

Student Health Service Annual Spring Survey Results 5 year Comparison

Surveys were completed over a two-week time span. We were not selective about handing them out. We gave them to every student who came for services, as we wanted an honest and complete survey. Our goal is to reach an 80% above average satisfaction rate in all categories. Students were asked to rate us on a scale of 1-5, (1 being poor/5 being excellent). Above average is a rating of a 4 or above.

	2003/2004 Above Average	2004/2005 Above Average	2005/2006 Above Average	2006/2007 Above Average	2007/2008 Above Average
The Facility:					
1. Easy to find	91.5%	90.9%	91.7%	96.5%	94.5%
2. Patient parking access	55.8%	52.0%	50.9%	46.1%	41.7%
5. Your comfort while here	89.4%	90.8%	90.2%	86.5%	97.2%
The Appointment Process:					
1. Getting an appointment	85.3%	81.2%	75.8%	81.3%	84.2%
2. Politeness of Appointment person	77.0%	80.5%	79.9%	77.7%	85.2%
Waiting Time:					
1. At the reception window	89.3%	88.2%	85.6%	88.7%	87.7%
2. In the waiting room	77.3%	75.3%	71.8%	67.5%	81.2%
3. In the examining room	79.4%	80.4%	76.7%	63.5%	73.9%
4. At the laboratory	80.1%	84.7%	79.0%	83.5%	86.0%
5. At X-ray	80.9%	88.4%	73.5%	82.6%	77.4%
6. At the dispensary	80.0%	86.4%	77.3%	79.4%	89.9%
Your Doctor or Nurse Practitioner:					
1. Understood what you said	94.6%	94.2%	92.3%	94.8%	94.1%
2. Was careful & helpful	93.2%	90.9%	96.4%	91.6%	94.1%
3. Taught you about your condition	86.1%	75.3%	77.7%	84.2%	88.6%
4. Told you what your lab tests were for	90.1%	80.2%	91.6%	85.8%	94.4%
5. Told you what your prescriptions and medications were for	94.8%	94.1%	93.6%	94.0%	95.0%
6. Told you how to take your medications	93.8%	95.4%	95.7%	93.3%	96.7%
7. Was friendly, polite and respectful	96.4%	95.6%	95.6%	97.5%	97.5%

Overall Assessment:

1. Was your reason for coming taken care of to your satisfaction?	86.2%	84.1%	84.4%	86.4%	81.1%
2. Protection of your privacy	97.0%	95.4%	96.6%	N/A	95.5%
3. Did you fully understand your condition?	90.6%	85.8%	83.7%	83.0%	85.1%
4. If medication was prescribed, did you understand the directions before you left SHS?	97.3%	92.5%	95.1%	95.9%	95.9%
5. Was front desk helpful and courteous?	74.2%	82.1%	78.6%	74.5%	81.3%
6. Overall satisfaction with your care.	N/A	N/A	N/A	N/A	91.2%

Additional Questions:

	2003/4		2004/05		2005/06		2006/2007		2007/2008	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1. Were you aware of on-call services?	17.5%	82.2%	13.2%	86.5%	14.5%	85.5%		N/A	13.4%	82.1%
2. Were do you go for services after hours.	N/A		N/A		N/A		N/A		Variable	
3. Were you aware that we have extended hours on Wednesday evening?	30.0%	69.6%	30.2%	69.4%	19.0%	81.0%	23.5%	76.5%	22.4%	71.1%
4. How many times have you used SHS?	Variable		Variable		Variable		Variable		Variable	
5. Do services minimize missed classes and work?	79.1%	20.5%	75.1%	24.5%	72.6%	27.4%	77.7%	22.3%	69.2%	13.9%
6. Has there been a time when you wanted the SHS to be open.										Variable

Student Demographics:

(Students who filled out the survey)

