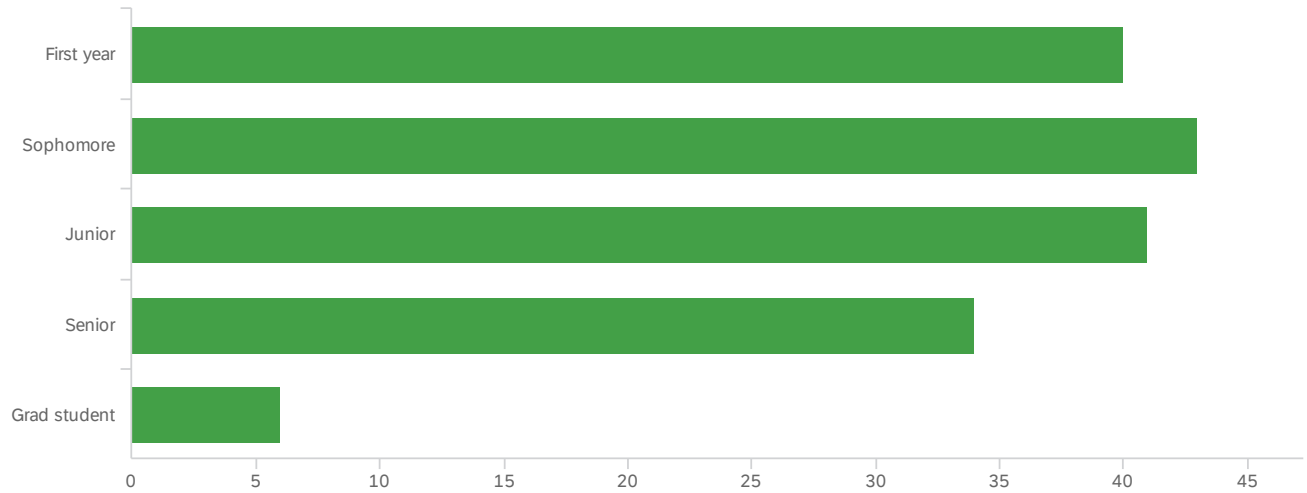


Default Report

20-21 SHS Student Satisfaction Survey

July 13, 2021 9:41 AM EDT

Q1 - What is your class standing?



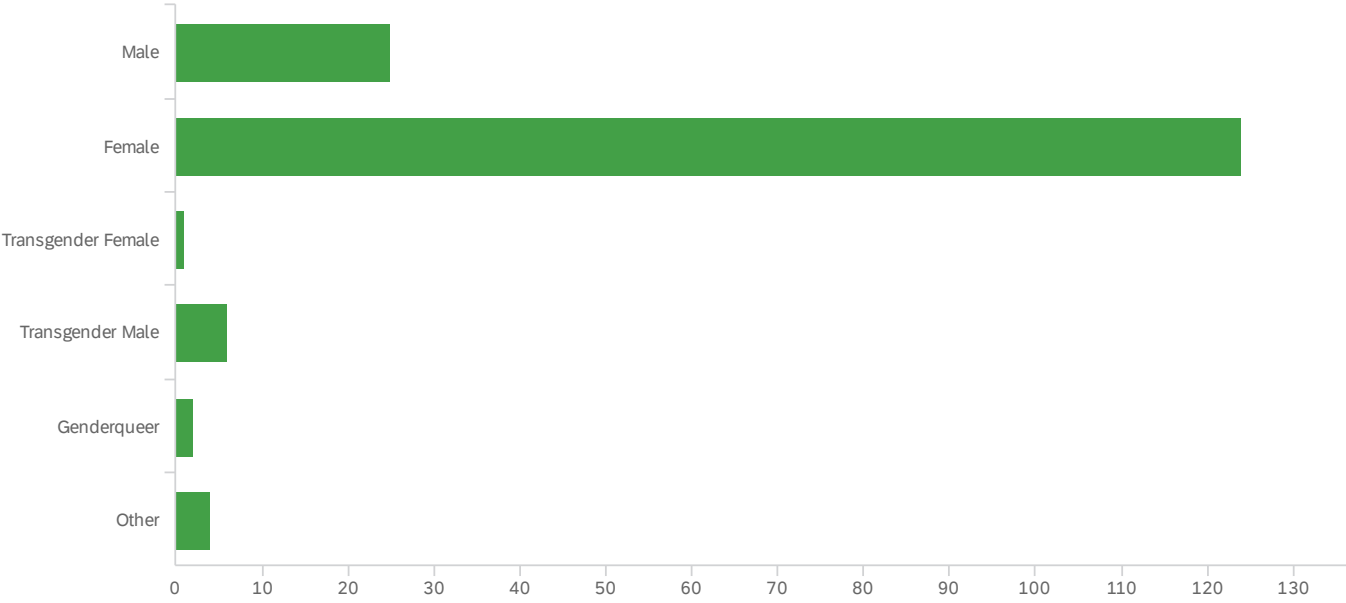
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your class standing?	1.00	5.00	2.53	1.17	1.37	164

