



## 2023 ASHA Audiology Assistants Survey Results

### Survey Methodology and Response Rate

On November 28, 2023, a survey invitation was emailed to 44 ASHA-certified audiology assistants. The invitation included a survey link. Reminder messages were emailed to nonrespondents on December 6 and 13. The survey closed on December 26.

Of the 44 audiology assistants, 1 had an undeliverable email address and 1 opted-out of receiving online surveys, which left 42 possible respondents. The actual number of respondents was 17—a 40.5% response rate. All respondents had the opportunity to enter a random drawing to win a \$100 Amazon eGift Card after taking the survey.

### Notes

Percentages are rounded and may not add to exactly 100%. Comments were edited for spelling, grammar, and punctuation. Gail Brook, Surveys and Analysis, prepared this report.

### Survey Report Highlights

#### Demographics

- Nearly half (47%) of survey respondents had earned a bachelor's degree as their highest educational degree; 24% had earned a high school diploma as their highest degree.
- Most (60%) respondents were licensed or registered by their state; 40% had completed an audiology assistant training program.

#### Employment and Earnings

- Most (71%) respondents were employed full time as an audiology assistant.
- Respondents worked in 11 different states, including Colorado and Massachusetts.
- Respondents had worked as an audiology assistant for a median of 5 years.
- Most respondents worked in a hospital (31%) or private practice (31%) setting.
- Most (69%) respondents were paid primarily per hour in their main job.
- Respondents who were paid primarily per hour in their main job worked a median of 40 hours per week.

- All (100%) respondents indicated that their employer provides them with leave (sick, vacation, etc.); 62% indicated that their employer provides them with ASHA certification subsidies/reimbursement.
- Most (69%) respondents indicated that their employer provides them with established protocols for the roles and responsibilities of assistants; 54% indicated that their employer provides them with established protocols for supervision.

#### Clinical Services

- Of the time that respondents spent providing clinical services, most was spent with these age groups: 18–64 years, 65–74 years, and 75+ years.

#### Job Activities

- All (100%) respondents indicated that they perform these activities on a daily basis: manage repairs and orders with manufacturers; perform infection control duties; and troubleshoot hearing aids and make minor repairs to devices.

#### Challenges

- More than half (54%) of respondents indicated that unsatisfactory pay/benefits was one of their greatest challenges as an audiology assistant.

#### Changes

- When asked if they anticipated making any changes in the next 5 years, the most frequently selected response was *pursue a career outside the audiology profession*, followed closely by *pursue/complete a graduate degree in audiology*; *apply for ASHA certification as an audiologist*; *seek employment in a health care-based setting*; and *stay at home full time as a parent or caregiver*.

#### ASHA Resources

- When asked to identify some of the most important things that ASHA could do to assist them in their role as an audiology assistant, respondents made a number of suggestions, including offering trainings, providing opportunities for audiology assistants to connect with one another, continuing to promote the role of audiology assistant so that they're more widely used, and providing a pathway or program for those who want to pursue an Au.D./career advancement.
- Most (79%) respondents had used ASHA publications (e.g., *The ASHA Leader*, ASHA journals, and *Perspectives*). About 71% had used the ASHA Community; 50% had used ASHA Professional Development courses.
- Most (67%) respondents who had used the ASHA Community or ASHA publications found them beneficial. More than half (53%) of respondents who had used ASHA Professional Development courses found them beneficial.

## Demographics

### 1. What is your highest educational degree earned?

Answer Choices	%	#
High school diploma	23.5	4
Associate degree	17.7	3
Bachelor's degree	47.1	8
Master's degree	5.9	1
Other (Please specify.)	5.9	1

*n* = 17.

#### Other

- Licensed Practical Nurse

### 2. Which of the following statements currently pertain to you? (Select all that apply.)

Answer Choices	%	#
I am a graduate student.	20.0	3
I am a member of my state speech-language-hearing association.	20.0	3
I am licensed or registered by my state.	60.0	9
I am active-duty military.	0.0	0
I have completed an audiology assistant training program (e.g., Audiology Academy or Nova Southeastern University's Audiologist's Assistant Program).	40.0	6
I have received specialized training from the Council for Accreditation in Occupational Hearing Conservation (CAOHC).	13.3	2
I provide services in a language(s) other than spoken English.	13.3	2
I serve as an interpreter/translator for an audiologist.	6.7	1

*n* = 15.

