

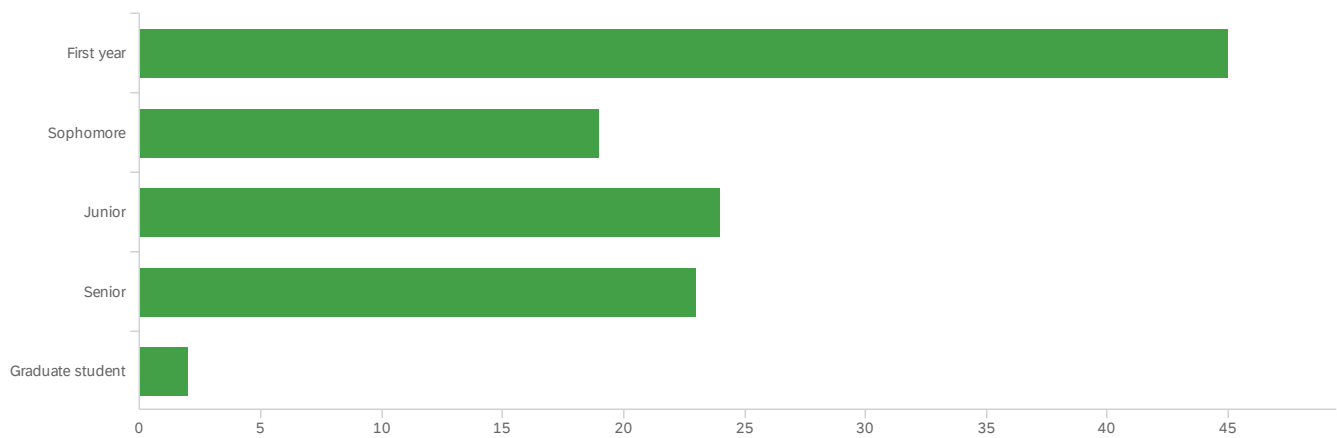
# Default Report

Patient Satisfaction Survey 2022-2023

May 31, 2023 9:34 AM EDT

## Q1 - What is your class standing?

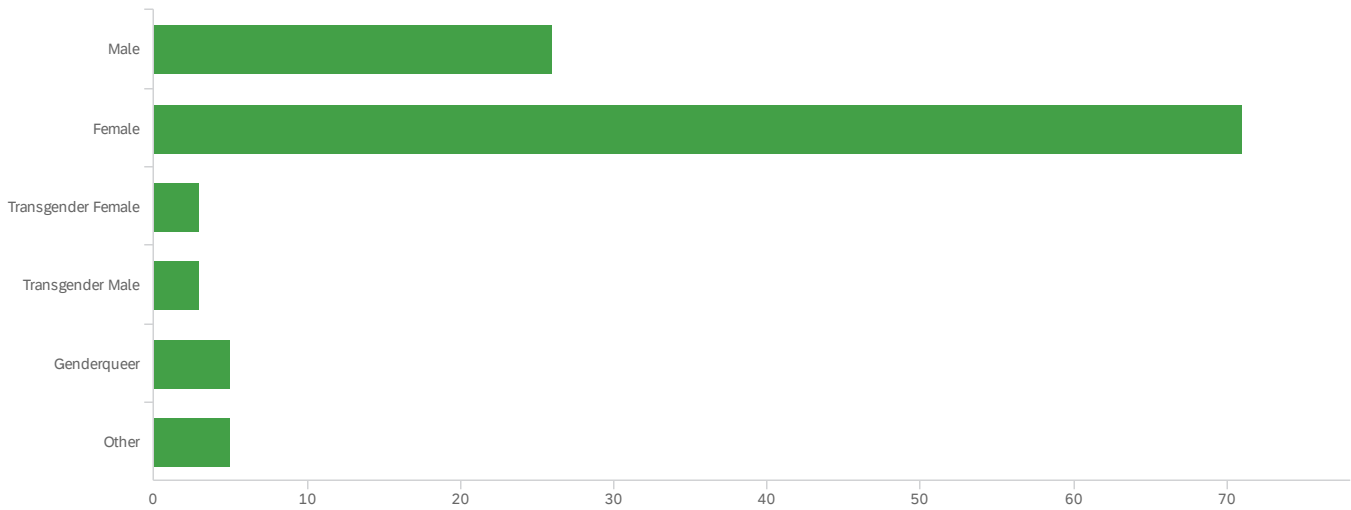
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your class standing?	1.00	6.00	2.29	1.27	1.62	113



#	Field	Choice Count
1	First year	39.82% 45
2	Sophomore	16.81% 19
3	Junior	21.24% 24
4	Senior	20.35% 23
6	Graduate student	1.77% 2
		113

