

**2004-2005 Student Health Services User Survey
Report of Results**

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Background, Methodology and Organization of Report

The Student Health Services User Survey was conducted in spring 2003, spring 2004 and spring 2005. This is a point of service survey that is administered online in the lobby waiting area of the Student Health Services (SHS). Students are invited to complete the survey on a computer station in a private area of the lobby at the completion of their health service visit. This online survey is designed to measure different aspects of services such as access and quality of care. Results of the survey are used by the UCF Student Health Services as part of a comprehensive system of assessment that includes both indirect and direct measures of quality of care and services. Although the survey instrument has mostly remained stable over time, minor revisions occur at each administration to inform decision making related to access to medical care and service experiences.

The survey instrument was designed by OEAS staff in cooperation with the leadership of the Student Health Services. It can be found at the following link:

http://survey.ucf.edu/shs_users_05.html

The survey was administered to students who received services at the Student Health Services between March 11 and May 6, 2005. Upon check-out with the cashier, students were invited to complete the survey using a computer station located in a private area of the lobby. Students received a small gift as a thank you for their participation. Completed surveys were received from 260 students.

A comparison of the survey sample characteristics to the population of spring 2005 enrolled students is given. Frequency tables are shown for each question.

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Results

Comparison of spring 2005 Enrolled Students (Population) to Survey Sample

A comparison of the characteristics of the respondents of the spring 2005 Student Health Services User Survey and the UCF population of spring 2005 enrolled students is given in Table 1. The sample is fairly representative of the population with respect to student classification. Females were over represented in the sample.

Table 1: Comparison of spring 2005 Enrolled Students to 2005 Student Health Services User Survey

	University		Sample	
Male	17,979	43.89%	51	20.4%
Female	22,980	56.22%	199	79.6%

	University		Sample	
Freshman	5,494	13.48%	38	15.3%
Sophomore	5,944	14.59%	49	19.7%
Junior	8,818	21.64%	46	18.5%
Senior	13,523	33.20%	78	31.3%
Post Baccalaureate			4	1.6%
Graduate	5,750	14.11%	31	12.4%
Other (non-degree)	1,203	2.95%	3	1.2%

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Tables by Question

Q1 Where Receive Medical Care

		Count	Column %
Q1. Where do you usually go for your medical care?	Don't Know	6	2.3%
	UCF Student Health Services	200	76.9%
	Private doctor's office	49	18.8%
	Walk-in Clinic	3	1.2%
	Emergency room	1	0.4%
	Public Health Clinic	0	0.0%
	Some other place (PLEASE SPECIFY)	1	0.4%
	Total	260	100.0%

Q1 Other response

		Count
Q1 OTHER		267
	Wellness doctor in Michigan	1

Q2 Frequency of Health Care Visits

		Count	Column %
Q2. About how many times have you been to a private doctor's office, UCF Student Health Services or clinic since the beginning of the Fall 2004 semester? That would be from last August until today.	1 visit	47	18.1%
	About 2 to 4 visits	138	53.3%
	5 to 7 visits	43	16.6%
	8 to 10 visits	14	5.4%
	11 to 13 visits	10	3.9%
	14 or more visits	7	2.7%
	Total	259	100.0%

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Q3 How Learn about SHS

		Count	Column %
Q3. How did you first find out about the Student Health Services?	Student Orientation	177	68.9%
	Friend	38	14.8%
	UCF information table, publications, or web site	21	8.2%
	UCF faculty	3	1.2%
	UCF staff	6	2.3%
	Relative	6	2.3%
	Some other source (PLEASE SPECIFY)	6	2.3%
	Total	257	100.0%

Q3 Other

		Count
Q3 OTHER		259
	health insurance	1
	I saw the building	1
	Insurance company asked me to come here first. I am an international student.	1
	it is right across from my building	1
	online	1
	Victim Services Advertisement	1
	web	2
	woman's soccer	1

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Q4 Overall Quality of Care from SHS Health Care Provider

		Count	Column %
Q4. In general, how would you rate the overall quality of care you received from the Student Health Services health care providers? (Please include visits to a doctor, physician assistant, nurse practitioner or nurse.)	Poor	0	0.0%
	Fair	14	5.4%
	Good	40	15.5%
	Very Good	105	40.7%
	Excellent	99	38.4%
	Total	258	100.0%

