

Satisfaction Survey


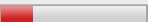



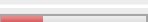
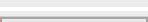
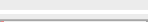
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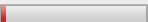



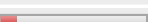
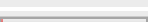
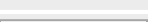
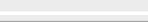
Date Range: 8/15/2008 12:00:00 AM - 5/8/2009 11:59:00 PM

Total Respondents: 308



Q1. How did you hear about Student Health Services?

Count	Percent		
12	3.90%		Flyer/poster
68	22.08%		Walking by
13	4.22%		Web page
35	11.36%		Referral by staff/faculty
85	27.60%		Referral by friends/other students
89	28.90%		Orientation
1	0.32%		Newspaper
5	1.62%		Other (check here to specify)
308	Respondents		

Q2. Which of the following was the reason for your visit to the Student Health Services today? (Scroll down)

Count	Percent		
149	48.38%		Cold/cough symptoms (sore throat, runny nose)
10	3.25%		Fatigue
29	9.42%		Allergies
1	0.32%		Emotional distress
8	2.60%		Stress
33	10.71%		Yearly exams (e.g., women's health/men's health)
4	1.30%		Sexual health testing (e.g., HIV, STD testing)
0	0.00%		Immunizations
74	24.03%		Other
308	Respondents		

Q3. Did you have an appointment?

Count	Percent		
195	63.31%		Yes
113	36.69%		No, I just walked in.
308	Respondents		

Q4. Approximately how long did you wait in the reception/waiting room?

Count	Percent		
97	31.49%		Fewer than 5 minutes
100	32.47%		5 - 10 minutes
50	16.23%		11 - 15 minutes
23	7.47%		16 - 20 minutes
8	2.60%		21 - 25 minutes
30	9.74%		More than 25 minutes
308	Respondents		

Q5. Approximately how long did you wait in the exam/treatment room before seeing a provider?

Count	Percent		
102	33.22%		Fewer than 5 minutes
137	44.63%		5 - 10 minutes
43	14.01%		11 - 15 minutes
15	4.89%		16 - 20 minutes
3	0.98%		21 - 25 minutes
7	2.28%		More than 25 minutes
307	Respondents		


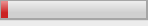
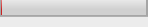
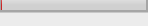
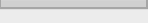
Q6. Did you see a provider or nurse?

Count	Percent		
47	15.31%		Provider
46	14.98%		Nurse
214	69.71%		Both
307	Respondents		


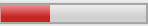
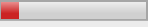
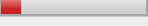
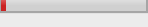
Q7. Approximately how long did you spend with the provider and/or nurse?

Count	Percent		
28	9.12%		Fewer than 5 minutes
149	48.53%		5 - 10 minutes
91	29.64%		11 - 15 minutes
28	9.12%		16 - 20 minutes
9	2.93%		21 - 25 minutes
2	0.65%		More than 25 minutes
307	Respondents		


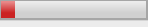
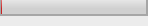
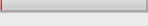
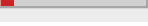
Q8. Please indicate your agreement with each of the following statements: I found the Student Health Services without any trouble.

Count	Percent		
289	94.14%		Strongly agree
15	4.89%		Moderately agree
2	0.65%		Moderately disagree
1	0.33%		Strongly disagree
0	0.00%		Not applicable
307	Respondents		


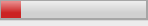
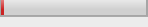
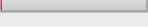
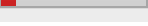
Q9. The Student Health Services is in a discrete location.

Count	Percent		
113	36.81%		Strongly agree
104	33.88%		Moderately agree
38	12.38%		Moderately disagree
42	13.68%		Strongly disagree
10	3.26%		Not applicable
307	Respondents		


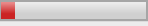
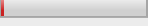
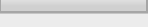
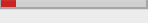
Q10. It was relatively easy to make an appointment.

Count	Percent		
247	80.46%		Strongly agree
29	9.45%		Moderately agree
2	0.65%		Moderately disagree
1	0.33%		Strongly disagree
28	9.12%		Not applicable
307	Respondents		


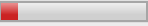
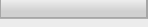
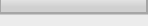
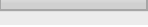
Q11. I was able to schedule an appointment around my current activities.

Count	Percent		
226	73.62%		Strongly agree
43	14.01%		Moderately agree
6	1.95%		Moderately disagree
1	0.33%		Strongly disagree
31	10.10%		Not applicable
307	Respondents		


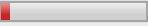
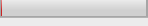
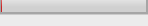
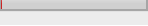
Q12. I was comfortable when making the appointment.

