

The Student Health Services Quality Improvement Committee conducts a Patient Satisfaction Survey every spring. A total of 250 surveys are collected.

Student opinion results from the most recent survey are posted below:

SPRING 2011

DEMOGRAPHICS:

| | |
|-----------------------|---------------------|
| Male: 24% | Female: 76% |
| Freshman: 23% | Senior: 21% |
| Sophomore: 28% | Graduate: 5% |
| Junior: 23% | Total: 250 |

| | Average | YES |
|--|--------------------|------------|
| How long did you wait in the waiting room for your pre-scheduled appointment? | 5.4 minutes | |
| Were you satisfied with the wait you had once you were in the exam room? | | 96% |
| Do you have health insurance? | | 93% |

AWARENESS

| | YES |
|--|------------|
| 1. Are you aware that we have a Self-care Cold Center in which you can obtain, <i>for free</i>, over-the-counter cold medicines without an appointment? | 52% |
| 2. Are you aware that many of the prescriptions our health care providers write are free and available here at Student Health? | 67% |
| 3. Are you aware that many of our laboratory tests are free? | 72% |
| 4. Are you aware that we offer gynecological exams (pap smear, etc.)? | 65% |
| 5. Are you aware that we have a SUNY Potsdam insurance representative located in Student Health Services? | 55% |
| 6. Are you aware that we offer HIV and other sexually transmitted infection testing? | 95% |
| 7. Are you aware that we have a 1 credit weight loss program called PathWeighs? | 47% |
| 8. Are you aware that we have a RN to administer your allergy injections for <i>free</i>? | 40% |
| 9. Are you aware that we have a health educator that provides programs on health/wellness issues? (i.e. safer sex jeopardy) | 66% |
| 10. Are you aware that we have <i>free</i> nicotine gum, patches, and lozenges? | 72% |

Perception

| | Out of 100% Average |
|--|------------------------|
| 1. When you called for you appointment, how often was your call answered in a timely manner? | 88% |
| 2. How often was your appointment scheduled within a reasonable time frame? | 86% |
| 3. How often does the provider listen carefully and explain things in an understandable way? | 93% |
| 4. During regular office hours, how often did you receive advice/help in a timely manner? | 89% |
| 5. How often do you find our lab tech and nurses courteous, helpful, and discreet? | 93% |
| 6. How often does the office staff treat you with courtesy and respect? | 93% |
| 7. How often is the office staff as helpful as they should be? | 91% |
| 8. How satisfied are you that your private information is protected? | 95% |
| 9. How would you rate Student Health Services? | 90% |

**ON A SCALE OF 1-10 (10=BEST CARE),
HOW WOULD YOU RATE SUNY POTSDAM'S HEALTH CARE?**