Showing rows 1 - 6 of 6

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



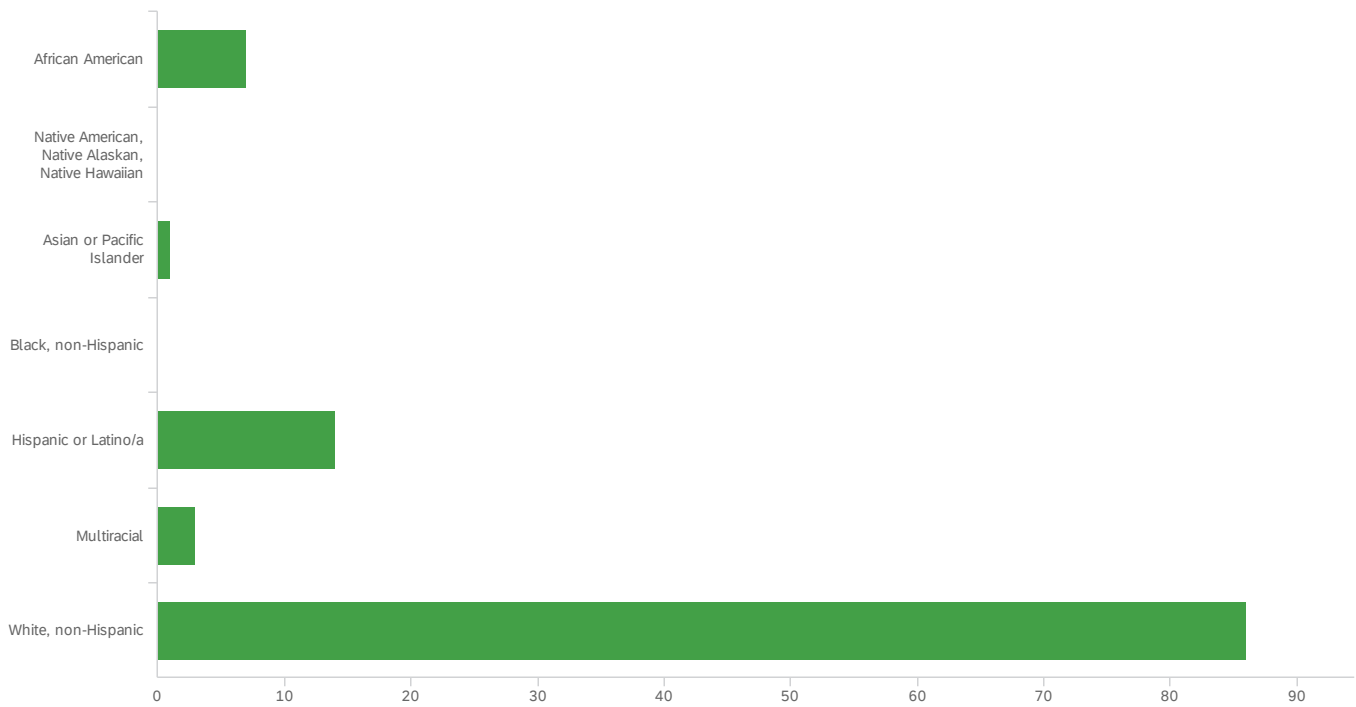
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which of the following answers best describes your gender identity? (optional)	1.00	6.00	2.16	1.20	1.44	113

#	Field	Percentage
1	Male	23.01%
2	Female	62.83%
3	Transgender Female	2.65%
4	Transgender Male	2.65%
5	Genderqueer	4.42%
6	Other	4.42%

113

Showing rows 1 - 7 of 7

### Q3 - How do you describe yourself? (optional)

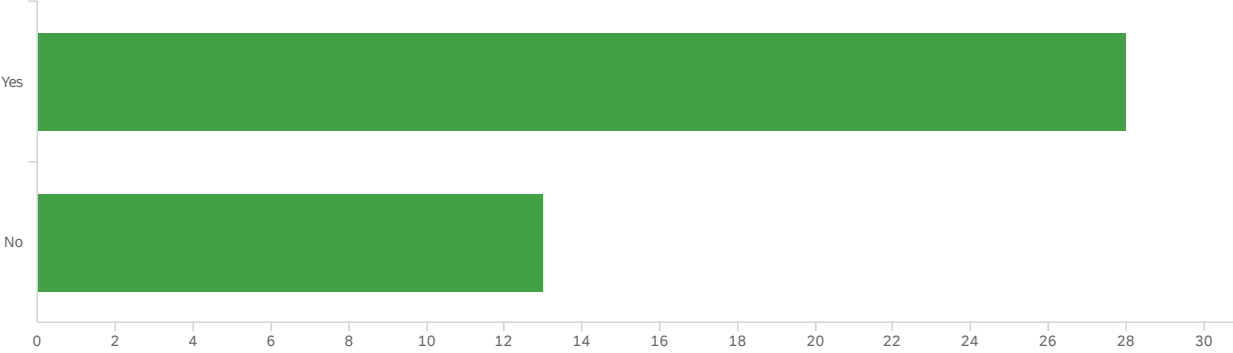


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How do you describe yourself? (optional)	1.00	7.00	6.31	1.57	2.46	111

