



Virginia Department of Health Professions

Applicant Satisfaction Survey

Quarterly Summary

Quarter 1- Fiscal Year 2022

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 | Q2 2019 | Q3 2019 | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 | CURRENT Q1 2022 |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------------------|
| Audiology/Speech Pathology | 100.0% | 89.8% | 100.0% | 85.7% | 100.0% | 89.4% | 89.0% | 88.2% | 47.4% | N/A | 76.4% | 73.1% |
| Counseling | 93.5% | 91.6% | 90.0% | 89.9% | 95.7% | 96.2% | 93.3% | 87.2% | 97.6% | 93.6% | 91.7% | 91.3% |
| Dentistry | 92.6% | N/A | 80.0% | 71.9% | 100.0% | 79.5% | 92.3% | 97.5% | 83.9% | 85.3% | 82.8% | 54.7% |
| Funeral Directors and Embalmers | 100.0% | 100.0% | 100.0% | N/A | 85.7% | N/A | 83.3% | 100.0% | N/A | N/A | 95.2% | 100.0% |
| Long-Term Care Adminsitrators | 100.0% | 94.4% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 57.1% |
| Medicine | 84.1% | 90.5% | 85.5% | 88.1% | 95.4% | 93.2% | 92.6% | 85.7% | 85.1% | 88.3% | 79.6% | 76.8% |
| Nurse Aide | 92.6% | 97.2% | 94.2% | 95.1% | 98.8% | 75.3% | 100.0% | 96.7% | 86.3% | 94.9% | 95.7% | 94.7% |
| Nursing | 90.1% | 91.5% | 89.7% | 77.8% | 78.4% | 84.5% | 87.0% | 89.0% | 92.0% | 91.1% | 87.5% | 86.8% |
| Optometry | 100.0% | N/A | N/A | 100.0% | 14.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | N/A | 100.0% |
| Pharmacy | 94.6% | 100.0% | 97.5% | 94.4% | 98.8% | 88.9% | 97.6% | 99.3% | 96.4% | 99.2% | 95.8% | 96.6% |
| Physical Therapy | 94.3% | N/A | 100.0% | 100.0% | 97.7% | 97.4% | 89.6% | 100.0% | 97.0% | 98.2% | 90.9% | 100.0% |
| Psychology | 93.6% | 88.9% | 100.0% | 100.0% | 94.6% | 95.0% | 91.0% | 92.3% | 95.6% | 91.4% | 97.1% | 88.3% |
| Social Work | 79.4% | 95.8% | 89.5% | 83.3% | 66.0% | 87.9% | 90.5% | 92.9% | 97.1% | 85.2% | 84.5% | 81.6% |
| Veterinary Medicine | 100.0% | 100.0% | N/A | 100.0% | 100.0% | 90.5% | 97.8% | 97.6% | 100.0% | 81.5% | 92.3% | 82.1% |
| Agency | 90% | 93% | 90% | 87% | 88.0% | 88.1% | 91.0% | 90.6% | 92.8% | 91.4% | 88.0% | 84.9% |



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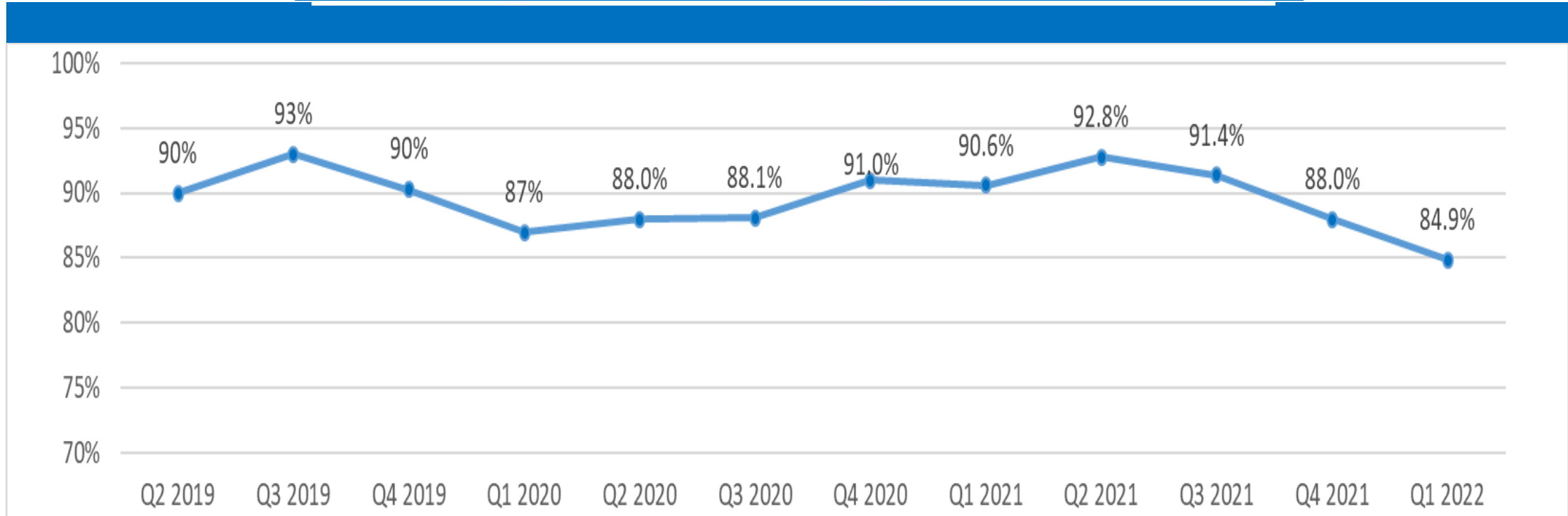
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| BOARD | FY 2017 | Change Between FY 18 & FY 17 | FY 2018 | Change Between FY 19 & FY 18 | FY 2019 | Change Between FY 20 & FY 19 | FY 2020 | Change Between FY 21 & FY 20 | FY 2021 |
|-------------------------------------|--------------|------------------------------|--------------|------------------------------|--------------|------------------------------|--------------|------------------------------|--------------|
| 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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