



2025 NRMP Satisfaction Survey Executive Summary

In early summer 2025, the National Resident Matching Program® (NRMP®) developed and administered a satisfaction survey of Match tools, services, and communications to participants in the NRMP Matching Programs. There were three primary goals of the survey:

1. Evaluate participants' experiences with NRMP
2. Assess the usefulness of NRMP's resources and services
3. Identify opportunities to enhance engagement with Match participants

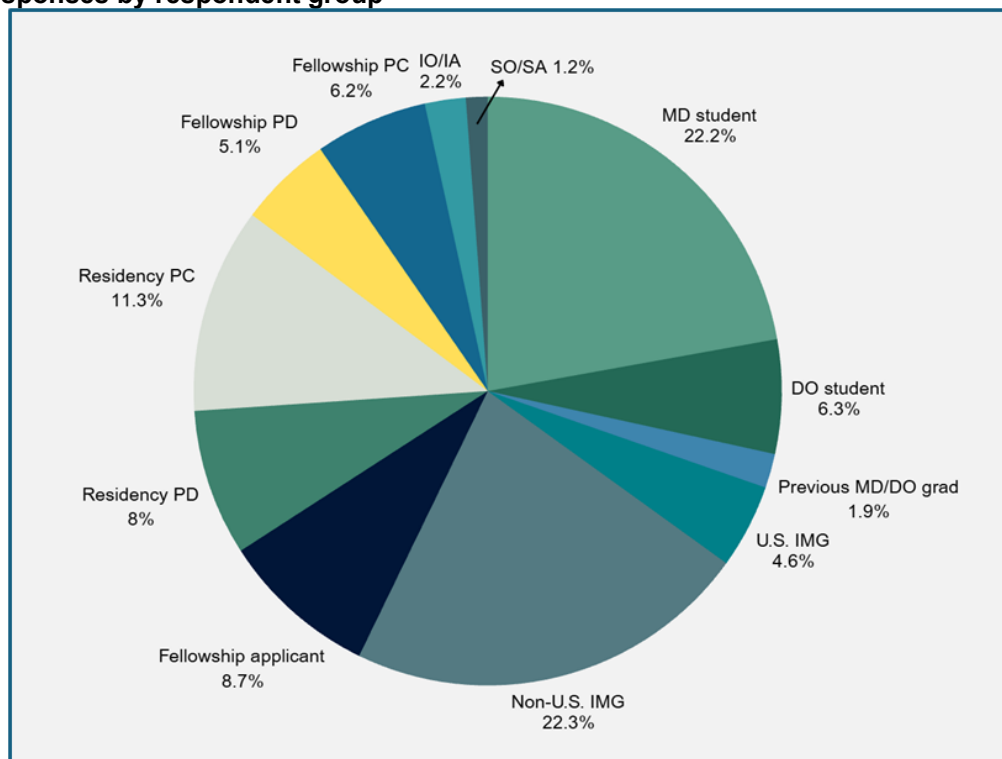
This executive summary provides a high-level overview of survey results and identifies areas of opportunity for NRMP to continue providing smart, meaningful support and materials to the UME and GME communities.

AUDIENCE AND RESPONSE RATE

A unique survey link was emailed to all residency and fellowship applicants, institutional officials and administrators, residency and fellowship program directors and coordinators, and medical school officials and administrators who had participated in a Match the prior year. Responses were accepted from May 27 – June 10, 2025.

A total of 6,388 responses (7.2 percent response rate) were received, with 5,359 fully completed and 1,029 partially completed. The highest percentage of responses came from non-U.S. international medical student/graduates (IMGs) at 22.3 percent (1,397 responses) and U.S. MD senior students at 22.2 percent (1,391 responses). Responses from user types were generally proportional to the user types in the Matches.

