

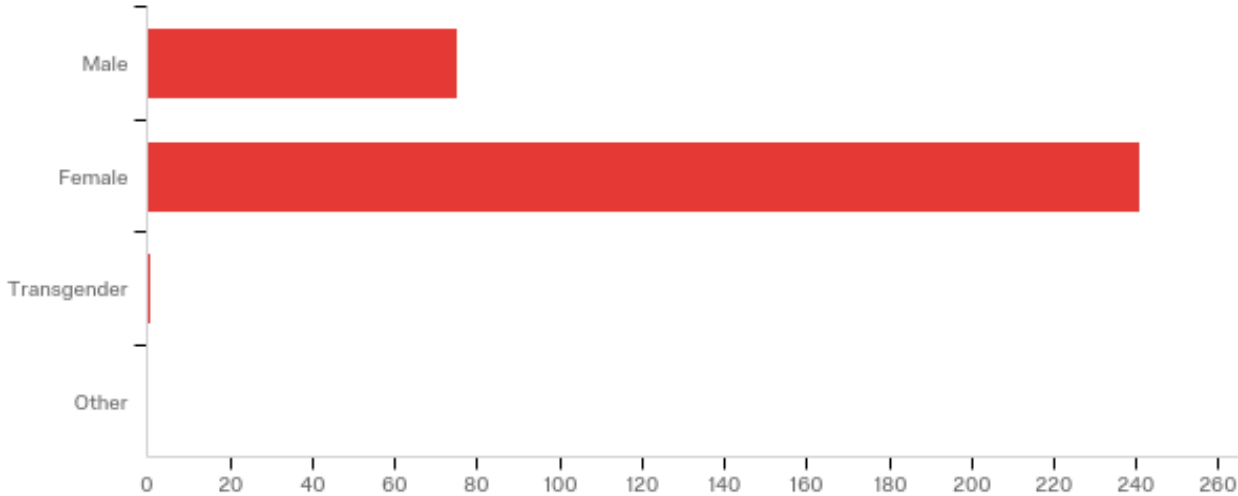
Spring 2018 Satisfaction Survey

January 1, 2018 – May 31, 2018

Generated June 5th 2018, 6:06 am MDT

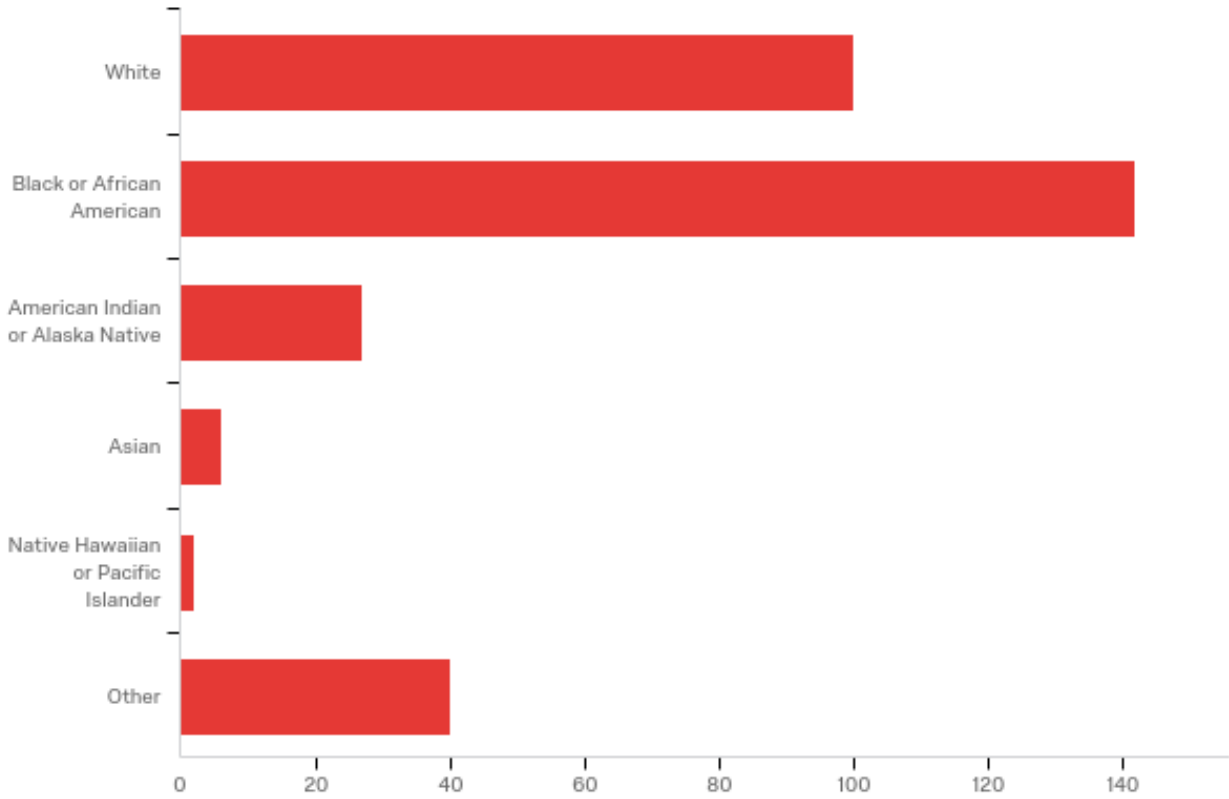
317 Responses

Q1 - Please select your gender.