#	Field	Choice Count
1	First year	24.39% 40
2	Sophomore	26.22% 43
3	Junior	25.00% 41
4	Senior	20.73% 34

#	Field	Choice Count
5	Grad student	3.66% 6
		164

Showing rows 1 - 6 of 6

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

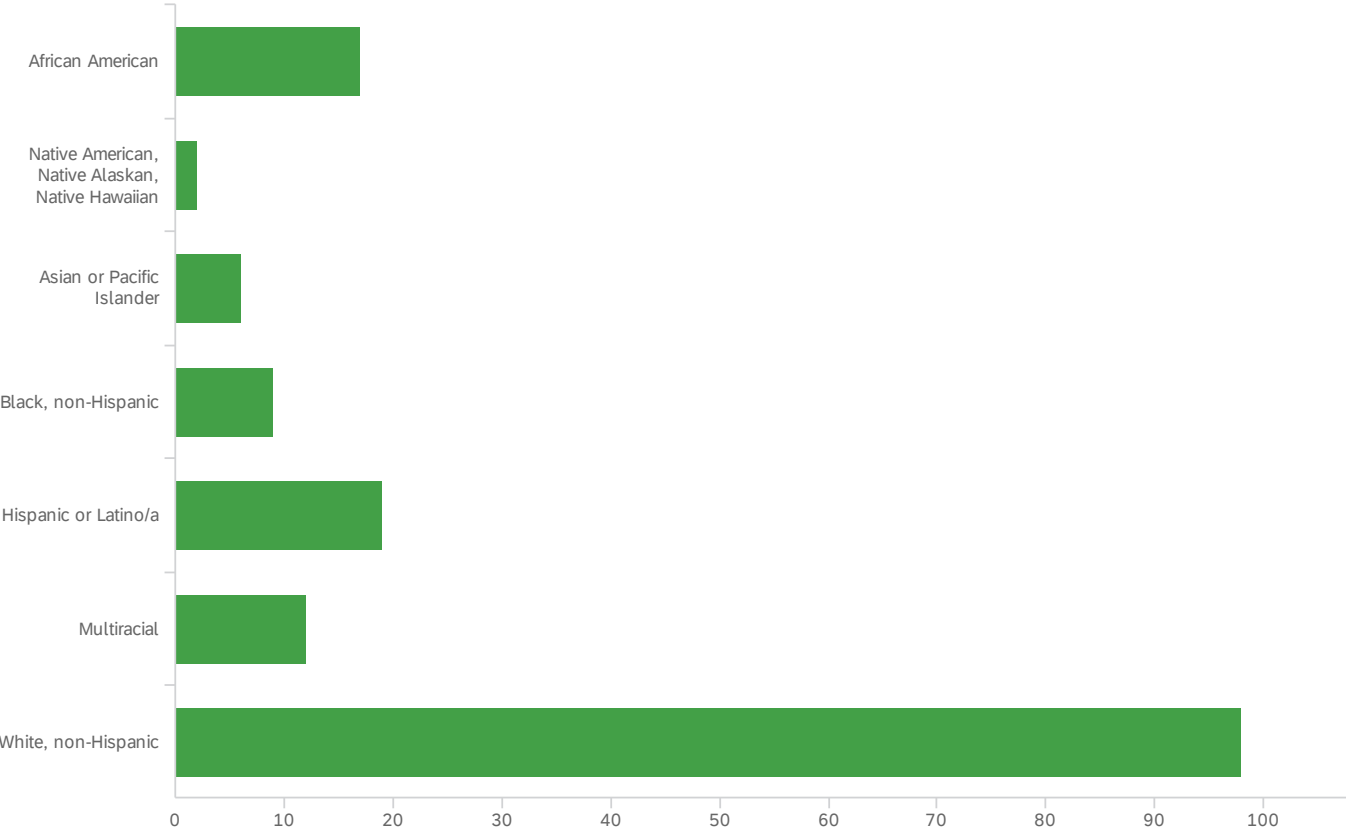


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which of the following answer best describes your gender identity? (optional)	1.00	6.00	2.06	0.90	0.81	162

#	Field	Percentage
1	Male	15.43%
2	Female	76.54%
3	Transgender Female	0.62%
4	Transgender Male	3.70%
5	Genderqueer	1.23%
6	Other	2.47%

Showing rows 1 - 7 of 7

Q3 - How do you describe yourself? (optional)



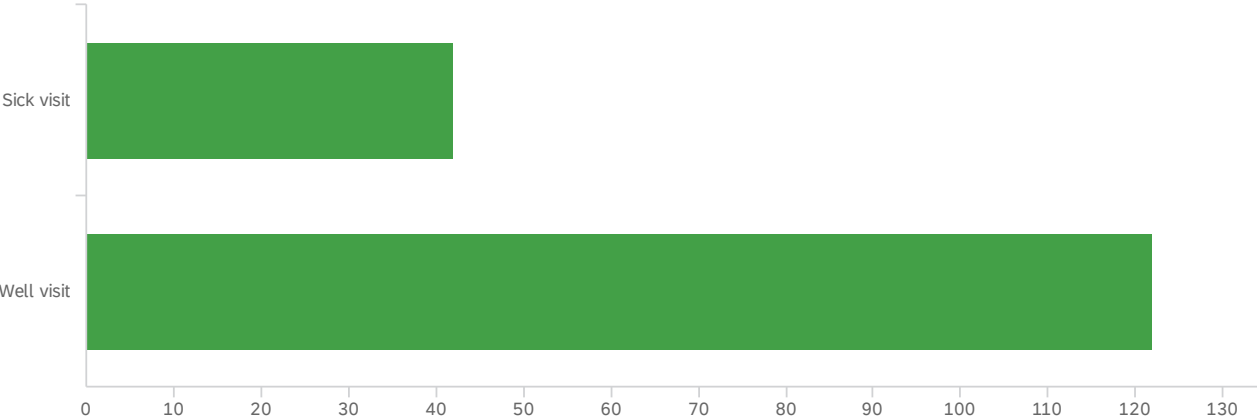
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How do you describe yourself? (optional)	1.00	7.00	5.69	1.99	3.98	163

