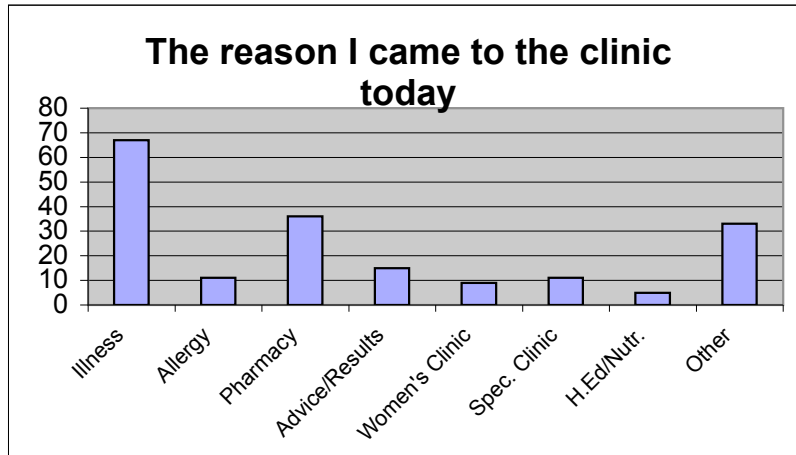


HEALTH SERVICES PATIENT SATISFACTION SURVEY APRIL 2003
Surveys Completed 187

1 The reason I came to the clinic today:

Illness	Allergy	Pharmacy	Advice/Results	Women's Clinic	Spec. Clinic	H.Ed/Nutr.	Other
67	11	36	15	9	11	5	33



2. The following statements refer to the access and convenience of the Health Services Clinic.

a) The clinic hours are convenient for me.

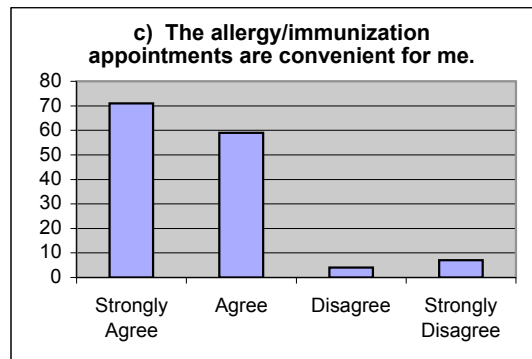
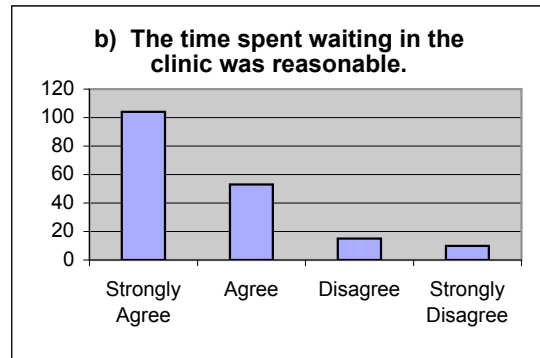
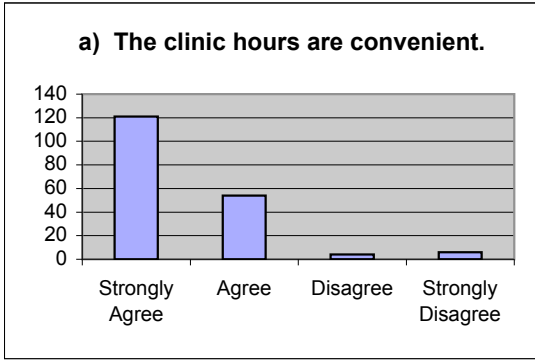
Strongly Agree	Agree	Disagree	Strongly Disagree
121	54	4	6

b) The time spent waiting in the clinic was reasonable.

Strongly Agree	Agree	Disagree	Strongly Disagree
104	53	15	10

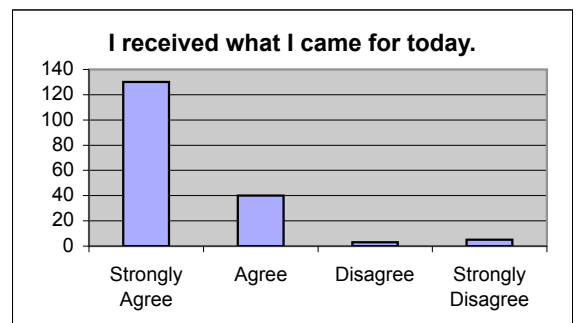
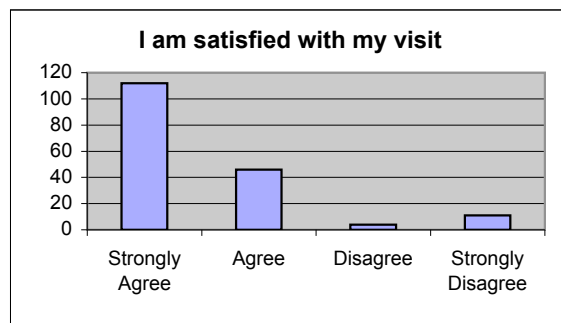
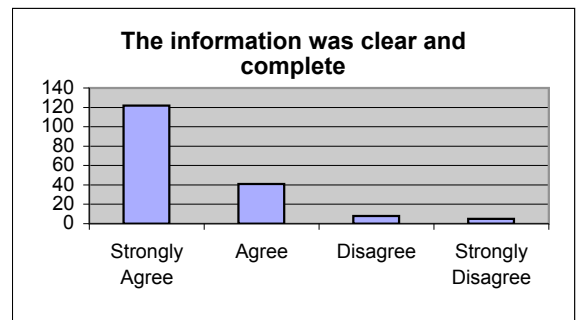
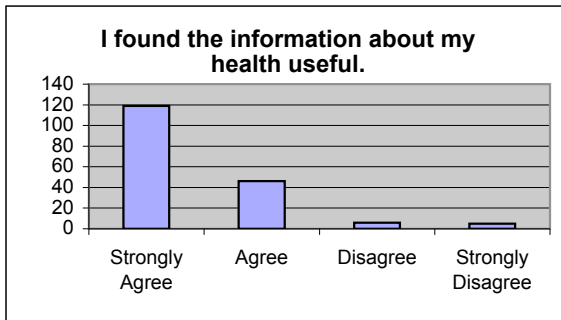
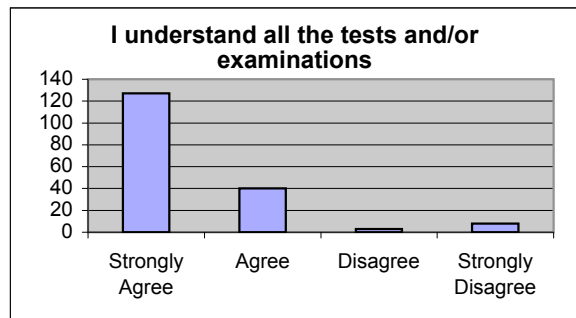
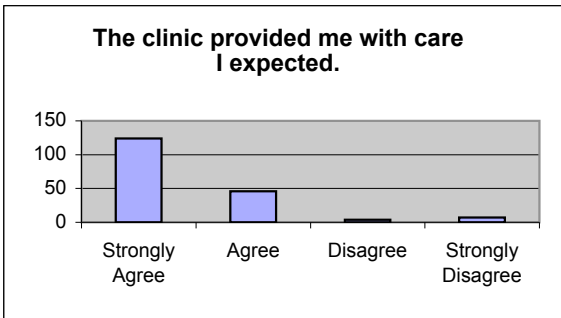
c) The allergy/immunization appointments are convenient for me