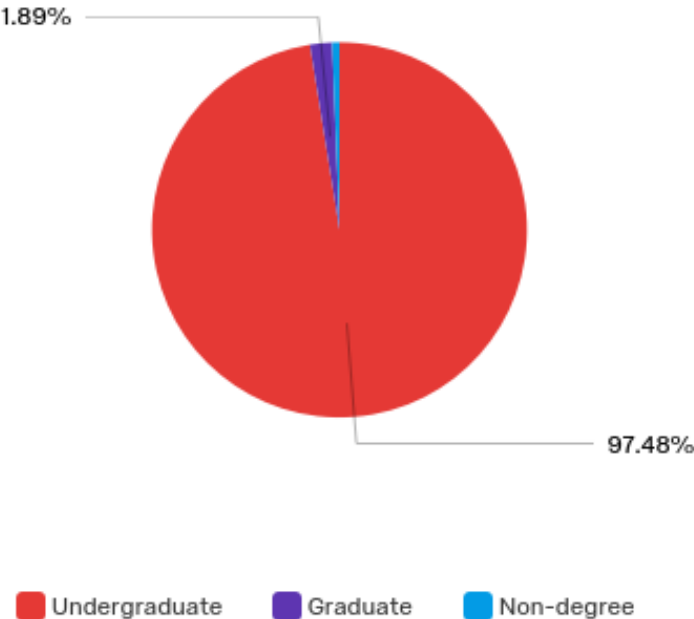
#	Answer	%	Count
1	Male	23.66%	75
2	Female	76.03%	241
3	Transgender	0.32%	1
4	Other	0.00%	0
	Total	100%	317

Q2 - Please select your ethnic/racial background.



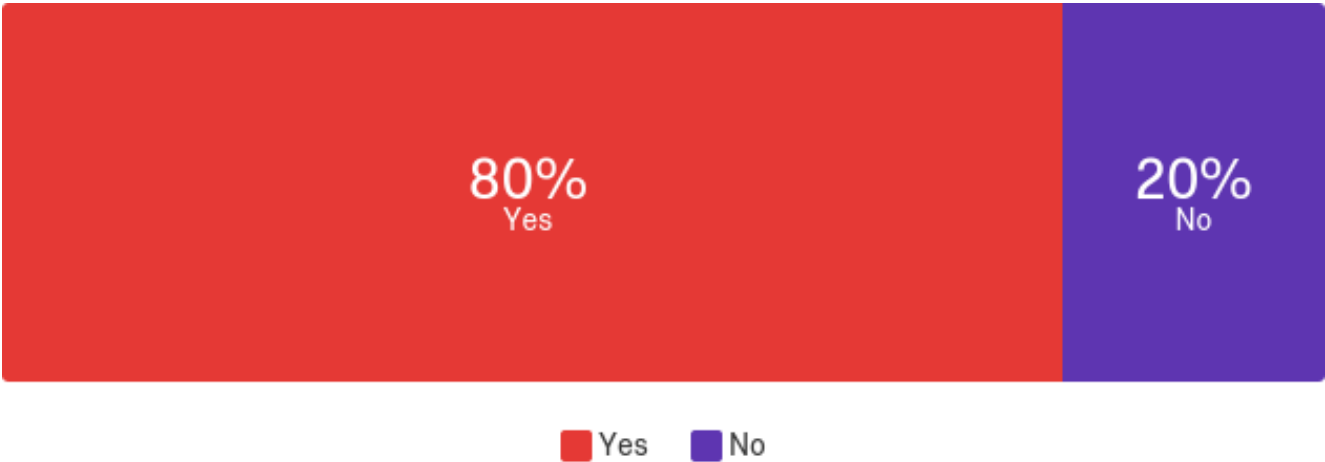
#	Answer	%	Count
1	White	31.55%	100
2	Black or African American	44.79%	142
3	American Indian or Alaska Native	8.52%	27
4	Asian	1.89%	6
5	Native Hawaiian or Pacific Islander	0.63%	2
6	Other	12.62%	40
	Total	100%	317

Q3 - Please select your enrollment status.



