

2019-2020 Patient Satisfaction Survey

SHS Patient Satisfaction

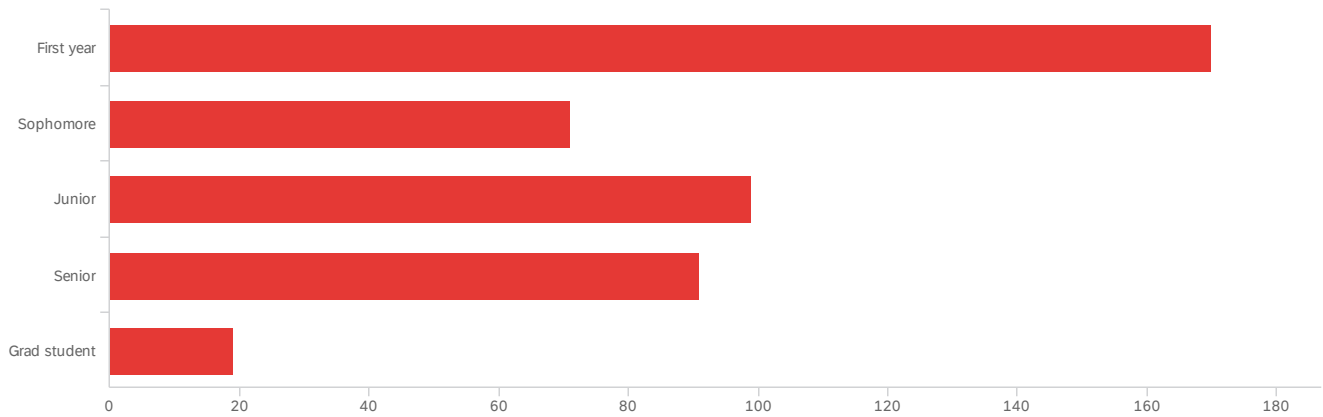
July 23, 2020 10:52 AM EDT

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Q1 - What is your class standing?

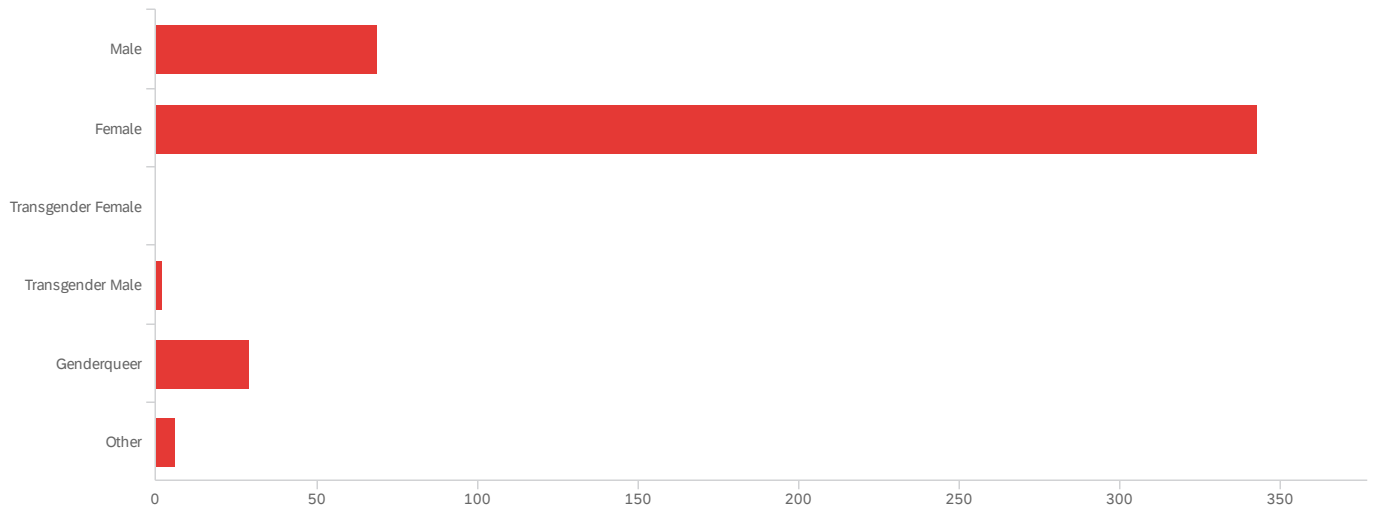


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your class standing?	1.00	5.00	2.37	1.28	1.65	450

#	Field	Choice Count
1	First year	37.78% 170
2	Sophomore	15.78% 71
3	Junior	22.00% 99
4	Senior	20.22% 91
5	Grad student	4.22% 19
		450

Showing rows 1 - 6 of 6

Q2 - Which of the following answer best describes your gender identity? (optional)



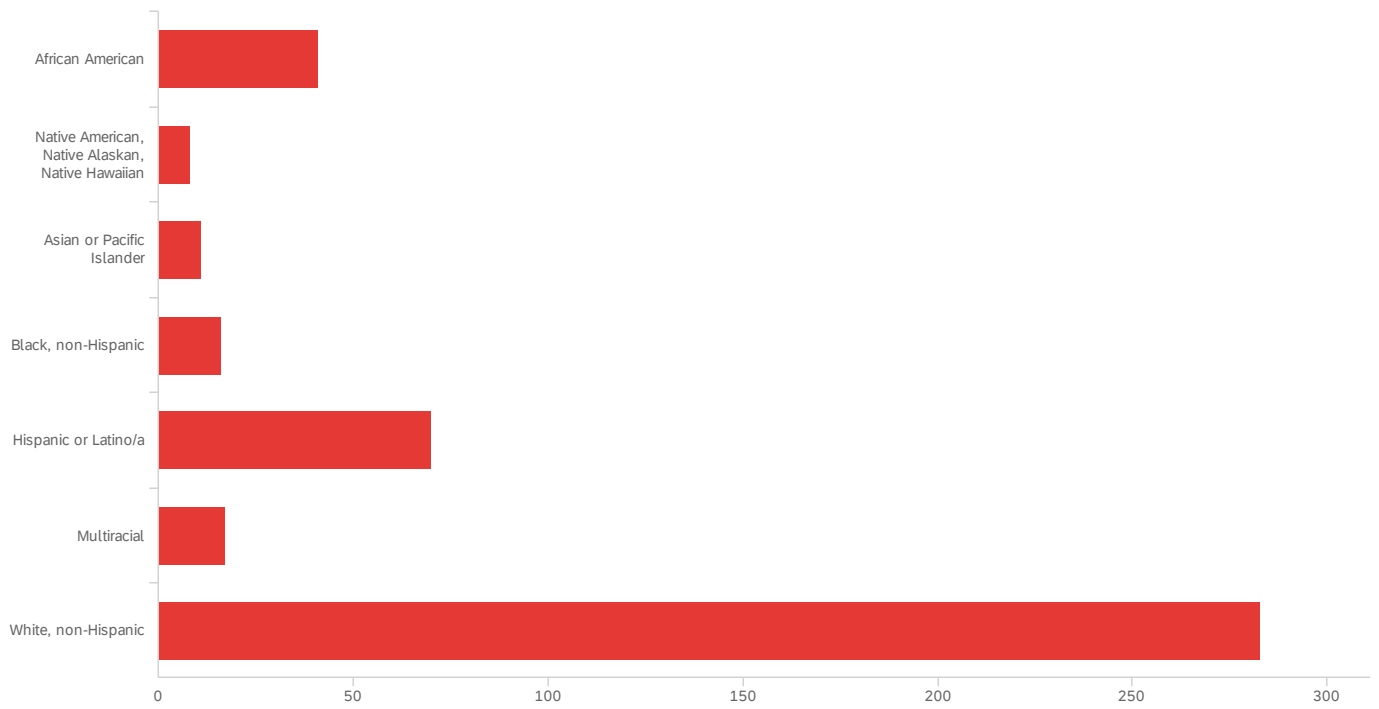
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which of the following answer best describes your gender identity? (optional)	1.00	6.00	2.10	0.98	0.96	449

