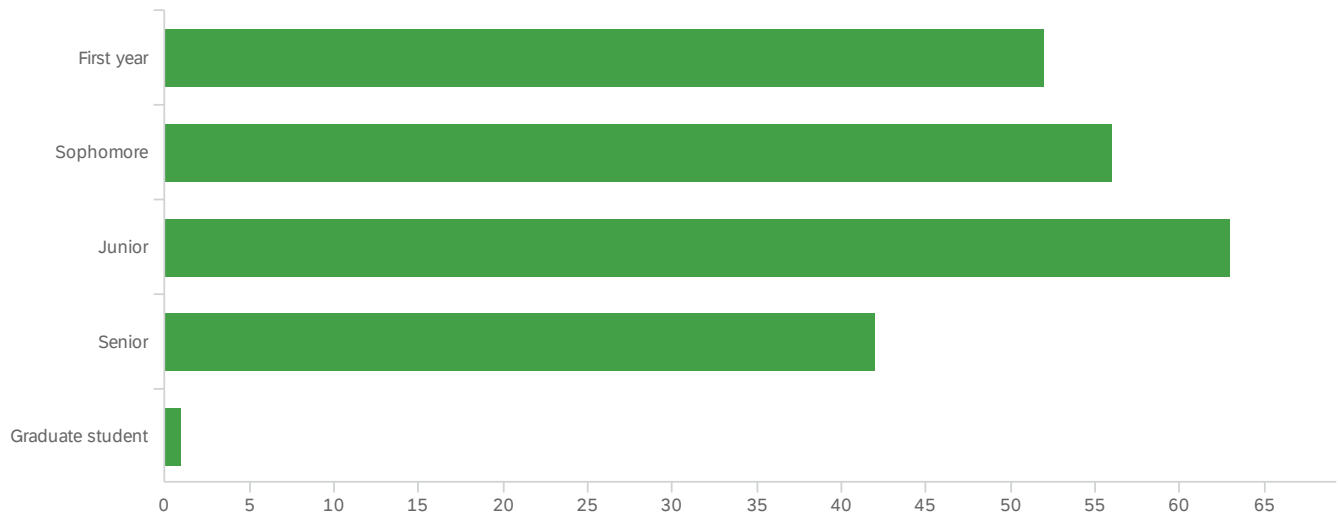


Default Report

21-22 SHS Student Satisfaction Survey

August 12, 2022 1:10 PM EDT

Q1 - What is your class standing?



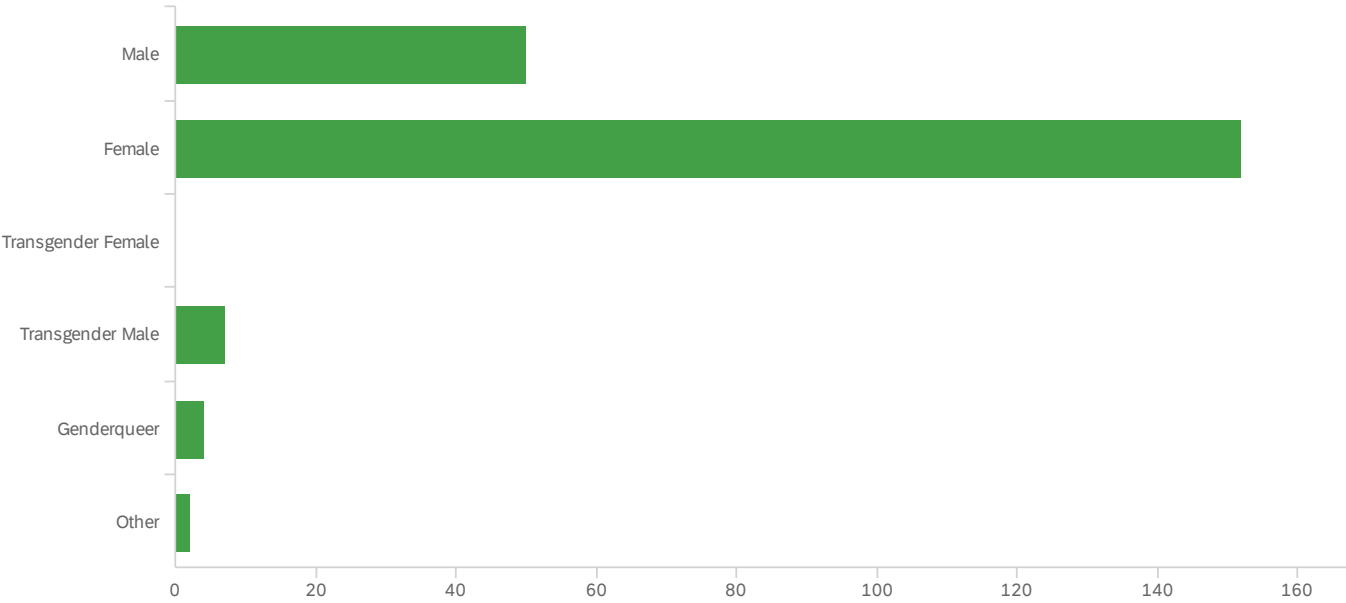
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your class standing?	1.00	6.00	2.49	1.11	1.23	216