#	Answer	%	Count
1	Undergraduate	97.48%	309
2	Graduate	1.89%	6
3	Non-degree	0.63%	2
	Total	100%	317

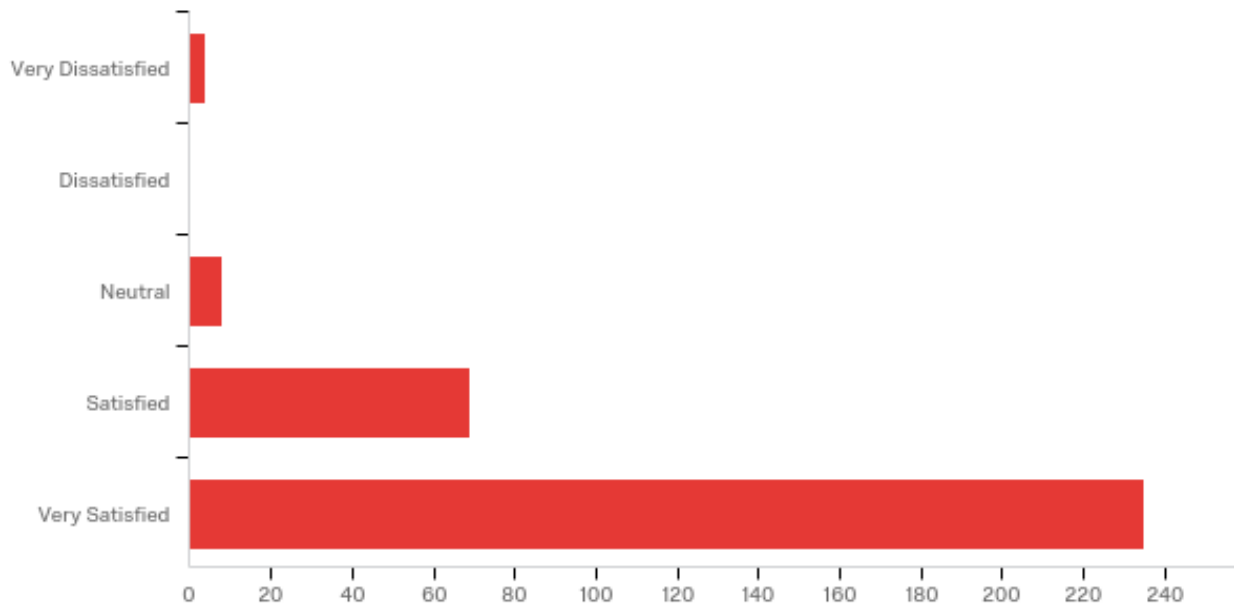
Q4 - Is UNCP Student Health Services your usual source for care and/or primary care provider while enrolled in school.



#	Answer	%	Count
1	Yes	80.13%	254
2	No	19.87%	63
	Total	100%	317

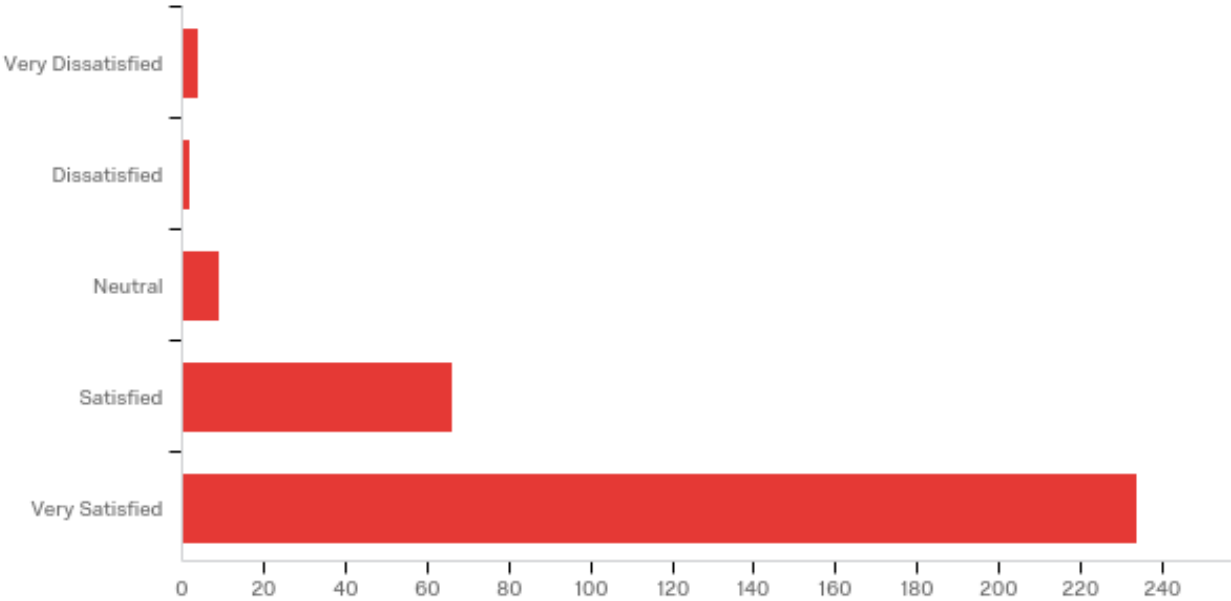
Rate your satisfaction with the following items related to your most recent visit:

Q5 – Ease of scheduling an appointment:



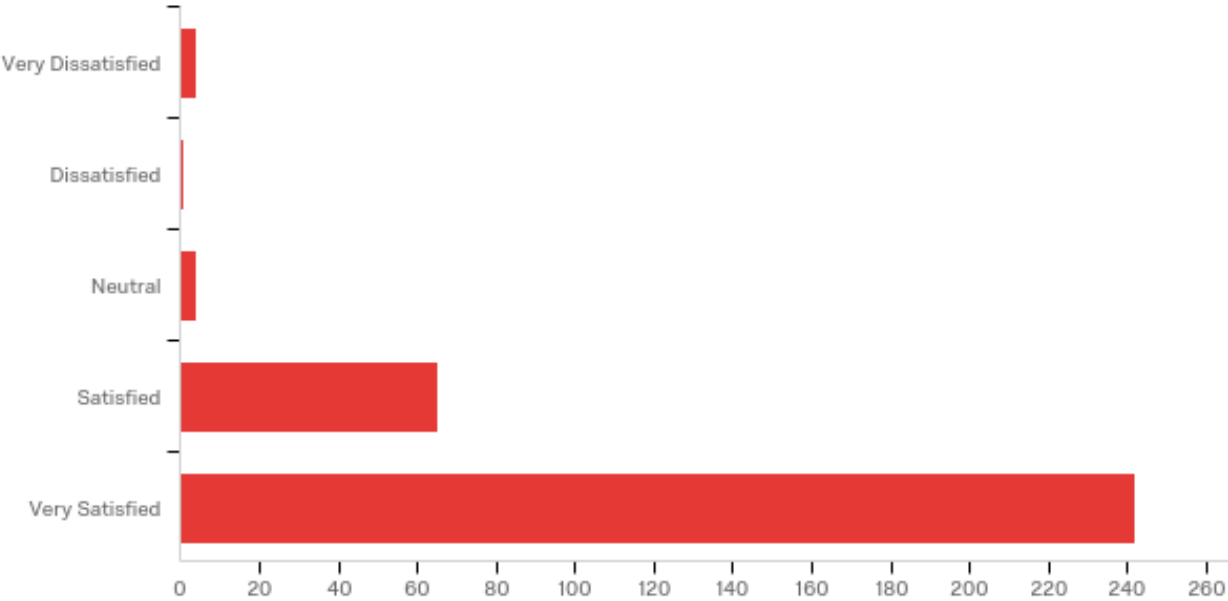
#	Answer	%	Count
1	Very Dissatisfied	1.27%	4
2	Dissatisfied	0.00%	0
3	Neutral	2.53%	8
4	Satisfied	21.84%	69
5	Very Satisfied	74.37%	235
	Total	100%	316

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



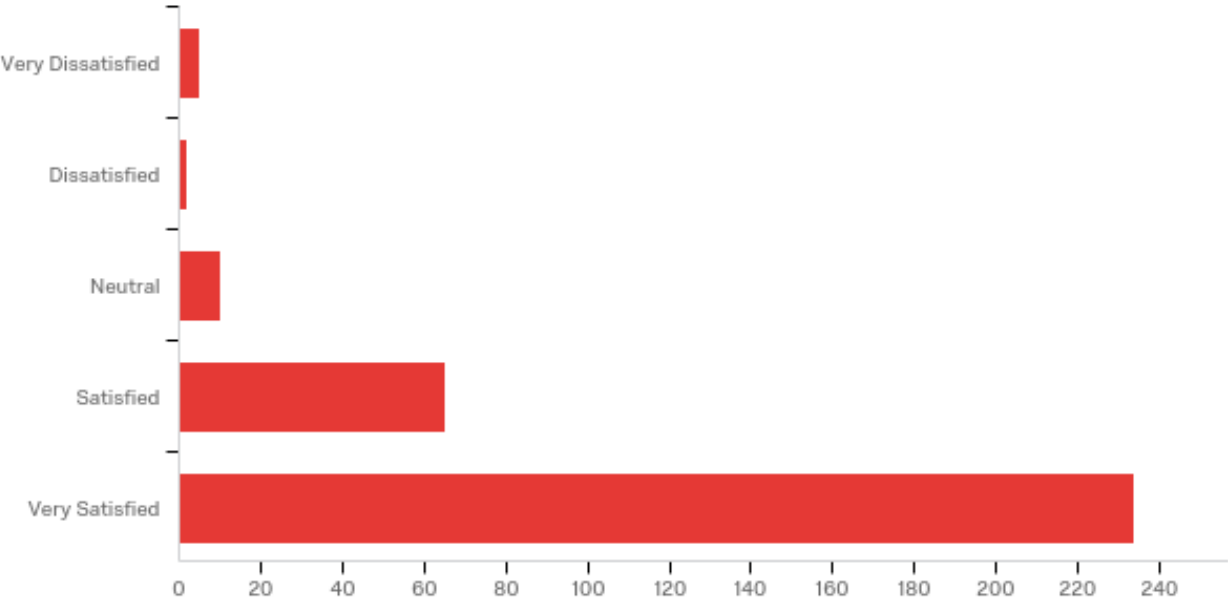
#	Answer	%	Count
1	Very Dissatisfied	1.27%	4
2	Dissatisfied	0.63%	2
3	Neutral	2.86%	9
4	Satisfied	20.95%	66
5	Very Satisfied	74.29%	234
	Total	100%	315