Q5 Number of SHS Visits in 2004-2005

		Count	Column %
Q5. About how many times have you been to Student Health Services to see a health care provider since the beginning of the Fall 2004 semester? (Please include visits to a doctor, physician assistant, nurse practitioner or nurse.)	1 visit	63	24.8%
	About 2 to 4 visits	122	48.0%
	5 to 7 visits	36	14.2%
	8 to 10 visits	20	7.9%
	11 to 13 visits	7	2.8%
	14 or more visits	6	2.4%
	Total	254	100.0%

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Q6 Use of other SHS Services

		Count	Column %
Q6. About how many times have you been to the Student Health Services since the beginning of Fall 2004 for another reason? (For example, pharmacy visits or insurance form pickup)	None (Go to Q 11)	84	33.1%
	One time	34	13.4%
	About 2 to 4 times	79	31.1%
	5 to 7 times	26	10.2%
	8 to 10 times	16	6.3%
	11 to 13 times	9	3.5%
	14 or more times	6	2.4%
	Total	254	100.0%

Q7 Service to Make Appointments

		Count	Column %
Q7. Overall, when you called the Student Health Service Center for an appointment or for another reason, how often were your calls handled promptly?	Not applicable/Have not called	14	7.4%
	Never	2	1.1%
	Sometimes	14	7.4%
	Often	83	44.1%
	Very often	75	39.9%
	Total	188	100.0%

(See additional tables on page18 for a count and percent of Q7 excluding “have not called” responses.)

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Q8 Calling System or Operator Service

		Count	Column %
Q8. Overall, how often did the Student Health Service Center calling system or operator facilitate your ability to connect with the services you needed?	Not applicable/Have not called	18	9.6%
	Never	3	1.6%
	Sometimes	17	9.1%
	Often	79	42.2%
	Very often	70	37.4%
	Total	187	100.0%

(See additional tables on page 18 for a count and percent of Q8 excluding “have not called” responses.)

Q9 Access to Care When Sick

		Count	Column %
Q9. After calling for an appointment or walking into the Student Health Service Center for a sick visit, how soon were you seen by medical staff?	Don't Know	9	4.9%
	Less than 30 minutes	83	45.4%
	More than 30 minutes but less than 1 hour	29	15.8%
	More than 1 hour but less than 2 hours	11	6.0%
	Between 2 and 4 hours	8	4.4%
	Within 24 hours	20	10.9%
	Two days or more	6	3.3%
	I wasn't sick or injured	17	9.3%
	Total	183	100.0%

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Q10 Satisfaction with Service, When Sick or Injured

		Count	Column %
Q10. When you were sick or injured, how satisfied or dissatisfied were you with how soon an appointment was available?	Very Dissatisfied	1	0.6%
	Dissatisfied	1	0.6%
	Somewhat satisfied/Somewhat dissatisfied	22	12.4%
	Satisfied	83	46.9%
	Very Satisfied	70	39.5%
	Total	177	100.0%

Q11 Number of Visits for Check-ups

		Count	Column %
Q11. About how many of these visits from the beginning of the Fall 2004 semester were for regular checkups or physical exams?	None (Please go to Question 13)	134	53.0%
	One visit	71	28.1%
	About 2-4 visits	35	13.8%
	5 to 7 visits	4	1.6%
	8 to 10 visits	4	1.6%
	11 to 13 visits	3	1.2%
	14 or more visits	2	0.8%
	Total	253	100.0%

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Q12 Access to Appointments for Check-up

		Count	Column %
Q12. How satisfied or dissatisfied were you with how soon an appointment was available for regular checkup visits?	Very Dissatisfied	3	2.1%
	Dissatisfied	0	0.0%
	Somewhat satisfied/Somewhat dissatisfied	13	9.1%
	Satisfied	76	53.1%
	Very Satisfied	51	35.7%
	Total	143	100.0%

Q13 Waiting Time

		Count	Column %
Q13. Thinking about all your visits to the Student Health Services to see a health care provider since the beginning of the Fall 2004 semester, about how long did you usually have to wait in the waiting room and the exam room, until you were seen by a health care provider?	Less than 15 minutes	85	33.6%
	About 15 to 20 minutes, but less than 30 minutes	96	37.9%
	About 30 minutes	40	15.8%
	More than 30 minutes, but less than 1 hour	24	9.5%
	More than 1 hour but less than 2 hours	5	2.0%
	More than 2 hours	3	1.2%
	Total	253	100.0%