#	Field	Percentage
1	African American	10.43%
2	Native American, Native Alaskan, Native Hawaiian	1.23%
3	Asian or Pacific Islander	3.68%

#	Field	Percentage
4	Black, non-Hispanic	5.52%
5	Hispanic or Latino/a	11.66%
6	Multiracial	7.36%
7	White, non-Hispanic	60.12%
		163

Showing rows 1 - 8 of 8

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



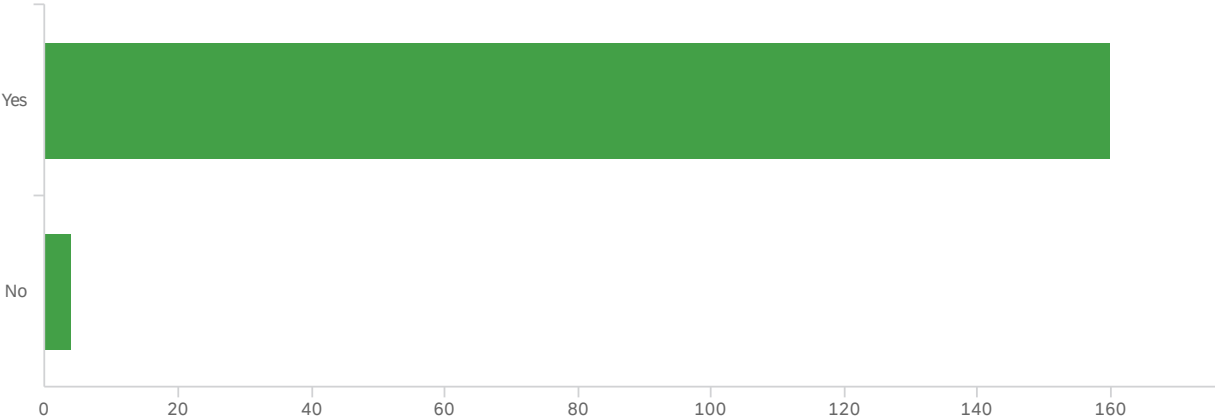
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What type of appointment did you have at your most recent visit to SHS?	1.00	2.00	1.74	0.44	0.19	164

#	Field	Percentage
1	Sick visit	25.61%
2	Well visit	74.39%

164

Showing rows 1 - 3 of 3

Q5 - Were you satisfied with the length of time between making your appointment and being...

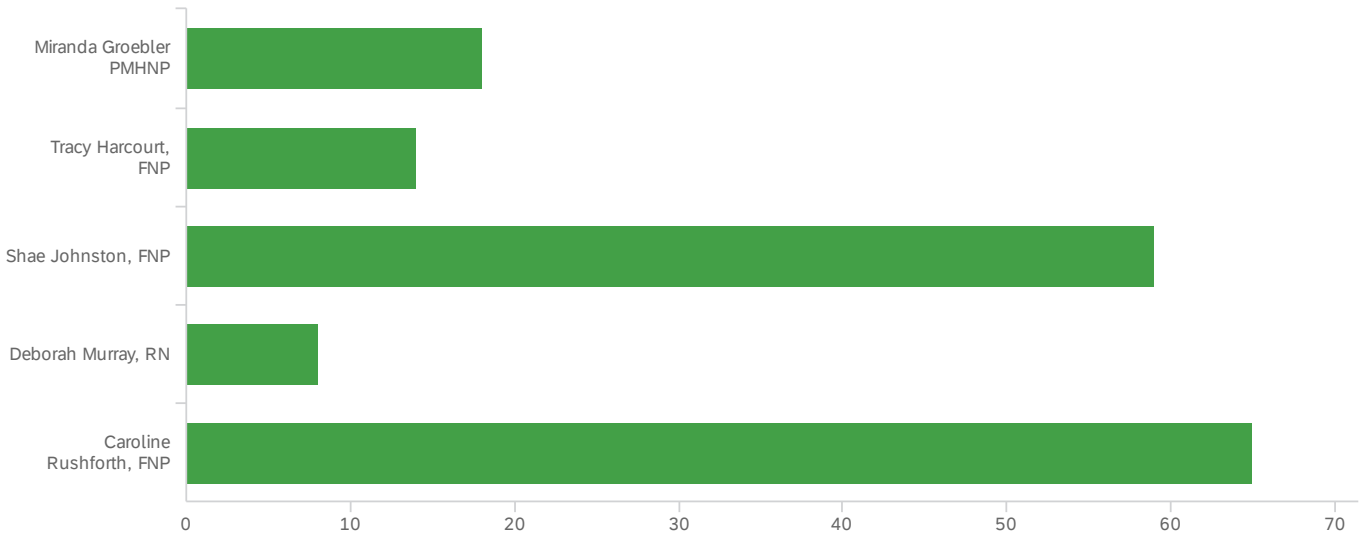


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Were you satisfied with the length of time between making your appointment and being seen at the clinic?	1.00	2.00	1.02	0.15	0.02	164