Figure 1. Responses by respondent group



OVERVIEW OF SURVEY RESULTS

Overall Sentiment. The survey results demonstrated strong trust and high levels of satisfaction with how NRMP is meeting its mission:

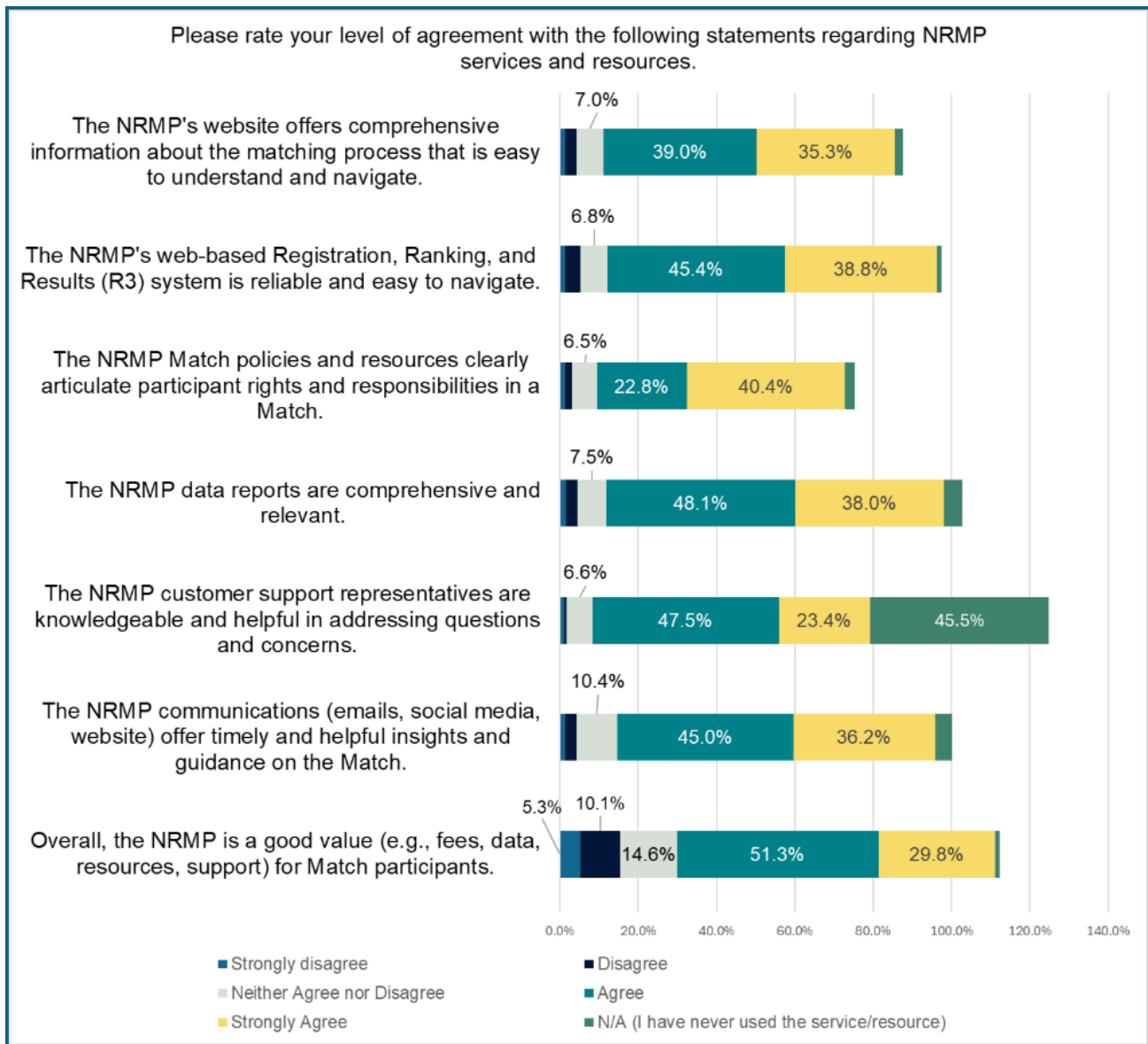
The National Resident Matching Program® (The Match®), known for its integrity and transparency, is the foremost provider of reliable and trusted global matching services. The Match facilitates the efficient placement of physician learners to U.S.-based residency and fellowship training programs and leverages its premier data and analyses to enhance the healthcare environment while fostering innovation and advancing professionalism across the transition to residency and the physician workforce.