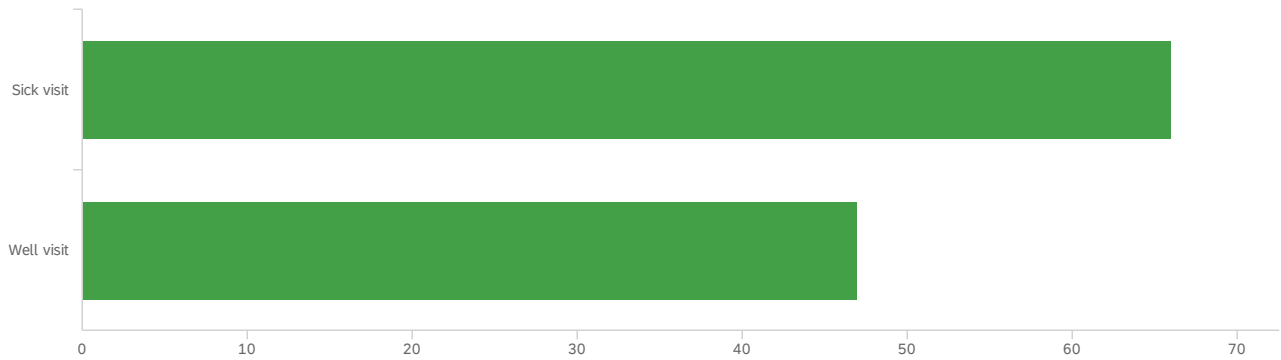
#	Field	Percentage
1	African American	6.31%
2	Native American, Native Alaskan, Native Hawaiian	0.00%
3	Asian or Pacific Islander	0.90%
4	Black, non-Hispanic	0.00%
5	Hispanic or Latino/a	12.61%
6	Multiracial	2.70%
7	White, non-Hispanic	77.48%
		111

Showing rows 1 - 8 of 8

Q4 - Did you know that Emergency Contraception (Plan B) is available for \$5 at Student Health Services?



## Q5 - What type of appointment did you have at your most recent visit to SHS?



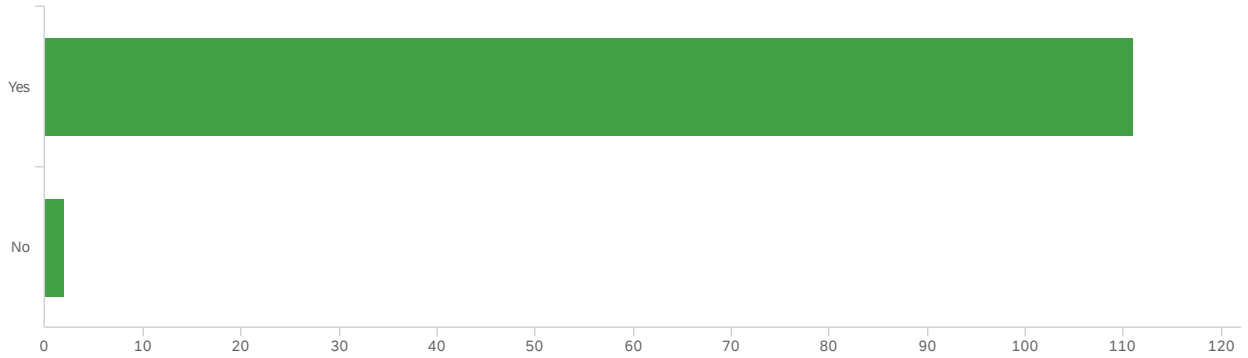
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What type of appointment did you have at your most recent visit to SHS?	1.00	2.00	1.42	0.49	0.24	113

#	Field	Percentage
1	Sick visit	58.41%
2	Well visit	41.59%

113

Showing rows 1 - 3 of 3

Q6 - Were you satisfied with the length of time between making your appointment and being seen at the clinic?



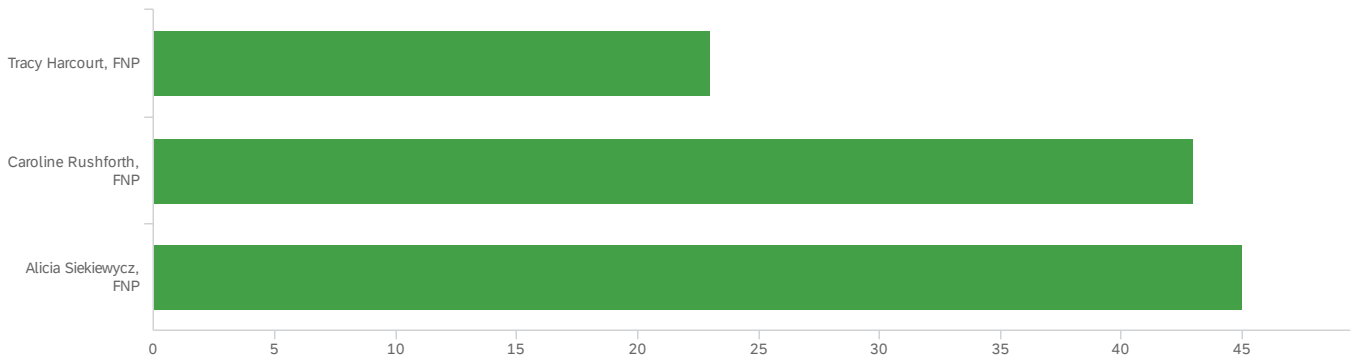
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Were you satisfied with the length of time between making your appointment and being seen at the clinic?	1.00	2.00	1.02	0.13	0.02	113