#	Field	Choice Count
1	Male	15.37% 69
2	Female	76.39% 343
3	Transgender Female	0.00% 0
4	Transgender Male	0.45% 2
5	Genderqueer	6.46% 29
6	Other	1.34% 6

449

Showing rows 1 - 7 of 7

Q3 - How do you describe yourself? (optional)

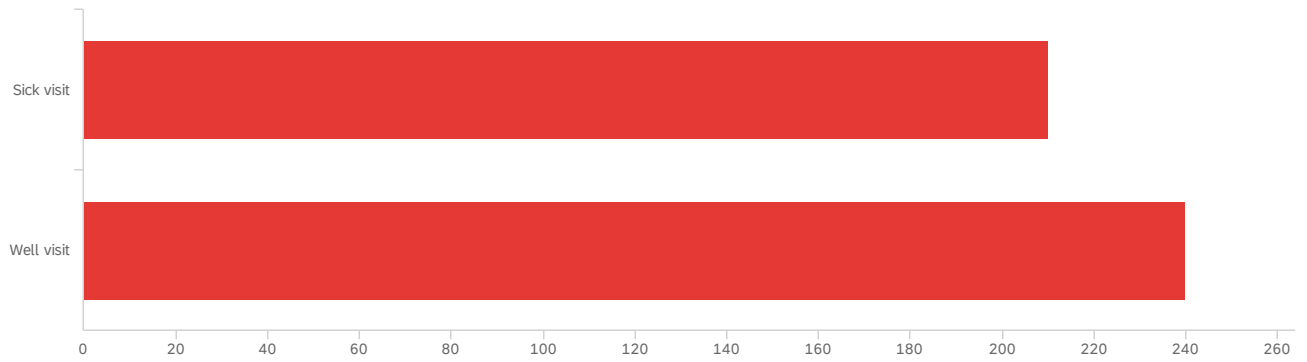


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How do you describe yourself? (optional)	1.00	7.00	5.80	1.92	3.70	446

#	Field	Choice Count
1	African American	9.19% 41
2	Native American, Native Alaskan, Native Hawaiian	1.79% 8
3	Asian or Pacific Islander	2.47% 11
4	Black, non-Hispanic	3.59% 16
5	Hispanic or Latino/a	15.70% 70
6	Multiracial	3.81% 17
7	White, non-Hispanic	63.45% 283
		446

Showing rows 1 - 8 of 8

Q4 - What type of appointment did you have at your most recent visit to SHS?



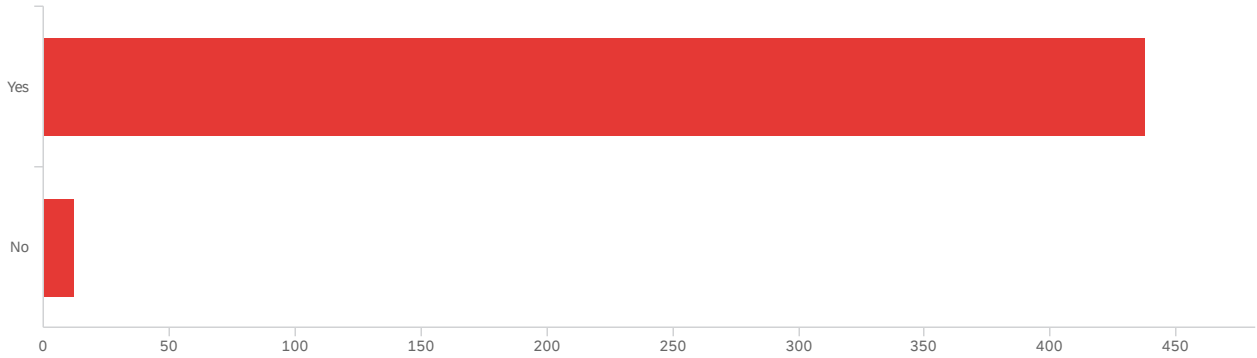
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What type of appointment did you have at your most recent visit to SHS?	1.00	2.00	1.53	0.50	0.25	450

#	Field	Choice Count
1	Sick visit	46.67% 210
2	Well visit	53.33% 240

450

Showing rows 1 - 3 of 3

Q5 - Were you satisfied with the length of time between making your appointment and being seen at the clinic?



