



Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

Quarter 4- 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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Quarter 4	April 1 - June 30

BOARD	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	CURRENT Q4 2021
Audiology/Speech Pathology	92.9%	100.0%	89.8%	100.0%	85.7%	100.0%	89.4%	89.0%	88.2%	47.4%	N/A	76.4%
Counseling	92.7%	93.5%	91.6%	90.0%	89.9%	95.7%	96.2%	93.3%	87.2%	97.6%	93.6%	91.7%
Dentistry	81.8%	92.6%	N/A	80.0%	71.9%	100.0%	79.5%	92.3%	97.5%	83.9%	85.3%	82.8%
Funeral Directors and Embalmers	100.0%	100.0%	100.0%	100.0%	N/A	85.7%	N/A	83.3%	100.0%	N/A	N/A	95.2%
Long-Term Care Adminsitrators	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Medicine	90.5%	84.1%	90.5%	85.5%	88.1%	95.4%	93.2%	92.6%	85.7%	85.1%	88.3%	79.6%
Nurse Aide	98.3%	92.6%	97.2%	94.2%	95.1%	98.8%	75.3%	100.0%	96.7%	86.3%	94.9%	95.7%
Nursing	86.4%	90.1%	91.5%	89.7%	77.8%	78.4%	84.5%	87.0%	89.0%	92.0%	91.1%	87.5%
Optometry	100.0%	100.0%	N/A	N/A	100.0%	14.3%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A
Pharmacy	93.0%	94.6%	100.0%	97.5%	94.4%	98.8%	88.9%	97.6%	99.3%	96.4%	99.2%	95.8%
Physical Therapy	97.2%	94.3%	N/A	100.0%	100.0%	97.7%	97.4%	89.6%	100.0%	97.0%	98.2%	90.9%
Psychology	87.8%	93.6%	88.9%	100.0%	100.0%	94.6%	95.0%	91.0%	92.3%	95.6%	91.4%	97.1%
Social Work	82.3%	79.4%	95.8%	89.5%	83.3%	66.0%	87.9%	90.5%	92.9%	97.1%	85.2%	84.5%
Veterinary Medicine	84.8%	100.0%	100.0%	N/A	100.0%	100.0%	90.5%	97.8%	97.6%	100.0%	81.5%	92.3%
Agency	89%	90%	93%	90%	87%	88.0%	88.1%	91.0%	90.6%	92.8%	91.4%	88.0%



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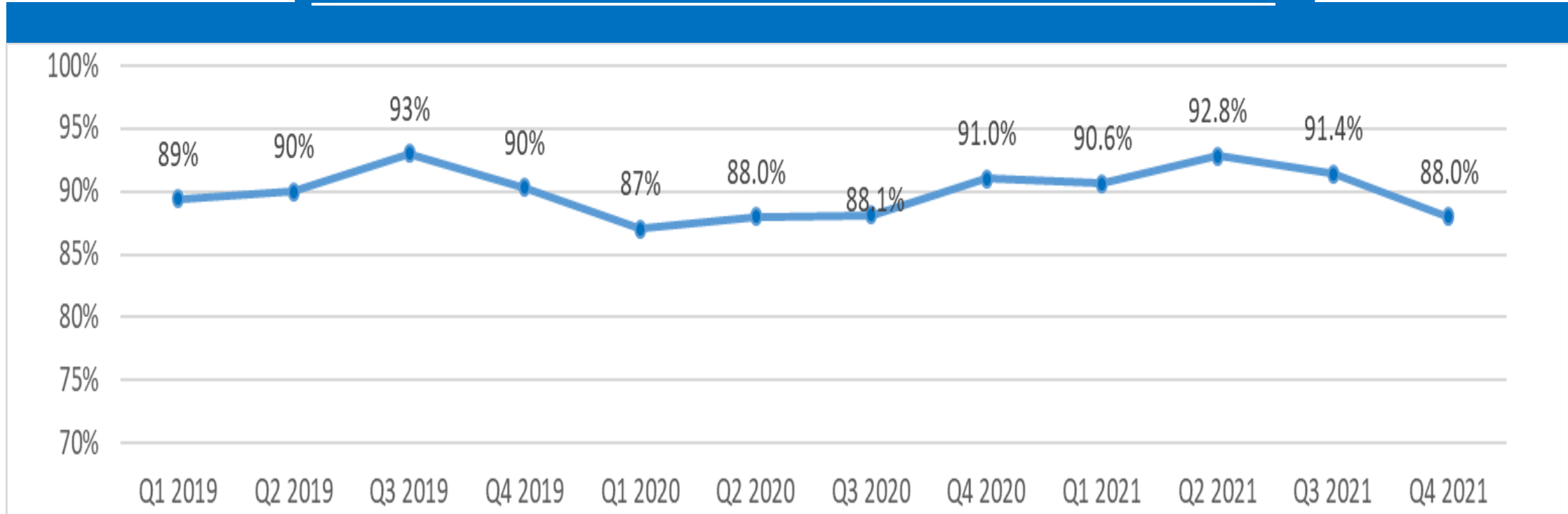
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BOARD	FY 2017	Change Between FY 18 & FY 17	FY 2018	Change Between FY 19 & FY 18	FY 2019	Change Between FY 20 & FY 19	FY 2020	Change Between FY 21 & FY 20	FY 2021
Audiology/Speech Pathology	91%	-4.8%	86%	7%	93%	-3.3%	90%	-24%	73%
Counseling	86%	8.2%	93%	-2%	92%	2.3%	94%	-2%	93%
Dentistry	100%	-6.1%	94%	-9%	86%	0.0%	86%	4%	90%
Funeral Directing	97%	3.2%	100%	0%	100%	-20.0%	83%	14%	97%
Long-Term Care Administrator	100%	0.0%	100%	-3%	97%	3.0%	100%	0%	100%
Medicine	87%	0.0%	87%	0%	87%	3.1%	90%	-7%	84%
NurseAide	94%	1.2%	95%	2%	97%	-1.0%	96%	-4%	92%
Nursing	78%	11.5%	87%	1%	87%	-4.8%	83%	8%	90%
Optometry	100%	0.0%	100%	0%	100%	-17.1%	85%	15%	100%
Pharmacy	99%	-0.8%	98%	-3%	95%	-2.6%	93%	5%	98%
Physical Therapy	99%	-2.4%	96%	1%	97%	-1.9%	95%	-1%	94%
Psychology	87%	5.9%	92%	-3%	90%	4.3%	94%	0%	94%
Social Work	93%	-3.5%	90%	-8%	83%	-4.3%	80%	11%	89%
Veterinary Medicine	100%	-10.6%	89%	-8%	83%	14.1%	97%	-4%	93%
Agency	86.1%	4.9%	90.2%	1.6%	91.7%	-3.0%	89.0%	1.7%	90.5%



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