

Patient Satisfaction Survey FA 09

Description: his project was a paper survey that was completed in the clinic. The data have been entered into an excel spreadsheet. Please give access to Rachel Seppie and Mark Pfitzner.

Date Created: 11/11/2009 11:41:05 PM

Date Range: 11/16/2009 12:00:00 AM - 11/20/2009 11:59:00 PM

Page - 1

Q1 Dummy ID

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

Q2 Age:

[Code = 1] [TextBox - Numeric]

Required answers: 0 Allowed answers: 1

Q3 Sex:

Male [Code = M]

Female [Code = F]

Transgender [Code = T]

Required answers: 1 Allowed answers: 1

Q4 Ethnicity:

African-American/Black [Code = 1]

American Indian or Alaskan Native [Code = 2]

Asian American/Asian [Code = 3]

Caucasian/White [Code = 4]

Hispanic/Latino/a [Code = 5]

Native-Hawaiian or Pacific Islander [Code = 6]

Other [Code = 7] [TextBox]

Required answers: 1 Allowed answers: 1

Q5 Affiliation:

Undergraduate student [Code = 1]

Graduate/professional student [Code = 2]

Spouse of a student [Code = 3]

Other [Code = 4]

Required answers: 1 Allowed answers: 1

Q6 Number of visits:

1 - 3 [Code = 1]

4 - 6 [Code = 2]

7 - 10 [Code = 3]

11+ [Code = 4]

Required answers: 0 Allowed answers: 1

Q7 Purpose of most recent visit:

Check-up [Code = 1]

Injury/Ill [Code = 2]

Labwork [Code = 3]

Vx [Code = 4]

Travel Clinic [Code = 5]

Other [Code = 6] [TextBox]

Required answers: 1 Allowed answers: 6

Please indicate your level of agreement with the following statements:

Q8 The length of time between requesting my appointment and my visit was reasonable.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q9 When making my appointment, the staff was professional, courteous and attentive.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q10 The front desk check-in process was efficient.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q11 Adequate explanations were given to me about insurance and billing policies when checking in.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q12 I felt that my privacy and confidentiality were respected and protected during check-in.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q13 The nursing staff was professional, courteous and attentive.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q14 The provider was professional, courteous and attentive.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q15 The provider listened carefully to my concerns and I was satisfied with the advice and explanations that were given.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q16 Overall, I had a positive experience at the Student Health Center.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q17 I would recommend the Student Health Center to my peers.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q18 Have you ever used the Student Health Center website as a resource for frequently asked questions or information about your services?

Yes (any suggestions for improvement?) [Code = 1] [TextBox]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q19 Transportation:

car [Code = 1]

walk/bike [Code = 2]

Campus Shuttle [Code = 3]

UTA Bus/Trax [Code = 4]

Other [Code = 5]

Required answers: 1 Allowed answers: 5

Q20 Comments/suggestions:

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

Next Page: Sequential