Among all survey respondents:

- ❖ 87 percent trust NRMP to **run the Match process correctly**
- ❖ 90 percent agree or strongly agree that NRMP is a **trusted source of data**
- ❖ 83 percent agree or strongly agree that NRMP policies **promote fairness and integrity of the matching process**

Respondents also indicated strong engagement with the various services and resources provided by NRMP.

Figure 2. Sentiment with NRMP services and resources

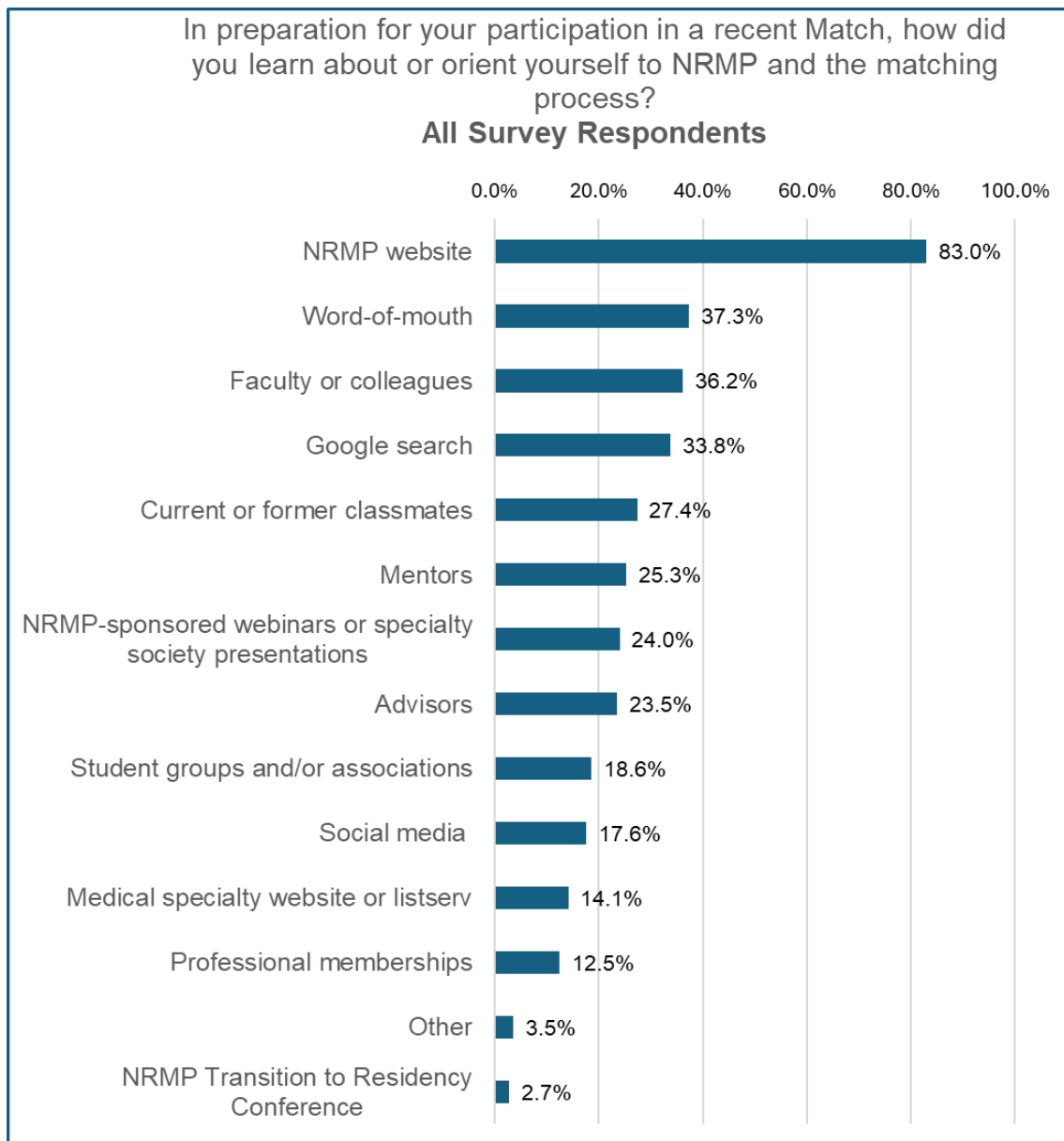


Specific drilldown into key areas identified important themes:

- ❖ **R3 System:** Respondents found it very easy to register for a Match, submit a rank order list, and view Match results and reports in the Registration, Ranking, and Results (R3) system, with very few reporting any technical difficulties.
- ❖ **Client Support:** Respondents appreciated the timeliness, courteousness, and subject matter knowledge of support team members when they needed to call or engage in online chat about an issue.
- ❖ **Educational Materials:** Respondents reported that Match calendars, FAQs, and the Annual Report were among top resources in helping foster understanding of The Match and match processes.

Access to Information. When responding to questions about how constituents and stakeholders access information and learn about The Match, survey results indicated most respondents (83%) reported learning about the matching process from the NRMP website (nrmp.org), reinforcing its role as a vital outlet for information. However, other outlets for information also were cited, including faculty or colleagues, current or former classmates, and advisors and mentors.

Figure 3. Access to Match information



Match Data. Data reports historically have been among the most accessed Match resources, and survey data revealed that respondents continue to seek out and rely on those resources. Nearly three-fourths of respondents (72%) reported accessing at least one data report during their most recent Match experience. Perhaps more importantly, more than 80 percent of respondents agree or strongly agree that NRMP data reports

- ❖ Aid understanding in how the Match impacts the GME community and informs trends in medical education
- ❖ Comprehensively cover all aspects of the matching process
- ❖ Deliver high-quality content
- ❖ Foster trust by showcasing primary source data on Match outcomes

SUMMARY AND FUTURE FOCUS

Survey results overall revealed high levels of satisfaction with NRMP and perceived helpfulness of NRMP resources. There is faith among respondents that NRMP conducts its matching programs accurately, builds and distributes trustable data, and promotes fairness in the matching process. There's also widespread confidence

in the stability and functionality of the R3 system, perceived helpfulness of resources and communications, and appreciation of staff to offer valuable guidance and accurate information.

Where can NRMP Grow?

❖ Enhance Communications

While respondents value and find helpful the variety and scope of Match communications and resources, opportunities exist to create targeted, easily digestible content. New infographics, expanded video tutorials, and webinars for specific participant groups are ways NRMP can consider connecting with more constituents and stakeholders and ensuring the community is aware of all The Match offers.

❖ Strengthen Policy Resources

Many respondents reported utilizing policy resources to understand and comply with Match process; however, survey feedback suggests the community could benefit from additional resources that help streamline ‘rules of the road’ for better understanding and application. Policy-based webinars, expanded FAQs, and more “just in time” resources could help de-mystify policy and ensure constituents understand their rights and their responsibilities as they progress through their Match.

❖ Increase Data Accessibility

Survey findings confirm the community’s strong reliance on NRMP reports and the belief that they are among the best sources of information about the transition to residency. To fortify that reliance and ensure NRMP is leveraging its premier data and analyses, there is opportunity to expand visual analyses, deliver more data-centric presentations, and develop more interactive data platforms for fresh, new perspectives.

❖ Promote Research

Collaborative and independent research is an important strategic focus for NRMP, and the new [Insights hub](#) was created in part to showcase NRMP’s many white papers, research briefs, and peer-reviewed journal articles. Only a small portion of respondents reported accessing NRMP research, suggesting time could be ripe for delivering more research presentations and leveraging videos to showcase research and research team members to extend visibility and ensure the community has access to the candid questions NRMP is exploring to better illuminate the transition.

Survey respondents affirm that NRMP promotes a reliable, transparent, and trustworthy Match experience, and identifies opportunities to move to new heights. At a time when the UME-GME landscape feels increasingly fluid and uncertain, NRMP will continue to lean into and celebrate the steadiness and constancy it brings to the transition space while pursuing new ways of serving and connecting to the community.