## Employment and Earnings

### 3. Which of the following best describes your current employment status as an audiology assistant?

Answer Choices	%	#
Employed full time as an audiology assistant	70.6	12
Employed part time as an audiology assistant	5.9	1
Not currently employed as an audiology assistant	23.5	4

*n* = 17. Note. Respondents who selected *not currently employed as an audiology assistant* were automatically skipped to question 17.

### 4. In what U.S. state do you currently work?

Answer choice	%	#	Answer choice	%	#
Alabama	7.7	1	Montana	0.0	0
Alaska	0.0	0	Nebraska	0.0	0
Arizona	0.0	0	Nevada	0.0	0
Arkansas	0.0	0	New Hampshire	0.0	0
California	7.7	1	New Jersey	0.0	0
Colorado	15.4	2	New Mexico	0.0	0
Connecticut	0.0	0	New York	0.0	0
Delaware	0.0	0	North Carolina	0.0	0
District of Columbia	0.0	0	North Dakota	0.0	0
Florida	7.7	1	Ohio	0.0	0
Georgia	7.7	1	Oklahoma	0.0	0
Hawaii	0.0	0	Oregon	0.0	0
Idaho	0.0	0	Pennsylvania	7.7	1
Illinois	0.0	0	Rhode Island	0.0	0
Indiana	0.0	0	South Carolina	0.0	0
Iowa	7.7	1	South Dakota	0.0	0
Kansas	0.0	0	Tennessee	7.7	1
Kentucky	0.0	0	Texas	0.0	0
Louisiana	0.0	0	Utah	0.0	0
Maine	0.0	0	Vermont	0.0	0
Maryland	0.0	0	Virginia	7.7	1
Massachusetts	15.4	2	Washington	0.0	0
Michigan	0.0	0	West Virginia	0.0	0
Minnesota	0.0	0	Wisconsin	0.0	0
Mississippi	0.0	0	Wyoming	0.0	0
Missouri	7.7	1			

*n* = 13.

**If you work in a territory of the U.S. or in another country, please note it in the field below.**

*n* = 0.

5. How many years have you worked as an audiology assistant? Round to the nearest full year. Enter "0" if you have never worked as an audiology assistant.

Statistic	# of Years
Median (middle)	5
Mean (average)	7
Standard deviation	5
Mode	5
Range	1–19

$n = 13$ .

6. Which of the following best describes your primary employment facility? (Select one.)

Answer choice	%	#
Early intervention, day care, or preschool setting	7.7	1
Public, private, or charter elementary or secondary school	0.0	0
College/university clinic	0.0	0
Hospital (in- or outpatient)	30.8	4
Residential health care setting (e.g., skilled nursing facility)	0.0	0
Nonresidential health care setting (e.g., ENT office, home health care agency, adult day care setting, clinic)	23.1	3
Military	0.0	0
Private practice setting	30.8	4
Research facility	0.0	0
U.S. Department of Veterans Affairs	7.7	1
Other (Please specify.)	0.0	0

$n = 13$ .

7. How are you paid in your main job?

Answer Choices	%	#
Primarily an annual salary	30.8	4
Primarily per hour	69.2	9
Primarily per commission	0.0	0

$n = 13$ . Note. Respondents who selected *primarily per hour* were automatically skipped to question 9.

**8. If you are paid an annual salary, including bonuses, what is your gross annual income before deductions for your main job? Do not include a dollar sign or comma.**

Statistic	\$
Median (middle)	Not reported
Mean (average)	
Standard deviation	
Mode	
Range	

*n* = 4. *Note.* To preserve confidentiality and provide more certain results, we do not report annual salary data for groups of fewer than 25 survey respondents. All respondents were automatically skipped to question 12.

