

# Fall 2017

Satisfaction Survey Report  
August 1, 2017 – December 21, 2017

## Q1 - Please select your gender.

| # | Answer      | %      | Count |
|---|-------------|--------|-------|
| 1 | Male        | 24.42% | 158   |
| 2 | Female      | 75.12% | 486   |
| 3 | Transgender | 0.15%  | 1     |
| 4 | Other       | 0.31%  | 2     |
|   | Total       | 100%   | 647   |

## Q2 - Please select your ethnic/racial background.

| # | Answer                              | %      | Count |
|---|-------------------------------------|--------|-------|
| 1 | White                               | 35.70% | 231   |
| 2 | Black or African American           | 40.96% | 265   |
| 3 | American Indian or Alaska Native    | 7.73%  | 50    |
| 4 | Asian                               | 1.85%  | 12    |
| 5 | Native Hawaiian or Pacific Islander | 0.46%  | 3     |
| 6 | Other                               | 13.29% | 86    |
|   | Total                               | 100%   | 647   |

Q3 - Please select your enrollment status.

| # | Answer        | %      | Count |
|---|---------------|--------|-------|
| 1 | Undergraduate | 96.75% | 626   |
| 2 | Graduate      | 2.47%  | 16    |
| 3 | Non-degree    | 0.77%  | 5     |
|   | Total         | 100%   | 647   |

Q4 - Is UNCP Student Health Services your usual source for care and/or primary care provider while enrolled in school.

| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 78.60% | 507   |
| 2 | No     | 21.40% | 138   |
|   | Total  | 100%   | 645   |

*Rate your satisfaction with the following items related to your most recent visit:*

Q5- Ease of scheduling an appointment

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.70%  | 11    |
| 2 | Dissatisfied      | 0.46%  | 3     |
| 3 | Neutral           | 4.33%  | 28    |
| 4 | Satisfied         | 41.49% | 268   |
| 5 | Very Satisfied    | 52.01% | 336   |
|   | Total             | 100%   | 646   |

## Q6 – Efficiency of the check-in/check-out process

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.24%  | 8     |
| 2 | Dissatisfied      | 0.31%  | 2     |
| 3 | Neutral           | 3.11%  | 20    |
| 4 | Satisfied         | 42.46% | 273   |
| 5 | Very Satisfied    | 52.88% | 340   |
|   | Total             | 100%   | 643   |

## Q7 – Friendliness, courtesy, and helpfulness of the nursing staff

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.39%  | 9     |
| 2 | Dissatisfied      | 0.31%  | 2     |
| 3 | Neutral           | 2.94%  | 19    |
| 4 | Satisfied         | 38.85% | 251   |
| 5 | Very Satisfied    | 56.50% | 365   |
|   | Total             | 100%   | 646   |

## Q8 – Friendliness, courtesy, and helpfulness of the receptionist

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.08%  | 7     |
| 2 | Dissatisfied      | 0.00%  | 0     |
| 3 | Neutral           | 3.25%  | 21    |
| 4 | Satisfied         | 39.78% | 257   |
| 5 | Very Satisfied    | 55.88% | 361   |
|   | Total             | 100%   | 646   |

### Q9 – I felt like the staff listened to my concerns

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.24%  | 8     |
| 2 | Dissatisfied      | 0.62%  | 4     |
| 3 | Neutral           | 4.50%  | 29    |
| 4 | Satisfied         | 39.53% | 255   |
| 5 | Very Satisfied    | 54.11% | 349   |
|   | Total             | 100%   | 645   |

### Q10 – Amount of time spent with the provider or nurse

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.24%  | 8     |
| 2 | Dissatisfied      | 0.93%  | 6     |
| 3 | Neutral           | 6.49%  | 42    |
| 4 | Satisfied         | 42.35% | 274   |
| 5 | Very Satisfied    | 49.00% | 317   |
|   | Total             | 100%   | 647   |

