

**Student Health Advisory Board (SHAB) Survey
Fall 2019
Summary of Results**

SHAB utilizes the Patient Satisfaction Assessment Service (PSAS) through the American College Health Association (ACHA) to survey students about their experience at Watkins Health Services (WHS). Students seen for General Medicine and Gynecology visits were asked to complete the survey, resulting in 369 total responses. The survey was administered via email during the month of November. All responses are anonymous.

DEMOGRAPHICS	
Sex Assigned at Birth	
Female	72%
Male	28%
Identify as Transgender	
No	98%
Yes	2%
Gender Identity	
Woman	70%
Man	28%
Trans woman	0%
Trans man	0%
Genderqueer	1%
Another	0%
Ethnic/Racial Background	
White-not Hispanic (includes Middle Eastern)	75%
Black-not Hispanic	5%
Hispanic or Latino	5%
Asian or Pacific Islander	12%
American Indian or Alaskan Native	0%
Other	2%
Enrollment Status	
Undergraduate	75%
Graduate	22%
Professional school	3%
Non-degree	0%

WATKINS HEALTH SERVICES	
Usual Source and/or Primary Care Provider	
Yes	87%

APPOINTMENT		
Ease of Scheduling an Appointment		
Satisfied	19%	88%
Very satisfied	69%	
Amount of Time Needed to Complete Appointment		
Satisfied	24%	80%
Very satisfied	56%	
Efficiency of Check-in and Check-out		
Satisfied	17%	94%
Very satisfied	77%	
Friendliness, Courtesy, and Helpfulness of Registration Staff		
Satisfied	17%	89%
Very satisfied	72%	

PROVIDER VISIT		
Friendliness, Courtesy, and Helpfulness of Staff Assisting Provider		
Satisfied	17%	93%
Very satisfied	76%	
Provider Listened Carefully to Concerns		
Satisfied	9%	92%
Very satisfied	83%	
Amount of Time Spent with Provider		
Satisfied	10%	90%
Very satisfied	80%	
Quality of Explanation/Advice for Condition		
Satisfied	11%	87%
Very satisfied	76%	
Received Information to Improve Health		
So	21%	79%
Very much so	58%	
How well did Provider Address Pain		
Satisfied	10%	52%
Very satisfied	42%	
Not applicable	38%	

PAYMENT & BILLING		
Explanations Given about Payment and Billing		
Satisfied	18%	69%
Very satisfied	51%	

CONFIDENTIALITY & PRIVACY		
Confidentiality and Privacy were Carefully Protected		
Satisfied	11%	96%
Very satisfied	85%	

APPEARANCE OF HEALTH CENTER		
Cleanliness and General Appearance		
Satisfied	13%	96%
Very satisfied	83%	

HANDWASHING		
Did the Provider Wash Hands or Use an Alcohol-based Sanitizer		
Yes		51%
Not sure		26%
Not applicable		20%

OVERALL SATISFACTION		
Overall Satisfaction with Visit		
Satisfied	17%	90%
Very satisfied	73%	
How Likely to Recommend the Health Service to Another Student		
Likely	14%	88%
Very likely	74%	

CUSTOMIZED QUESTIONS		
Friendliness, Courtesy, and Helpfulness of Pharmacy Staff		
Satisfied	7%	57%
Very satisfied	50%	
Not applicable	37%	
Friendliness, Courtesy, and Helpfulness of Lab Staff		
Satisfied	3%	37%
Very satisfied	34%	
Not applicable	61%	
Friendliness, Courtesy, and Helpfulness of Radiology Staff		
Satisfied	1%	14%
Very satisfied	13%	
Not applicable	86%	
Know about Health Fee as Part of Required Campus Fees		
Yes		70%
Know How to Access/Use Secure Patient Portal		
Yes		86%

LEARNING OUTCOMES

By maintaining good personal health and wellness, I am more likely to achieve my academic goals.

Agree	20%	90%
Strongly agree	70%	

Preventative health information I received from WHS has helped me avoid additional health issues/injuries.

Agree	23%	54%
Strongly agree	31%	

Based on my interactions with WHS, I received health information that helped me better manage aspects of my personal health.

Yes, and I followed it	77%
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