

CERTLINK END OF YEAR SUMMARY

The main purpose of the End-of-Year Surveys are to obtain a general overview of diplomates' satisfaction with the user interface and reactions to using the platform.

2022 Diplomat Hard Launch End of Year Survey- Responses collected from 1/18/23-2/24/23

2022 Diplomat End of year Survey was sent from 10/6/23-1/30/24

2024 Diplomat End of year Survey was sent from 10/1/24-1/29/25

2025 Diplomat End of year Survey was sent from 10/1/25-1/22/26

Year	Users Invited to take survey	# Respondents	# Non-Respondents	% Responded
2022 Diplomat	9,559	1,608	7,951	17%
2023 Diplomat	9,822	2,055	7,767	21%
2024 Diplomat	11,795	1,894	9,901	16%
2025 Resident	226	41	185	18%
2025 Diplomat	11,361	1,668	9,693	15%

Results

Satisfaction Section

CertLink has helped me address my knowledge gaps.

Year	Respondents	1=Strongly Disagree		2=Disagree		3=Agree		4=Strongly Agree		% Strongly Agree or Agree
2022 Diplomat	1601	45	3%	106	7%	919	57%	531	33%	91%
2023 Diplomat	2050	60	3%	148	7%	1135	55%	707	34%	90%
2024 Diplomat	1885	47	2%	115	6%	985	52%	738	39%	91%
2025 Resident	41	0	0%	0	0%	22	54%	19	46%	100%
2025 Diplomat	1664	37	2%	82	5%	849	51%	696	42%	93%

CertLink has helped me stay current in my specialty.

Year	Respondents	1=Strongly Disagree		2=Disagree		3=Agree		4=Strongly Agree		% Strongly Agree or Agree
2022 Diplomat	1588	42	3%	77	5%	824	52%	645	41%	93%
2023 Diplomat	2038	63	3%	101	5%	969	48%	905	44%	92%
2024 Diplomat	1869	50	3%	79	4%	858	46%	882	47%	93%
2025 Resident	41	0	0%	0	0%	16	39%	25	61%	100%
2025 Diplomat	1652	36	2%	61	4%	733	44%	822	50%	94%

CertLink has helped me provide better care to my patients.

Year	Respondents	1=Strongly Disagree		2=Disagree		3=Agree		4=Strongly Agree		% Strongly Agree or Agree
2022 Diplomat	1582	54	3%	146	9%	893	56%	489	31%	87%
2023 Diplomat	1973	78	4%	185	9%	1075	54%	635	32%	87%
2024 Diplomat	1867	59	3%	142	8%	968	52%	698	37%	89%
2025 Resident	39	0	0%	2	5%	17	44%	20	51%	95%
2025 Diplomat	1627	40	2%	114	7%	812	50%	661	41%	91%

Overall, I am satisfied with CertLink.

Year	Respondents	1=Strongly Disagree		2=Disagree		3=Agree		4=Strongly Agree		% Strongly Agree or Agree
2022 Diplomat	1576	51	3%	69	4%	616	39%	840	53%	92%
2023 Diplomat	1955	64	3%	86	4%	764	39%	1041	53%	92%
2024 Diplomat	1864	50	3%	83	4%	646	35%	1085	58%	93%
2025 Resident	40	0	0%	2	5%	14	35%	24	60%	95%
2025 Diplomat	1629	38	2%	45	3%	548	34%	998	61%	95%

Results
Content Section

Level of difficulty was appropriate.

Year	Respondents	1=Strongly Disagree		2=Disagree		3=Agree		4=Strongly Agree		% Strongly Agree or Agree
2022 Diplomate	1574	27	2%	35	2%	926	59%	586	37%	96%
2023 Diplomate	2016	30	1%	57	3%	1182	59%	747	37%	96%
2024 Diplomate	1857	20	1%	51	3%	1030	55%	756	41%	96%
2025 Resident	40	0	0%	3	8%	21	53%	16	40%	93%
2025 Diplomate	1642	16	1%	50	3%	879	54%	697	42%	96%

Questions assessed common knowledge used in everyday practice.

Year	Respondents	1=Strongly Disagree		2=Disagree		3=Agree		4=Strongly Agree		% Strongly Agree or Agree
2022 Diplomate	1575	33	2%	129	8%	856	54%	557	35%	90%
2023 Diplomate	2006	44	2%	163	8%	1085	54%	714	36%	90%
2024 Diplomate	1848	30	2%	149	8%	975	53%	694	38%	90%
2025 Resident	40	1	3%	0	0%	19	48%	20	50%	98%
2025 Diplomate	1639	29	2%	81	5%	833	51%	696	42%	93%

The quality of the articles used for the article-based questions was appropriate.

Year	Respondents	1=Strongly Disagree		2=Disagree		3=Agree		4=Strongly Agree		% Strongly Agree or Agree
2022 Diplomate	1554	24	2%	48	3%	765	49%	717	46%	95%
2023 Diplomate	2000	28	1%	57	3%	950	48%	965	48%	96%
2024 Diplomate	1828	20	1%	46	3%	806	44%	956	52%	96%
2025 Resident	40	1	3%	0	0%	12	30%	27	68%	98%
2025 Diplomate	1625	20	1%	29	2%	674	41%	902	56%	97%

Note: In 2020 and 2021 users were asked "The quality and relevance of selected articles for ABA was appropriate."

What percentage of the assessment would you like to be article-based.

