The Student Health Center conducted a point-of-service satisfaction survey towards the end of the fall 2013 semester. Students were asked to fill out the survey after services were given. A total of 99 surveys were collected. This is the fourth consecutive year this survey was given.

**Demography**

- There was a slight majority of female respondents (59%).
- The age groups most represented were 20-24 (24%), 25-34 (26%), and 35-44 (19%) years old.
- Thirty-nine percent of those who completed the survey were Hispanic followed by Whites (25%), African American and Asian (13%), and other/decline to state (10%).
Status and Attendance

- Figure 4 shows both new and veteran students are using the services offered by the Health Center.
- Over half (60%) of the Center’s visits are from day students and 22% from evening students.

![Pie chart showing the number of semesters attended](image)

**Figure 4. Number of Semesters Attended**

- More than 5: 25%
- 2-3: 29%
- 4-5: 19%
- 0-1: 27%

![Bar chart showing attendance by time of day and online](image)

**Figure 5. Attendance by Time of Day and/or Online**

- Over the internet: 10%
- On weekends: 9%
- During the evening: 22%
- During the day: 60%
**Reasons for Visit**

- Students had various reasons for going to the Health Center. The top three were for medical assistance (22%), follow-up visit (15%), and have their medical questions answered (15%).

![Figure 6. Reasons for visit](image)

- I was referred by the staff at LAHC for my problem: 7%
- I had a medical question: 15%
- I was injured and needed medical assistance: 8%
- I needed a referral: 11%
- To get a physical examination: 13%
- For a follow up visit: 15%
- I needed a shot (flu shot, vaccination, etc.): 10%
- I felt sick and needed medical assistance: 22%

![Figure 7. Other reasons for coming to the Health Center](image)

- Medical tests: 26%
- Physical health needs: 37%
- Referral: 4%
- Mental health needs: 11%
- Course requirements: 11%
- Prescription: 11%
Primary Care and Wait Time

- Student issues were primarily (74%) handled by the nurse practitioner.
- Almost all (93%) students had a wait time of 15 minutes or less. A very small percentage (1%) had to wait more than 30 minutes.

Figure 8. **Who took care of the primary reason for your visit?**

- Nurse Practitioner: 74%
- Medical Assistant/Reception: 20%
- Physician: 6%

Figure 9. **Wait Time**

- 0-15 minutes: 93%
- 16-30 minutes: 6%
- 31-45 minutes: 1%
Access

- Students agreed or strongly agreed that access to the Student Health Center was available to them. There is also enough information around the campus about the Center and students found the office hours convenient.

![Figure 10. Access](image-url)

- The office is accessible to students with disabilities
  - 82% Strongly Agree
  - 15% Agree
  - 2% Neutral
  - 0% Disagree
  - 0% Strongly Disagree
  - 0% N/A

- Information about this service is available to me as a student
  - 80% Strongly Agree
  - 18% Agree
  - 2% Neutral
  - 0% Disagree
  - 0% Strongly Disagree
  - 0% N/A

- I did not have to wait long for service
  - 86% Strongly Agree
  - 12% Agree
  - 2% Neutral
  - 0% Disagree
  - 0% Strongly Disagree
  - 0% N/A

- The office hours are convenient
  - 75% Strongly Agree
  - 24% Agree
  - 1% Neutral
  - 0% Disagree
  - 0% Strongly Disagree
  - 0% N/A
**Courtesy**

- Students highly rated the courtesy at the Center. All respondents (100%) agreed or strongly agreed that staff greeted them politely, were sensitive to their needs, and provided the necessary time and attention addressing their problems.

![Figure 11. Courtesy](chart)

- The staff responded to my needs in a sensitive manner: 93%
- The person who helped me provided me with the time I needed: 92%
- The person who helped me was attentive to my needs: 95%
- I was greeted politely: 96%
**Competence**

- Students highly rated the competence of their health care provider. Ninety-six percent agreed or strongly agreed that staff were knowledgeable about their problem and 98% said their provider understood their issue.
- Ninety-seven percent agreed or strongly agreed that staffing was sufficient.
- Ninety-six percent said a solution for their condition was provided to them.

![Figure 12. Competence](chart.png)

- I received treatment for my problems: 88%
- The office provided sufficient staffing to meet my needs: 91%
- The person who helped me gave me a solution for my problem: 89%
- The person who helped me was knowledgeable about my problem: 90%
- The person who helped me understood my problem: 87%
Effectiveness

- Respondents agreed to strongly agreed that services provided by the Health Center are effective and helpful.
- Staff were able to communicate the treatment process (95%) and follow-up in a matter that was understandable to the students (100%).
- Fees associated with their conditions were considered reasonable/low cost by most respondents (98%).

Figure 13. Effectiveness

- Fees are reasonable/low cost
  - Strongly Agree: 86%
  - Agree: 12%
  - Neutral: 1%
  - Disagree: 1%
  - Strongly Disagree: 0%
  - N/A: 0%

- I received the proper referral/advice
  - Strongly Agree: 83%
  - Agree: 8%
  - Neutral: 7%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - N/A: 0%

- The assistance I received helped me to feel better
  - Strongly Agree: 87%
  - Agree: 7%
  - Neutral: 6%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - N/A: 0%

- I received follow up as necessary
  - Strongly Agree: 80%
  - Agree: 10%
  - Neutral: 7%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - N/A: 0%

- The advice I received was effective
  - Strongly Agree: 88%
  - Agree: 7%
  - Neutral: 4%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - N/A: 0%

- I understand the treatment and procedure that were explained to me
  - Strongly Agree: 87%
  - Agree: 8%
  - Neutral: 5%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - N/A: 0%

- The person who helped me spoke in a manner and language that I was able to understand
  - Strongly Agree: 95%
  - Agree: 5%
  - Neutral: 0%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - N/A: 0%
Figure 14. If you did not get help for your problem, what was the reason?

- Specialist needed: 50%
- Financial: 17%
- Services needed not offered: 33%

*Needed copy of flu vaccine record, TB shot, Hep B shot.

n=6

Figure 15. Is there anything else you would like to tell us about your experience?

- Caring staff: 43%
- Very helpful: 21%
- Great experience: 29%
- Hours: 3%
- Other: 4%

n=56
Figure 16. What additional services would you like the Center to offer?

- Better facility: 34%
- Additional equipment: 22%
- Food availability: 11%
- Provide additional/alternative medication: 22%
- Provide free stuff: 11%

n=9

*X-ray machine*