#	Field	Choice Count
1	First year	24.30% 52
2	Sophomore	26.17% 56
3	Junior	29.44% 63
4	Senior	19.63% 42

#	Field	Choice Count
6	Graduate student	0.47% 1
		214

Showing rows 1 - 6 of 6

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

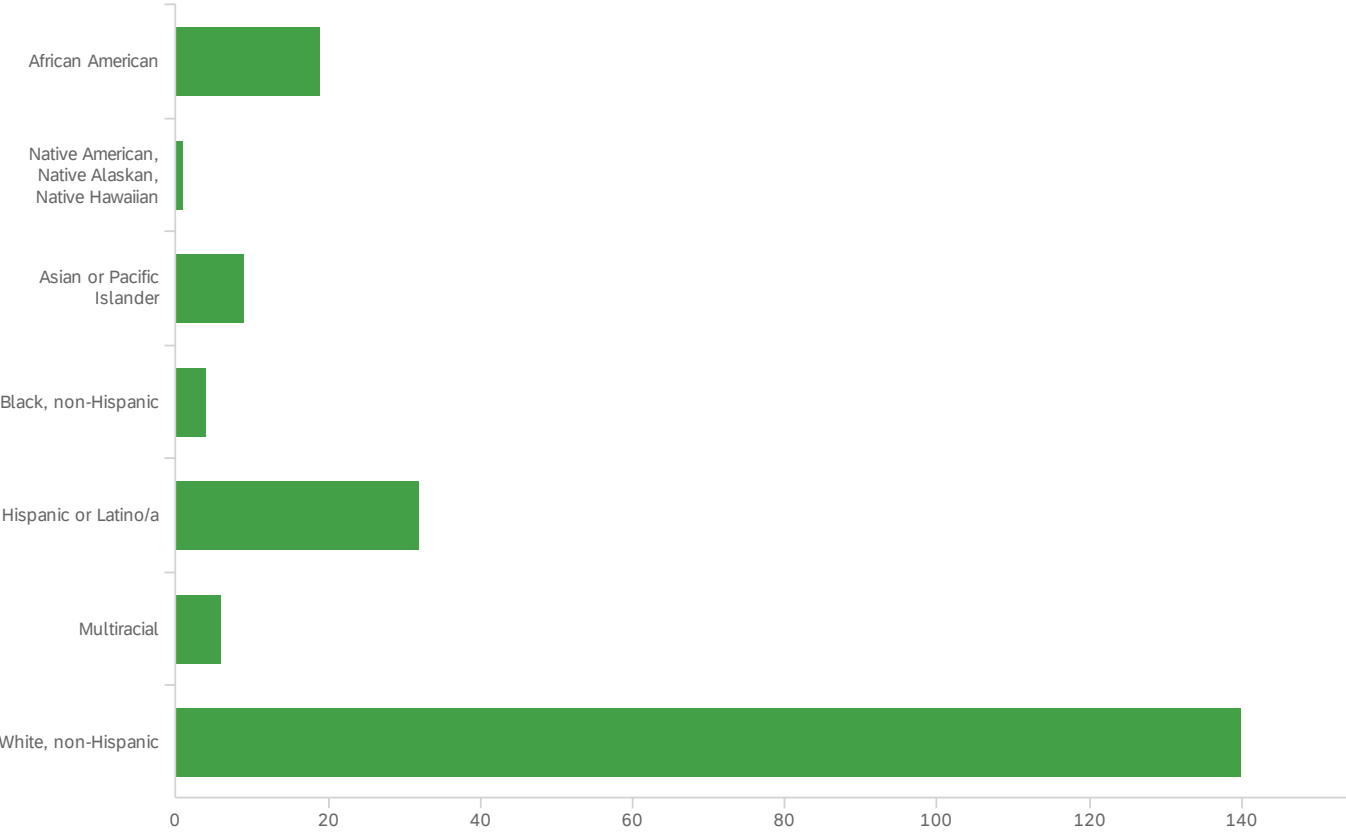


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which of the following answers best describes your gender identity? (optional)	1.00	6.00	1.93	0.82	0.67	215

#	Field	Percentage
1	Male	23.26%
2	Female	70.70%
3	Transgender Female	0.00%
4	Transgender Male	3.26%
5	Genderqueer	1.86%
6	Other	0.93%

Showing rows 1 - 7 of 7

Q3 - How do you describe yourself? (optional)



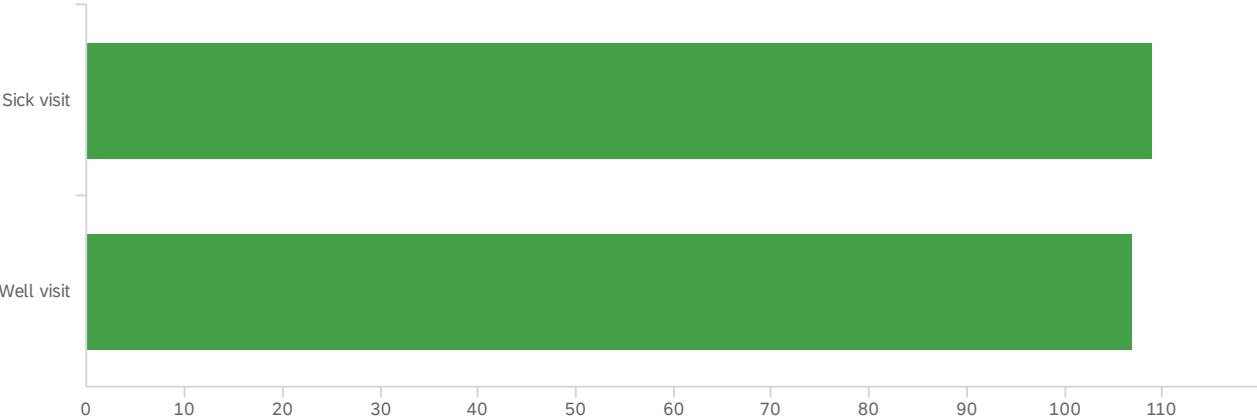
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How do you describe yourself? (optional)	1.00	7.00	5.88	1.89	3.59	211

