

Student Health Advisory Board (SHAB) Survey

Comparison of Results

Watkins Health Services (WHS)	Academic Years					
Method of Collection	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Paper	475	1,130	656	470	295	
Email				1,982	2,762	3,154
iPod					74	119
Total Respondents	475	1,130	656	2,452	3,131	3,273
NOTE: Paper surveys in 2016 & 2017 were manually entered into Campus Labs and iPod surveys in 2017 & 2018 automatically uploaded to Campus Labs; furthermore, all data is included in Campus Labs.						
Student Status						
Undergraduates	78%	80%	81%	71%	71%	69%
Graduates	20%	18%	17%	29%	29%	31%
Unknown	2%	2%	2%			
Living Status						
On Campus	34%	36%	40%	32%	29%	26%
Off Campus	59%	55%	53%	68%	71%	74%
Unknown	7%	9%	7%			
User Status						
WHS Users	91%	95%	90%	78%	76%	70%
Non-Users	9%	5%	10%	22%	24%	30%
Health Insurance Status (Yes)						
					94%	95%
User Questions						
Do you believe your privacy was respected during your visits(s)?						
Yes	98%	96%	86%	99%	99%	99%
No	0%	1%	1%	1%	1%	1%
Left Blank	2%	3%	13%			
Do you believe you were respected during your visit?						
Yes				94%	95%	96%
No				6%	5%	4%
Were you satisfied with your treatment?						
Yes				87%	88%	89%
No				13%	12%	11%
Did you know you pay a health fee each semester as part of your required campus fees?						
Yes						75%
No						25%

What is your image of WHS?								
Positive						60%		
Neutral						33%		
Negative						7%		
Please indicate your level of agreement with the following statements:								
By maintaining good personal health & wellness I am more likely to achieve my academic goals.								
Strongly Disagree					11%	10%	10%	
Disagree					0%	0%	1%	
Neutral					4%	4%	3%	
Agree					29%	29%	32%	
Strongly Agree					56%	57%	54%	
Preventative health information I received from WHS has helped me avoid additional health issues/injuries.								
Strongly Disagree					6%	5%	6%	
Disagree					7%	7%	8%	
Neutral					45%	46%	48%	
Agree					26%	28%	26%	
Strongly Agree					16%	14%	12%	
Based on my interaction(s) with WHS, did you receive health information that helped you better manage aspects of your personal health?								
Yes, and I followed it					70%	70%	65%	
Yes, but I did not follow it					7%	7%	8%	
Yes, but I did not understand it					1%	1%	2%	
No, I did not receive it					22%	22%	25%	
Non-User Questions								
Why don't you use WHS? (Check all that apply)								
Don't know about it	14%	10%	9%	14%	12%	18%		
Use physician at home	29%	48%	52%	43%	39%	43%		
Never been sick/haven't needed to use	66%	58%	69%	59%	60%	52%		
Bad experience/inadequate service	0%	0%	6%	1%	3%	3%		
Heard bad experience/inadequate service	0%	20%	10%	8%	9%	7%		
Has difficulty scheduling appointment	0%	0%	0%	2%	3%	1%		
Problems with my insurance	7%	0%	5%	4%	3%	3%		
Did you know you pay a health fee each semester?								
Yes					39%	39%	36%	36%
No					61%	61%	64%	64%
What is your image of Watkins?								
Positive	97%	64%	84%	77%	77%	19%		
Neutral						71%		
Negative	7%	36%	16%	23%	23%	10%		