### Q11 – Quality of the explanations and advice you were given by the provider for the condition and recommended treatment

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.09%  | 7     |
| 2 | Dissatisfied      | 0.93%  | 6     |
| 3 | Neutral           | 6.68%  | 43    |
| 4 | Satisfied         | 40.22% | 259   |
| 5 | Very Satisfied    | 51.09% | 329   |
|   | Total             | 100%   | 644   |

**Q12 – The quality of the information I received during my visit that I will use to improve my health**

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.24%  | 8     |
| 2 | Dissatisfied      | 0.62%  | 4     |
| 3 | Neutral           | 6.97%  | 45    |
| 4 | Satisfied         | 41.49% | 268   |
| 5 | Very Satisfied    | 49.69% | 321   |
|   | Total             | 100%   | 646   |

**Q13 – Your confidentiality and privacy were carefully protected**

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.24%  | 8     |
| 2 | Dissatisfied      | 0.00%  | 0     |
| 3 | Neutral           | 2.79%  | 18    |
| 4 | Satisfied         | 41.40% | 267   |
| 5 | Very Satisfied    | 54.57% | 352   |
|   | Total             | 100%   | 645   |

**Q14 – Your overall satisfaction with your visit**

| # | Answer            | %      | Count |
|---|-------------------|--------|-------|
| 1 | Very Dissatisfied | 1.25%  | 8     |
| 2 | Dissatisfied      | 0.47%  | 3     |
| 3 | Neutral           | 4.69%  | 30    |
| 4 | Satisfied         | 40.53% | 259   |
| 5 | Very Satisfied    | 53.05% | 339   |
|   | Total             | 100%   | 639   |

Q15 - Please include any comments about your visit to the health service you would like us to know. If you would like a health service staff member to contact you, include a telephone number and/or e-mail address. Thank-you for your time and attention.

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Very satisfied

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Love the new location! Much brighter atmosphere

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Services were wonderful and helpful!

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Although, very short it was kind and attentive.

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Doctor had an attitude , came off judge mental

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Great people who get the job done and help with cost of what is needed

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My visit was quick and efficient

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This was my first experience in the new building and it is amazing. I had a great experience.

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Wish it were closer

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Good job

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It was fine

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It took over 30 mins to be called back for my appt other than that it was pretty good

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It was a good visit

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Very nice and sweet. Helped me a lot

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Great job

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Very great, I feel comfortable with this staff and will be back if I have health problems. Thanks so much ladies!!

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Good going team. Bless up 🙏

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It was a nice experience overall. No complaints!

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Great service

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It was fun

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Excellent advice and guidance.

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Great experience

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Thank you so much Miss Belinda! You are wonderful!

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I like the new check in booths because now not everyone in the room can hear why I am here. Helps with the privacy for the patient.

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Many thanks to Miss Belinda!

Wonderful staff. I love SHS.

I wish there was a way to schedule appointments online. Instead of just hope there is a walk in appointment.

I enjoyed my visit here. Everyone was friendly and very helpful. I would prefer this over my primary Doctor!

Thank you for the help

Good so far.

Good visit.

Everyone was very friendly

Great service

Got me in and out in a timely manner.

Very satisfied. Staff was very friendly.

Very nice

Lovely staff

Everything was great

Very welcoming and nice!

They are so comfortable to talk to!

I love coming here, I feel welcomed and feel like I am always treated well.

They staff was very helpful

It took a lot longer than expected to be seven.

Got in and out in a timely manner

Everyone was GREAT!



Staff really care, not just here for the pay.

Friendly

The staff was extra friendly, very helpfully was given some information on lots of things ,I feel better already

All staff were so friendly and helpful!

They treat us like family here ♥

I understand that you are all very busy, but I felt like the nurse who assessed my injury was rushing me out. Very displeased. Next time I'll just pay the company and go to my family doctor who actually seems to care even if she gives the same diagnosis.

Great service