#	Field	Percentage
1	African American	9.00%
2	Native American, Native Alaskan, Native Hawaiian	0.47%
3	Asian or Pacific Islander	4.27%

#	Field	Percentage
4	Black, non-Hispanic	1.90%
5	Hispanic or Latino/a	15.17%
6	Multiracial	2.84%
7	White, non-Hispanic	66.35%
		211

Showing rows 1 - 8 of 8

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



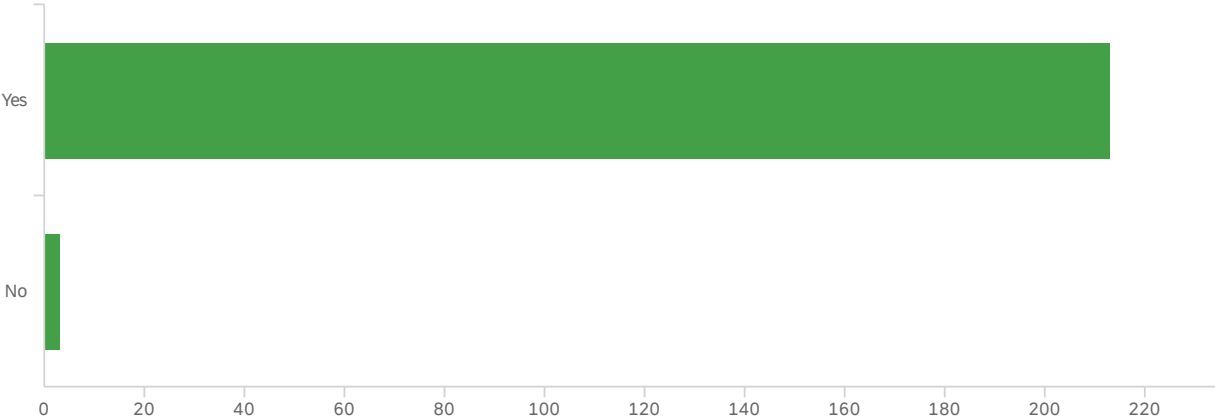
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What type of appointment did you have at your most recent visit to SHS?	1.00	2.00	1.50	0.50	0.25	216

#	Field	Percentage
1	Sick visit	50.46%
2	Well visit	49.54%

216

Showing rows 1 - 3 of 3

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



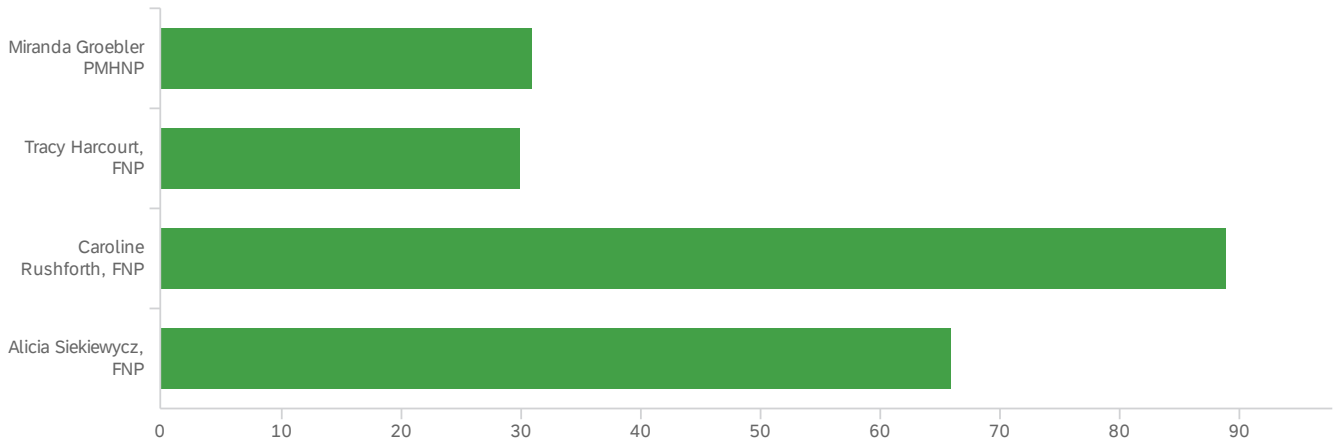
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Were you satisfied with the length of time between making your appointment and being seen at the clinic?	1.00	2.00	1.01	0.12	0.01	216