#	Field	Choice Count
1	Yes	98.23% 111
2	No	1.77% 2

113

Showing rows 1 - 3 of 3

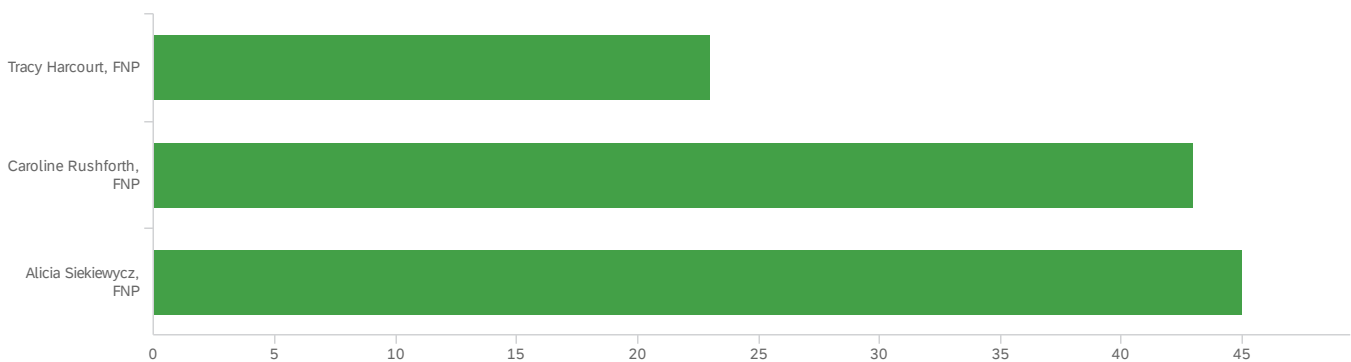
## Q7 - Which medical provider did you see?

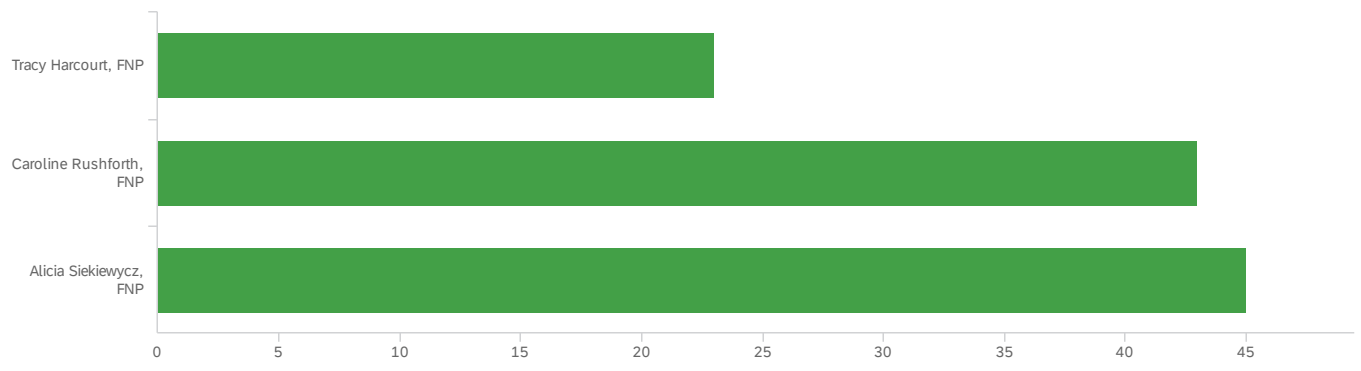


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which medical provider did you see?	1.00	7.00	5.70	1.61	2.58	113

#	Field	Choice Count
3	Tracy Harcourt, FNP	20.72% 23
6	Caroline Rushforth, FNP	38.74% 43
7	Alicia Siekiewicz, FNP	40.54% 45
		<b>111</b>