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



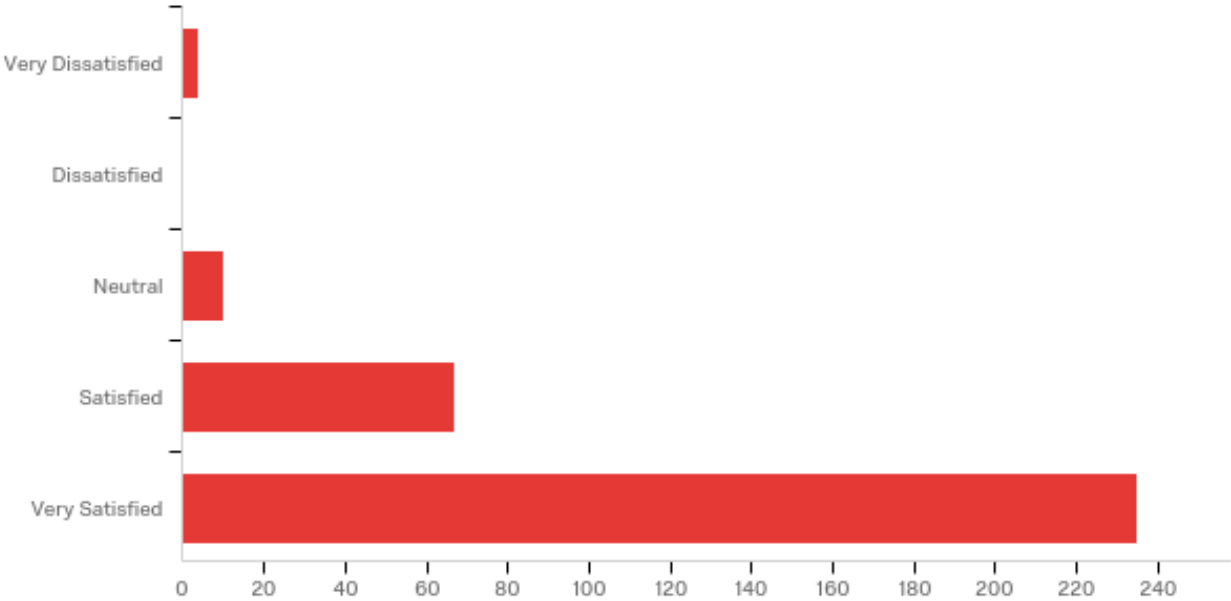
#	Answer	%	Count
1	Very Dissatisfied	1.27%	4
2	Dissatisfied	0.32%	1
3	Neutral	1.27%	4
4	Satisfied	20.57%	65
5	Very Satisfied	76.58%	242
	Total	100%	316