#	Field	Choice Count
1	Yes	98.61% 213
2	No	1.39% 3

216

Showing rows 1 - 3 of 3

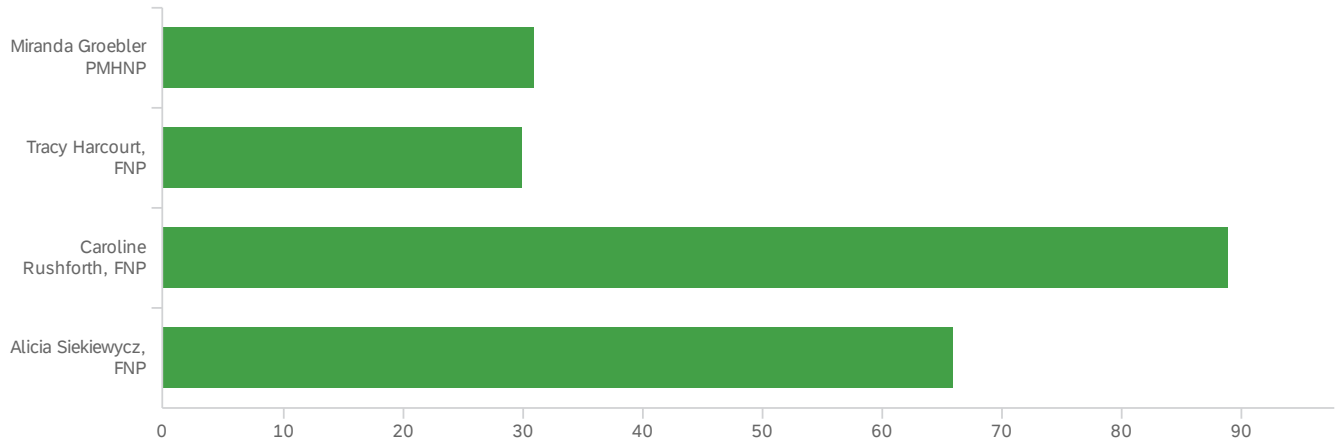
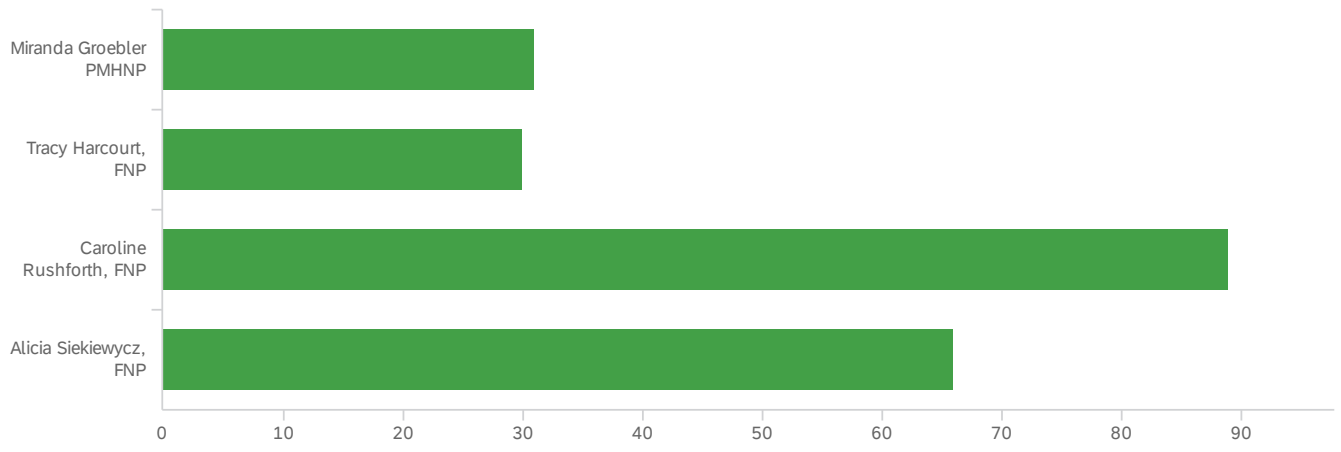
Q6 - Which medical provider did you see?



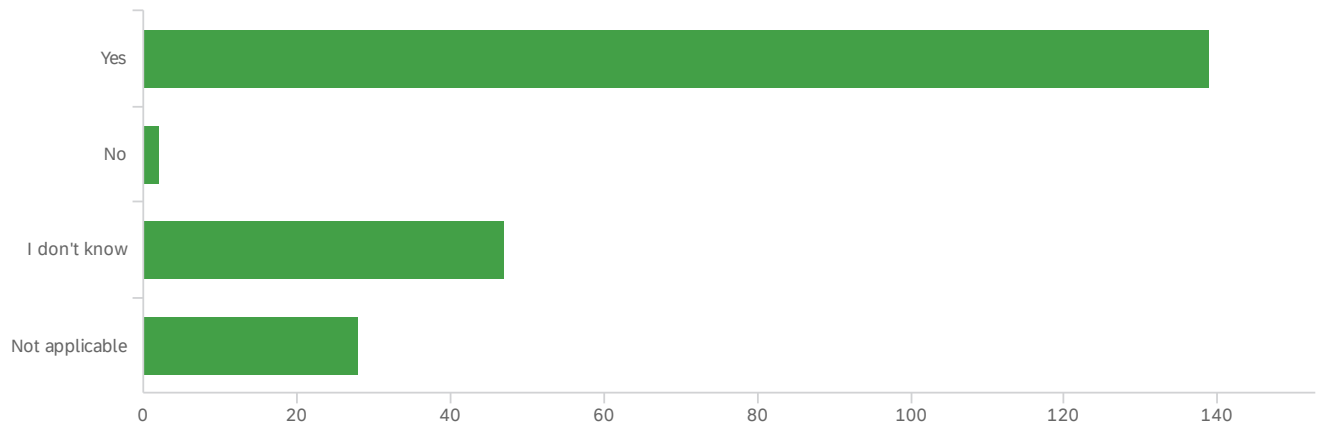
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which medical provider did you see?	1.00	7.00	5.17	2.11	4.46	216

#	Field	Choice Count
1	Miranda Groebler PMHNP	14.35% 31
3	Tracy Harcourt, FNP	13.89% 30
6	Caroline Rushforth, FNP	41.20% 89
7	Alicia Siekiewycz, FNP	30.56% 66