Strongly Agree	Agree	Disagree	Strongly Disagree
71	59	4	7



3. The following statements refer to the care you received on today's visit.

- a) The clinic provided me with the care I expected.
Strongly Agree 124 **Agree** 46 **Disagree** 4 **Strongly Disagree** 7
- b) I understand all the tests and/or examinations that were done today.
Strongly Agree 127 **Agree** 40 **Disagree** 3 **Strongly Disagree** 8
- c) I found the information about my health useful
Strongly Agree 119 **Agree** 46 **Disagree** 6 **Strongly Disagree** 5
- d) The information given to me today about my health and/or medication was clear and complete.
Strongly Agree 122 **Agree** 41 **Disagree** 8 **Strongly Disagree** 5
- e) I am satisfied with my visit.
Strongly Agree 112 **Agree** 46 **Disagree** 4 **Strongly Disagree** 11
- f) I received what I came for today.
Strongly Agree 130 **Agree** 40 **Disagree** 3 **Strongly Disagree** 5



4. The following statements relate to your feelings about the staff:

- a) The staff was friendly and helpful.
Strongly Agree 149 **Agree** 15 **Disagree** 5 **Strongly Disagree** 8
- b) The staff treated me with respect, consideration and dignity.
Strongly Agree 145 **Agree** 20 **Disagree** 4 **Strongly Disagree** 8
- c) I was provided with appropriate privacy and confidentiality.

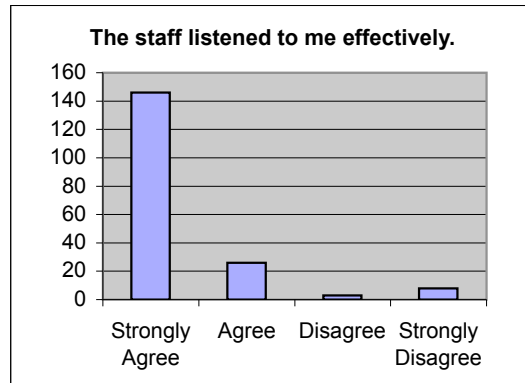
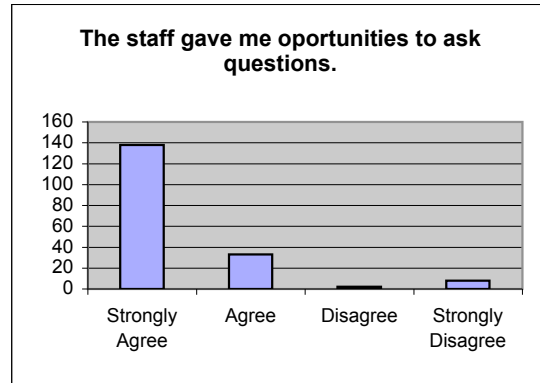
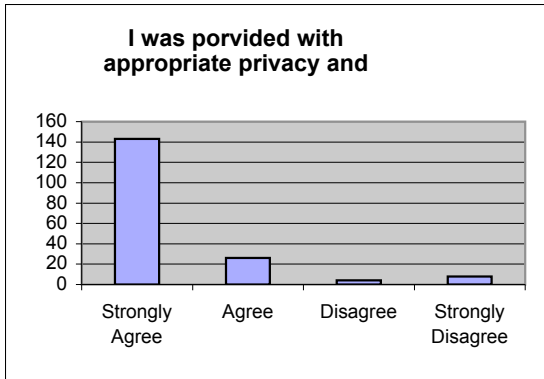
Strongly Agree	Agree	Disagree	Strongly Disagree
143	26	4	8

d) The staff gave me opportunities to ask questions.

Strongly Agree	Agree	Disagree	Strongly Disagree
138	33	2	8

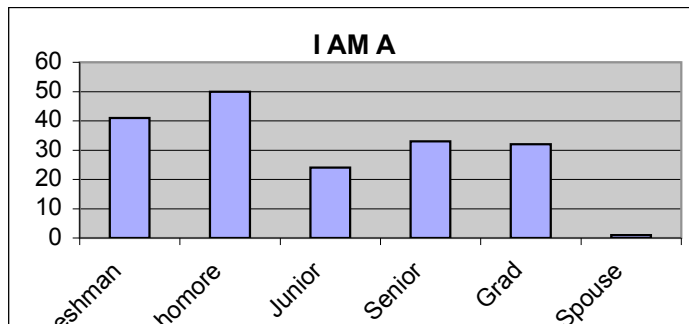
e) The staff listened to me effectively

Strongly Agree	Agree	Disagree	Strongly Disagree
146	26	3	8



I am a

Freshman	Sophomore	Junior	Senior	Grad	Spouse
41	50	24	33	32	1



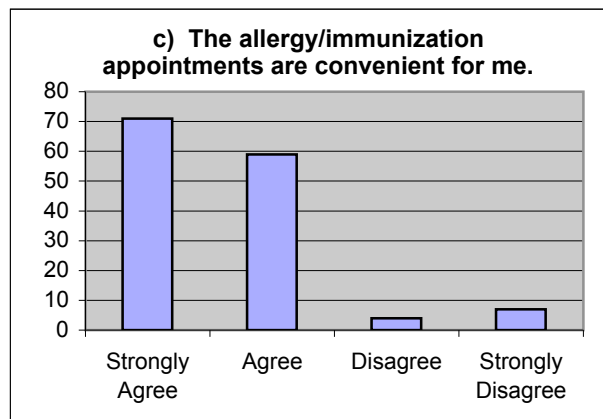
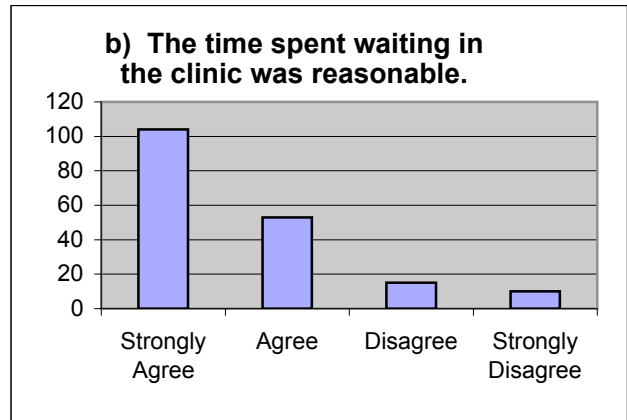
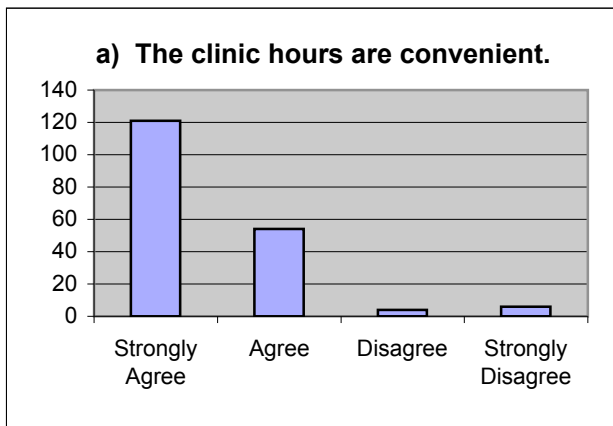
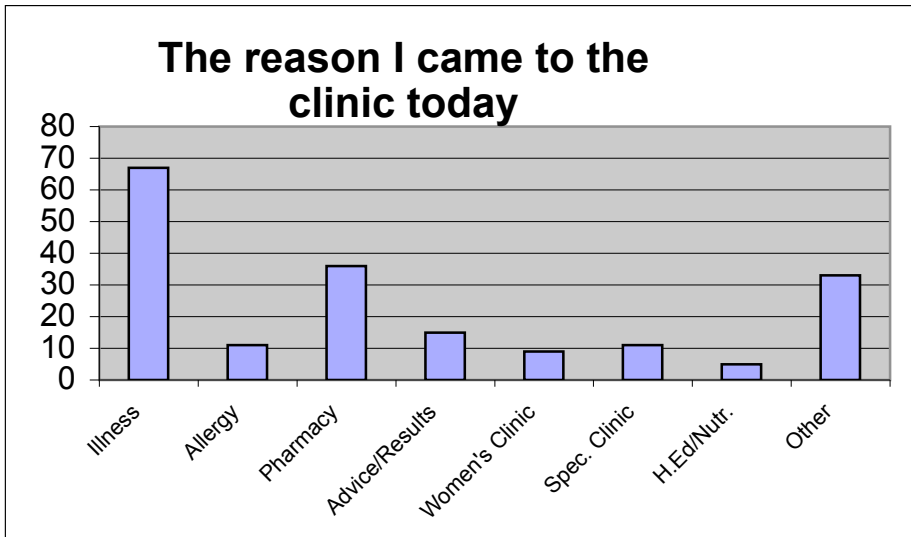
Frés.