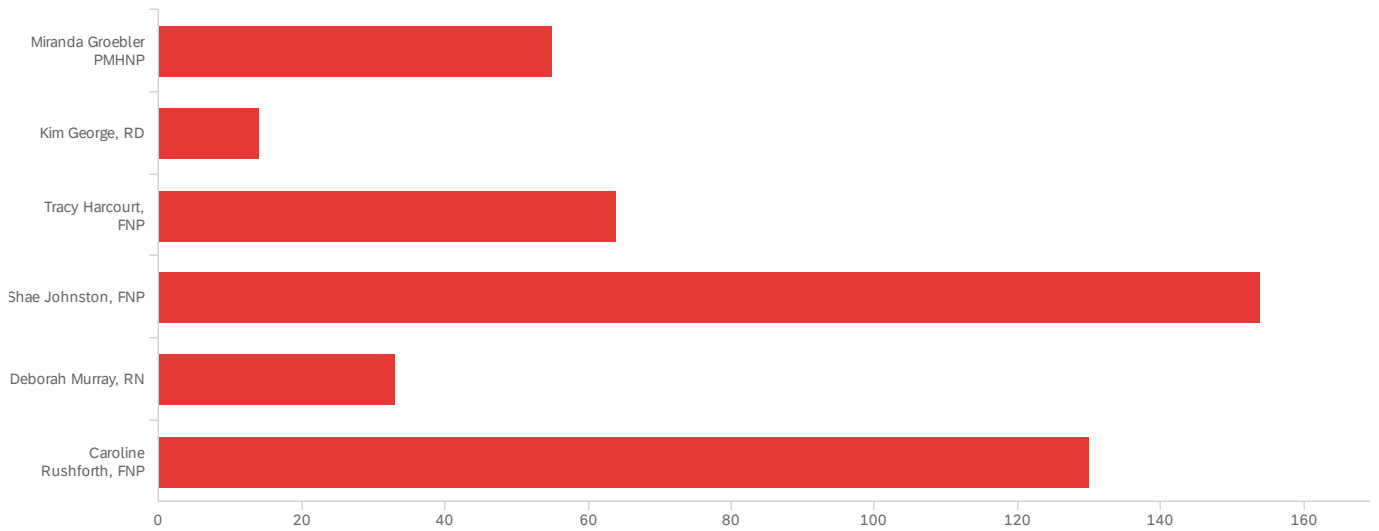
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Were you satisfied with the length of time between making your appointment and being seen at the clinic?	1.00	2.00	1.03	0.16	0.03	450

#	Field	Choice	Count
1	Yes	97.33%	438
2	No	2.67%	12

450

Showing rows 1 - 3 of 3

Q6 - Which medical provider did you see?



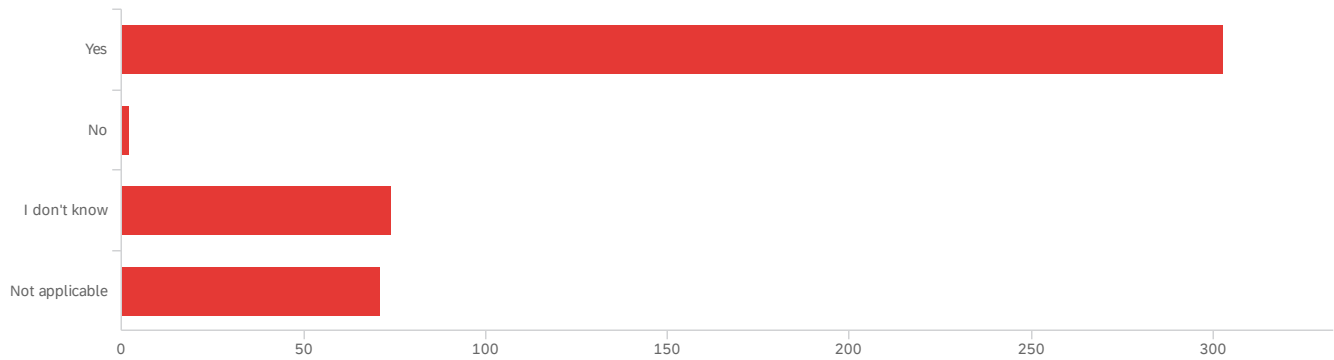
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which medical provider did you see?	1.00	6.00	4.08	1.61	2.59	450

#	Field	Choice Count
1	Miranda Groebler PMHNP	12.22% 55
2	Kim George, RD	3.11% 14
3	Tracy Harcourt, FNP	14.22% 64
4	Shae Johnston, FNP	34.22% 154
5	Deborah Murray, RN	7.33% 33
6	Caroline Rushforth, FNP	28.89% 130

450

Showing rows 1 - 7 of 7

Q7 - Did your provider wash their hands or use hand sanitizer before examining you?



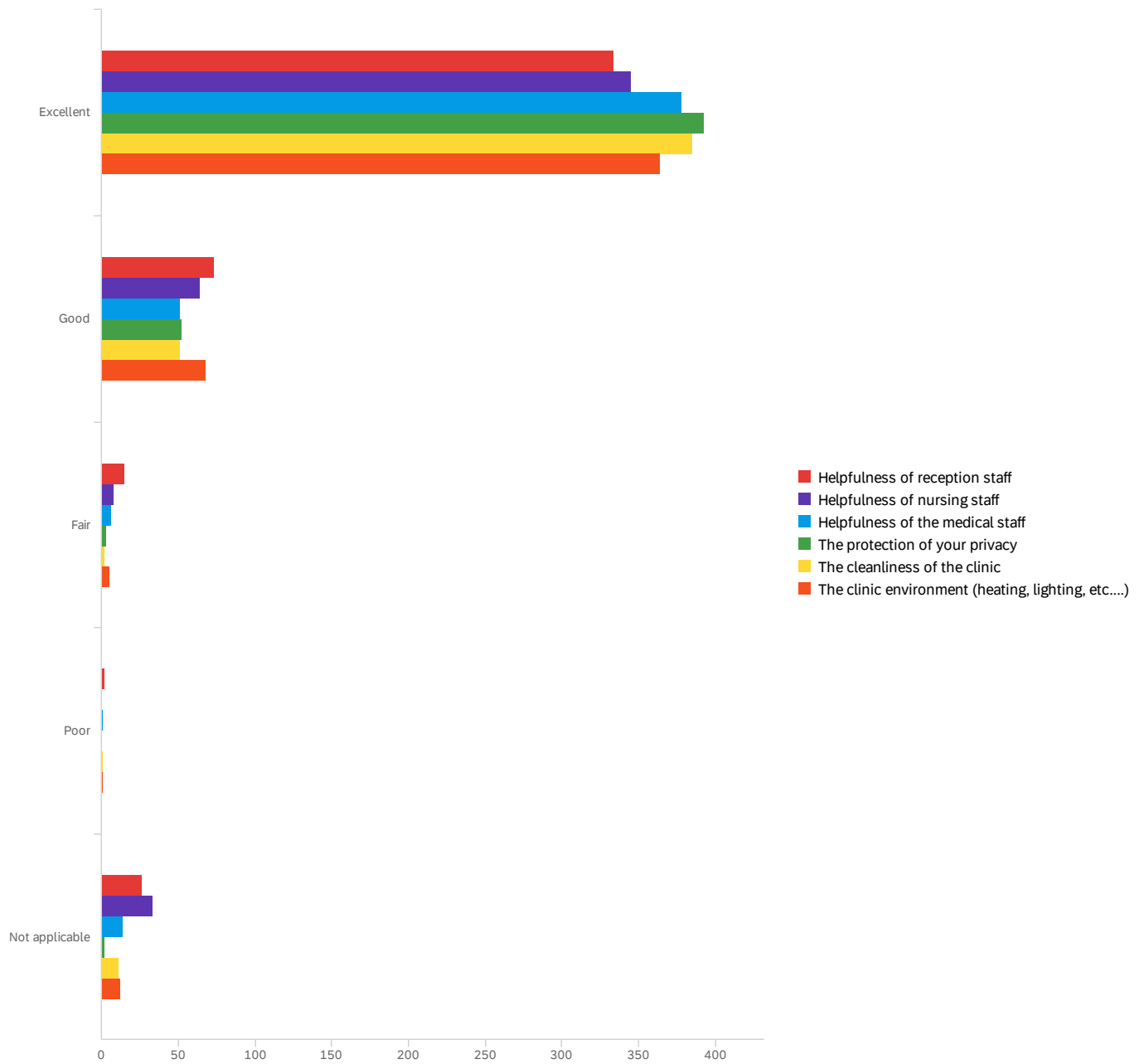
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did your provider wash their hands or use hand sanitizer before examining you?	1.00	4.00	1.81	1.20	1.43	450