216



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

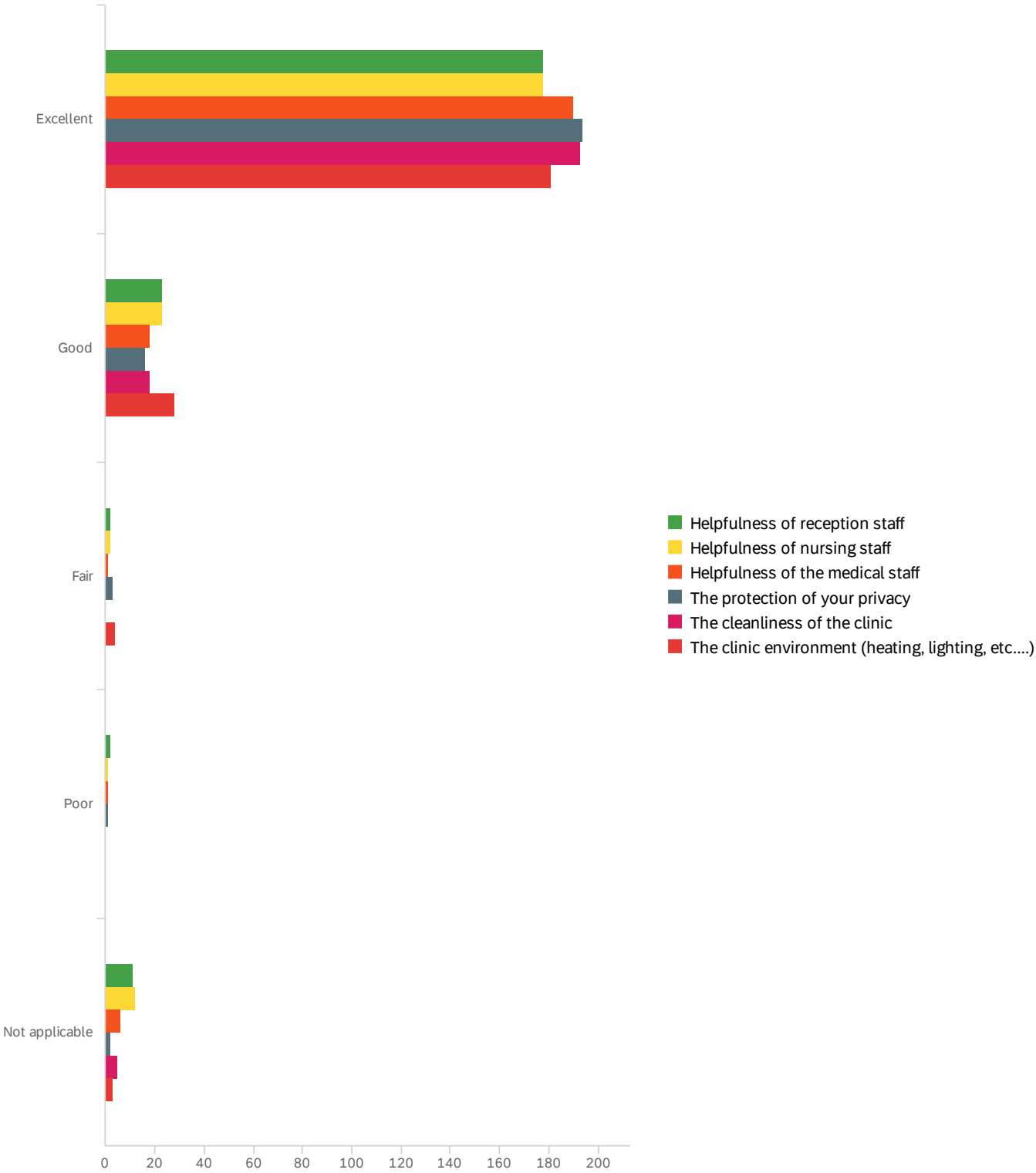


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did your provider wash their hands or use hand sanitizer before examining you?	1.00	4.00	1.83	1.16	1.35	216

#	Field	Choice Count
1	Yes	64.35% 139
2	No	0.93% 2
3	I don't know	21.76% 47
4	Not applicable	12.96% 28

216

Q8 - How would you rate the...



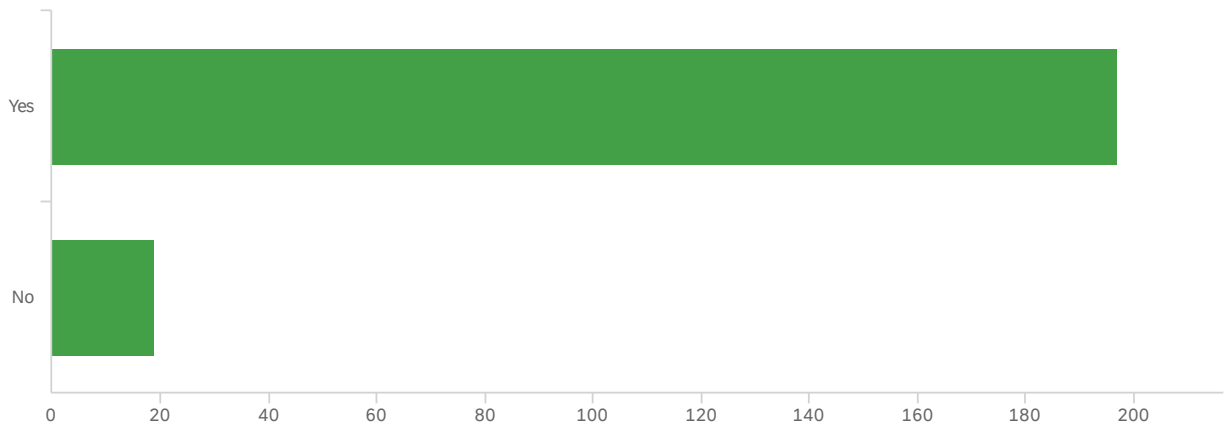
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Helpfulness of reception staff	1.00	5.00	1.36	0.96	0.91	216