Sophu

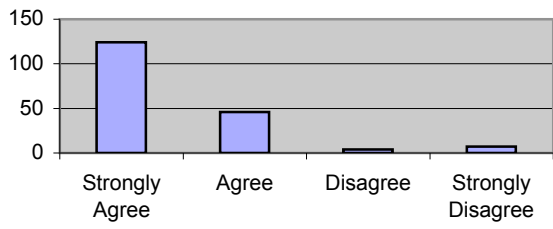
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,

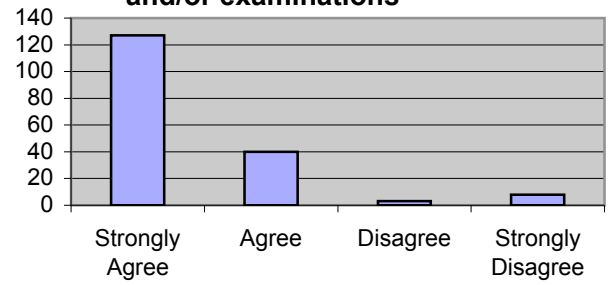
Sx



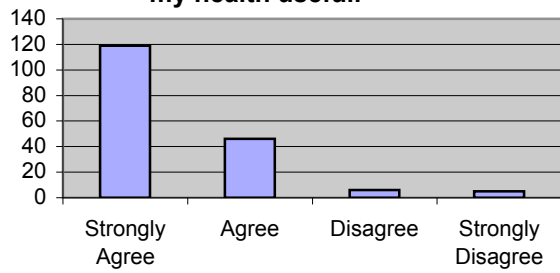
The clinic provided me with care I expected.



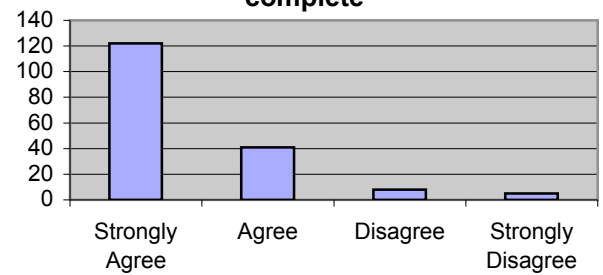
I understand all the tests and/or examinations



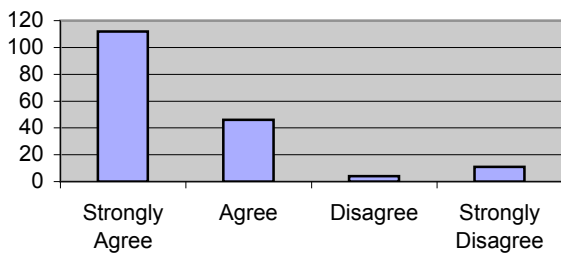
I found the information about my health useful.



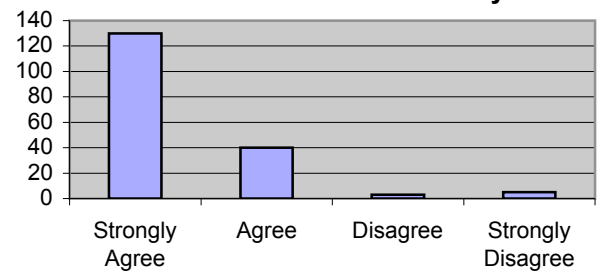
The information was clear and complete

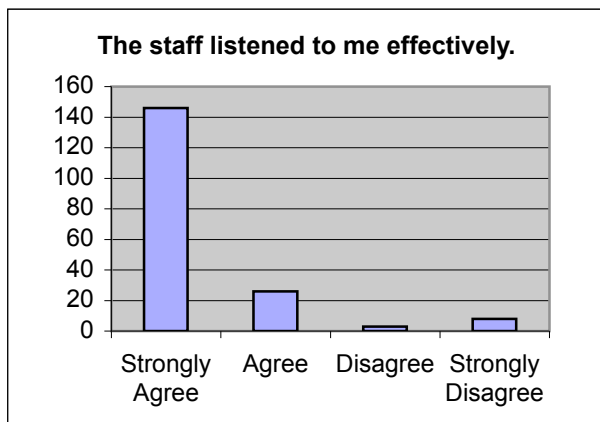
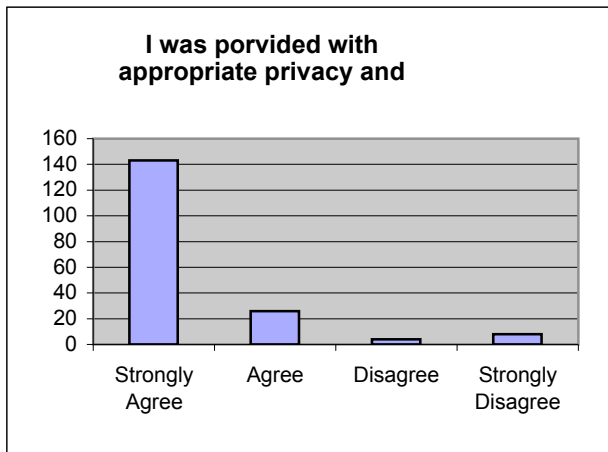


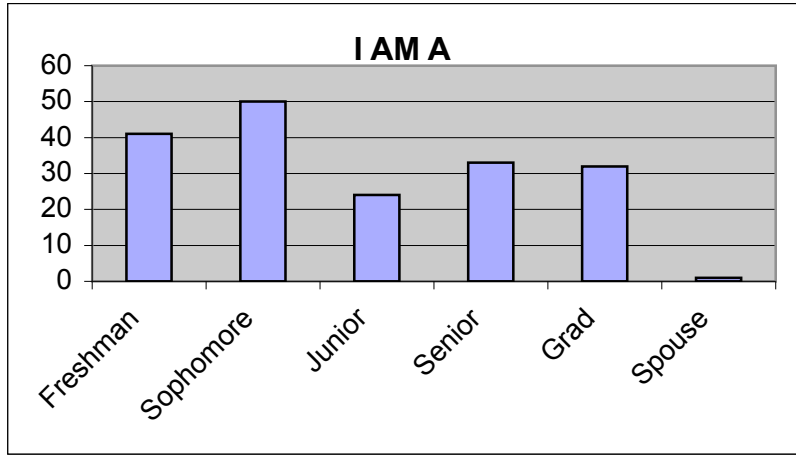
I am satisfied with my visit



I received what I came for today.