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



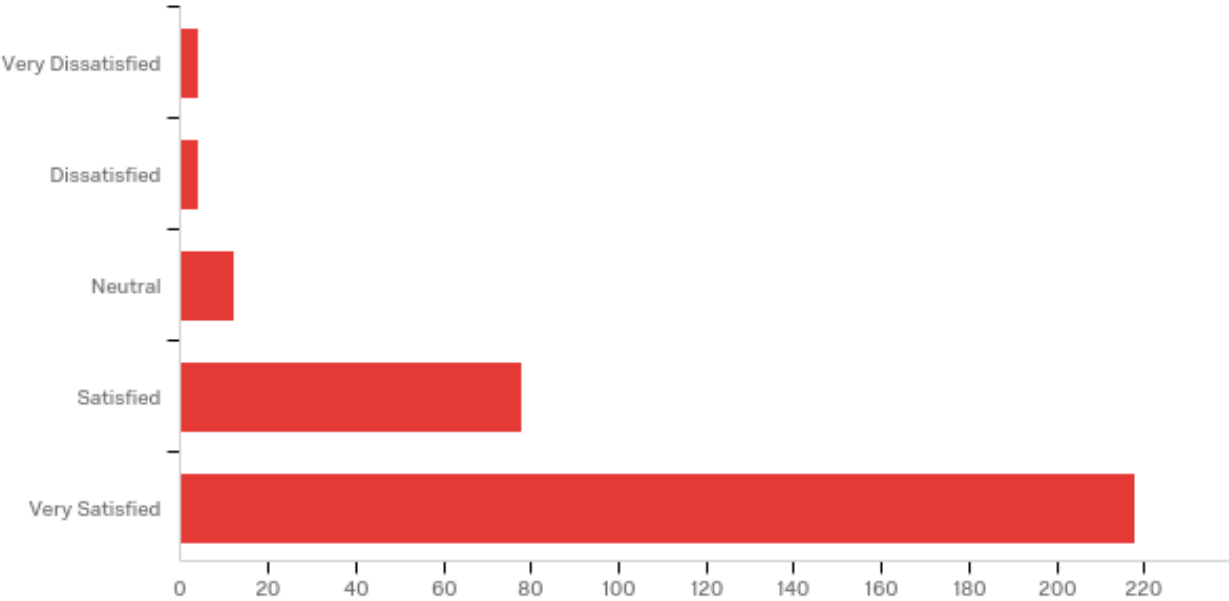
#	Answer	%	Count
1	Very Dissatisfied	1.58%	5
2	Dissatisfied	0.63%	2
3	Neutral	3.16%	10
4	Satisfied	20.57%	65
5	Very Satisfied	74.05%	234
	Total	100%	316

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



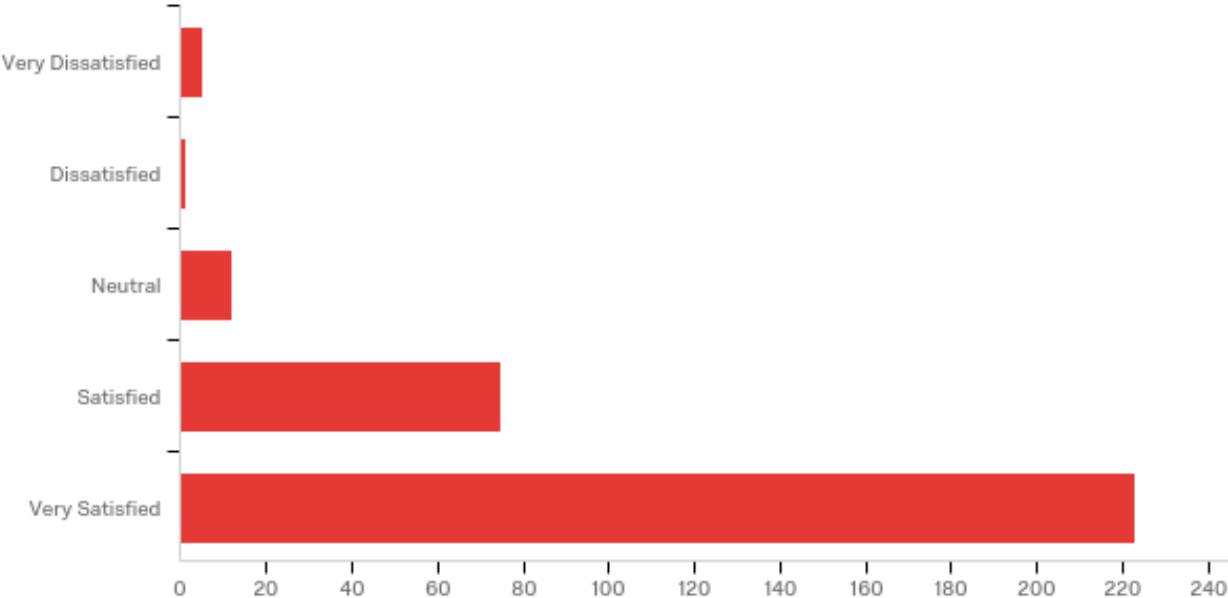
#	Answer	%	Count
1	Very Dissatisfied	1.27%	4
2	Dissatisfied	0.00%	0
3	Neutral	3.16%	10
4	Satisfied	21.20%	67
5	Very Satisfied	74.37%	235
	Total	100%	316