#	Field	Choice Count
1	Yes	97.56% 160
2	No	2.44% 4

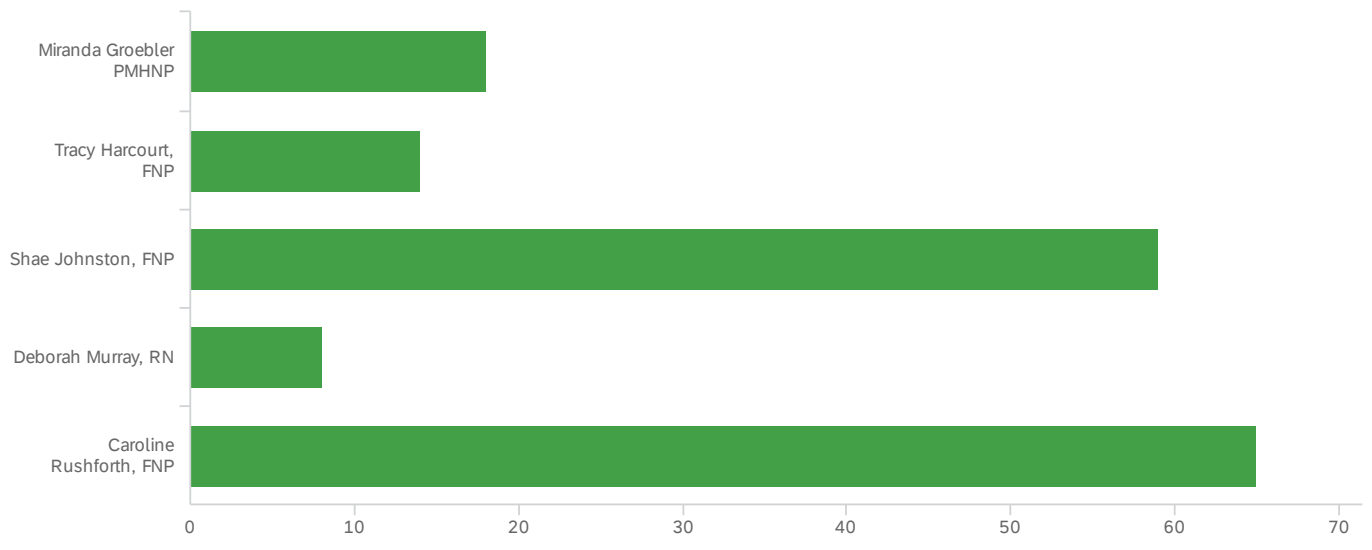
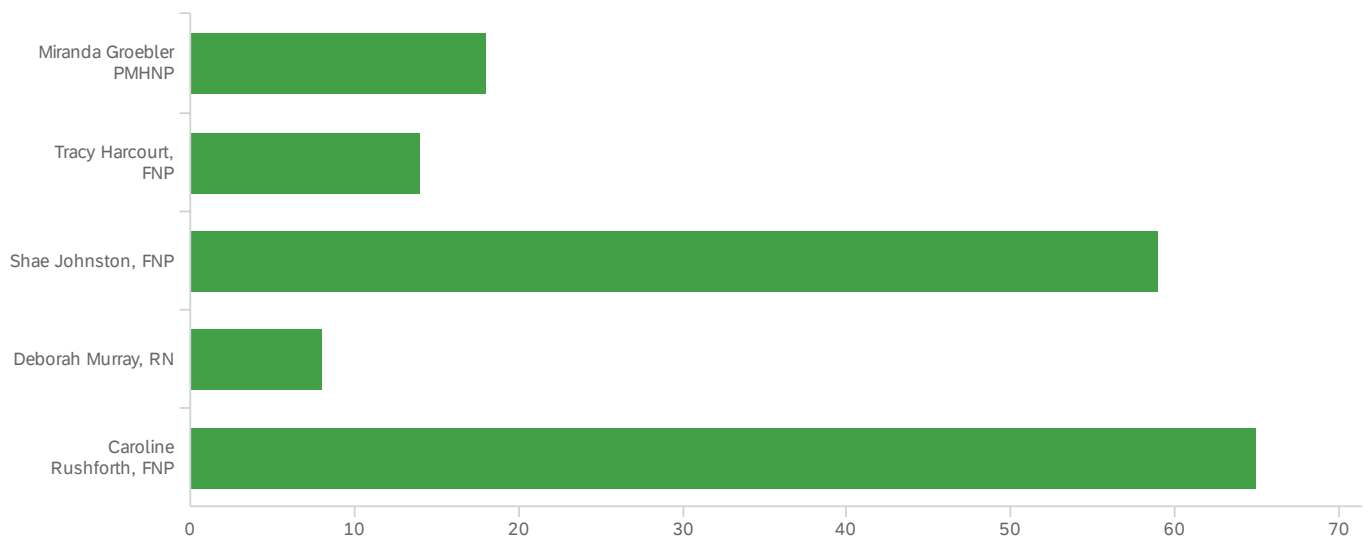
164

Q6 - Which medical provider did you see?

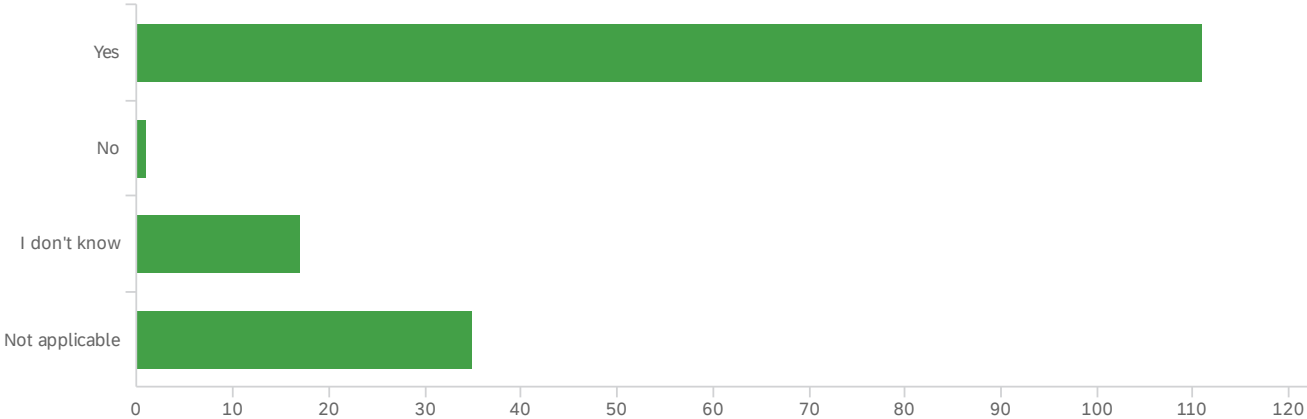


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which medical provider did you see?	1.00	6.00	4.43	1.59	2.53	164