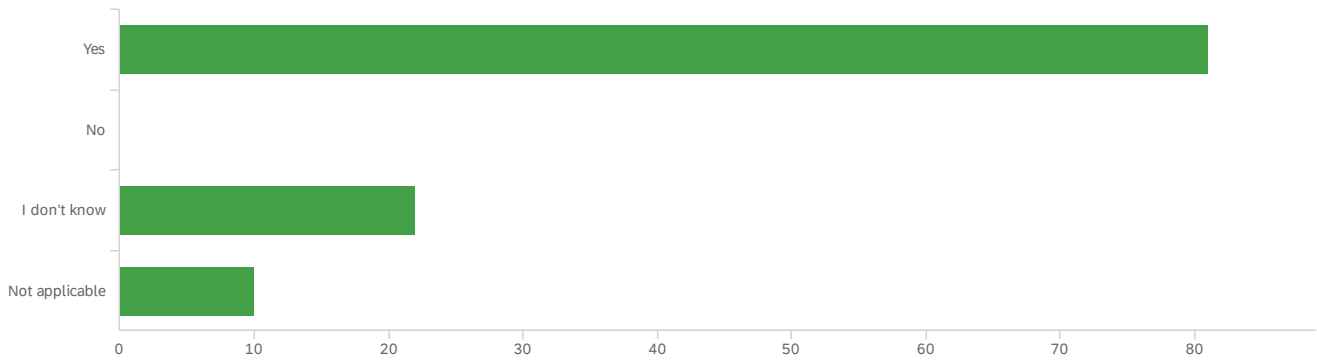
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## Q8 - Did your provider wash their hands or use hand sanitizer before examining you?



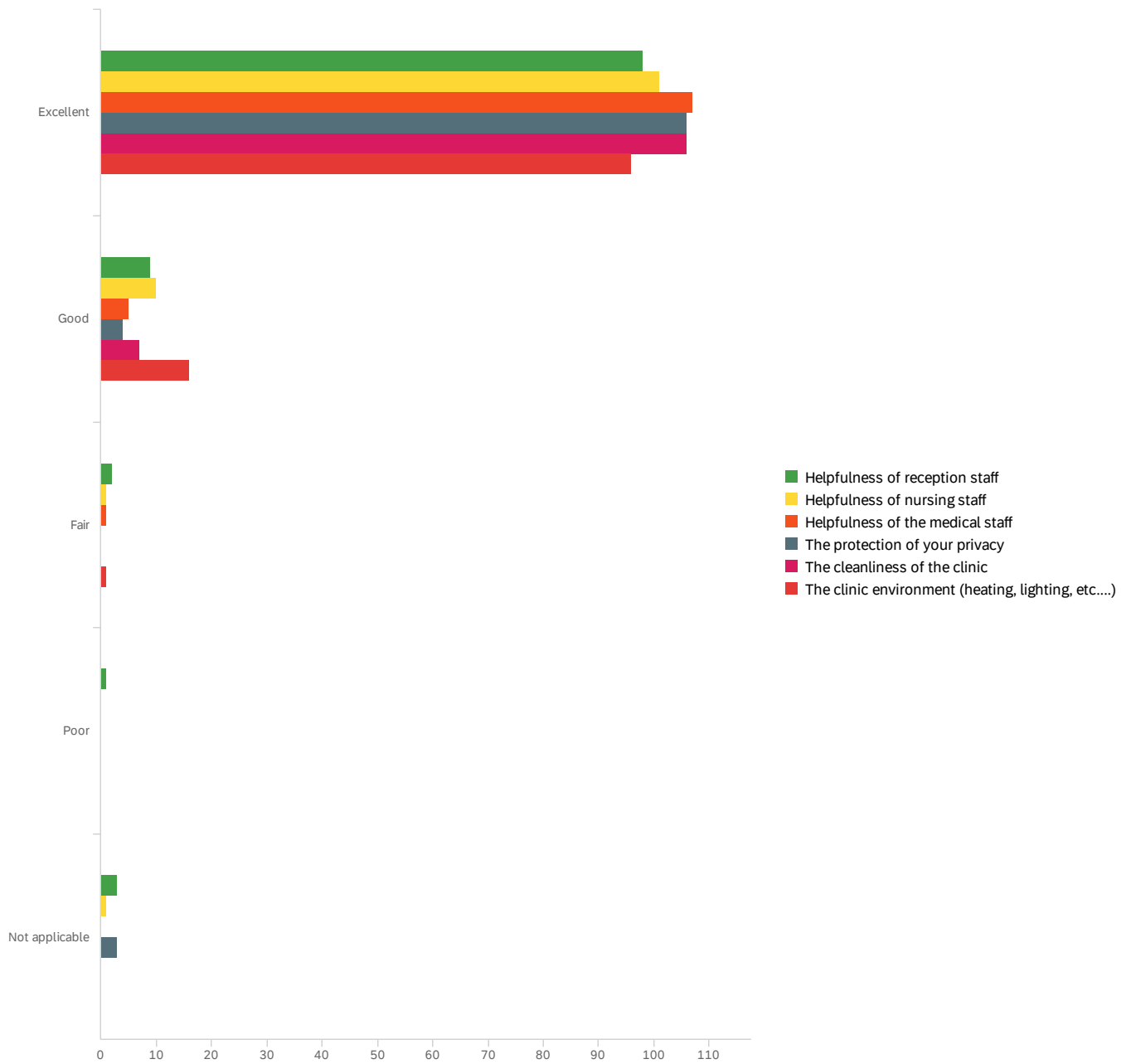
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did your provider wash their hands or use hand sanitizer before examining you?	1.00	4.00	1.65	1.07	1.15	113