Count	Percent		
242	78.83%		Strongly agree
29	9.45%		Moderately agree
5	1.63%		Moderately disagree
0	0.00%		Strongly disagree
31	10.10%		Not applicable
307	Respondents		

Q13. I am confident my interactions with Student Health Services staff will be confidential.

Count	Percent		
271	88.27%		Strongly agree
36	11.73%		Moderately agree
0	0.00%		Moderately disagree
0	0.00%		Strongly disagree
0	0.00%		Not applicable
307	Respondents		

Q14. The staff members treated me with respect.

Count	Percent		
286	93.16%		Strongly agree
18	5.86%		Moderately agree
1	0.33%		Moderately disagree
1	0.33%		Strongly disagree
1	0.33%		Not applicable
307	Respondents		

Q15. The staff members were welcoming.

Count	Percent		
268	87.30%		Strongly agree
34	11.07%		Moderately agree
4	1.30%		Moderately disagree
0	0.00%		Strongly disagree
1	0.33%		Not applicable
307	Respondents		

Q16. The staff members were friendly and courteous.

Count	Percent		
275	89.58%		Strongly agree
28	9.12%		Moderately agree
3	0.98%		Moderately disagree
0	0.00%		Strongly disagree
1	0.33%		Not applicable
307	Respondents		

Q17. The staff members acted professionally.

Count	Percent		
280	91.21%		Strongly agree
23	7.49%		Moderately agree
3	0.98%		Moderately disagree
0	0.00%		Strongly disagree
1	0.33%		Not applicable
307	Respondents		

Q18. The staff members were able to answer my questions/concerns.

Count	Percent		
256	83.66%		Strongly agree
47	15.36%		Moderately agree
2	0.65%		Moderately disagree
0	0.00%		Strongly disagree
1	0.33%		Not applicable
306	Respondents		

Q19. Please indicate your satisfaction level with each of the following: Hours of operation

Count	Percent		
229	74.84%		Very satisfied
74	24.18%		Moderately satisfied
1	0.33%		Moderately dissatisfied
1	0.33%		Very dissatisfied
1	0.33%		Not applicable
306	Respondents		

Q20. Ease of making an appointment			
Count	Percent		
240	78.43%		Very satisfied
38	12.42%		Moderately satisfied
4	1.31%		Moderately dissatisfied
1	0.33%		Very dissatisfied
23	7.52%		Not applicable
306	Respondents		

Q21. Length of time between requesting your appointment and your visit			
Count	Percent		
222	72.79%		Very satisfied
55	18.03%		Moderately satisfied
3	0.98%		Moderately dissatisfied
3	0.98%		Very dissatisfied
22	7.21%		Not applicable
305	Respondents		

Q22. Courtesy and professionalism of the provider			
Count	Percent		
273	89.51%		Very satisfied
30	9.84%		Moderately satisfied
1	0.33%		Moderately dissatisfied
0	0.00%		Very dissatisfied
1	0.33%		Not applicable
305	Respondents		

Q23. Respect for your personal privacy during the examination/treatment			
Count	Percent		
284	93.11%		Very satisfied
18	5.90%		Moderately satisfied
0	0.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
3	0.98%		Not applicable
305	Respondents		

Q24. Explanation of your tests/treatments			
Count	Percent		
243	79.67%		Very satisfied
53	17.38%		Moderately satisfied
2	0.66%		Moderately dissatisfied
0	0.00%		Very dissatisfied
7	2.30%		Not applicable
305	Respondents		

Q25. Will you use Student Health Services for future health needs?

Count	Percent		
302	99.02%		Yes
0	0.00%		No
3	0.98%		Uncertain
305	Respondents		

Q26. Please indicate your overall level of satisfaction with your experience at Student Health Services:

Count	Percent		
264	86.56%		Very satisfied
40	13.11%		Moderately satisfied
1	0.33%		Moderately dissatisfied
0	0.00%		Very dissatisfied
305	Respondents		

Q27. Do you have any additional comments or suggestions?

Count	Percent		
7	2.30%		Yes (check here to specify)
298	97.70%		No
305	Respondents		