	2003/04		2004/05		2005/06		2006/2007		2007-2008	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
SCHOOL										
CMC	67	22.0%	68	26.2%	72	24.8%	71	24.6%	57	26.3%
HMC	25	8.2%	13	5.0%	18	6.2%	14	4.8%	14	6.5%
SCR	62	20.4%	49	18.8%	59	20.3%	58	20.1%	50	23.0%
PIT	49	16.1%	28	10.8%	35	12.1%	40	13.8%	41	18.9%
POM	79	24.5%	87	33.5%	86	29.7%	85	29.4%	41	18.9%
CGU	20	6.6%	14	5.4%	15	5.2%	21	7.3%	12	5.5%
KGI/STC	2	.7%	1(STC)	.4%	5	1.7%	0	0%	1	0.5%
Unknown	10		23		31		32		11	
	314		283		321		321		227	
SCHOOL YEAR										
FROSH	80	26.4%	49	19.0%	68	23.7%	53	18.5%	73	33.6%
SOPH	91	30.0%	98	38.0%	104	36.2%	100	34.8%	50	23.0%

JR	46	15.2%	43	16.7%	33	11.5%	46	16.0%	47	21.7%
SR	64	21.1%	54	19.1%	62	21.6%	70	24.4%	35	16.1%
GRAD	21	6.9%	14	5.4%	20	7.0%	18	6.3%	12	5.5%
Unknown	<u>12</u>		<u>25</u>		<u>34</u>		<u>34</u>		<u>11</u>	
	279		314		283		321		227	
MALE		26.4%		26.7%		31.1%		31.6%		32.7%
FEMALE		73.3%		72.9%		68.9%		68.4%		67.3%

COMMENTS 2007-08

Birth control should be cheaper through Student Health Services, especially because this is a college environment.

NP Christine is awesome because she listens to what you have to say and really cares. We need cheaper meds and more free STD testing.

My doctor today was great – I'd give her 10 out of 10, but some others have made me feel very uncomfortable discussing sex, drugs, alcohol and other young women's issues.

I've been here many times and Dr. Tsai and staff were helpful and respectful. Cost of medications here was pleasantly affordable. Made getting medical help easy ---would highly recommend to other students if they need medical care.

Aida was great at taking blood.

The reading material in the waiting room is pretty subpar=very old magazines. Newer one would be much appreciated.

Friendly doctors – hard to get good appointments—should be open lunch hour.

The fact that the student health center does not work with student's insurance companies is very frustrating and it is unclear why they can't. It creates more seemingly unnecessary work for the student and difficult \$\$\$ management issues in some cases.

I like Dr. Tsai and he helped me many times and has done a great job.

Should be used more often. Helps with most of all illnesses.

Helpful, but remember to close the door when asking personal questions and possibly open on weekends. Nice clean facility.

It's a good service –but it should be opened on the weekends because things happen at those days and we don't have the facility to go to.

It was kind of hard getting an appointment. Apparently the x-ray tech. is not here consistently so they had to reschedule me multiple times.

The health center should not be closed on weekends. I had an emergency and because it was closed I had to go home for care. Didn't want to pay to wait 6hrs in a hospital.

Is there any way you could make the pill cheaper?

I am going to get a real doctor in the area b/c your services are expensive (figure out the insurance thing) and the doctors aren't helpful.

Jennie Ho & Kathy King are great!

Suzanne is great.

My only concern is that I wish I had one doctor assigned to my file rather than seeing whoever is available.

Wonderful doctors in a collaborative environment. Just wish the people working the office area were more medically knowledgeable.

Martha is always happy and cheerful. She makes me happy. And Dr. Ho is so nice and helpful. She helped me so warmly.

Not having school medical services on weekends has been hard for me at times. Otherwise service was good. Staff is friendly.

Dr. Ho is amazing. Extremely knowledgeable and helpful.

You guys have done a great job taking care of me this semester. Thank you for being so kind and helpful.

At one point they were about to ask me to come back for x-rays in the afternoon, after explicitly making an appointment to get x-rays done. I would have been furious, but fortunately they were able to find time for me.

Great job!

Why is an ear lavage more expensive than my meds?

I really wish it was possible to have the student health center office open at least for one day a week during the break times rather than being absolutely closed. Grad Students do not leave like the undergrads do and need aid.

Doctor was a little aggressive/hostile at first, but after a few weeks we developed a better rapport and line of communication.