#	Field	Choice Count
1	Yes	71.68% 81
2	No	0.00% 0
3	I don't know	19.47% 22
4	Not applicable	8.85% 10

113

Showing rows 1 - 5 of 5

## Q9 - How would you rate the...



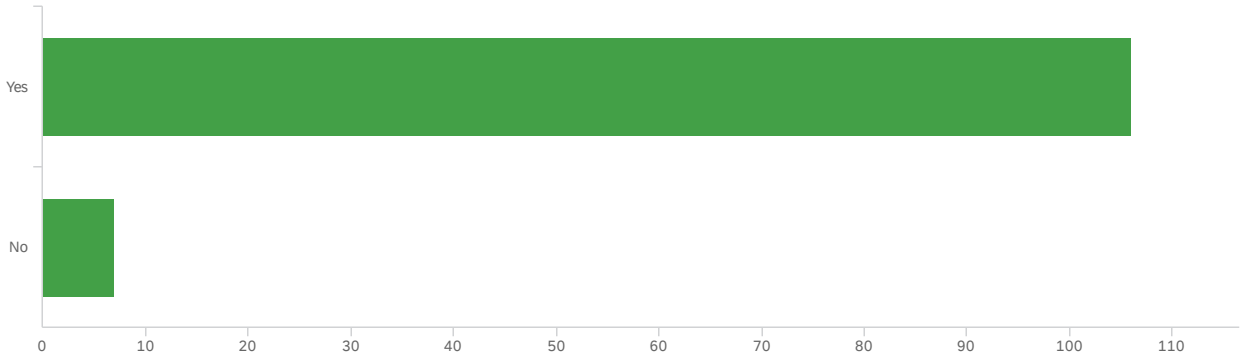
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Helpfulness of reception staff	1.00	5.00	1.25	0.77	0.59	113
2	Helpfulness of nursing staff	1.00	5.00	1.14	0.50	0.25	113
3	Helpfulness of the medical staff	1.00	3.00	1.06	0.28	0.08	113
4	The protection of your privacy	1.00	5.00	1.14	0.66	0.44	113
5	The cleanliness of the clinic	1.00	2.00	1.06	0.24	0.06	113

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	The clinic environment (heating, lighting, etc....)	1.00	3.00	1.16	0.39	0.15	113

#	Field	Excellent	Good	Fair	Poor	Not applicable	Total
1	Helpfulness of reception staff	86.73% 98	7.96% 9	1.77% 2	0.88% 1	2.65% 3	113
2	Helpfulness of nursing staff	89.38% 101	8.85% 10	0.88% 1	0.00% 0	0.88% 1	113
3	Helpfulness of the medical staff	94.69% 107	4.42% 5	0.88% 1	0.00% 0	0.00% 0	113
4	The protection of your privacy	93.81% 106	3.54% 4	0.00% 0	0.00% 0	2.65% 3	113
5	The cleanliness of the clinic	93.81% 106	6.19% 7	0.00% 0	0.00% 0	0.00% 0	113
6	The clinic environment (heating, lighting, etc....)	84.96% 96	14.16% 16	0.88% 1	0.00% 0	0.00% 0	113

Showing rows 1 - 6 of 6

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



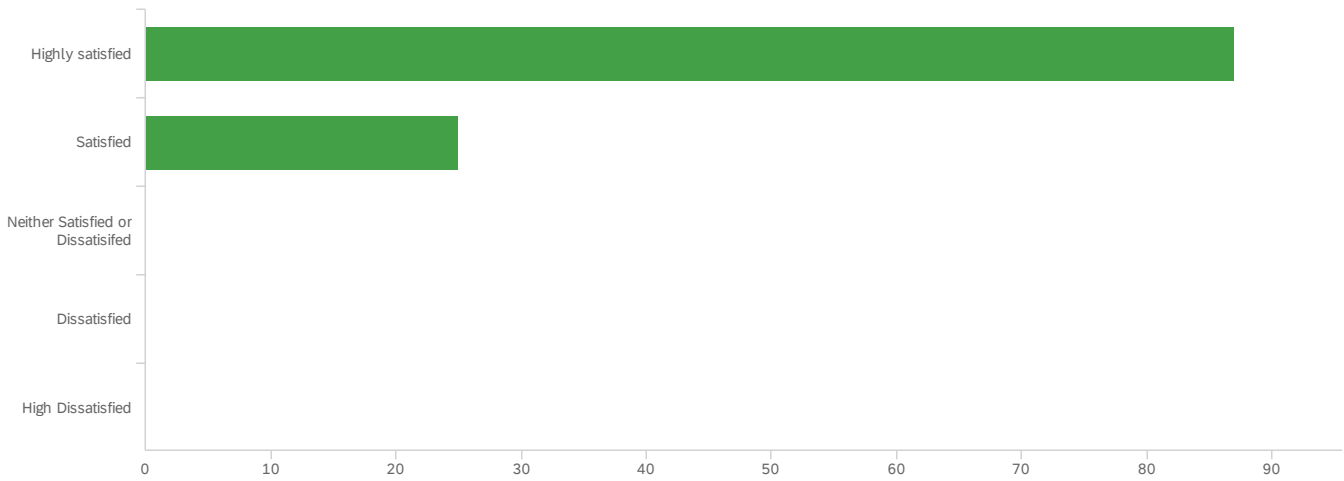
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has coming to Student Health Services helped support your academics, class attendance and retention at SUNY Potsdam?	1.00	2.00	1.06	0.24	0.06	113