#	Field	Choice Count
1	Yes	67.33% 303
2	No	0.44% 2
3	I don't know	16.44% 74
4	Not applicable	15.78% 71

450

Showing rows 1 - 5 of 5

Q8 - How would you rate the...

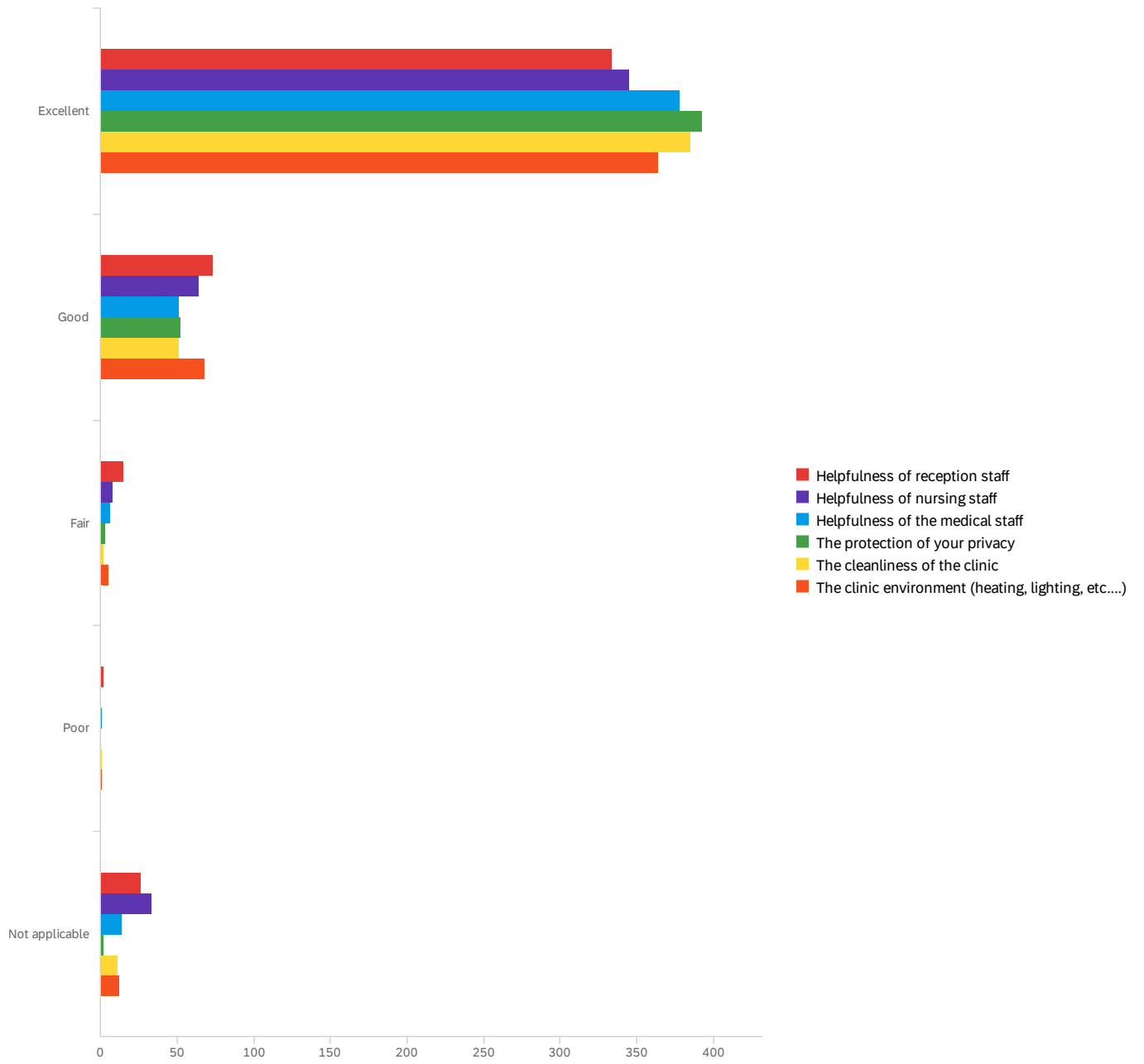


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Helpfulness of reception staff	1.00	5.00	1.47	1.02	1.04	450
2	Helpfulness of nursing staff	1.00	5.00	1.47	1.08	1.16	450
3	Helpfulness of the medical staff	1.00	5.00	1.27	0.78	0.61	450
4	The protection of your privacy	1.00	5.00	1.15	0.44	0.19	450
5	The cleanliness of the clinic	1.00	5.00	1.23	0.70	0.49	450

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	The clinic environment (heating, lighting, etc....)	1.00	5.00	1.29	0.75	0.56	450

#	Field	Excellent	Good	Fair	Poor	Not applicable	Total
1	Helpfulness of reception staff	74.22% 334	16.22% 73	3.33% 15	0.44% 2	5.78% 26	450
2	Helpfulness of nursing staff	76.67% 345	14.22% 64	1.78% 8	0.00% 0	7.33% 33	450
3	Helpfulness of the medical staff	84.00% 378	11.33% 51	1.33% 6	0.22% 1	3.11% 14	450
4	The protection of your privacy	87.33% 393	11.56% 52	0.67% 3	0.00% 0	0.44% 2	450
5	The cleanliness of the clinic	85.56% 385	11.33% 51	0.44% 2	0.22% 1	2.44% 11	450
6	The clinic environment (heating, lighting, etc....)	80.89% 364	15.11% 68	1.11% 5	0.22% 1	2.67% 12	450

Showing rows 1 - 6 of 6



Q14 - If you selected "Fair" or "Poor" in the prior question, please explain

If you selected "Fair" or "Poor" in the prior question, please explain

P

The health center should allow walk ins in case of an emergency or a dire medical problem.

N/a

N/a

I didn't, I selected excellent.

