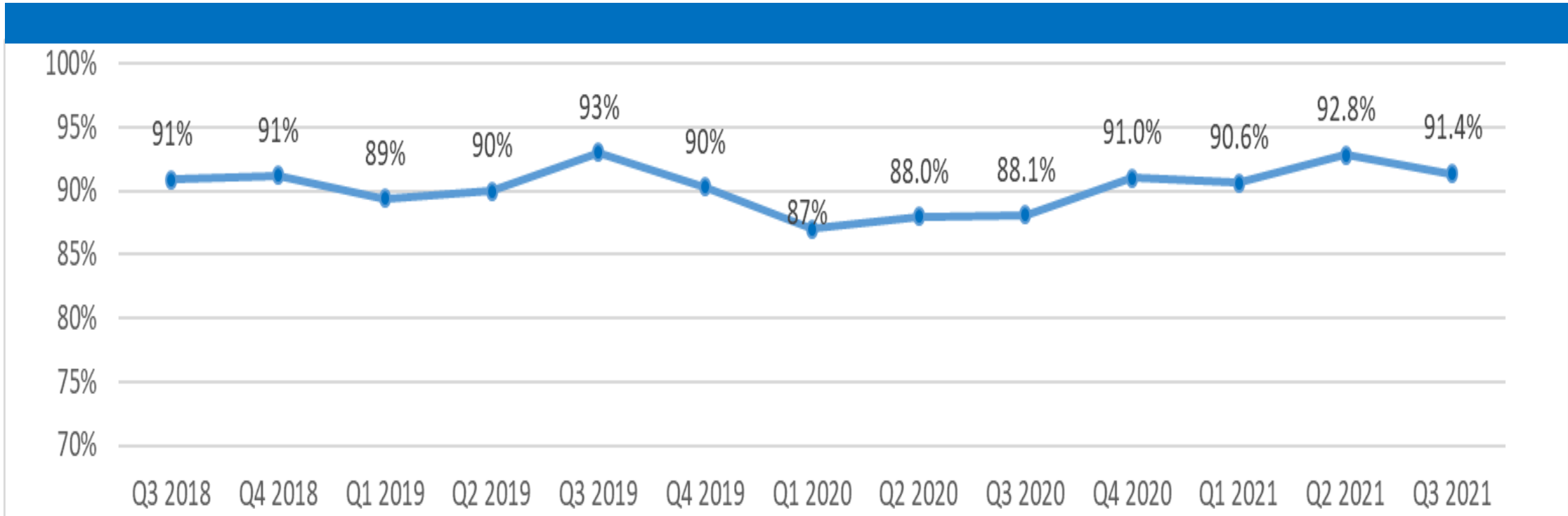
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BOARD	FY 2016	Change Between FY 17 & FY 16	FY 2017	Change Between FY 18 & FY 17	FY 2018	Change Between FY 19 & FY 18	FY 2019	Change Between FY 20 & FY 19	FY 2020
Audiology/Speech Pathology	88%	2.4%	91%	-4.8%	86%	7%	93%	-3%	90.0%
Counseling	80%	7.7%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