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Q14 Satisfaction with Wait Time

		Count	Column %
Q14. How satisfied or dissatisfied were you with how long you had to wait to see the health care provider?	Very Dissatisfied	2	0.8%
	Dissatisfied	11	4.4%
	Somewhat satisfied/Somewhat dissatisfied	50	20.0%
	Satisfied	111	44.4%
	Very Satisfied	76	30.4%
	Total	250	100.0%

Q15 Lobby Waits and Preferred Provider

		Count	Column %
Q15. Would you prefer to wait a shorter time in the lobby and see the next available health care provider or accept longer lobby waits, but have an appointment with your preferred health care provider?	Don't know	57	22.4%
	Shorter waits and next available health care provider	105	41.3%
	Preferred provider and longer lobby waits	92	36.2%
	Total	254	100.0%

Q16- Q20 Health Care Provider

		Count	Column %
Q16. First, rate your health care provider on whether he or she explains things in a way you can understand.	Not Good At All	0	0.0%
	Not Very Good	0	0.0%
	Okay	24	9.5%
	Good	76	30.2%
	Very Good	152	60.3%
	Total	252	100.0%

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Q17. Now rate how carefully the health care provider listens to what you say, without interrupting or rushing you.	Not Good At All	0	0.0%
	Not Very Good	8	3.2%
	Okay	26	10.4%
	Good	75	29.9%
	Very Good	142	56.6%
	Total	251	100.0%
Q18. What about the courtesy, respect, and attitude of the health care provider?	Not Good At All	0	0.0%
	Not Very Good	3	1.2%
	Okay	14	5.6%
	Good	64	25.6%
	Very Good	169	67.6%
	Total	250	100.0%
Q19. How complete and careful are the medical exams and treatments given by the health care provider?	Not Good At All	1	0.4%
	Not Very Good	7	2.8%
	Okay	41	16.3%
	Good	80	31.9%
	Very Good	122	48.6%
	Total	251	100.0%
Q20. What about the health care provider telling you ways to keep from getting sick or injured and to stay healthy?	Not Good At All	2	0.8%
	Not Very Good	5	2.0%
	Okay	41	16.3%
	Good	85	33.9%
	Very Good	118	47.0%
	Total	251	100.0%

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Q21-Q23 Other Personnel

		Count	Column %
Q21. What about the courtesy, respect, and attitude of the appointment representative?	Not Good At All	2	0.8%
	Not Very Good	3	1.2%
	Okay	19	7.6%
	Good	80	32.0%
	Very Good	146	58.4%
	Total	250	100.0%
Q22. What about the courtesy, respect, and attitude of the receptionist?	Not Good At All	2	0.8%
	Not Very Good	5	2.0%
	Okay	26	10.2%
	Good	78	30.7%
	Very Good	143	56.3%
	Total	254	100.0%
Q23. What about the courtesy, respect, and attitude of the cashier?	Not Good At All	0	0.0%
	Not Very Good	1	0.4%
	Okay	20	8.0%
	Good	63	25.1%
	Very Good	167	66.5%
	Total	251	100.0%

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Q24-Q27 Rate your level of confidence with the Student Health Services staffs' ability to maintain strict confidentiality of medical care information.

		Count	Column %
Q24. Health care providers	Not At All Confident	1	0.4%
	Not Very Confident	2	0.8%
	Somewhat Confident	19	7.5%
	Confident	73	28.9%
	Very Confident	158	62.5%
	Total	253	100.0%
Q25. Receptionists	Not At All Confident	3	1.2%
	Not Very Confident	5	2.0%
	Somewhat Confident	23	9.1%
	Confident	102	40.2%
	Very Confident	121	47.6%
	Total	254	100.0%
Q26. Cashier	Not At All Confident	3	1.2%
	Not Very Confident	1	0.4%
	Somewhat Confident	30	11.9%
	Confident	90	35.7%
	Very Confident	128	50.8%
	Total	252	100.0%

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Q27. Medical records staff	Not At All Confident	2	0.8%
	Not Very Confident	1	0.4%
	Somewhat Confident	23	9.1%
	Confident	88	34.8%
	Very Confident	139	54.9%
	Total	253	100.0%

Q28 Pharmacy

		Count	Column %
Q28. How satisfied or dissatisfied are you with the services provided by the Pharmacy?	Don't know/Didn't use	37	14.7%
	Very Dissatisfied	0	0.0%
	Dissatisfied	5	2.0%
	Somewhat satisfied/Somewhat dissatisfied	8	3.2%
	Satisfied	67	26.6%
	Very Satisfied	135	53.6%
	Total	252	100.0%

(See additional tables on page 19 for a count and percent of Q28 excluding “didn’t use” responses.)