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
2	Helpfulness of nursing staff	1.00	5.00	1.36	0.97	0.94	216
3	Helpfulness of the medical staff	1.00	5.00	1.22	0.74	0.54	216
4	The protection of your privacy	1.00	5.00	1.15	0.54	0.30	216
5	The cleanliness of the clinic	1.00	5.00	1.18	0.65	0.42	216
6	The clinic environment (heating, lighting, etc....)	1.00	5.00	1.22	0.61	0.38	216

#	Field	Excellent		Good		Fair		Poor		Not applicable		Total
1	Helpfulness of reception staff	82.41%	178	10.65%	23	0.93%	2	0.93%	2	5.09%	11	216
2	Helpfulness of nursing staff	82.41%	178	10.65%	23	0.93%	2	0.46%	1	5.56%	12	216
3	Helpfulness of the medical staff	87.96%	190	8.33%	18	0.46%	1	0.46%	1	2.78%	6	216
4	The protection of your privacy	89.81%	194	7.41%	16	1.39%	3	0.46%	1	0.93%	2	216
5	The cleanliness of the clinic	89.35%	193	8.33%	18	0.00%	0	0.00%	0	2.31%	5	216
6	The clinic environment (heating, lighting, etc....)	83.80%	181	12.96%	28	1.85%	4	0.00%	0	1.39%	3	216

Showing rows 1 - 6 of 6

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



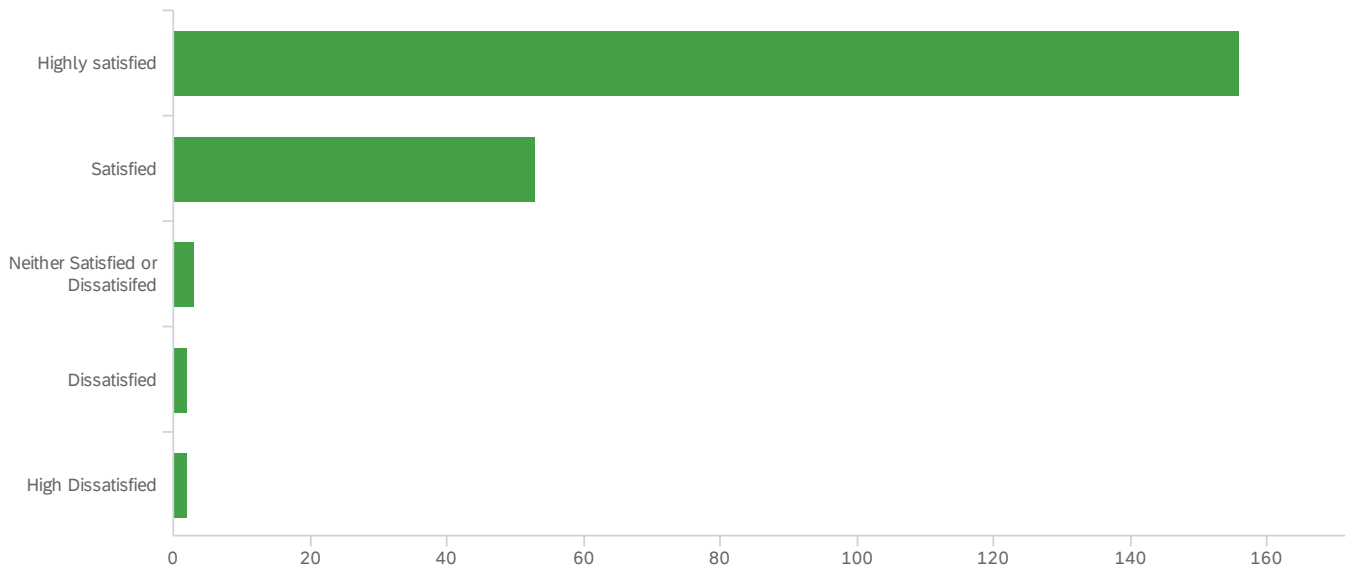
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has coming to Student Health Services helped support your academics, class attendance and retention at SUNY Potsdam?	1.00	2.00	1.09	0.28	0.08	216

#	Field	Choice Count
1	Yes	91.20% 197
2	No	8.80% 19

216

Showing rows 1 - 3 of 3

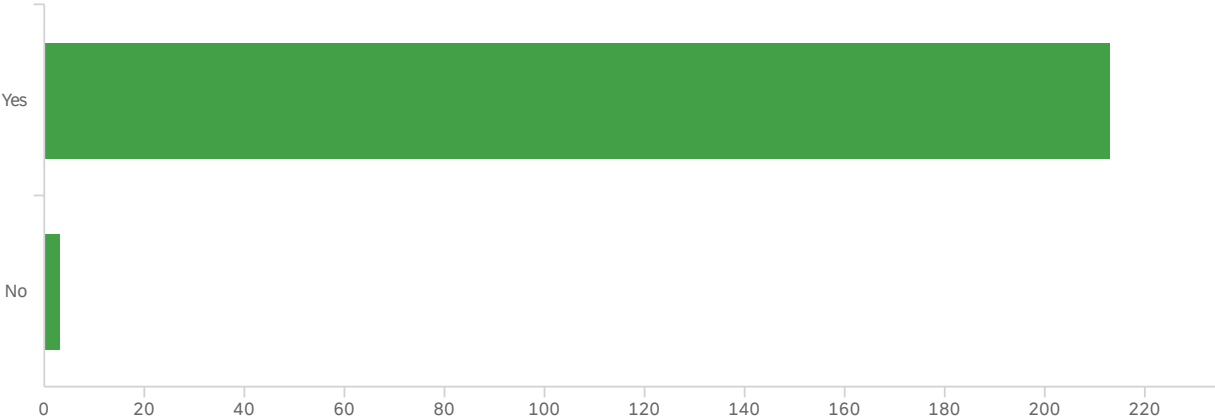
Q10 - Overall, how satisfied are you with Student Health Services?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Overall, how satisfied are you with Student Health Services?	1.00	5.00	1.34	0.65	0.42	216