**9. If you are paid on an hourly basis, what is the hourly rate you receive at your main job? Do not include a dollar sign. Decimal places are allowed.**

Statistic	\$
Median (middle)	Not reported
Mean (average)	
Standard deviation	
Mode	
Range	

*n* = 9. *Note.* To preserve confidentiality and provide more certain results, we do not report hourly rate data for groups of fewer than 25 survey respondents.

**10. On average, how many hours do you work per week for the hourly rate you entered in the previous question?**

Statistic	# of hours
Median (middle)	40
Mean (average)	39
Standard deviation	2
Mode	40
Range	36–40

*n* = 9. *Note.* All respondents were automatically skipped to question 12.

**11. What is the total amount you received as commissions during the past 12 months? Do not include a dollar sign.**

*n* = 0.

**12. Which of the following are provided by your current employer? (Select all that apply.)**

Answer Choices	%	#
ASHA certification subsidies/reimbursement	61.5	8
Leave (sick, vacation, etc.)	100.0	13
Liability insurance	46.2	6
License subsidies/reimbursement	38.5	5
Professional development opportunities / educational stipend	46.2	6
Stipend or an increase in pay for being ASHA-certified	30.8	4
Established protocols for the roles and responsibilities of assistants	69.2	9
Established protocols for supervision	53.9	7
Other (Please specify.)	0.0	0

n = 13.

Clinical Services

**13. Of the time that you spend providing clinical services, approximately what percentage is spent with each of the following age groups? Enter 0 if none. Total must equal 100%. Skip the question if you do not provide clinical services.**

	0–6 months	7 months – 2 years	3–5 years	6–11 years	12–17 years	18–64 years	65–74 years	75+ years
<b>Statistic</b>	<b>%</b>							
Median (middle)	0.0	2.0	5.0	5.0	5.0	25.0	31.5	25.0
Mean (average)	6.0	12.0	15.9	3.6	6.7	21.4	27.7	22.9
Standard deviation	12.0	20.2	24.1	3.9	8.0	13.2	16.6	15.1
Mode(s)	0.0	0.0	0.0	0.0	0.0	33.0	0.0, 30.0, 40.0	0.0, 20.0, 40.0
Range	0–40	0–60	0–75	0–10	0–25	0–35	0–50	0–40

n = 12.

## Job Activities

### 14. How often do you perform each of the following activities?

	Daily	Weekly	Monthly	Less than monthly	Never
<b>Activity</b>	<b>%</b>				
Assist audiologists in testing	69.2	7.7	0.0	7.7	15.4
Assist audiologists in administering treatment programs	30.8	0.0	15.4	7.7	46.2
Assist patients in completing relevant forms	46.2	15.4	0.0	7.7	30.8
Clean hearing aids and other amplification devices	92.3	7.7	0.0	0.0	0.0
Conduct newborn hearing screenings	15.4	7.7	7.7	0.0	69.2
Conduct screenings on older children and adults (without interpretation)	23.1	15.4	7.7	15.4	38.5
Demonstrate alerting and assistive listening devices	7.7	15.4	23.1	23.1	30.8
Instruct patients in the proper use and care of hearing aids and other amplification devices	69.2	15.4	15.4	0.0	0.0

*n* = 13.

### 15. How often do you perform each of the following activities? (continued)

	Daily	Weekly	Monthly	Less than monthly	Never
<b>Activity</b>	<b>%</b>				
Manage repairs and orders with manufacturers	100.0	0.0	0.0	0.0	0.0
Maintain supply inventory	61.5	30.8	7.7	0.0	0.0
Perform equipment checks in the office/clinic/hospital	76.9	0.0	0.0	0.0	23.1
Re-stock rooms	61.5	30.8	0.0	7.7	0.0
Run electroacoustic analysis	38.5	7.7	15.4	7.7	30.8
Perform infection control duties	100.0	0.0	0.0	0.0	0.0
Perform nondiagnostic otoscopy	69.2	15.4	15.4	0.0	0.0
Conduct pure-tone reassessment on established patients	23.1	23.1	0.0	0.0	53.9
Troubleshoot hearing aids and make minor repairs to devices	100.0	0.0	0.0	0.0	0.0

*n* = 13.



