

# Satisfaction Survey

Description:

Date Created: 12/13/2010 11:15:42 AM

Date Range: 1/10/2011 12:00:00 AM - 5/11/2011 11:59:00 PM

Total Respondents: 140

Q1. How did you hear about Student Health Services? (Check all that apply; please scroll)

| Count | Respondent % | Response % |  |                                    |
|-------|--------------|------------|--|------------------------------------|
| 15    | 10.71%       | 7.43%      |  | Flyer/poster                       |
| 43    | 30.71%       | 21.29%     |  | Walking by                         |
| 16    | 11.43%       | 7.92%      |  | Web page                           |
| 17    | 12.14%       | 8.42%      |  | Referral by staff/faculty          |
| 57    | 40.71%       | 28.22%     |  | Referral by friends/other students |
| 44    | 31.43%       | 21.78%     |  | Orientation                        |
| 2     | 1.43%        | 0.99%      |  | Newspaper                          |
| 8     | 5.71%        | 3.96%      |  | Other (please specify)             |
| 140   | Respondents  |            |  |                                    |
| 202   | Responses    |            |  |                                    |

Q2. Which of the following was the reason for your visit to Student Health Services today? (Check all that apply; please scroll)

| Count | Respondent % | Response % |  |  |
|-------|--------------|------------|--|--|
| 63    | 45.32%       | 36.42%     |  | Cold/cough symptoms (sore throat, runny nose)    |
| 12    | 8.63%        | 6.94%      |  | Fatigue  |
| 24    | 17.27%       | 13.87%     |  | Allergies  |
| 2     | 1.44%        | 1.16%      |  | Emotional distress                               |
| 8     | 5.76%        | 4.62%      |  | Stress   |
| 12    | 8.63%        | 6.94%      |  | Yearly exams (e.g., women's health/men's health) |
| 13    | 9.35%        | 7.51%      |  | Sexual health testing (e.g., HIV, STD testing)   |
| 1     | 0.72%        | 0.58%      |  | Immunizations                                    |
| 38    | 27.34%       | 21.97%     |  | Other (please specify)                           |
| 139   | Respondents  |            |  |  |
| 173   | Responses    |            |  |  |

Q3. Did you have an appointment?

| Count | Percent     |  |                       |
|-------|-------------|--|-----------------------|
| 82    | 58.99%      |  | Yes                   |
| 57    | 41.01%      |  | No, I just walked in. |
| 139   | Respondents |  |                       |

Q4. Please indicate your level of agreement with the following statements: I was able to schedule an appointment around my current activities. (Please scroll)

| Count | Percent     |  |                            |
|-------|-------------|--|----------------------------|
| 113   | 81.29%      |  | Strongly agree             |
| 16    | 11.51%      |  | Moderately agree           |
| 1     | 0.72%       |  | Neither agree nor disagree |
| 2     | 1.44%       |  | Moderately disagree        |
| 0     | 0.00%       |  | Strongly disagree          |
| 7     | 5.04%       |  | Not applicable             |
| 139   | Respondents |  |                            |

Q5. I am confident my interactions with Student Health Services staff will be confidential.

| Count | Percent     |  |                            |
|-------|-------------|--|----------------------------|
| 127   | 91.37%      |  | Strongly agree             |
| 11    | 7.91%       |  | Moderately agree           |
| 1     | 0.72%       |  | Neither agree nor disagree |
| 0     | 0.00%       |  | Moderately disagree        |
| 0     | 0.00%       |  | Strongly disagree          |
| 0     | 0.00%       |  | Not applicable             |
| 139   | Respondents |  |                            |

Q6. The staff members treated me with respect.

| Count | Percent     |  |                            |
|-------|-------------|--|----------------------------|
| 130   | 93.53%      |  | Strongly agree             |
| 7     | 5.04%       |  | Moderately agree           |
| 1     | 0.72%       |  | Neither agree nor disagree |
| 1     | 0.72%       |  | Moderately disagree        |
| 0     | 0.00%       |  | Strongly disagree          |
| 0     | 0.00%       |  | Not applicable             |
| 139   | Respondents |  |                            |

Q7. The staff members were welcoming.

| Count | Percent     |  |                            |
|-------|-------------|--|----------------------------|
| 124   | 89.21%      |  | Strongly agree             |
| 13    | 9.35%       |  | Moderately agree           |
| 0     | 0.00%       |  | Neither agree nor disagree |
| 1     | 0.72%       |  | Moderately disagree        |
| 1     | 0.72%       |  | Strongly disagree          |
| 0     | 0.00%       |  | Not applicable             |
| 139   | Respondents |  |                            |

Q8. The staff members acted professionally.

| Count | Percent     |  |                            |
|-------|-------------|--|----------------------------|
| 129   | 92.81%      |  | Strongly agree             |
| 9     | 6.47%       |  | Moderately agree           |
| 0     | 0.00%       |  | Neither agree nor disagree |
| 1     | 0.72%       |  | Moderately disagree        |
| 0     | 0.00%       |  | Strongly disagree          |
| 0     | 0.00%       |  | Not applicable             |
| 139   | Respondents |  |                            |

Q9. Please indicate your satisfaction level with the following: (Please scroll)Hours of operation

| Count | Percent     |  |                                    |
|-------|-------------|--|------------------------------------|
| 104   | 74.82%      |  | Very satisfied                     |
| 29    | 20.86%      |  | Moderately satisfied               |
| 4     | 2.88%       |  | Neither satisfied nor dissatisfied |
| 1     | 0.72%       |  | Moderately dissatisfied            |
| 1     | 0.72%       |  | Very dissatisfied                  |
| 0     | 0.00%       |  | Not applicable                     |
| 139   | Respondents |  |                                    |

Q10. Courtesy and professionalism of the provider

| Count | Percent     |  |                                    |
|-------|-------------|--|------------------------------------|
| 120   | 86.33%      |  | Very satisfied                     |
| 17    | 12.23%      |  | Moderately satisfied               |
| 2     | 1.44%       |  | Neither satisfied nor dissatisfied |
| 0     | 0.00%       |  | Moderately dissatisfied            |
| 0     | 0.00%       |  | Very dissatisfied                  |
| 0     | 0.00%       |  | Not applicable                     |
| 139   | Respondents |  |                                    |

Q11. Respect for your personal privacy during the examination/treatment

| Count | Percent     |  |                                    |
|-------|-------------|--|------------------------------------|
| 128   | 92.09%      |  | Very satisfied                     |
| 11    | 7.91%       |  | Moderately satisfied               |
| 0     | 0.00%       |  | Neither satisfied nor dissatisfied |
| 0     | 0.00%       |  | Moderately dissatisfied            |
| 0     | 0.00%       |  | Very dissatisfied                  |
| 0     | 0.00%       |  | Not applicable                     |
| 139   | Respondents |  |                                    |

Q12. Please indicate your overall level of satisfaction with your experience at Student Health Services:

| Count | Percent     |  |                                    |
|-------|-------------|--|------------------------------------|
| 119   | 85.61%      |  | Very satisfied                     |
| 18    | 12.95%      |  | Moderately satisfied               |
| 2     | 1.44%       |  | Neither satisfied nor dissatisfied |
| 0     | 0.00%       |  | Moderately dissatisfied            |
| 0     | 0.00%       |  | Very dissatisfied                  |
| 139   | Respondents |  |                                    |

Q13. Do you have any additional comments or suggestions?

| Count | Percent     |  |                      |
|-------|-------------|--|----------------------|
| 7     | 5.04%       |  | Yes (please specify) |
| 132   | 94.96%      |  | No                   |
| 139   | Respondents |  |                      |