#	Field	Choice Count
1	Miranda Groebler PMHNP	10.98% 18
3	Tracy Harcourt, FNP	8.54% 14
4	Shae Johnston, FNP	35.98% 59
5	Deborah Murray, RN	4.88% 8
6	Caroline Rushforth, FNP	39.63% 65
		164



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

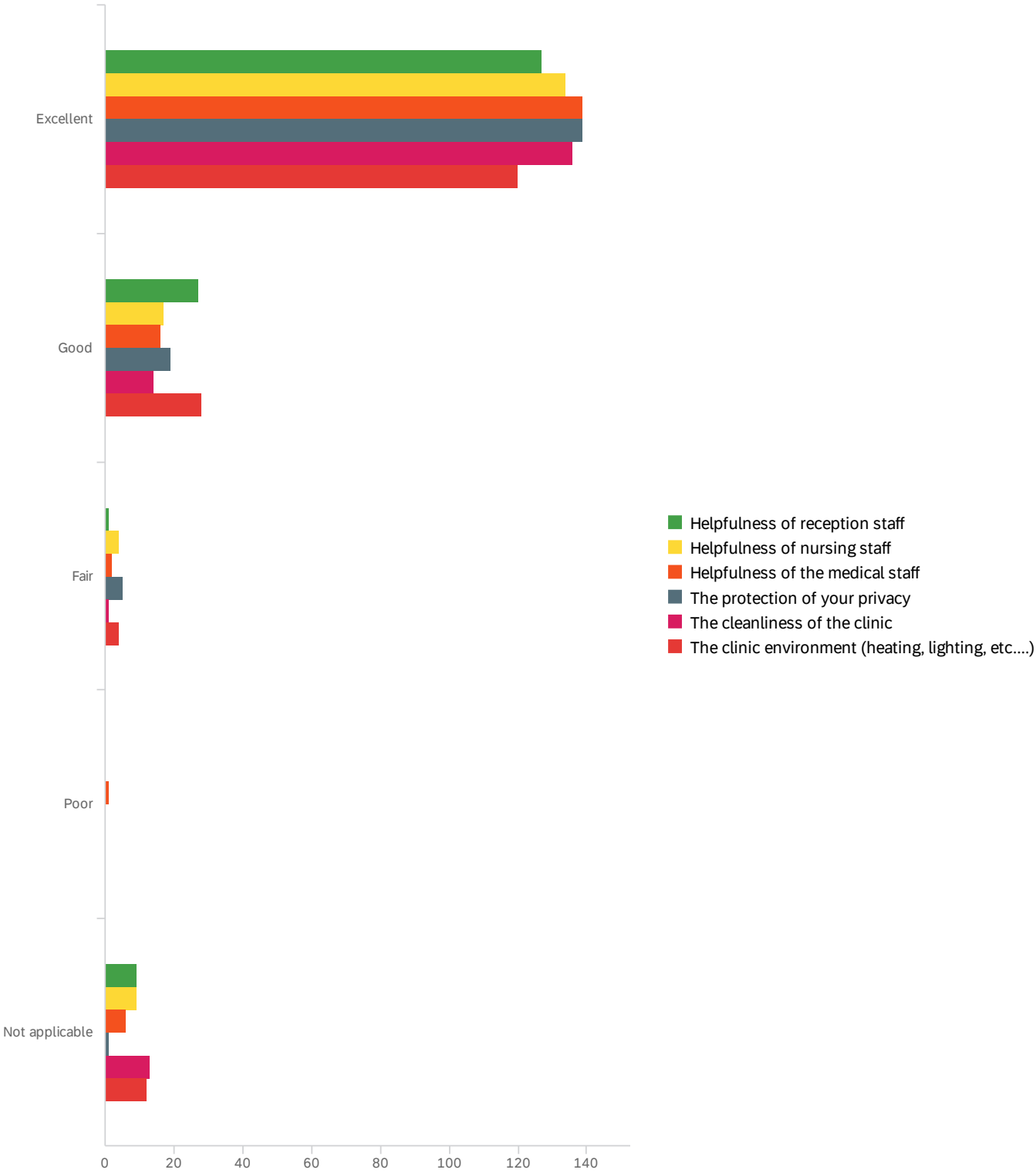


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did your provider wash their hands or use hand sanitizer before examining you?	1.00	4.00	1.85	1.27	1.61	164

#	Field	Choice Count
1	Yes	67.68% 111
2	No	0.61% 1
3	I don't know	10.37% 17
4	Not applicable	21.34% 35

164

Q8 - How would you rate the...