#	Field	Choice Count
1	Highly satisfied	72.22% 156
2	Satisfied	24.54% 53
3	Neither Satisfied or Dissatisfied	1.39% 3
4	Dissatisfied	0.93% 2
5	High Dissatisfied	0.93% 2
		216

Q11 - Would you recommend SHS to a friend?

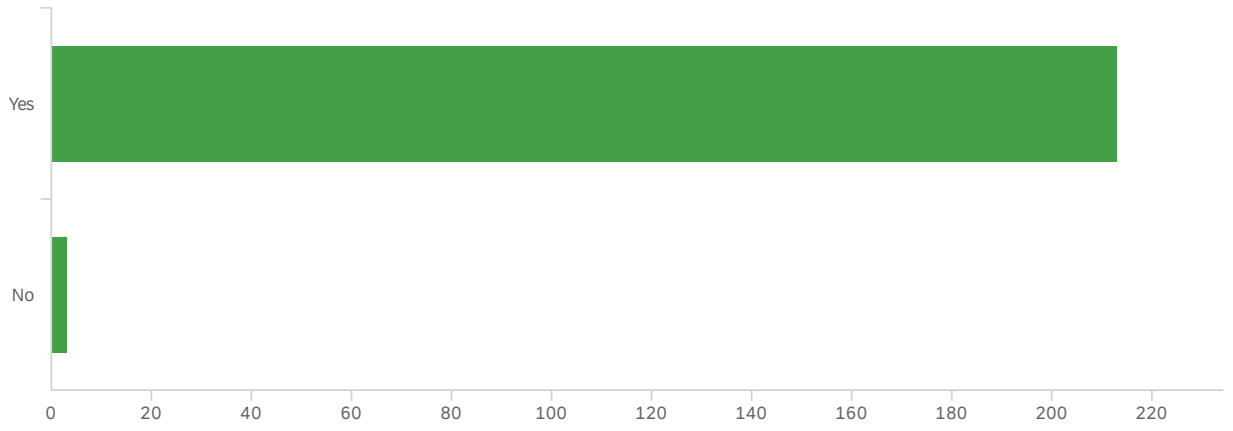
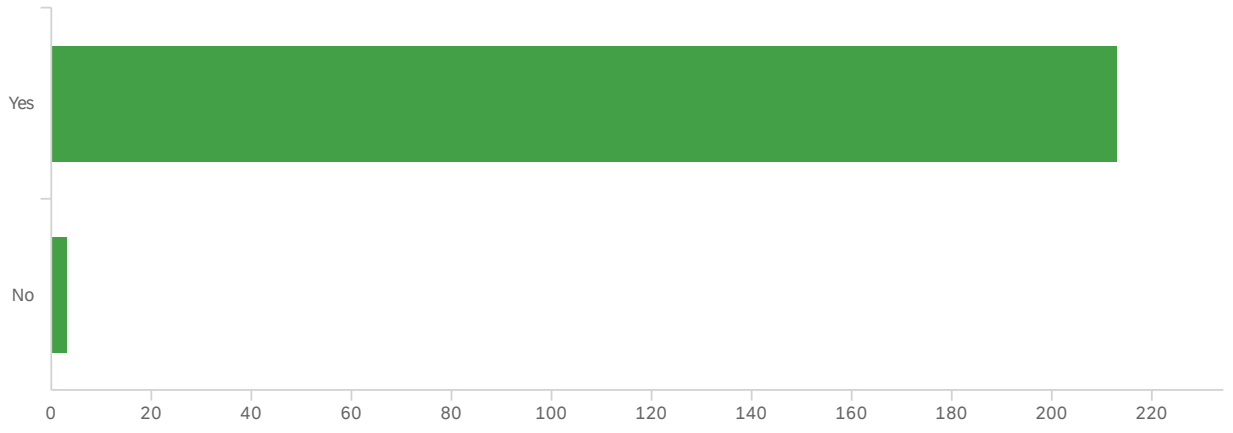


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you recommend SHS to a friend?	1.00	2.00	1.01	0.12	0.01	216

#	Field	Choice Count
1	Yes	98.61% 213
2	No	1.39% 3

216

Showing rows 1 - 3 of 3



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?

I love Miranda G. so much! She is so knowledgeable and kind. She has made me feel so understood and cared for.

everything

Everyone is very friendly and welcoming!

Student Health Services is very helpful and provides a wide range of useful treatments. I was openly heard about my medical concerns and treated with respect and no judgment.

I like that they are so flexible twice we have needed to be on zoom or call and today I forgot my appointment completely and Miranda reached out to me it really means a lot

Everyone there is so kind!

Overall the staff was really friendly and made sure I got the help I needed. I'm really grateful that they were super kind even when I had told them about my fear of getting blood drawn. Thank you!

Very comforting and nice.