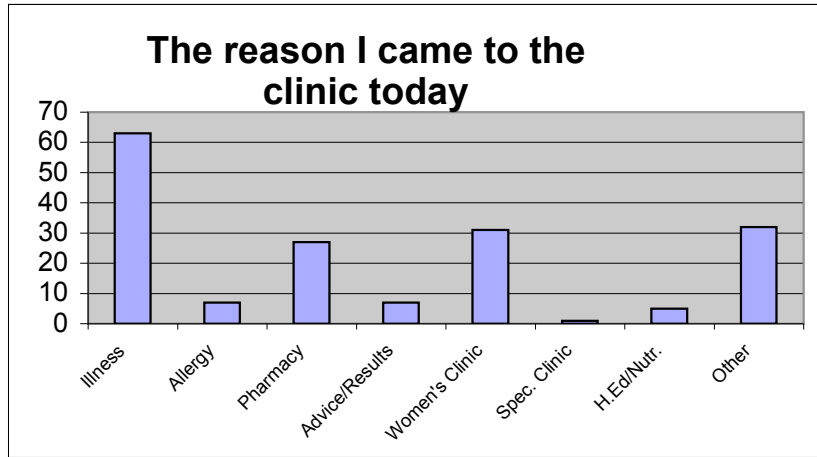




HEALTH SERVICES PATIENT SATISFACTION SURVEY MARCH/APRIL 2004
Surveys Completed 174

1 The reason I came to the clinic today:

Illness	Allergy	Pharmacy	Advice/Results	Women's Clinic	Spec. Clinic	H.Ed/Nutr.	Other
63	7	27	7	31	1	5	32



2. The following statements refer to the access and convenience of the Health Services Clinic.

a) The clinic hours are convenient for me.

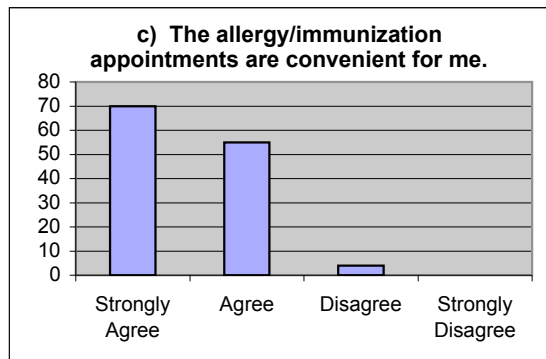
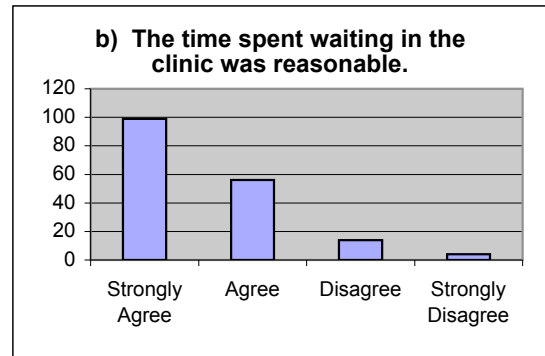
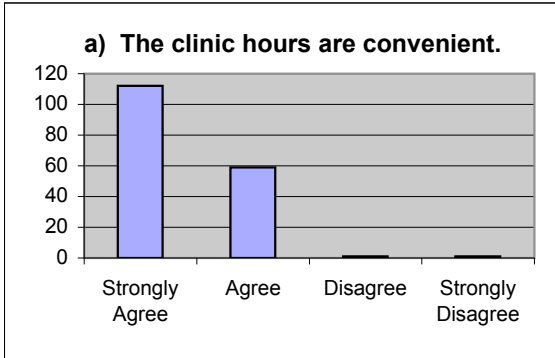
Strongly Agree	Agree	Disagree	Strongly Disagree
112	59	1	1

b) The time spent waiting in the clinic was reasonable.

Strongly Agree	Agree	Disagree	Strongly Disagree
99	56	14	4

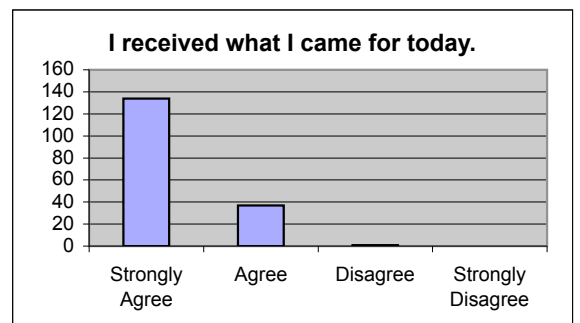
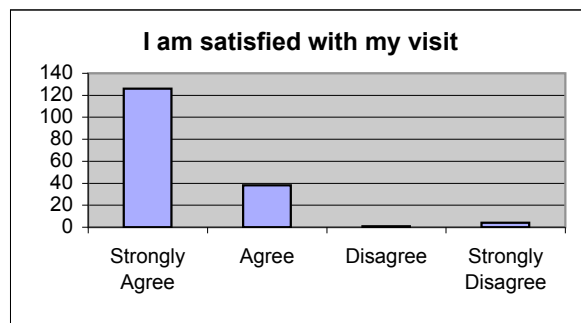
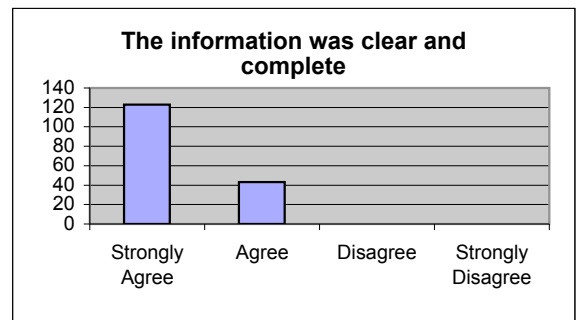
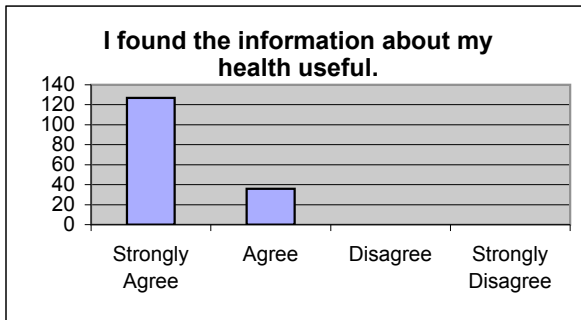
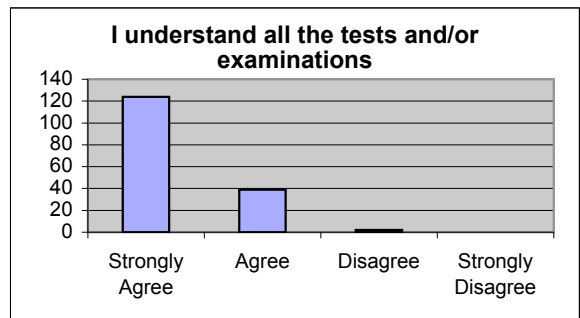
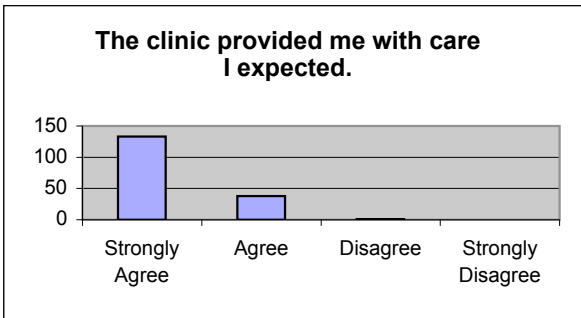
c) The allergy/immunization appointments are convenient for me