Year	Respondents	None		10%		20%		30%		40%		50%		More than 50%	
2022 Diplomate	1493	63	4%	236	16%	403	27%	311	21%	119	8%	213	14%	148	10%
2023 Diplomate	1860	68	4%	298	16%	540	29%	396	21%	147	8%	267	14%	144	8%
2024 Diplomate	1759	62	4%	270	15%	526	30%	385	22%	139	8%	248	14%	129	7%
2025 Resident	38	0	0%	2	5%	10	26%	7	18%	6	16%	9	24%	4	11%
2025 Diplomate	1555	43	3%	259	17%	461	30%	368	24%	126	8%	211	14%	87	6%

How would you rate the overall quality of the assessment content?

Year	Respondents	Poor		Fair		Good		Very Good		Excellent	
2022 Diplomate	1444	8	1%	61	4%	332	23%	548	38%	495	34%
2023 Diplomate	1787	14	1%	92	5%	376	21%	657	37%	648	36%
2024 Diplomate	1712	13	1%	65	4%	341	20%	639	37%	654	38%
2025 Resident	38	0	0%	1	3%	5	13%	14	37%	18	47%
2025 Diplomate	1536	8	1%	48	3%	250	16%	565	37%	665	43%

What changes do you plan to make to your practice as a result of participating in CertLink?

Year	Not applicable; I have not gained knowledge/skills from this activity.	Not applicable; I will not be able to apply what I have learned.	Sharing knowledge with other colleagues	Reviewing additional research or other literature related to what I have learned	Expanding the selection or use of ancillary testing	Using different methods for diagnosis	Utilizing appropriate terminology	Improving communication with clinicians	Improving communication with patients	Reviewing and/or revising testing protocols	Reviewing and/or revising other procedures	Other
2022 Diplomate	74	32	550	781	214	236	143	153	259	374	333	56
2023 Diplomate	72	54	675	952	257	320	210	202	339	398	406	67
2024 Diplomate	64	35	696	940	273	290	208	192	345	499	388	75
2025 Resident	1	1	16	24	10	12	8	8	12	12	12	0
2025 Diplomate	44	33	635	885	253	295	192	204	321	396	370	53

Please indicate what other changes you plan to make to your practice as a result of participating in CertLink.

Year	Respondents
2022 Diplomate	43
2023 Diplomate	46
2024 Diplomate	55
2025 Resident	0
2025 Diplomate	46

Are there any barriers that may prevent you from making changes to your practice? If so, please describe below.

Year	Respondents
2022 Diplomate	830
2023 Diplomate	1009
2024 Diplomate	1010
2025 Resident	25
2025 Diplomate	971

How much time did you spend studying in advance of taking the questions?

Year	Respondents	I did not prepare in advance		<1 hour		1 to < 2 hours		2 to < 5 hours		5 to < 10 hours		10 to < 20 hours		> 20 hours	
2022 Diplomate	1262	707	56%	261	21%	177	14%	83	7%	20	2%	7	1%	7	1%
2023 Diplomate	1495	917	61%	289	19%	162	11%	78	5%	27	2%	8	1%	14	1%
2024 Diplomate	1462	893	61%	272	19%	151	10%	81	6%	33	2%	20	1%	12	1%
2025 Resident	36	22	61%	9	25%	4	11%	1	3%	0	0%	0	0%	0	0%
2025 Diplomate	1328	822	62%	267	20%	155	12%	49	4%	14	1%	13	1%	8	1%

Resources are allowed for use by diplomates while answering questions in CertLink. How often did you use resources while answering questions?

Year	Respondents	Never		Rarely		Sometimes		Always	
2022 Diplomate	1,239	188	15%	437	35%	534	43%	80	6%
2023 Diplomate	1,454	202	14%	525	36%	618	43%	109	7%
2024 Diplomate	1,436	183	13%	519	36%	622	43%	112	8%
2025 Resident	36	13	36%	15	42%	7	19%	1	3%
2025 Diplomate	1,303	150	12%	510	39%	546	42%	97	7%

Support Section

The frequency of reminders was appropriate?							
Year	Respondents	No, there were too many reminders		Yes, there were just enough reminders.		No, there were not enough reminders.	
2022 Diplomat	1,551	31	2%	1,449	93%	71	5%
2023 Diplomat	1,991	40	2%	1,867	94%	84	4%
2024 Diplomat	1,829	24	1%	1,741	95%	64	3%
2025 Resident	39	0	0%	38	97%	1	3%
2025 Diplomat	1,627	18	1%	1,564	96%	45	3%

What enhancement(s) would you recommend to improve CertLink?	
Year	Respondents
2022 Diplomat	1,001
2023 Diplomat	1,350
2024 Diplomat	1,269
2025 Resident	29
2025 Diplomat	1,132

Did you email support or submit a support ticket through the CertLink Platform?					
Year	Respondents	Yes		No	
2022 Diplomat	1,532	183	12%	1,349	88%
2023 Diplomat	1,976	189	10%	1,787	90%
2024 Diplomat	1,816	144	8%	1,672	92%
2025 Resident	39	1	3%	38	97%
2025 Diplomat	1,614	102	6%	1,512	94%

How would you rate the overall support experience?													
Year	Respondents	Poor		Fair		Good		Very Good		Excellent		% Good, Very Good, Excellent	
2022 Diplomat	125	9	7%	8	6%	34	27%	32	26%	42	34%	86%	
2023 Diplomat	158	6	4%	17	11%	32	20%	39	25%	64	41%	85%	
2024 Diplomat	96	9	9%	6	6%	27	28%	23	24%	31	32%	84%	
2025 Resident	0					0							
2025 Diplomat	65	3	5%	6	9%	15	23%	13	20%	28	43%	86%	

Do you have any comments that you would like to add about the support you received?	
Year	Respondents
2022 Diplomat	85
2023 Diplomat	87
2024 Diplomat	62
2025 Resident	0
2025 Diplomat	44