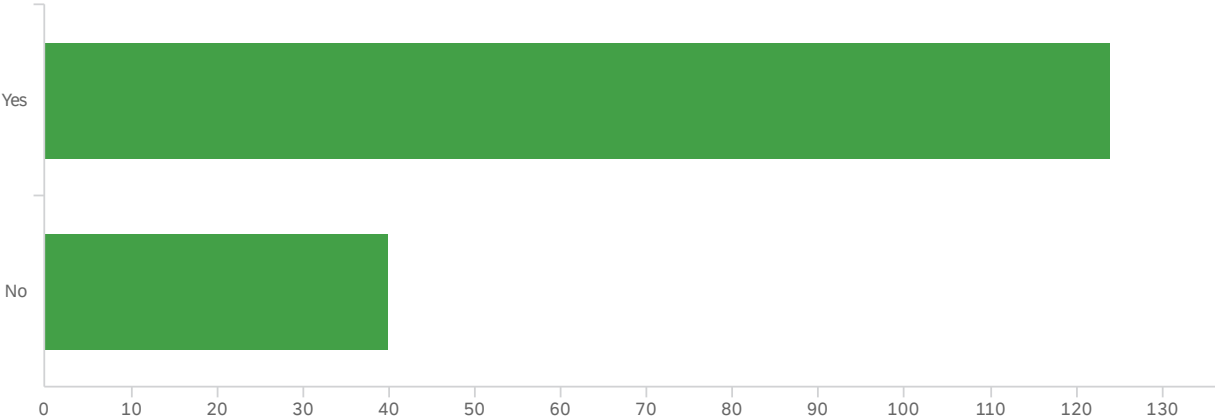
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Helpfulness of reception staff	1.00	5.00	1.40	0.95	0.91	164

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
2	Helpfulness of nursing staff	1.00	5.00	1.37	0.97	0.94	164
3	Helpfulness of the medical staff	1.00	5.00	1.29	0.84	0.70	164
4	The protection of your privacy	1.00	5.00	1.20	0.54	0.29	164
5	The cleanliness of the clinic	1.00	5.00	1.41	1.10	1.21	164
6	The clinic environment (heating, lighting, etc....)	1.00	5.00	1.51	1.08	1.18	164

#	Field	Excellent		Good		Fair		Poor		Not applicable		Total
1	Helpfulness of reception staff	77.44%	127	16.46%	27	0.61%	1	0.00%	0	5.49%	9	164
2	Helpfulness of nursing staff	81.71%	134	10.37%	17	2.44%	4	0.00%	0	5.49%	9	164
3	Helpfulness of the medical staff	84.76%	139	9.76%	16	1.22%	2	0.61%	1	3.66%	6	164
4	The protection of your privacy	84.76%	139	11.59%	19	3.05%	5	0.00%	0	0.61%	1	164
5	The cleanliness of the clinic	82.93%	136	8.54%	14	0.61%	1	0.00%	0	7.93%	13	164
6	The clinic environment (heating, lighting, etc....)	73.17%	120	17.07%	28	2.44%	4	0.00%	0	7.32%	12	164

Showing rows 1 - 6 of 6

Q9 - Has coming to Student Health Services helped support your academics, class attendan...



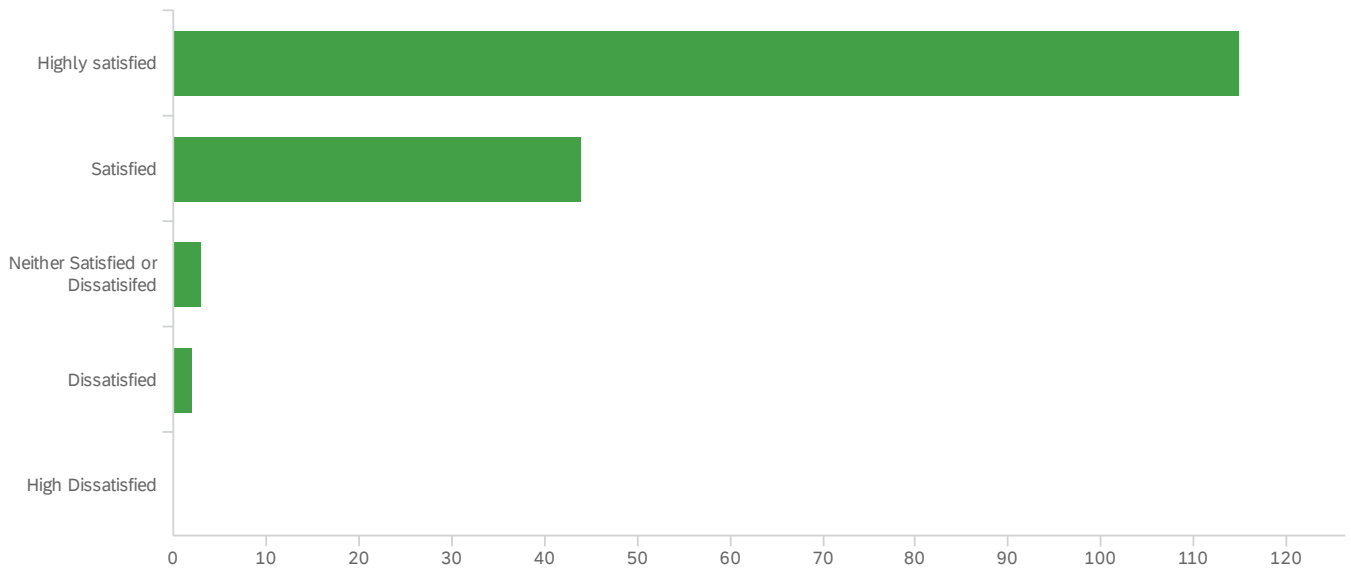
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has coming to Student Health Services helped support your academics, class attendance and retention at SUNY Potsdam?	1.00	2.00	1.24	0.43	0.18	164