## Challenges

### 16. What are your greatest challenges as an audiology assistant? (Select all that apply.)

Answer Choices	%	#
Balancing work and home responsibilities	7.7	1
Being asked to perform tasks outside my scope of practice	15.4	2
Finding time to do my administrative work	38.5	5
Finding time to do my clinical work	7.7	1
Finding time to meet with my supervising audiologist	0.0	0
Keeping current with advances in clinical information	7.7	1
Lack of adequate supervision	0.0	0
Limited employer understanding of my role	30.8	4
Unsatisfactory pay/benefits	53.9	7
Unstable work hours	0.0	0
Volume of paperwork	7.7	1
Volume of overall workload	30.8	4
Other (Please specify.)	15.4	2

*n* = 13.

#### Other

- Career advancement
- I would say volume of workload, but we recently hired another assistant who helps me with the administrative tasks so things are a lot more manageable now.

## Changes

### 17. Do you anticipate making any of the following changes in the next 5 years? (Select all that apply.)

Answer Choices	%	#
Pursue/complete an <u>undergraduate</u> degree in CSD	11.1	1
Pursue/complete a <u>graduate</u> degree in audiology	22.2	2
Apply for ASHA certification as an audiologist (i.e., <i>not</i> as an assistant)	22.2	2
Seek employment in a health care-based setting	22.2	2
Seek employment in a private practice setting	11.1	1
Seek employment in a school-based setting (preschool, elementary school, etc.)	0.0	0
Stay at home full time as a parent or caregiver	22.2	2
Pursue a career outside the audiology profession	33.3	3

*n* = 9.

**18. What are some of the most important things that ASHA could do to assist you in your role as an audiology assistant? Leave the field blank if nothing comes to mind.**

- Better pay standards and a pathway for those who want to pursue an Au.D. A hybrid Au.D. program would benefit a large majority of assistants.
- Complete understanding of scope of practice within my state. I would love to be able to broaden my scope of practice in order to better assist the supervising audiologist in a busy ENT practice.
- Continue advancing the role so AAs are more heavily used.
- Create programs for assistants to advance their career. Provide scholarships, grants, coaches, etc.
- I currently work as a licensed hearing instrument specialist. It would be nice to have a program dedicated to educated dispensers that are not audiologists and are not audiology assistants. There's definitely a large, dedicated group for this particular licensure.
- I would like to connect with other audiology assistants in the field as well as have training and continued education opportunities for audiology assistants specifically.
- One important thing that ASHA can do to assist my role as an audiology assistant is to have more in-person seminars and trainings for assistants, like those they have for speech pathology.
- One thing that was difficult as a licensed and certified AA was that there was far too much variation in what was expected/allowed based on state.

**19. Which of the following ASHA resources or benefits have you used? (Select all that apply.)**

Answer Choices	%	#
ASHA Career Portal	35.7	5
ASHA Community	71.4	10
<i>Assistants Insights</i> e-newsletter	42.9	6
Assistants Mentoring Program, Assist	21.4	3
ASHA Professional Development courses	50.0	7
ASHA publications (e.g., <i>The ASHA Leader</i> , ASHA journals, and <i>Perspectives</i> )	78.6	11
Professional consultation (engaging with our practices and advocacy teams)	7.1	1
Money-saving discounts (e.g., discounts on ASHA professional development courses, insurance options through AMBA [formerly Mercer], car rentals, Office Depot/OfficeMax products, and prescriptions through RxCut Plus)	28.6	4

n = 14.

**20. Of the ASHA resources or benefits you have used, which have you found beneficial?**

	<b>Found beneficial</b>	<b>Did not find beneficial</b>	<b>N/A; did not use</b>
<b>Answer Choices</b>	<b>%</b>		
ASHA Career Portal	40.0	6.7	53.3
ASHA Community	66.7	0.0	33.3
<i>Assistants Insights</i> e-newsletter	33.3	6.7	60.0
Assistants Mentoring Program, Assist	6.7	0.0	93.3
ASHA Professional Development courses	53.3	6.7	40.0
ASHA publications	66.7	6.7	26.7
Professional consultation	6.7	0.0	93.3
Money-saving discounts	20.0	6.7	73.3

*n* = 15.