Q29 Satisfaction with Weekday Hours of Operation

		Count	Column %
Q29. How satisfied or dissatisfied are you with the Student Health Services weekday (Mon - Fri 8:00 AM - 8:00 PM) hours of operation?	Very Dissatisfied	1	0.4%
	Dissatisfied	4	1.6%
	Somewhat satisfied/Somewhat dissatisfied	25	9.9%
	Satisfied	116	46.0%
	Very Satisfied	106	42.1%
	Total	252	100.0%

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Q30 Preferred Saturday Hours of Operation

		Count	Column %
Q30. Which of the following Student Health Services hours would you be likely to use on Saturdays?	Not applicable/have not and will not use Saturday hours	19	7.5%
	9:00 AM – 1:00 PM	25	9.9%
	10:00 AM – 2:00 PM (current hours)	71	28.2%
	11:00 AM – 3:00 PM	49	19.4%
	12:00 PM – 4:00 PM	88	34.9%
	Total	252	100.0%

(See additional tables on page19 for a count and percent of Q30 excluding “have not and will not use Saturday hours” responses.

Q31 Residential Distance from Campus

		Count	Column %
Q31. Where do you reside?	On campus	46	18.5%
	Within 3 miles of campus	93	37.3%
	4 – 6 miles from campus	59	23.7%
	7 or more miles from campus	51	20.5%
	Total	249	100.0%

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Q32 Student Classification

		Count	Column %
Q32. What is your student classification?	Freshman	38	15.3%
	Sophomore	49	19.7%
	Junior	46	18.5%
	Senior	78	31.3%
	Post Baccalaureate	4	1.6%
	Graduate student	31	12.4%
	Other	3	1.2%
	Total	249	100.0%

Q33 Gender

		Count	Column %
Q33. What is your gender?	Male	51	20.4%
	Female	199	79.6%
	Total	250	100.0%

Q34 Age

		Count	Column %
Q34. What was your age on your last birthday?	18 or under	20	8.0%
	19 to 24	197	78.5%
	25 to 34	27	10.8%
	35 to 44	7	2.8%
	Total	251	100.0%

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Q35 Race or Ethnicity

		Count	Column Response
Race or Ethnicity	Asian/Pacific Islander	12	5.0%
	Black/African American	31	12.9%
	Hispanic/Latino	37	15.4%
	Native American	2	0.8%
	White/Caucasian	167	69.6%
	Total	240	103.8%

Additional Tables

Q7 Excluding "not applicable or have not called for an appointment"

Q7. Overall, when you called the Student Health Service Center for an appointment or for another reason, how often were your calls handled promptly?									
Never		Sometimes		Often		Very often		Total	
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
2	1.1%	14	8.0%	83	47.7%	75	43.1%	174	100.0%

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Q8 Excluding "not applicable or have not called"

Q8. Overall, how often did the Student Health Service Center calling system or operator facilitate your ability to connect with the services you needed?									
Never		Sometimes		Often		Very often		Total	
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
3	1.8%	17	10.1%	79	46.7%	70	41.4%	169	100.0%

Q28 Pharmacy excluding "Didn't Use"

Q28. How satisfied or dissatisfied are you with the services provided by the Pharmacy?											
Very Dissatisfied		Dissatisfied		Somewhat satisfied/Somewhat dissatisfied		Satisfied		Very Satisfied		Total	
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
0	0.0%	5	2.3%	8	3.7%	67	31.2%	135	62.8%	215	100.0%

Q30 Preferred Saturday Hours of Operation Excluding "Did Not Use Saturday"

Q30. Which of the following Student Health Services hours would you be likely to use on Saturdays?									
9:00 AM – 1:00 PM		10:00 AM – 2:00 PM (current hours)		11:00 AM – 3:00 PM		12:00 PM – 4:00 PM		Total	
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
25	10.7%	71	30.5%	49	21.0%	88	37.8%	233	100.0%