#	Field	Choice Count
1	Yes	75.61% 124
2	No	24.39% 40

164

Showing rows 1 - 3 of 3

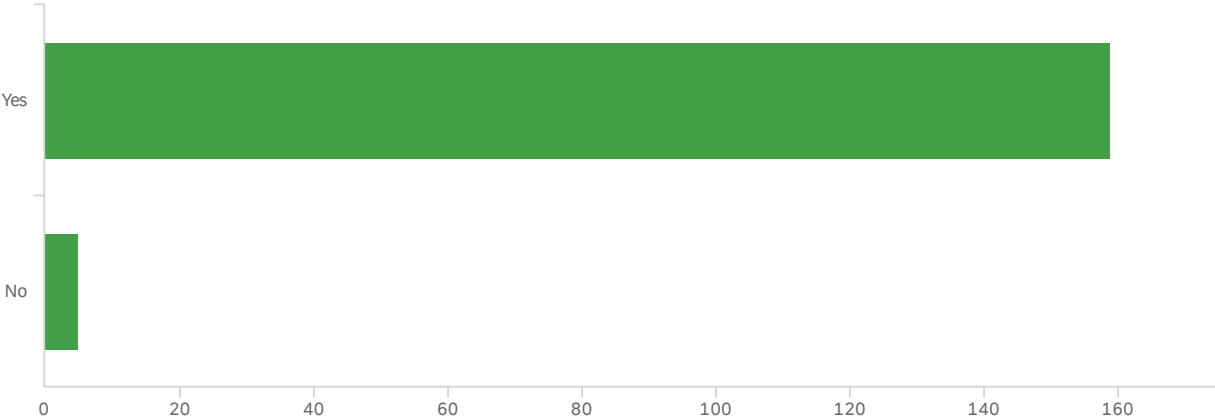
Q10 - Overall, how satisfied are you with Student Health Services?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Overall, how satisfied are you with Student Health Services?	1.00	4.00	1.34	0.58	0.33	164

#	Field	Choice Count
1	Highly satisfied	70.12% 115
2	Satisfied	26.83% 44
3	Neither Satisfied or Dissatisfied	1.83% 3
4	Dissatisfied	1.22% 2
5	High Dissatisfied	0.00% 0
		164

Q11 - Would you recommend SHS to a friend?

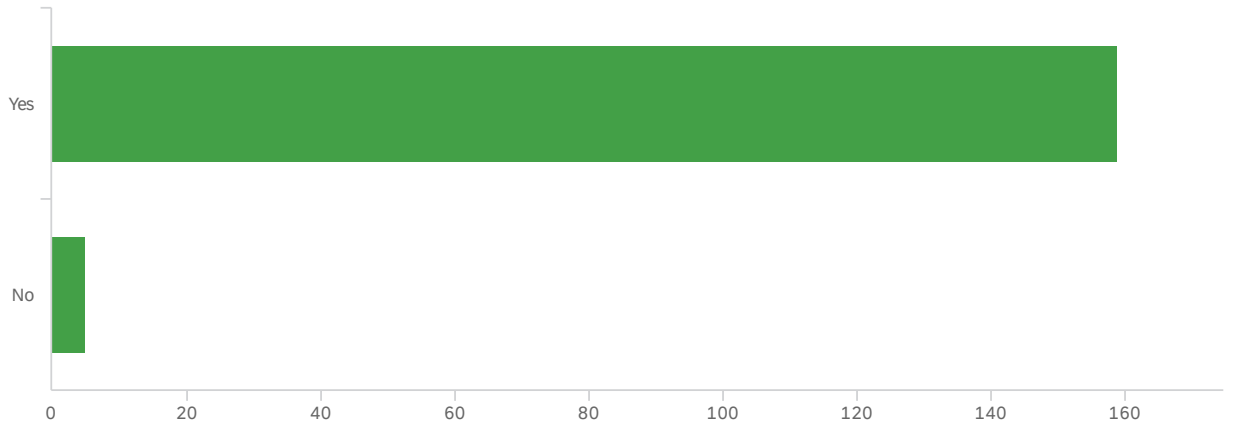
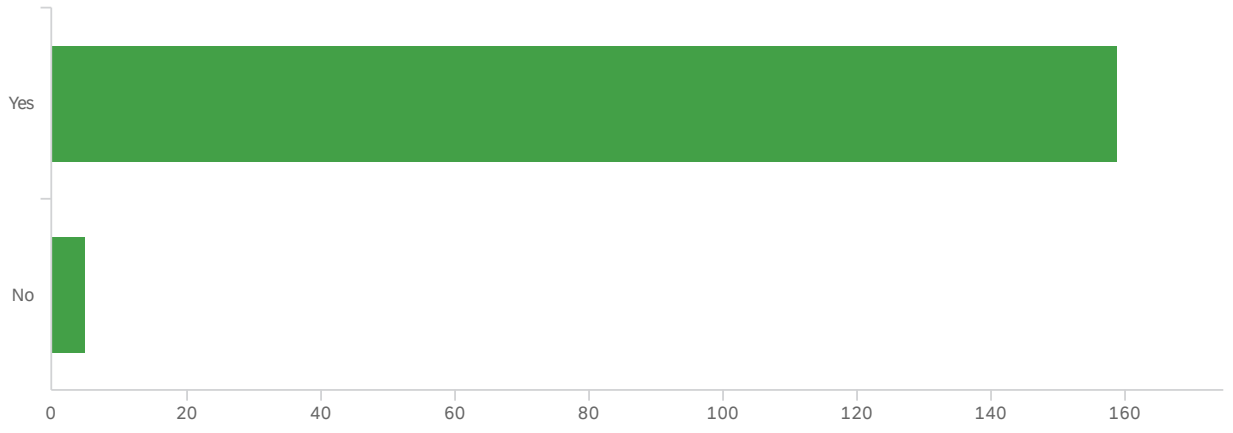


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you recommend SHS to a friend?	1.00	2.00	1.03	0.17	0.03	164

#	Field	Choice Count
1	Yes	96.95% 159
2	No	3.05% 5

164

Showing rows 1 - 3 of 3



Q16 - Were the COVID-19 safety measures such as staff wearing face coverings ...