They are there with important medical care that would not be easily accessible otherwise.

They are kind

Good environment

I like the walk-in communication of the service. It's concise in communicating availability, appointments, and overall help. Most of all, you are all polite and respectful.

I like that they are transparent about presenting what next steps are able to happen even construct a clear email of instructions.

The efficiency, how well everything goes.

The time range

What do you like about Student Health Services?

The nurse I had was very nice and thorough.

Great staff, great environment.

The friendly atmosphere and the welcoming staff

They take you at the time of your appointment

Staff are really welcoming and helpful

Friendly staff and well taken care of

very nice staff

I liked that Miranda was so welcoming and nice. Very understanding of my situation

How fast and friendly it is.

How fast, helpful, and kind the staff is before, during, and after a visit.

They're efficient and friendly. They provide essential services and they do it well.

Everything!

The environment

No wait time

Very respectful of trans students + identities especially in a medical sense. I never felt unaccepted or looked down on for being trans

It was very easy, quick and the staff was all extremely helpful. I was very comfortable with all of the staff as well

I am a regular visitor of the student counseling services, and my experience is always amazing. The counselors are wonderful.

What do you like about Student Health Services?

I was able to get an appointment very quickly.

they are caring and always looking out for how you are actually feeling.

How kind and considerate they are, always positive and encouraging.

I feel really safe there. The nurses are so kind and helpful with sexual wellness issues, so it isn't difficult getting that kind of help.

Very helpful and friendly

How close it is to all the dorms.

Very professional, helped me right away.

The overall cleanliness, care, and positivity

Organization, calm manner handling things

Caring, nice, helpful

Quick, helpful, kind staff that's helped me get medicine.

They are friendly people

I feel cared for

Staff are friendly and accepting, not just in personalities but in the pro lgbt and race equality posters displayed throughout the clinics. I never felt unsafe there as I knew the staff would be accommodating :>

The people were very nice and welcoming

I like the environment and the people everyone is nice and helpful and it feels safe relaxing and clean there

Very friendly environment with no visible judgement

What do you like about Student Health Services?

The fact that there's resources for transgender individuals.

Friendliness, thoroughness

You guys are doing great! Attentive staff that is friendly and makes me feel like my worries are listened too. Keep up the good work :)

They were able to see me without long wait. Were nice

Gender affirming care

Everything, especially the friendly staff.

Test

everyone was really nice love y'all

They treated you good

nothing. I have never had a good experience with them

Caroline was friendly and put my mind at ease for my issues I was having. Super sweet and the appointment was fairly quick and easy.

How kind the staff is!

I like that they knew what to test for

It is easy to access and conveniently located on campus. Many services are covered under the student fees.

I liked how quick and friendly they were.

it was nice. they really wanted to make sure I am doing ok.

Everyone is super nice and helpful and made me feel really comfortable even though I don't feel well.

What do you like about Student Health Services?

Friendly staff, great attention, lots of care!

the service itself and the people

Friendly, warm, and kind environment.

Everyone is very helpful and friendly.

Helpful, comfortable, safe

How simple it is

Quick and painless

The staff is amazing

Quick and available

They are very kind and accomodating

The helpfulness of the staff, especially on the phone. They explained what needed to be done to get me in and how to help me with my sickness.

The quick time to get an appointment

They were very kind, quick, and helpful & we're very thorough before sending me to the hospital for tests

It's fast

They actually listen and asses the patient.

I like how most of the workers are very kind and gentle. Some are intimidating, but that's okay because they aren't mean.

The area was clean, the staff was quick and professional, and Ms. Locy took very good care of my physical and emotional health.

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

What would you like Student Health Services to do differently?

nothing

N/A

Nothing I can think of

Nothing

Nothing

Not immediately do a covid test every time someone feels a bit under the weather, I just wanted my sinuses to clear back up with some medication and they did not do so and only did a covid test.

N/A. Everything works perfectly

N/A

Send email to remind students to go over to SHS to get checked or about sleep health and more etc.

Nothing, I think they're doing a great job right now

Have better signs to where it isn't confusing and it's easier to find the way through the place.

Make walk in appointment hours

Nothing

N/A

n/a

Not much. The services are top notch

What would you like Student Health Services to do differently?

N/A

Nothing

-

I got a flu test there that came back negative and the same day got a flu test at the hospital and it was positive with type a

N/A

I wish there was a lot more posters around, maybe murals by the art students or so, that stay up year round.

Nothing everything was good

N/A

N/A

nothing

I would not want anything to change

Nothing that I can think of.

Same day appointment or walk-ins.

Nothing I can think of at the moment

No

N/A

I think the swipe your card to login system is a little broken. Great and efficient idea in concept but I don't think it's ever actually worked when I've tried it and I had to go ask a receptionist for help in the end anyways

What would you like Student Health Services to do differently?

Nothing

N/A

Nothing

Test

Nothing

be more accessible.

Nothing!

It makes sense that you need to be weighed before an appointment, but it would be nice if they didn't always say it out loud. It can be very triggering to someone with an ED and I wish I had been able to get weighed without them telling me the number the last time I was there.

I wish there was something else they could do to help me swallow food better

Nothing.

Nothing at this time.

The check in process is a joke.

only had one visit, but so far everythings good

N/A

N/A

Be open on the weekends

Online appointments again

What would you like Student Health Services to do differently?

Nothing

Respectfully, I don't understand why the quarantine isn't lifted after multiple negative tests.

Extend the registration time 5 mins beyond appointments. I had trouble finding the building, as it was my first visit to the office, and spent 5 minutes trying to log in with the card swipe, which then accounted me as being late.

End of Report