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



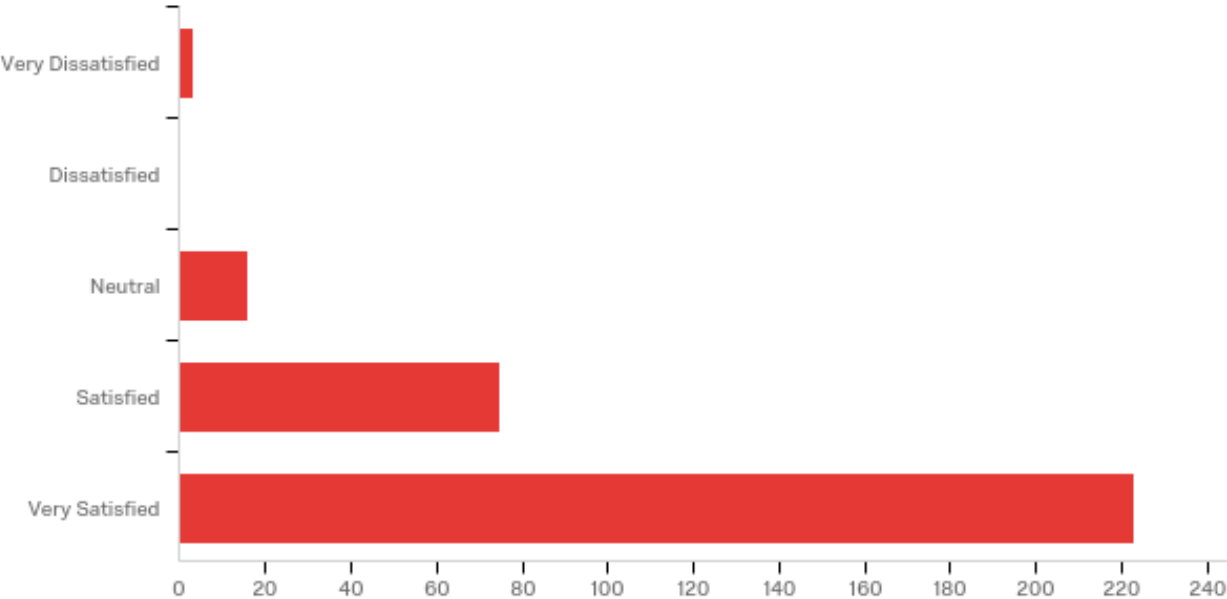
#	Answer	%	Count
1	Very Dissatisfied	1.27%	4
2	Dissatisfied	1.27%	4
3	Neutral	3.80%	12
4	Satisfied	24.68%	78
5	Very Satisfied	68.99%	218
	Total	100%	316

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



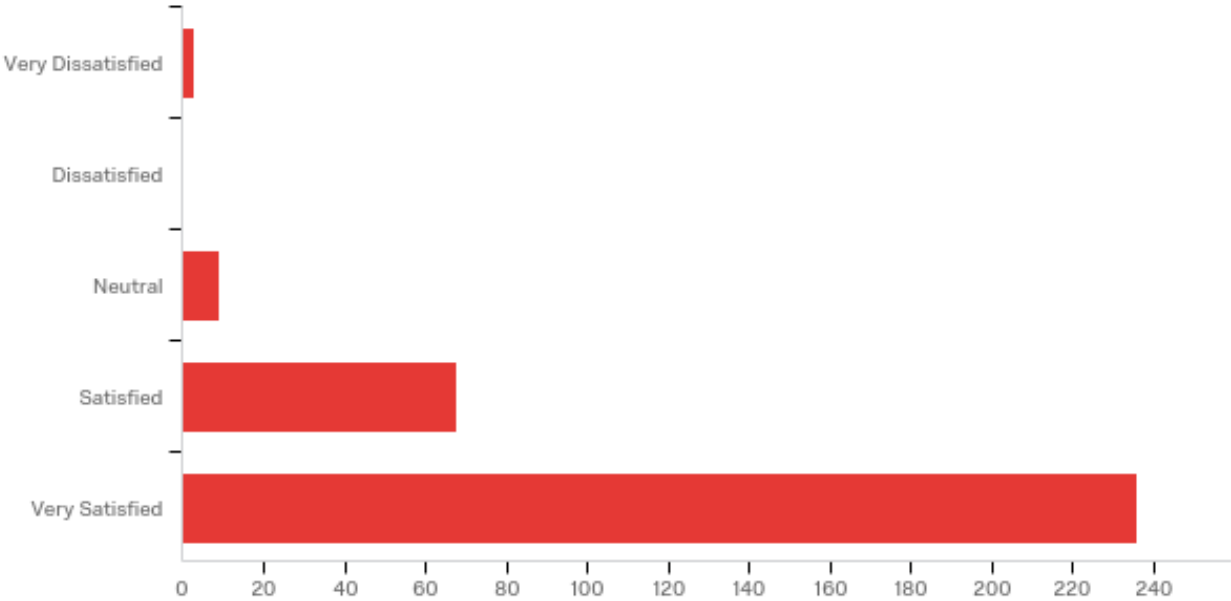
#	Answer	%	Count
1	Very Dissatisfied	1.58%	5
2	Dissatisfied	0.32%	1
3	Neutral	3.80%	12
4	Satisfied	23.73%	75
5	Very Satisfied	70.57%	223
	Total	100%	316