Q17 - If you selected 'no' in the previous question, tell us why so we can improve!

WIDGET_ERROR.MISCONFIGURED

Q12 - What do you like about Student Health Services?

What do you like about Student Health Services?

Very professional and helpful.

Shae is so great and always very nice and helpful!

That it feels like an actual doctors office inside!

The staff at SHS is always friendly and really helpful. They always strive to make sure students are healthy and comfortable.

The kind environment

I appreciate that this semester there are free STD tests. I think this should be offered always, not just when it's a global pandemic and there are a surplus of supplies.

Convenience, free STD testing

Very helpful.

Some of the medical providers just make me feel comfortable

It's true dedication to each students' well-being. I've received services from private companies that were of much worse quality compared to the services provided here.

How caring shea is, she made sure to check on me after care & she made sure I was comfortable. She was very gentle

The workers clearly are there to help the students and will go out of their way to ensure we are comfortable and well, even after appointments, they remember students after months and remember where we left off. I appreciate that very much.

Efficiency

The nurse is very informative, kindhearted, and easy to talk to.

What do you like about Student Health Services?

Conveinant has a wide range of services they provide.

It's cheaper, they always answered my calls, and the wait time and appointment length were very efficient.

Very friendly, very helpful to have here on campus, especially as I don't have a car so a doctor's visit would be difficult to get to.

There's free condoms and lube.

They are extremely helpful and try to get me seen as soon as possible.

Everything is explained in detail and answers to any questions were made very clear!

They are very helpful and very much focused on getting me in and looked at.

They have me everything I needed

They are validating of your feelings, helpful, and understanding. And very very gentle.

Shae was great!

Very understanding about school and situation I am in.

Friendliness and helpfulness of staff.

I was able to schedule my appointment super quick and everybody was very friendly!

How friendly everyone is

I like how easily it is to get an appointment and how the nurses don't judge at all and try to do their best to help.

How nice the staff is

I like the attention to detail and care!!

What do you like about Student Health Services?

Very helpful and easy to work with.

How despite there not being much evidence of covid the staff followed my student teaching placement school's policies of a required covid exam. They listened to what is required of me and did their best to assist me in fulfilling the school's requirements.

Shea was absolutely amazing, I normally have a really hard time with bloodwork but she got the right spot on her first try.

Convenient

Feels like a regular appointment even though it's not face to face

It is convenient and the staff seems friendly and helpful.

I was super nervous about many different things and it was nice that Shae noticed and let me wait in the SHS room rather than the waiting room/labyrinth lounge. Made me feel a lot more reassured and things felt a lot more private that way. So, so thankful!

The staff is helpful and makes me feel comfortable that I can be open and honest

Kind, friendly and always willing to help where they can. And if they can't they're amazing at giving outside options.

Good

I like how you can schedule all online

Nothing

The safety

Cleanliness and privacy

The fantastic staff!!

I like that the health providers are really kind and are always willing to work with you.

What do you like about Student Health Services?

easy and affordable to get a flu shot

No comment

organization.

Friendly, helpful and very easy to use the student portal to make appointments!

sdfsdfsdf

Very friendly and clean

My appointment was quick, informative and my nurse was very nice.

fast and easy

Even if there is a mix-up, Student Health Services are quick to find a solution that works for you.

Easily accessible and great staff :)

How clean and professional and it feels like a safe space

well they help us. its always nice having support on campus

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

What would you like Student Health Services to do differently?

N/a

N/A

I think it should be funded more so that appointments can be made more than 1/2 weeks in advance. Or that the staff that is already there be offered overtime so that they can see more students at varying times.

you're doing good:)

Multiple testings at once. For example, when given urine for a pregnancy test, they should also do std testing at the same time.

Nothing really, I think they do a great job.

There is nothing at all that I could think for them to do differently.

Na

Nothing, you are all doing great!

I would like there to be shorter appointment wait times; I did not want to wait the weekend for my problem.

Just maybe addressing the issue I talked about earlier with privacy.

Nothing

Just make the tele-visit room 2 feel more homey.

Maybe give me so more air flow? I'm not sure haha! It's very very hot in here.

I would like everyone at SHS to get pay raises. They are literally amazing.

Na

What would you like Student Health Services to do differently?

Nothing, everything done very well.

They didn't have a specific test in stock, although this is to be expected amidst a pandemic.

Nothing

N/A

Can't think of anything

Just what I recommended above!

Nothing

I can't think of anything.

Everything was good, nothing to change

Nothing

If we don't need to have our vitals taken and be seen by anyone, I would have much rather preferred to be in my apartment instead of the private rooms. I was able to hear people in the hallways and it made me anxious that they could hear me as well. Having the option to have a televisit over zoom or a phonecall in their own homes would probably make some more comfortable.

Be open on weekends

Nothing

NA

See the doctor even if they don't touch the patient

The gyn... I want them to actually look in

Take every Friday off!!!

What would you like Student Health Services to do differently?

let us know how long each tests were going to take for the covid spit tests, i thought it was going to be quicker than 30 minutes

No comment

n/a

Nothing!

sdfsdfsdfsdf

Everything seems fine.

Communicate on and off-campus pandemic appointment protocols and guidelines more clearly (I was positive I had a Telehealth appointment when I was supposed to show up in person).

Nothing everything was perfect

N/A

End of Report