

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

SHAB implemented a new survey tool in Spring 2019, the Patient Satisfaction Assessment Service (PSAS) through the American College Health Association (ACHA) to survey students about their experience at Watkins Health Services. Students seen for General Medicine and Gynecology visits were asked to complete the survey, resulting in 274 total responses. The survey was administered via email during the month of April. All responses are anonymous.

DEMOGRAPHICS	
Sex Assigned at Birth	
Female	78%
Male	22%
Identify as Transgender	
No	97%
Yes	3%
Gender Identity	
Woman	75%
Man	22%
Trans woman	0%
Trans man	1%
Genderqueer	1%
Another	0%
Ethnic/Racial Background	
White-not Hispanic (includes Middle Eastern)	75%
Black-not Hispanic	5%
Hispanic or Latino	7%
Asian or Pacific Islander	9%
American Indian or Alaskan Native	1%
Other	2%
Enrollment Status	
Undergraduate	74%
Graduate	23%
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	20%	88%
Very satisfied	68%	
Amount of Time Needed to Complete Appointment		
Satisfied	24%	85%
Very satisfied	61%	
Efficiency of Check-in and Check-out		
Satisfied	17%	90%
Very satisfied	73%	
Friendliness, Courtesy, and Helpfulness of Registration Staff		
Satisfied	18%	88%
Very satisfied	70%	

PROVIDER VISIT		
Friendliness, Courtesy, and Helpfulness of Staff Assisting Provider		
Satisfied	16%	94%
Very satisfied	78%	
Provider Listened Carefully to Concerns		
Satisfied	8%	93%
Very satisfied	85%	
Amount of Time Spent with Provider		
Satisfied	15%	90%
Very satisfied	75%	
Quality of Explanation/Advice for Condition		
Satisfied	16%	89%
Very satisfied	73%	
Received Information to Improve Health		
So	17%	81%
Very much so	64%	
How well did Provider Address Pain		
Satisfied	7%	41%
Very satisfied	34%	
Not applicable	51%	

PAYMENT & BILLING		
Explanations Given about Payment and Billing		
Satisfied	13%	70%
Very satisfied	57%	

CONFIDENTIALITY & PRIVACY		
Confidentiality and Privacy were Carefully Protected		
Satisfied	8%	96%
Very satisfied	88%	

APPEARANCE OF HEALTH CENTER		
Cleanliness and General Appearance		
Satisfied	11%	96%
Very satisfied	85%	

HANDWASHING		
Did the Provider Wash Hands or Use an Alcohol-based Sanitizer		
Yes		44%
Not sure		32%
Not applicable		22%

OVERALL SATISFACTION		
Overall Satisfaction with Visit		
Satisfied	20%	91%
Very satisfied	71%	
How Likely to Recommend the Health Service to Another Student		
Likely	15%	90%
Very likely	75%	

CUSTOMIZED QUESTIONS		
Friendliness, Courtesy, and Helpfulness of Pharmacy Staff		
Satisfied	8%	57%
Very satisfied	49%	
Not applicable	38%	
Friendliness, Courtesy, and Helpfulness of Lab Staff		
Satisfied	4%	39%
Very satisfied	35%	
Not applicable	60%	
Friendliness, Courtesy, and Helpfulness of Radiology Staff		
Satisfied	1%	12%
Very satisfied	11%	
Not applicable	88%	
Know about Health Fee as Part of Required Campus Fees		
Yes		74%
Know How to Access/Use Secure Patient Portal		
Yes		88%