Na

Shea was great and made me feel comfortable

I did not

The staff was very kind as always and they always make me feel welcome or important.

n/a

I didn't

No problems

I didn't

It was too warm

I didn't.

I went for a flu shot and the receptionist didn't really explain the documents I had to fill out well. It was confusing. Also, the person who gave me the flu shot did not explain things well either. Also: I don't remember which provider I saw so I just guessed because this form made me pick one.

Reasons

Fair

I did not interact with any receptionists.

N/A

If you selected "Fair" or "Poor" in the prior question, please explain

An excellent overall visit would definitely recommend to any other student.

Everything was excellent, no complaints

i meant to click Excellent

I did not chose any of them.

The waiting room kind of smelt bad.

Tracy was a homie

N/A

The lady at the front desk was very monotoned - didn't seem happy to be there.

Although there were no open appointments the nurse still managed to call me in because a spot opened up.

n/a

N/A

I did not select "fair" or "poor."

N/A

I didn't, the clinic was exceptional.

N/A

It was really hot and humid inside today. I was already nervous and sweaty so it made me sweat even more.

N/A

I didn't

All staff were very kind and willing to offer advice and in depth explanations.

The receptionist is rude

If you selected "Fair" or "Poor" in the prior question, please explain

Reception, poor. I was in obvious distress. Given that I did not sign in it was my first time. I was not offered a specimen cup to collect my own urine before seeking other medical help. AFTER I had used the hallway bathroom I was told Tracy could see me. That meant drinking several cups of water to give a sample 5min after going to the bathroom. Nurse, fair. The nurse did not tell me my vitals as she did them. When I returned from giving the urine sample I found a paper on high blood pressure and a pink half sheet. I had to interrupt her with the next patient to confirm she expected me to fill out the form and then find a pen in the room to do it. I had to ask Tracy about the blood pressure paper as the nurse never said anything about it.

Fair

N/A

Lighting is always dark, a little sketchy.

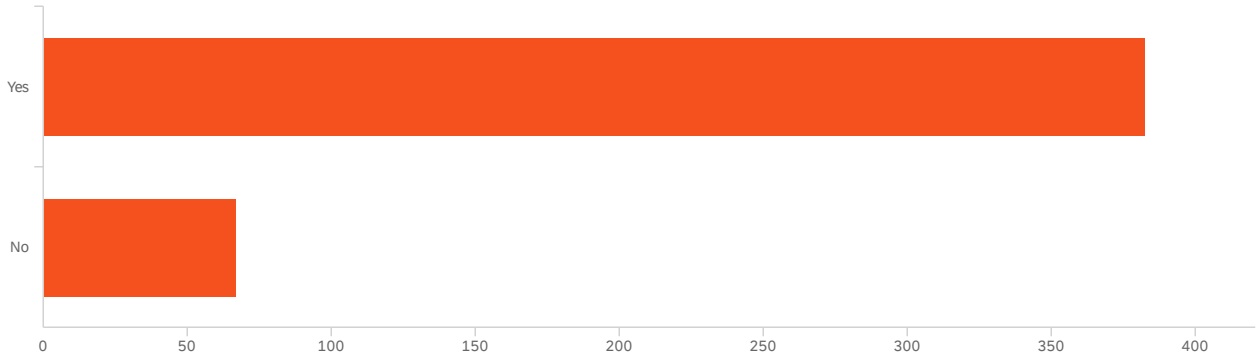
Fair because one receptionist seemed very unfriendly and not welcoming

Cold in the waiting room

N/a

Nursing staff- nurse wasn't that friendly Protection of privacy-name was called in waiting room, not sure about what would be shown on file or not Cleanliness- paper for body was just put on paper, partly touching plastic table

Q9 - Has coming to Student Health Services helped support your academics, class attendance and retention at SUNY Potsdam?



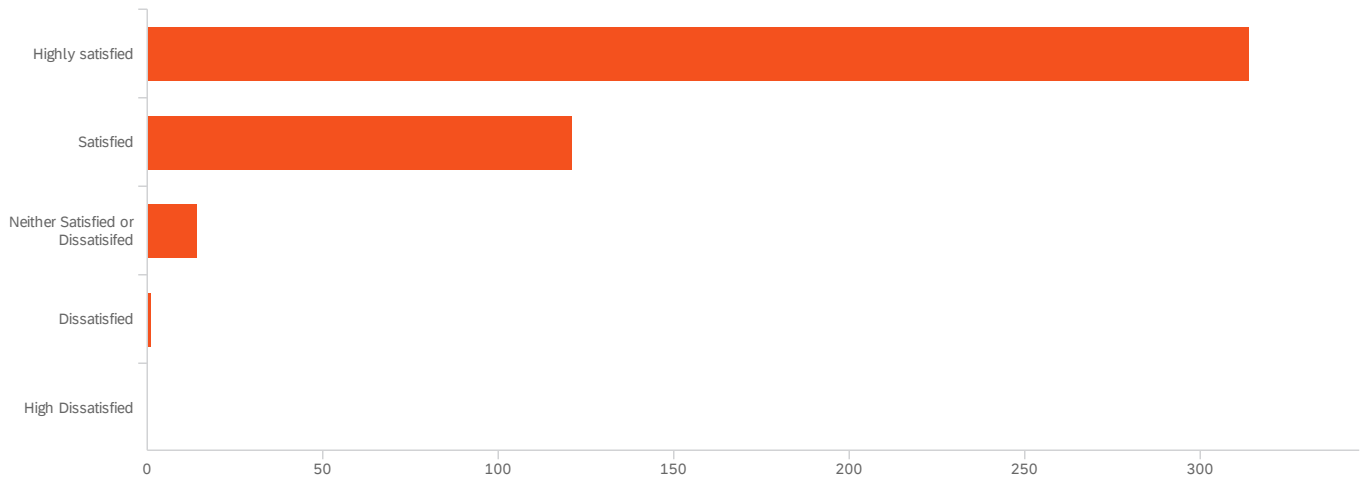
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has coming to Student Health Services helped support your academics, class attendance and retention at SUNY Potsdam?	1.00	2.00	1.15	0.36	0.13	450

#	Field	Choice	Count
1	Yes	85.11%	383
2	No	14.89%	67

450

Showing rows 1 - 3 of 3

Q10 - Overall, how satisfied are you with Student Health Services?