Strongly Agree	Agree	Disagree	Strongly Disagree
70	55	4	0



3. The following statements refer to the care you received on today's visit.

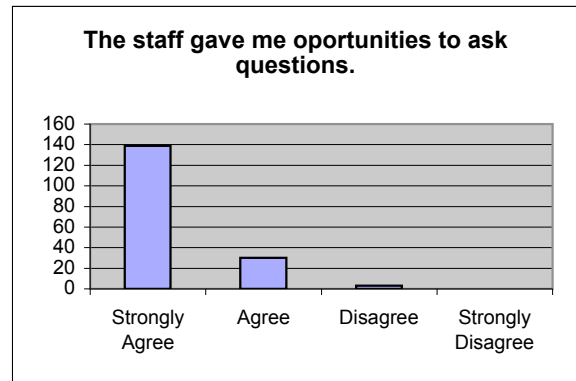
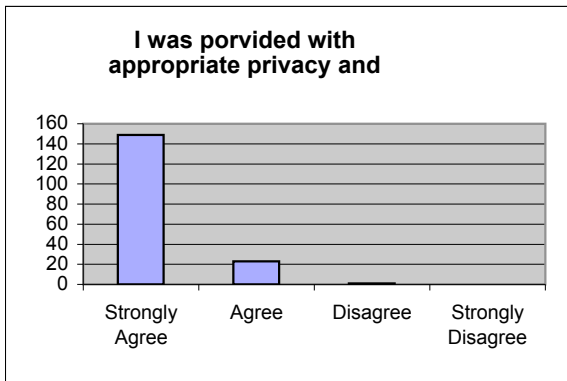
- a) The clinic provided me with the care I expected.
Strongly Agree 133 **Agree** 38 **Disagree** 1 **Strongly Disagree** 0
- b) I understand all the tests and/or examinations that were done today.
Strongly Agree 124 **Agree** 39 **Disagree** 2 **Strongly Disagree** 0
- c) I found the information about my health useful
Strongly Agree 127 **Agree** 36 **Disagree** 0 **Strongly Disagree** 0
- d) The information given to me today about my health and/or medication was clear and complete.
Strongly Agree 123 **Agree** 43 **Disagree** 0 **Strongly Disagree** 0
- e) I am satisfied with my visit.
Strongly Agree 126 **Agree** 38 **Disagree** 1 **Strongly Disagree** 4
- f) I received what I came for today.
Strongly Agree 134 **Agree** 37 **Disagree** 1 **Strongly Disagree** 0



4. The following statements relate to your feelings about the staff:

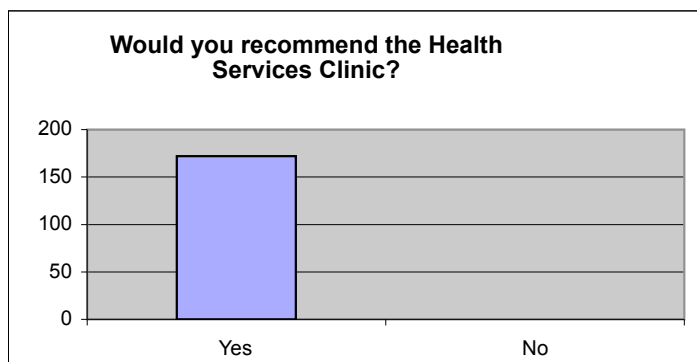
- a) The staff was friendly and helpful.
Strongly Agree 148 **Agree** 25 **Disagree** 0 **Strongly Disagree** 0
- b) The staff treated me with respect, consideration and dignity.
Strongly Agree 150 **Agree** 22 **Disagree** 0 **Strongly Disagree** 0
- c) I was provided with appropriate privacy and confidentiality.
Strongly Agree **Agree** **Disagree** **Strongly Disagree**

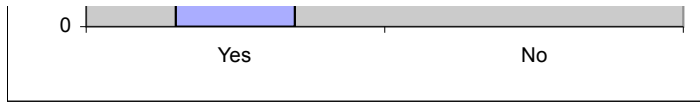
	149	23	1	0
d) The staff gave me opportunities to ask questions.	Strongly Agree	Agree	Disagree	Strongly Disagree
	139	30	3	0
e) The staff listened to me effectively	Strongly Agree	Agree	Disagree	Strongly Disagree
	142	30	0	0