#	Field	Choice	Count
1	Yes	93.81%	106
2	No	6.19%	7

113

Showing rows 1 - 3 of 3

### Q13 - Overall, how satisfied are you with Student Health Services?

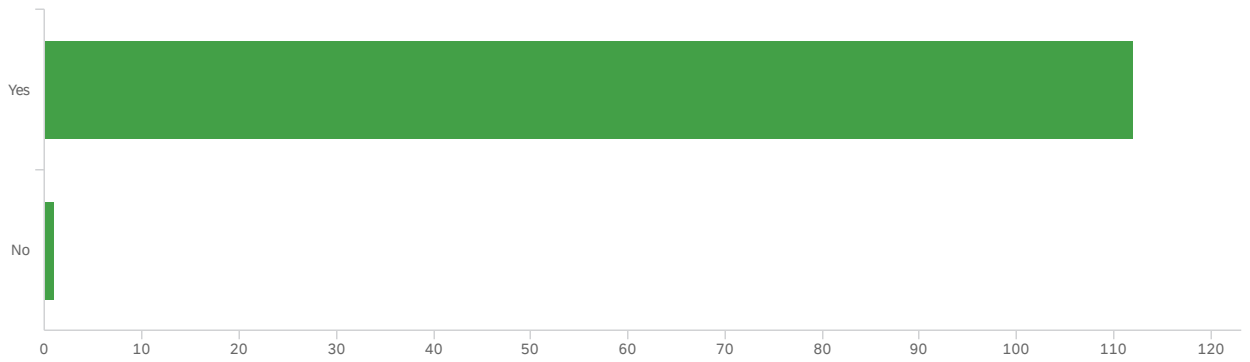


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Overall, how satisfied are you with Student Health Services?	1.00	2.00	1.22	0.42	0.17	112

#	Field	Choice Count
1	Highly satisfied	77.68% 87
2	Satisfied	22.32% 25
3	Neither Satisfied or Dissatisfied	0.00% 0
4	Dissatisfied	0.00% 0
5	High Dissatisfied	0.00% 0
		112