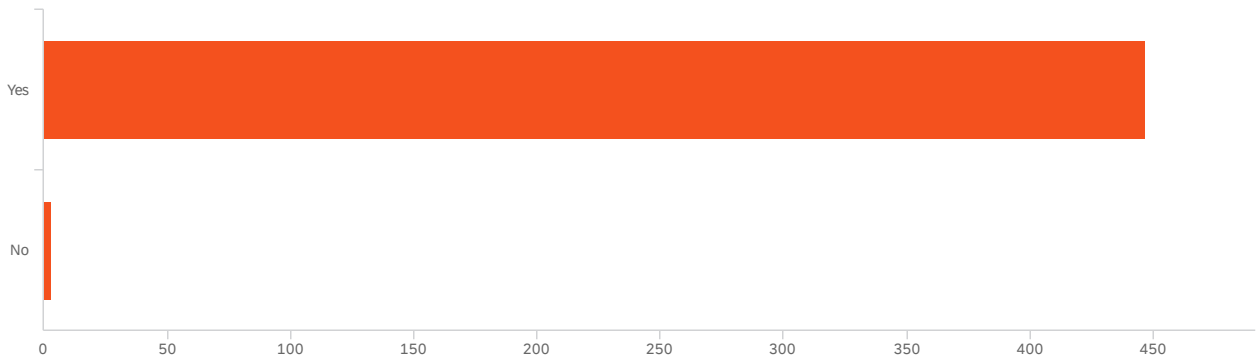


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Overall, how satisfied are you with Student Health Services?	1.00	4.00	1.34	0.55	0.30	450

#	Field	Choice Count
1	Highly satisfied	69.78% 314
2	Satisfied	26.89% 121
3	Neither Satisfied or Dissatisfied	3.11% 14
4	Dissatisfied	0.22% 1
5	High Dissatisfied	0.00% 0
		450

Showing rows 1 - 6 of 6

Q11 - Would you recommend SHS to a friend?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you recommend SHS to a friend?	1.00	2.00	1.01	0.08	0.01	450

#	Field	Choice Count
1	Yes	99.33% 447
2	No	0.67% 3

450

Showing rows 1 - 3 of 3

Q12 - What do you like about Student Health Services?

What do you like about Student Health Services?

10/10

Accessibility and availability to students, accuracy of diagnoses

Appointment availability Access for help for many different health issues
Accessible online during this tough time When I used to be on campus, the building was nice and clean

Clean! Quick! Friendly! And offered for me to pay for testing rather than my insurance as I'm under my parents.

Convenience. Many of the services are free. Quick service. Nice environment.

Efficiency and transparent communication

Every one is so nice

Everyone at SHS is a friendly face.

Everyone in SHS and the Counseling Center are always so kind and professional! The fact that I can get this sort of help for free from the counseling center is such a wonderful resource to have and has improved my college experience greatly.

Everyone is so friendly and accommodative. Even when there is a small mix up, I feel very accommodated.

Everyone is very friendly and informative

Everyone is very helpful and nice. It was a very welcome environment

Everyone there was very kind and caring!

Everyone was really kind and made me feel really comfortable.

Everything

Everything very professional yet still comforting

Everything!

Extremely kind, helpful, and respectful!

Fast and friendly

What do you like about Student Health Services?

Fast service, I was able to get an appointment the night before I needed it.

Free items, free health

Friendliness and efficiency.

Friendliness, cleanliness, efficiency

Friendly staff

Great help

Great job. Can't thank them enough

Having a clinic on campus is one of the best things that a college could do, a lot of my peers feel the same.

Helpful that it's on campus

Helpful when you need it

Helpfulness

How fast I was treated.

How friendly and helpful the staff was! I was in and out, it was easy and accessible. Very happy with the outcome.

How friendly and nice they are.

How friendly the staff is, you can tell they care.

How friendly they are!

How kind and friendly the doctors are.

How nice everyone was.

How nice they are, and they really care about you and want to help you get better.

How quickly I can make appointments. At 8am this morning I was able to schedule an appointment for 3pm.

How quickly I could get an appointment

How welcoming and accommodating the staff is upon entering and waiting for my visit to begin.

What do you like about Student Health Services?

How welcoming and eager they are to help.

I came in for a flu shot, was helped by receptionist and staff promptly.

I came in to make an appointment and the wait was minimal and the staff were so polite it made my experience wonderful

I can make appointments very quickly.

I dont know

I feel comfortable going there

I had an early apt so I was seen within 2 minutes of being there. Also shea did a great job!

I like how I have become close with the nurses and everyone is very friendly.

I like how easy and accessible it is and how friendly the staff is.

I like how easy it is to make appointments, how fast it is to be seen by someone, how friendly some of the staff were, the environment of the wall decorations, the waiting room and free supplies

I like how fast they get you for your appointment inside. I think the staff is very nice and helpful.

I like how nice the staff is. They are really respectful.

I like how prompt they are. You can pretty much go in for an appointment any time and you are in and out! They are also very affordable as opposed to outside care.

I like how quick and essay the appointments are. There's not a lot of waiting, and they check you out quickly. They thoroughly explain what is wrong with you, and how to fix it.

I like that I can make an appointment the day before as opposed to how it was my freshman year when I made one and the earliest I could schedule it was for 2 or 3 days.

I like that I was able to achieve my goal without hassle.

I like that it is right on campus.

I like that it's easy to make an appointment and check in and on campus.

I like that it's nearby and convenient

I like that nurses are friendly and welcomes you with smile on their faces.

What do you like about Student Health Services?

I like that the staff are nice and welcoming. I never feel like I shouldn't be there

I like that the staff are very friendly and efficient!

I like the healthcare provider and the staff.

I liked that SGA and the SHS worked together to lower the expenses of certain services for students.

I liked that even though I was a walk in, I didn't have to wait long at all and the staff was friendly.

I liked that someone interrupted their day to diagnose that I did have a bladder infection and needed meds ASAP.

I love that there are plenty of resources available in the waiting room. The staff is friendly, helpful, and non judgmental. SHS is amazing!

I love the new care baskets placed in the waiting area. It's been a while since I have gone into SHS so I didn't see the baskets before.

I love the nurses and staff they are so kind and make me feel so comfortable.

I really like the staff - they make me feel comfortable and really take into account what is best for my health.

I was able to be squeezed in last minute for a problem I was experiencing which I am incredibly thankful for.

I was in and out - no wait & there was a lot of students. I was very happy about this because I had a class

I was in and out in 10 minutes with the help I needed.

I went in because of back pain that went to my neck and back of my head. I was told to take ibuprofen something I could've taken on my own. I am disgusted by the lack of help I received today.

I'm given options for treatment and am not judged

Idk

If there was any openings they let me know right away.

It feels like a welcoming, non judgemental environment.

It is easy and not hard to get to

It was an easy process

What do you like about Student Health Services?

It was fast and they were nice and understanding

It was very helpful to make an appointment last night for this morning and to be treated right away.

Its easily accessible

It's affordable

It's efficient and right on campus

It's fast

It's fast most of the time

It's quick and easy to get in and the faculty care.

It's readily available for students when they need it and I'm grateful such a service exists. It's convenient, and staffed with people who care and are good at what they do.