Q12 – The information I received during my visit that I will use to improve my health:



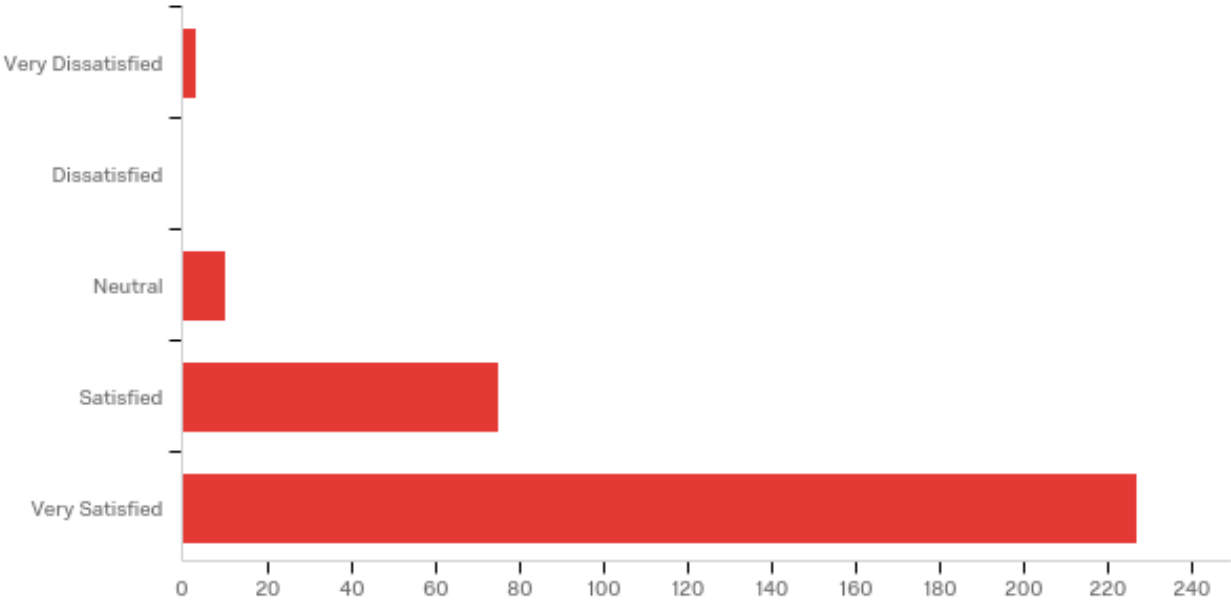
#	Answer	%	Count
1	Very Dissatisfied	0.95%	3
2	Dissatisfied	0.00%	0
3	Neutral	5.05%	16
4	Satisfied	23.66%	75
5	Very Satisfied	70.35%	223
	Total	100%	317

Q13 – Your confidentiality and privacy were carefully protected:



#	Answer	%	Count
1	Very Dissatisfied	0.95%	3
2	Dissatisfied	0.00%	0
3	Neutral	2.85%	9
4	Satisfied	21.52%	68
5	Very Satisfied	74.68%	236
	Total	100%	316

Q14 – Your overall satisfaction with your visit:



#	Answer	%	Count
1	Very Dissatisfied	0.95%	3
2	Dissatisfied	0.00%	0
3	Neutral	3.17%	10
4	Satisfied	23.81%	75
5	Very Satisfied	72.06%	227
	Total	100%	315

Q17 - 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.

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.

They help me a lot with my scraped knees and bad anxiety.

Great job

KI002@

9108877952

Great people with great souls. Lucky to have them around.

kuc001@bravemail.uncp.edu

Loveeeeeee crystal and Beth

Loved my nurse and provider. Very down to earth !

(252)253-8224

I was very scared and embarrassed but my nurse and Doctor never once made me feel like I should be.

Love the staff!

Ms. Jamie was great!

sg0039

very fast and friendly.

It took a while for my nurse to come in but I understand that you all were swamped

deandrea006@gmcil.com

9102122551

9102243681

Kasperski.michelle@gmail.com

They were very friendly and made the visit easier.

Jasmine Senegal-Guzman

Very quick and effective. They were very nice as well.

Good overall