5. Would you recommend the Health Services Clinic?

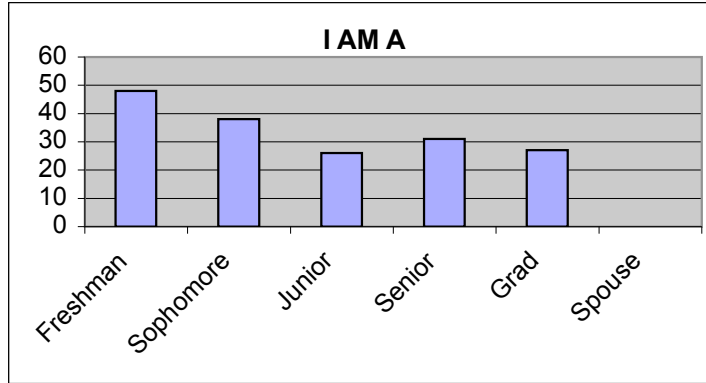
Yes	No
172	0





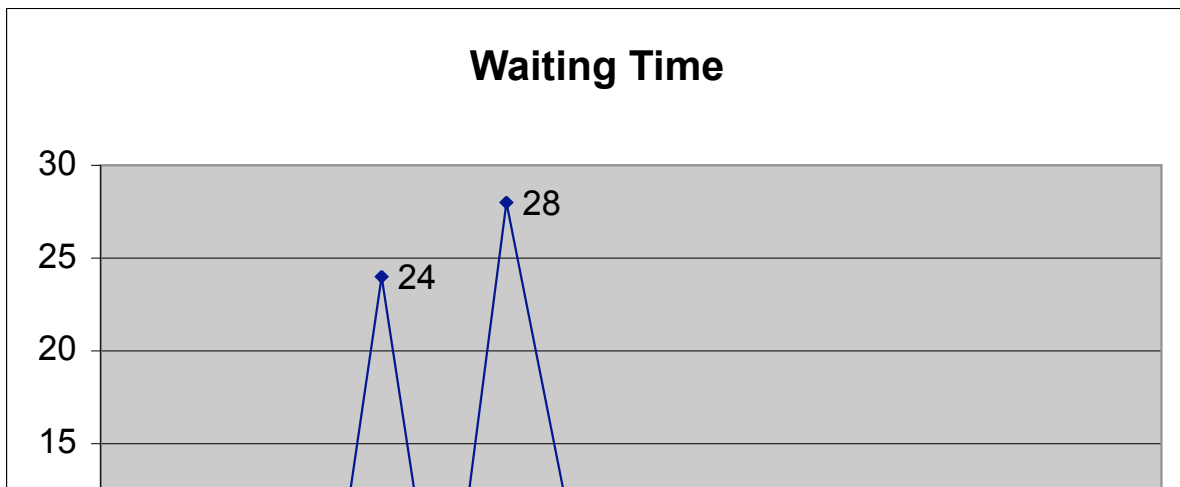
I am a

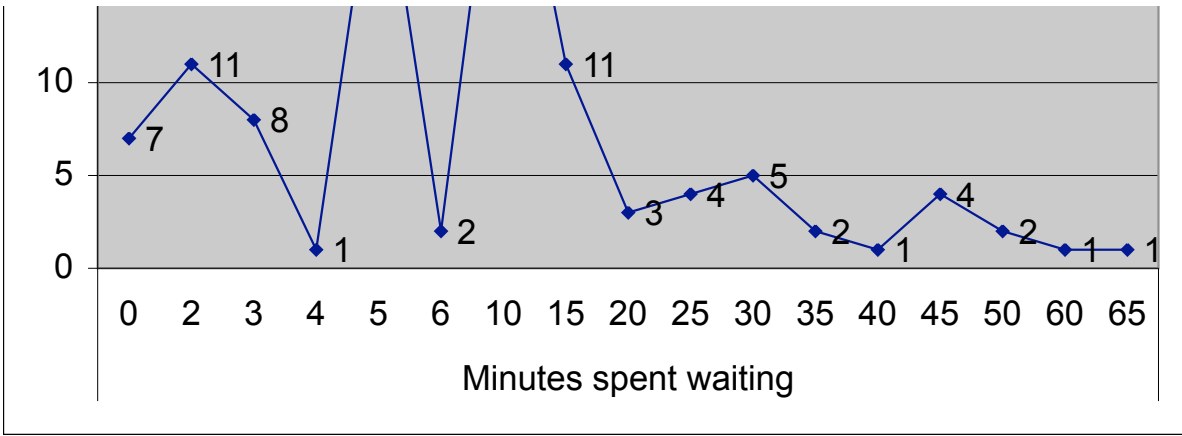
Category	Count
Freshman	48
Sophomore	38
Junior	26
Senior	31
Grad	27
Spouse	0



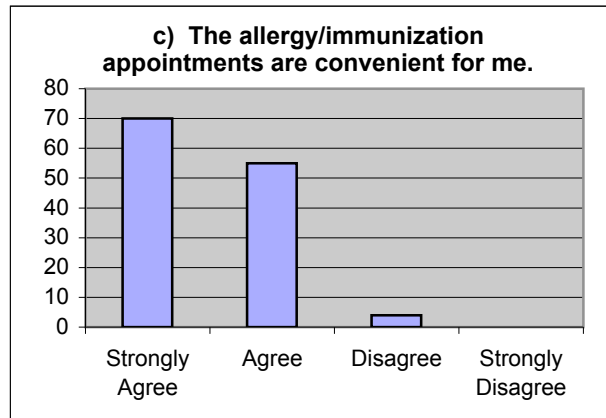
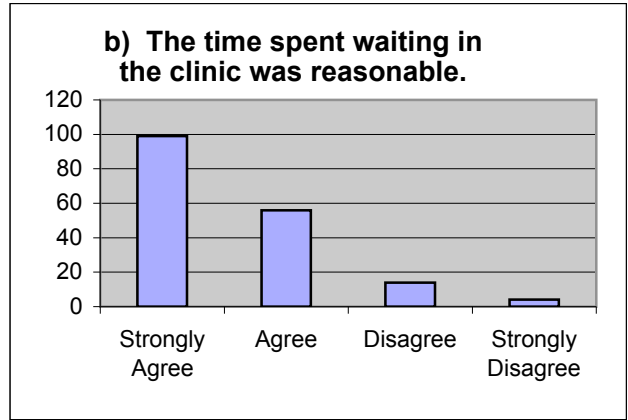
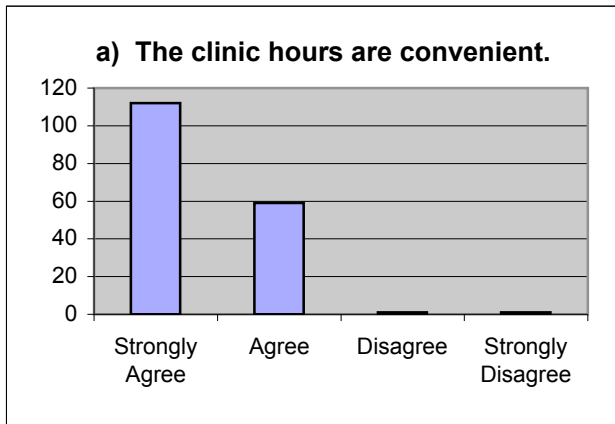
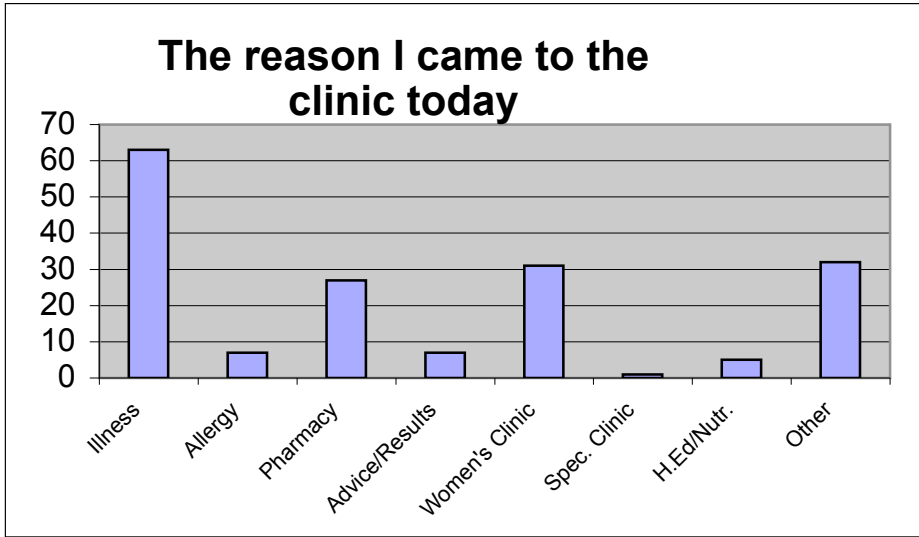
Minutes spent waiting

0	2	3	4	5	6	10	15	20
7	11	8	1	24	2	28	11	3

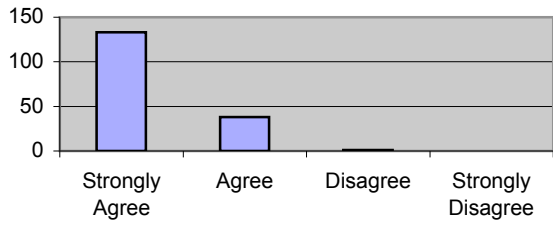




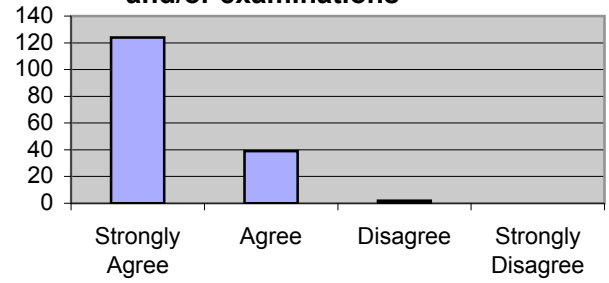
25	30	35	40	45	50	60	65
4	5	2	1	4	2	1	1



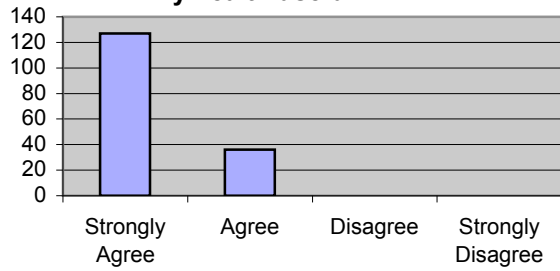
The clinic provided me with care I expected.



