

Patient Satisfaction Survey 2007

PDA Survey

108 Respondents
103 Completed (95.37%)

53.70% Female
46.30% Male
0.00% Other

0.00% Under 18*
14.81% 19-22
31.48% 23-26
28.70% 27-30
12.04% 31-35
5.56% 36-40
7.41% 41+

* No category for 18 years old listed

76.85% Caucasian/Northern European
4.63% Hispanic/Latino(a)
18.52% Asian/Asian American
0.93% Black/African American
0.00% Native American/Native Alaskan
0.00% Pacific Islander
1.85% Other

University Affiliation
0.00% Freshman student
3.70% Sophomore students
5.56% Junior students
23.15% Senior students
62.96% Graduate or professional students
0.00% Faculty
0.00% Staff
3.70% Spouse of student
0.00% Partner of student
0.00% Child of student
0.93% Other

Including this visit, respondents reported the number of times they have been seen at the Student Health Center as:

1-3	47.22%
4-6	28.70%
7-10	11.11%
11+	12.96%

When asked the purpose of their visit, respondents reported the following:

- 10.19% Regular check-up/wellness care
- 49.07% One time injury/illness or check-up of that problem
- 6.48% Lab work
- 5.56% X-rays
- 8.33% Vaccinations
- 8.33% Travel clinic
- 27.78% Other

Respondents identified the provider(s) they saw during this visit as follows:

Aymi Bennhoff	7.55%
Amy Cutting	14.15%
Liz Joy	0.00%
Vicki Judd	10.38%
Tek Kilgore	20.75%
Sue Kirby	21.70%
Suzanne Martin	34.91%
Ted Paisley	2.83%
Barry Stults	3.77%
Sarah – NP student	0.00%
Hailey – NP student	0.00%
Nursing only	5.66%

When asked to identify how long they waited between requesting an appointment and their visit, respondents reported:

- <1 day - 50.94%
- 1 day - 17.92%
- 2 days - 10.38%
- 3 days - 6.60%
- 4 days - 0.94%
- 5+ days - 6.60%
- Walk-in/No wait - 4.72%
- N/A - 1.89%

Patients reported the number of minutes spent in the reception/waiting room as:

- <5 min – 25.71%
- 5-10 min – 50.48%
- 11-15 min – 12.38%
- 16-20 min – 6.67%
- >20 min – 4.76%

Patients reported the number of minutes spent in the exam/treatment room before being seen by a provider as:

- <5 min – 34.62%
- 5-10 min – 46.15%

11-15 min – 13.46%
16-20 min – 2.88%
>20 min – 2.88%

98.06% of respondents reported the appointment process was easy and efficient.
100.00% of respondents reported that when making their appointment the staff was professional, courteous and attentive.
99.02% of respondents reported the length of time between requesting their appointment and their visit was reasonable.
95.15% of respondents reported the check-in process was efficient.
97.06% of respondents reported feeling their personal privacy & confidentiality were respected and protected during check-in.
99.03% of respondents reported the nursing staff was professional, courteous and attentive.
98.06% of respondents reported their provider was professional, courteous and attentive.
97.09% of respondents reported that overall, they had a positive experience at the Student Health Center.
95.15% of respondents reported they will recommend the Student Health Center to others.