

Student Health Advisory Board (SHAB) Survey

Comparison of Results

The SHAB survey is administered in the Spring semester within the month of April.

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	3%	36%	16%	23%	23%	10%		