Showing rows 1 - 6 of 6

## Q14 - Would you recommend SHS to a friend?

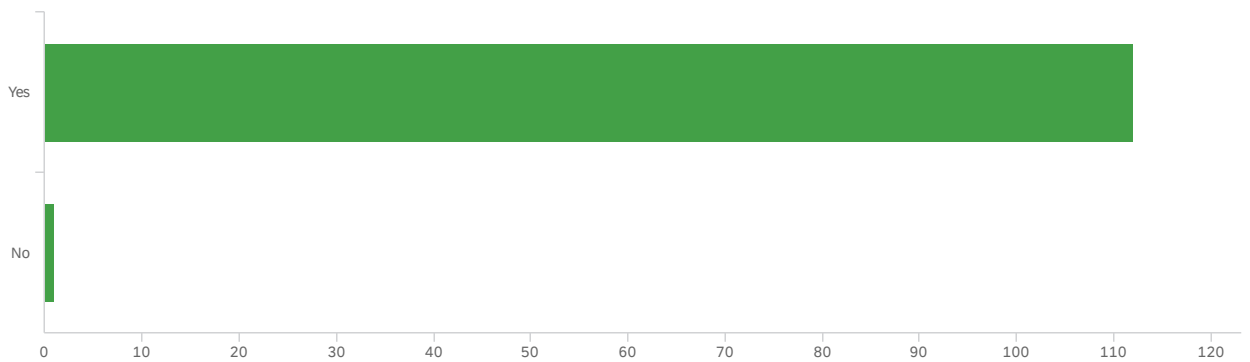


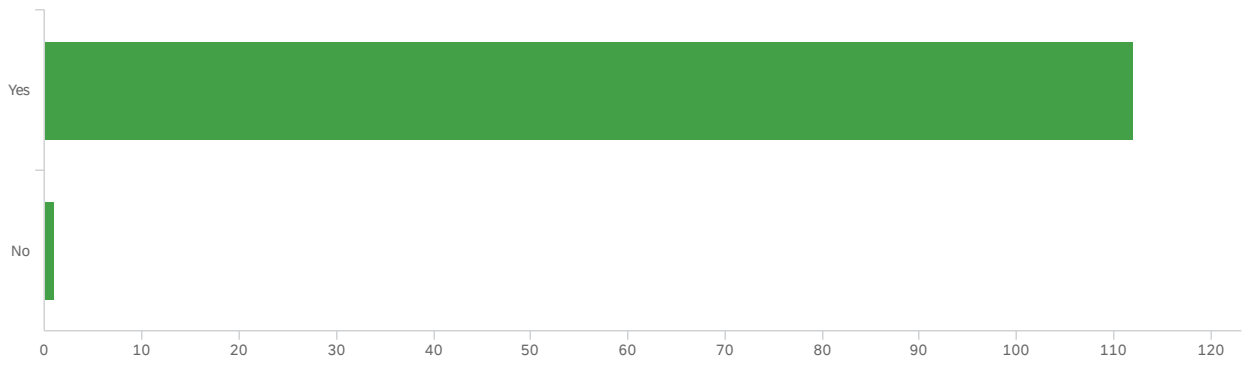
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you recommend SHS to a friend?	1.00	2.00	1.01	0.09	0.01	113

#	Field	Choice Count
1	Yes	99.12% 112
2	No	0.88% 1

**113**

Showing rows 1 - 3 of 3





## Q15 - What do you like about Student Health Services?

What do you like about Student Health Services?

Quick and efficient service provided.

I can get in quick and get help

They are very helpful and care about their patients

The people are nice and know what they are doing, knowledgeable.

fast service and helpfull

They are very comprised and in order and tell you what you have right away and they ask questions about your situation

Free health kits

The entire staff is very friendly and helpful. The person doing the blood draw was super sweet.

They were very caring, even drove me to the ER

They're incredibly understanding and caring

The staff are very pleasant and they seem to know what they are doing

Everything

The workers are very helpful. They're also very efficient.

Everything

I just really appreciate their availability, what they can do there, and the fact that it's all right on campus. Also, everyone who I've spoken to at SHS is incredibly kind!

Friendliness

easy to schedule and be seen. wait times aren't bad

They were friendly, helpful, efficient and knowledgeable.

easy to make an appointment, efficient service

Alicia was very nice and made it feel as though I was interacting with a human and not just an employee! SHS has masks ready for students to use. SHS has health and safety items available. The workers at SHS are efficient and helpful.

How friendly and informative Alicia is.



What do you like about Student Health Services?

that's even if it's a small issue they help and they make me feel safe

The staff was very nice and welcoming. They were also very helpful.

How nice and understanding the staff are

Friendliness of staff, speedy intake

Quick and easy and accessible

How easy it is to make an appointment

Alicia!

Helpful and kind!

na

Kind staff and quick appointment

On time and kind

I was able to get the medicine I needed quickly

Everyone there knows what they are talking about, are very sweet and helpful, and I didn't have to pay, so that's always a bonus.

Welcoming and friendly yet professional environment. They all know their stuff.

Friendly environment and always willing to help you get better

It is quick and easy

The ladies there were so kind, and they really cared for my health.

The relationship I have with most of the staff, everyone is so friendly.

I like that everything is convenient. If you paid the health fee, you can get medication that you need right there. It take no time at all to be seen. Overall I like how fast and efficient the Student Health staff was.

I like the timelessness of the service.

They were very kind and understanding.

very friendly staff, especially Dr Tracy, I think that SHS is super helpful for trans students in my experience at least

How easy it is to make an appointment

The service was fast and efficient and got what I needed doen

## Q16 - What would you like Student Health Services to do differently?

What would you like Student Health Services to do differently?

Open on weekends rather than having to wait til monday for an appointment.

N/A

maybe longer hours?

There fine just the way they are don't change a thing.

N/A

Nothing

Nothing

Idk

The portal is a little bit difficult to navigate.

Nothing

All I can recommend is better heating, if possible. It is pretty chilly in those rooms, but it's not unable to be tolerated at all.

N/A

nothing

The staff at SHS are great. My only request is that they just be a little more human, if they are able. Everything feels so serious when I'm in there... it's a little off-putting. This is a nitpick; my experience was overall pleasant.

maybe give more information on what is going on?

Nothing

Not really anything, you did a good job

N/a

NA

na

Nothing!

N/A

What would you like Student Health Services to do differently?

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There should be walk in times available

I can't sign in if I'm even a minute late for my appointment.

So far so good my man

Nothing

I said the lady that helped me was Caroline, but tbh I don't actually know which lady helped me. I wished they gave me like a card or something, so I can properly give them my best review, because the ladies that took care of me were amazing.

N/A

Nothing. It is just fine the way it is.

I would like for SHS to have an MD. I get shots for allergy and traveling to Canton when I don't have a car is alot.

Nothing

Nothing

Nothing they do there best I am just a problematic veined person

**End of Report**

*Tracy Harcourt FNP-C*

May 31st, 2023