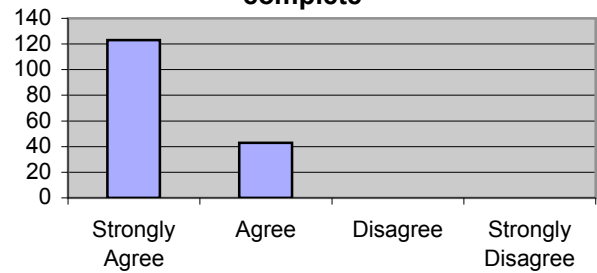
I understand all the tests and/or examinations



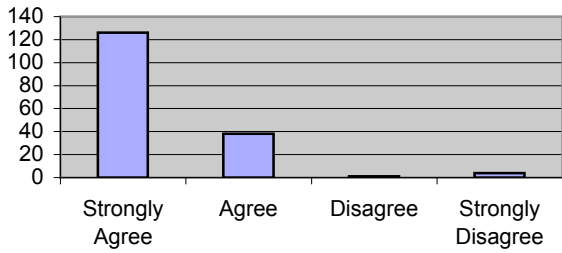
I found the information about my health useful.



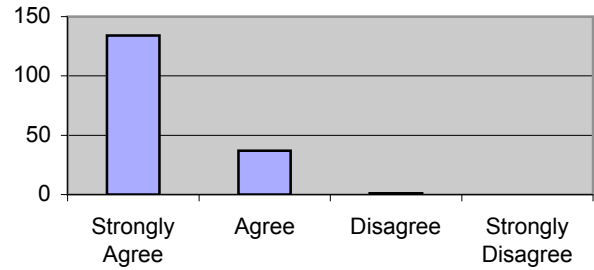
The information was clear and complete

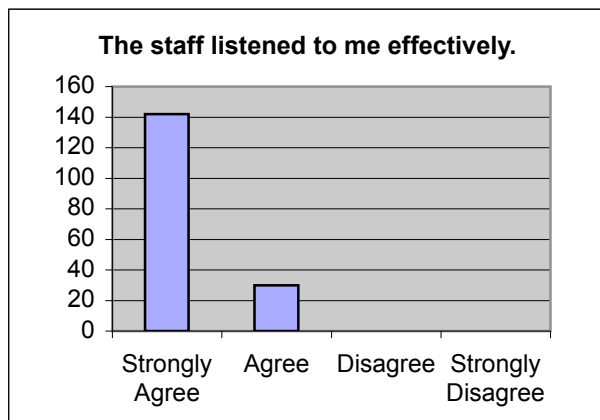
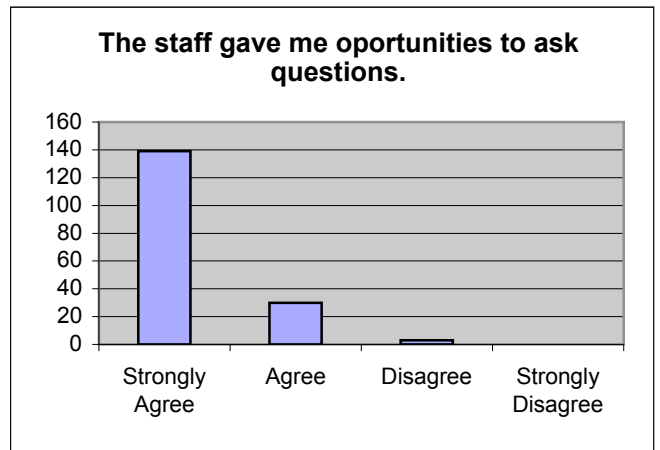
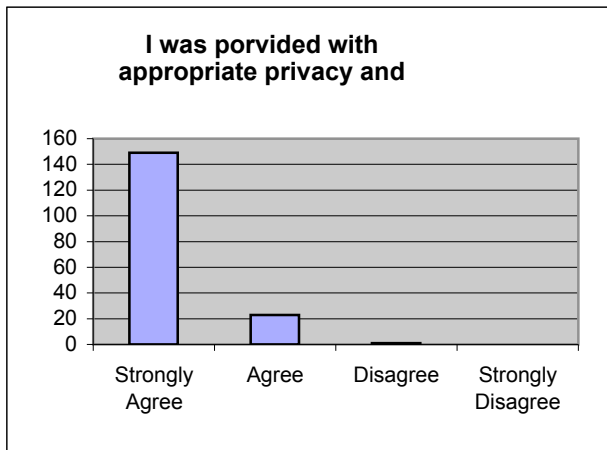


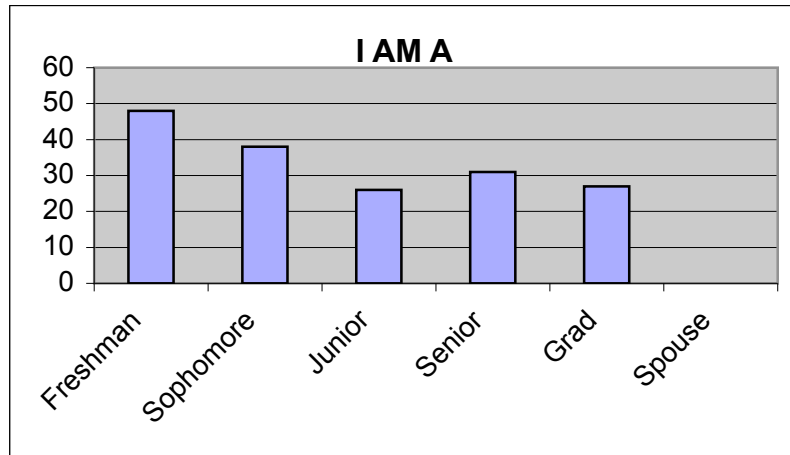
I am satisfied with my visit



I received what I came for today.







SHAC PATIENT SATISFACTION SURVEY SPRING 2005

Surveys Completed by Students Who Have Used Health Services

Surveys Completed 61

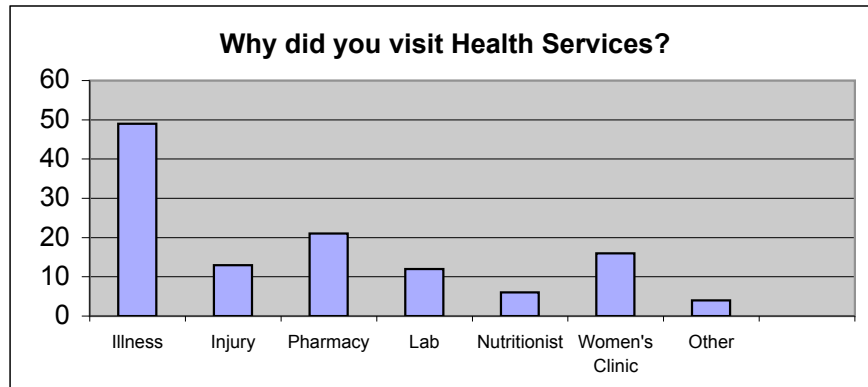
1. How would you rate your experience?