It's right on campus. They give us free supplies we may need for different circumstances.

It's very accessible and when there are Instances where you are underprepared for your medical appointment, health services will gladly help you become prepared.

Kim is so friendly and really seems like she loves her job which makes me so excited to go to my appointments and improve my eating!

Kind staff

Knowledgable, pretty reliable, accessible

Miranda is a queen

N/a

NA

Nice people, attentive to my needs.

On this visit particularly it was about a semi-embarrassing medical issue but immediately after meeting with Shea I felt comfortable and at ease. She was super professional. I definitely won't hesitate to come back to Student Health services in the future if I have any issues.

Patient are seen in a timely fashion

What do you like about Student Health Services?

Providing needed resources to us at no additional cost such as tissues, condoms, medical supplies, basic medicine, and that it is within walking distance!

Quick and easy

Quick appointments and doctors listen to their patients

Quick friendly service

Quick to see their patients, and always kind and accommodating.

Relaxing

Reliable

Service and care.

Shae Johnson

Shae is incredibly friendly and helpful.

Shae was great

Shae was so kind and helpful.

Shae was very professional and kind :)

Share is very easy to talk to and SHS doesn't contact my parents or family practitioner

Something I like about SHS is the very kind staff who care about your well being. They are very empathetic and did the best they could to help me. Shae was so kind and knew a lot of information, she made me feel comfortable when I came into the Student Health Services, and provided me with excellent tips to improve my health God bless you all! Thanks again

Staff was friendly, made me feel comfortable, and was done in a timely manner

Student Health listened to my concerns and helped me with my earache right away.

Supportive and there when needed.

That it was quick and helpful

That it's easy access and right on campus

What do you like about Student Health Services?

That they actually help you, They make sure your aware of what your doing or getting yourself into.

That they offer many services on campus.

The chill ass staff

The convenience of being on campus, having online appointment systems and being seen so quickly. Also there are no copays, so I can actually see a physician whenever I need to.

The counseling office

The doctor I had

The doctors are so friendly and knowledgeable about everything and always willing to help however they can.

The doctors, they make me feel so safe and They actually remember me from previous visits.

The ease of the visit. Once I was seen I was in and out in no time.

The easy going staff are the best. They are very polite and seem concerned like I am.

The environment and the staff were very welcoming and inviting.

The friendly greetings and awareness of everyone around them.

The genuine want to help the students and others that come into the clinic.

The kind staff.

The kindness and compassion! Very knowledgeable staff!

The kindness and the helpfulness or everyone

The main goal of SHS is to help us which is so important.

The nurses are very understanding and helpful.

The nurses dont judge you

The office is very clean and although I came to SHS for one specific thing, we still talked about other important health related stuff and I felt comfortable.

The overall welcome feeling I get from the staff.

What do you like about Student Health Services?

The peaceful environment

The people at health services are very nice and they don't judge you on anything that is happening in your life or what sickness you are having.

The people there are extremely friendly and want to help students.

The process once I got in for my appointment.

The quickness of this visit was very helpful because afterwards I could go back home and rest.

The safe, welcoming environment

The short amount of time to get in and convenience in location

The staff

The staff and the Student Health Services were very informative, hospitable, and warming. They do their jobs with smiles on their faces, and that was greatly appreciated.

The staff are kind and it is run very efficiently

The staff are very kind and person-oriented.

The staff in the Student health services is very nice and welcoming, always try to make you feel better and when they are not sure what's wrong someone else comes and check you to make sure they bring another staff member to take a look & make sure they give you the right diagnosis.

The staff is friendly and they make you feel comfortable from start to finish.

The staff is friendly, everything is very clean and orderly, and SHS gives off good vibes as soon as you walk in, even if you're there for a sick visit.

The staff is very friendly and welcoming making it a comfortable experience.

The staff is very helpful and nice!

The staff is very nice and helpful, and made me feel comfortable.

The staff was very nice and helpful

The staff were very nice and take their time to understand what you need done

The workers are very nice.

There are always times available for me to make an appointment

What do you like about Student Health Services?

They adjust to your needs.

They are friendly and helpful. They have free things in front to help you with colds or food or condoms

They are private and caring

They are very accommodating and friendly. They explain stuff well.

They are very fast and caring!

They are very kind and treat you well. They are also willing to help you as best as they can.

They are welcoming and you can pick up free things to make it easier for you to care about your health and for yourself. (ex: athletes foot cream, sleep kits, condoms, even the small food pantry really goes a long way) I'm really grateful they have these services

They called me in as soon as I signed in.

They diagnosed my problem efficiently and quickly.

They have free supplies for multiple common problems for college students.

They help me when I don't feel well.

They make the process very easy and simple. I also like how they are flexible with scheduling.

They never downplay my concerns and take my input seriously in terms of past experiences.

They offer a lot of care and free things if students are in need.

They provide a lot of items for people who are sick and other item that are necessary for people to use

They provide for all the needs of students.

They provide free condoms, maxi pads, hand sanitizer, cough drops, and etc.

They supply a lot of free stuff that is useful.

They were extremely well accomodating and understood about my desire for privacy without pushing me to do anything besides giving me guidance and answering any questions I had.

They were quick and efficient.

What do you like about Student Health Services?

They were very friendly and welcoming. I was nervous going to see someone who I was not familiar with, but everyone there made me feel at ease.

They where very nice.

They're really good at making patients feel comfortable.

They're kind and know how to assist students.

They're very nice and quick

Tracey is a gem. I can't thank her enough for her care and expertise during a very scary time.

Tracy takes good care of me.

Very accommodating, Kim George is very eager to make sure my needs are met

Very clean, fast wait times

Very easy and helpful for new students

Very friendly and fast

Very friendly people. Makes the patients feel as comfortable as possible.

Very friendly staff and doctors. I would highly recommend to a friend

Very helpful and they give out things to people when they need them

Very nice and helpful

Very nice to talk to/ deal with. Always so happy and helpful. Inclusive.

Very organized and helpful

Very organized and thorough

Very personal, my provider remembers me from previous visits and makes me feel very comfortable when I'm in the room.

Welcoming and safe environment.

What I like about Student Health Services is that it has helped me with my academics and is a support to me.

Wide range of types of health care Good appointment availability Available online Caring staff

What do you like about Student Health Services?

Workers are very nice.

accessibility

easy / fast

free

free

how nice everyone is

it was great service everyone was nice and the waiting area was very relaxing they called me up right away and it was really smooth sailing

it's free

it's on campus

nice people

pontual service

quick and clear with medical results.

right on campus and very helpful.

short waiting times and friendly staff

the ladies are very sweet

the nurses!

they are straight to the point and very kind

very helpful

very helpful and friendly!

Q13 - What would you like Student Health Services to do differently?

What would you like Student Health Services to do differently?

More promotion so students know of resources available Online student health group meetings (during academic breaks too) Group meetings for people struggling with chronic illness, anxiety, etc (during academic breaks too) Mental health staff more available during summer More resources during academic breaks

More promotion across campus so students are aware of all the services offered Have a psychiatrist, more counselors, etc working in the summer Better response time: again, I understand some given the circumstances

Not sure

Have all of the medicine prescribed "in house".

I had tele-communications with Caroline Rushforth, but saw Tracey when I was in at Student Health. They did communicate between the two of them by the end of my second visit, but prior to that I was getting very different responses from the two of them in regards to what my illness is. Obviously they were both seeing me on very different terms, but I did feel slightly uneasy that I was hearing numerous different possibilities from them.

Advocate more on campus about mental health to encourage students struggling to seek help.

N/A

N/A

Nothing, you all rock.

Nothing

i feel like if you're late to an appointment, you should get 10 minutes of leeway instead of 5 minutes.

Nothing.

Be open later

More dogs

N/A

I'm not sure.

You're doing good!

What would you like Student Health Services to do differently?

Lessen the heat!! It can get stuffy

I would like to see walk-in hours become a thing for people who woke up feeling sick and stuff like that.

Nothing

Nothing

N/A

Nothing from my experience!

N/a

Nothing

n.a

If you're sick, there should always be walk in times. I wanted to get checked yesterday but I had to wait and make an appointment for the next available time.

Nothing!

Nothing

Accept walkins

Times between appointments can be tough when I am going through a rough patch but for what it is the counseling center is great! SHS has good times between booking and appointments for the most part.

None

Provide canned soup, if possible.

Nothing in my opinion

N/a

Nothing really

N/A. Great clinic

N/a

Nothing

What would you like Student Health Services to do differently?

I'm not sure if it can be fixed but for some reason the sign in computer in the waiting area wasn't allowing me to sign in until I saw the lady at the front desk.

N/A

more nurses

Nothing

The wait was a little bit longer than I would have liked. I showed up 10 minutes early and was seen 10 minutes later than the time of my appointment.

So far I have no complaints, the office and workers should keep doing as they are.

N/A

On the same day I made my appointment that was sexual health related I tried to make an appointment for my cough before making the sexual health one. I personally don't understand why for my cough there was no appointments for an additional 2 days when compared to my sexual health issue. I would just like it that no matter what you are trying to make an appointment for the same time slots are available for all.

I wish there was someone available after hours or on weekends

nothing :)

The lighting in the hall is disgusting for selfies

There should be more opportunities for walk-in or emergency appointments

N/A

We have to answer the same questions even though I answered them 2 days ago.

Idk

Nothing

Nothing actually I am pretty satisfied

N/A

nothing

Nothing, everything was great!

What would you like Student Health Services to do differently?

Honestly, not much. Moving Miranda to the counseling center has been a great change. It's nice being able to see her more often. My only complaint is not being able to be seen weekly at the counseling center...

snacks like little cakes would be nice haha

Better explanation of things and processes.

I dont know

Nothing

N/A

Have open hours, because sometimes appointments don't match with my schedule.

N/A

Accept walk-ins for easy problems

Didn't see anything to fix

Nothing

Nothing

Nothing

Longer appointments

Have more staff so that it wouldn't be closed for a while until there's more stuff on duty.

Longer appointments

Do a full exam, not rushed.

On the website, can you please put what you can and can't do. Whichever is a shorter list.

Nothing, it's fine the way it is.

N/A

I would add more options for reasons to come in. I had jaw pain and that is not one of the options.

N/a

What would you like Student Health Services to do differently?

Nothing.

Maybe have a sign that tells those who are walk ins that they need to check in with the receptionist.

Open on weekends

Nothing so far.

Nothing

One time I was 4 minutes late to an appointment and had to reschedule. I know I was late but come onnnn

Having more availability. I find myself having to miss class to go because there is very limited amount of time to see patients.

N/A

Maybe try and understand or relate more to the students. Empathize!!!!!! We can tell the difference between someone who genuinely cares and someone who just wants to get you out.

They are doing well as they are.

Nothing, they are amazing

Nothing!

It would be very helpful if there was a broader range of appointment slots available because some people, including myself, have not been able to make appointments because they interfere with class.

I was only there one time and everything was great.

have more appointments available

Allow walk ins on some day or at some point. Some accidents/situations can't be helped and the SHS is the place people would think to go to first.

nothing

I think spend more time in the actual room and discussing the illness

Times between appointments can be a little long sometimes but other than that no complaints here!

N/A

Allow students to indicate more specific issues on the student health portal.

What would you like Student Health Services to do differently?

Nothing - everything went smooth and was fine.

NA

The computer asking what your gender is every single time you check in.

i didnt see anything that needed to be changed yet

Sometimes they do not have all of the resources to help you and you have no choice but to be seen off-campus which is inconvenient and more costly.

Nothing. It's fine.

I wish they were open for longer hours. I wish there was a night nurse on call.

The set of songs that repeats through the TV in the waiting room gets extremely annoying if you have to wait for more than 10 minutes.

Nothing.

Nothing I can think of

Everything is good because it is close by and it is simple

Nothing

Nothing that I can think of off the top of my head

N/a

Nothing that I can think of at the moment. Perhaps show new students where it is since I didn't know until I needed to go there.

Asking what you're here for even though you put why when you made the appointment

Nothing

Nothing

I would like a quicker way to set up an appointment!

Open at later times

I cannot think of anything specific right now.

Give people their antibiotics when theyre blowing out green snot and clearly need it...

What would you like Student Health Services to do differently?

More diverse practitioners and staff

Nothing

Nothing :)

I would like it better if I didn't have to go through a basic physical to ask a few questions but I'm understanding if this is part of a necessary process.

The receptionist should learn to be nicer

If someone comes in ask if this is their first time at the clinic. Provide a sample cup for those you are sending elsewhere for diagnosis. Yes, urgency is a symptom, but that does not mean enough will come out when I get there. Or maybe just ask someone on staff to squeeze them in before turning them away.

Nothing, it was a overall great experience

I would like student health to provide a list of medications available through them.

NA

I don't have any critiques!

I don't know.

I wouldn't have them change a thing.

Nothing

Nothing

Keep adding free stuff to give away in the cubbies☐☐

Nothing it's fine

Nothing

Nothing

Nothing at this time!

Nothing! Great staff; great care! Very welcoming. I typically hate medical appointments but this was a complete new experience. It was so welcoming. I didn't feel ashamed nor like I was being being rushed to leave.


A bit more explanation about things like privacy, insurance, and payments, especially for first time visits


What would you like Student Health Services to do differently?

N/A

nothing

Q12 - Topics


No results to show


No results to show

End of Report