Great	Good				Poor
1	2	3	4	5	
15	17	21	10	1	



1 Why did you visit Health Services?

Illness	Injury	Pharmacy	Lab	Nutritionist	Women's Clinic	Other
49	13	21	12	6	16	4



4. How would you rate the competence of the staff?

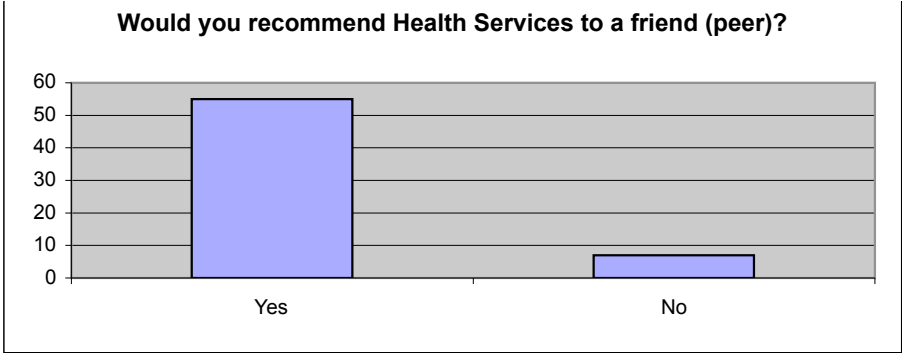
Great	Good				Poor
1	2	3	4	5	
0	15	21	14	1	



5. Would you recommend Health Services to a friend (peer)?

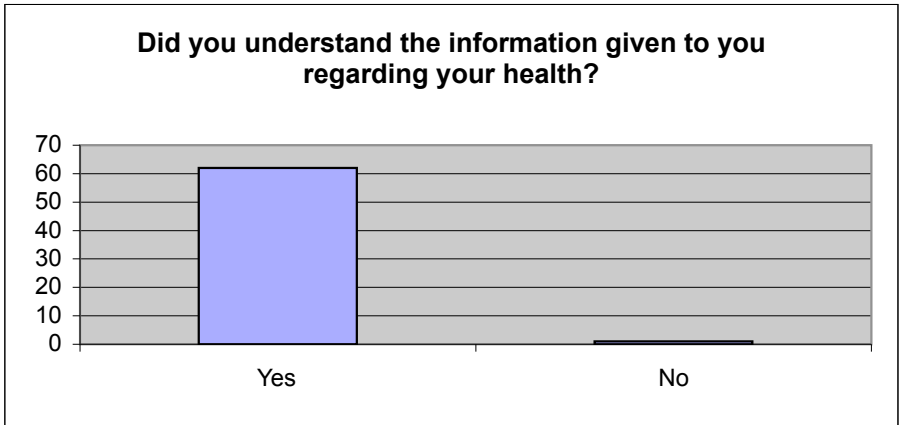
Yes	No
55	7





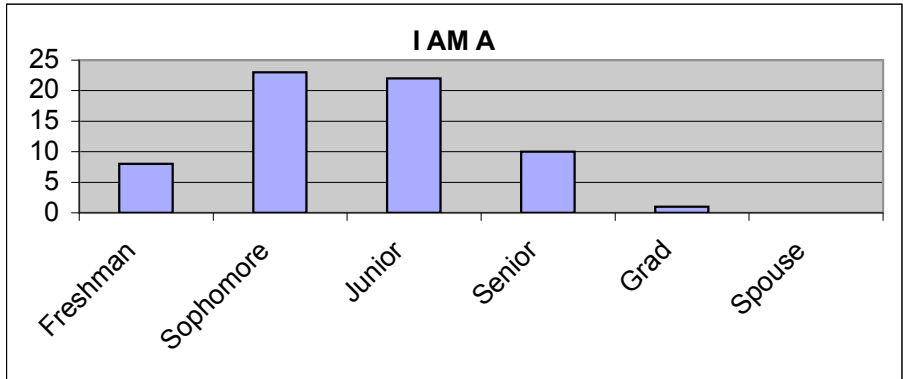
6. Did you understand the information given to you regarding your health?

Yes	No
62	1



I am a

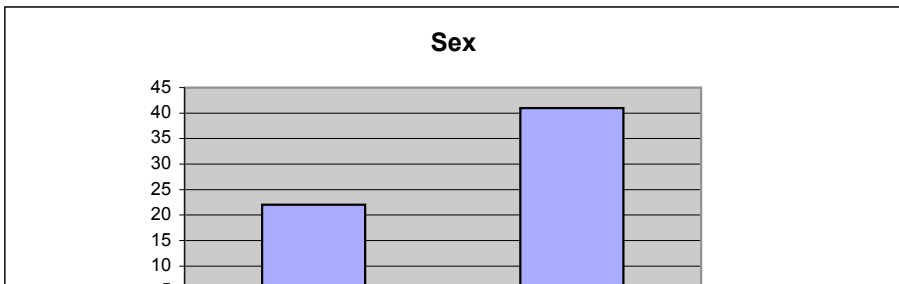
Freshman	Sophomore	Junior	Senior	Grad	Spouse
8	23	22	10	1	0

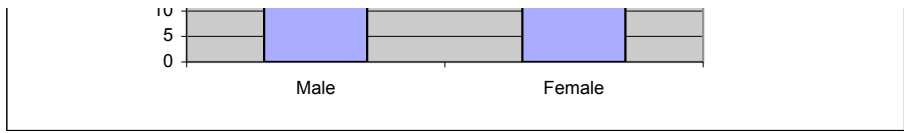


I am a:

Male
22

Female
41

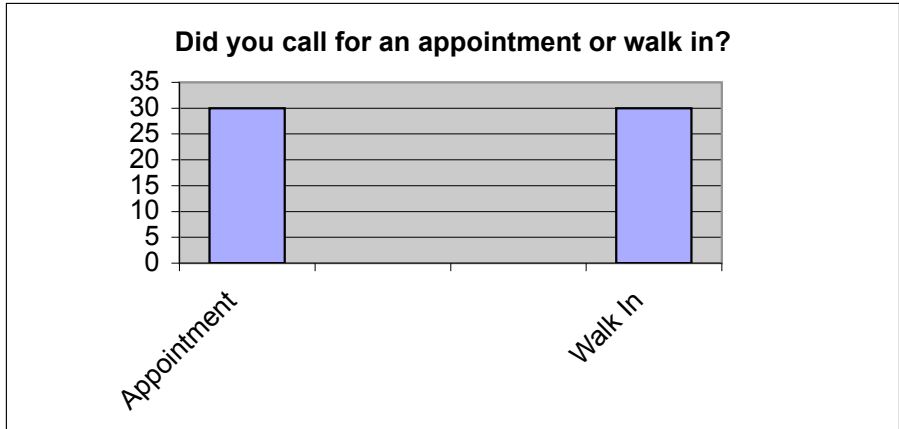




Did you call for an appointment or walk in?

Appointment
30

Walk In
30



SHAC SURVEY SPRING 2005

NON-USERS

Surveys Completed 11

1. Why haven't you used Health Services?

Haven't been ill	4
Have my own doctor	4
Didn't know about Health Services	1
Use walk-in center or local hospital for care	0
Thought I couldn't use it because I waived the insurance	1
Have friends with bad experiences	1
Hours not convenient	0
Couldn't get convenient appointment	0
Other	1

2. Did you know Health Services offers:

	Yes	No
Free cold self-care medications	8	3
Pharmacy	6	5
Health Education	6	5
STI testing	5	6
Allergy/travel immunizations	4	7
Lab services	3	8
X-ray services	3	8
Nutritionist	3	8

3. How could we best inform you about Health Services?

Web page	1
Cigar	4
Word of mouth	3
Flyers/posters in mailbox	2
E-mail	4
Lounge programs	2
Orientation packet	2
New Student Welcome Packet	1
RA's/Greek system	1
Voice mail	0
Other	0

4. Would you consider trying Health Services?

	Yes	No
	9	1
If not, why not?		
Sure		
I don't really need it. I have my own doctor.		
I'm a commuter.		

I am a . . .

Freshman	5
Sophomore	2
Junior	4
Senior	0
Grad Student	0
Spouse of Student	0

I live ...

On campus	8
Off campus	3

Age

18	3
19	2
20	3
21	3

Sex

F	M
3	6

Ethnic/Cultural background

White	8
Native black	1

