

2003-2004 Student Health Services User Survey
Results

Comparison of Survey Sample to UCF Population

Breakout by Classification

	UCF Demographics		Health Services Demographics		Difference
	Count	Percent	Count (of 380)	Percent	Percent
Freshman	5,090	13.61%	54	14.21%	+0.60%
Sophomore	5,892	15.76%	54	14.21%	-1.55%
Junior	7,622	20.39%	95	25.00%	+4.61%
Senior	11,903	31.83%	112	29.47%	-2.36%
Post Baccalaureate	1,197	3.20%	7	1.84%	-1.36%
Graduate Student	5,582	14.93%	55	14.47%	-0.46%
Non-degree	104	0.28%	3	0.79%	+0.51%

Breakout by Gender

	UCF Demographics		Health Services Demographics		Difference
	Count	Percent	Count (of 379)	Percent	Percent
Male	18,632	44.70%	108	28.50%	-16.20
Female	23,053	55.30%	271	71.50%	+16.20

Note: the significantly larger number of females could be due to sampling bias of the survey (i.e., females might have been more likely to respond to the survey than males)

Breakout by Age

	UCF Demographics		Health Services Demographics		Difference
	Count	Percent	Count (of 382)	Percent	Percent
Under 25	34,348	82.40%	300	78.53%	-3.87%
25 or Older	7,337	17.60%	82	21.47%	+3.87%

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Frequency Tables

Q1: Where do you usually go for your medical care?

	Frequency	Percent
Don't Know	4	1.0
UCF Student Health Services	311	80.2
Private doctor's office	53	13.7
Walk-in Clinic	12	3.1
Hospital emergency room	2	.5
Public or Community Health Clinic	2	.5
Some other Place	4	1.0
Sub Total	388	100.0
Missing	11	
Total	399	

**Q1: Where do you usually go for your medical care?
(Other)**

	Frequency	Percent
No response	395	99.0
HMO	1	.3
New in the community, looking for svcs	1	.3
Nowhere	1	.3
va clinic	1	.3
Total	399	100.0

**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 2003 semester?**

	Frequency	Percent
1 visit	85	22.2
About 2 to 4 visits	184	48.0
5 to 7 visits	69	18.0
8 to 10 visits	21	5.5
11 to 13 visits	9	2.3
14 or more visits	15	3.9
Sub Total	383	100.0
Missing	16	
Total	399	

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**Q3: How did you first find out about the Student Health
Services?**

	Frequency	Percent
Student Orientation	224	57.7
Friend	61	15.7
UCF information table, publications, or web site	53	13.7
UCF faculty	3	.8
UCF staff	10	2.6
Relative	13	3.4
Some other source	24	6.2
Sub Total	388	100.0
Missing	11	
Total	399	

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Q3: How did you first find out about the Student Health Services? (Other)

	Frequency
No response	375
a combination of most of the selections (UCF Staff, Orientation, Friend, UCF Info table, publications, w and UCF Faculty	1
as a student, I knew there would be a health center, so I looked for it.	1
athletic department	2
Don't recall	1
I don't remember. :o/	1
I have two eyes that work	1
International Student Center	1
internet	1
lived next door in dorms and saw it	1
Pegasus Program	1
random student in parking lot	1
Registration	1
Resident Assistant	1
saw the building	1
seen it on campus	1
self assessment class	1
sister who attended ucf	1
student of disabilities office	1
ucf website	1
walked by	1
when	1
when getting vaccination	1
when i had to get my shots	1
Total	399

Q4: In general, how would you rate the overall quality of care you received from the Student Health Services health care providers?

	Frequency	Percent
Poor	5	1.3
Fair	14	3.7
Good	73	19.1
Very Good	135	35.2
Excellent	156	40.7
Sub Total	383	100.0
Missing	16	
Total	399	

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Q5: About how many times have you been to Student Health Services to see a health care provider since the beginning of the Fall 2003 semester?

	Frequency	Percent
1 visit	94	24.5
About 2 to 4 visits	196	51.0
5 to 7 visits	59	15.4
8 to 10 visits	15	3.9
11 to 13 visits	8	2.1
14 or more visits	12	3.1
Sub Total	384	100.0
Missing	15	
Total	399	

Q6: About how many times have you been to the Student Health Services since the beginning of Fall 2003 for another reason?

	Frequency	Percent
None	155	41.2
One time	71	18.9
About 2 to 4 times	91	24.2
5 to 7 times	35	9.3
8 to 10 times	11	2.9
11 to 13 times	7	1.9
14 or more times	6	1.6
Sub Total	376	100.0
Missing	23	
Total	399	

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Q7: 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?

		Frequency	Percent
Valid	Less than 30 minutes	121	50.4
	More than 30 minutes but less than 1 hour	41	17.1
	More than 1 hour but less than 2 hours	11	4.6
	Between 2 and 4 hours	8	3.3
	Within 24 hours	24	10.0
	Two days or more	9	3.8
	I wasn't sick or injured	17	7.1
	Don't know	9	3.8
	Total	240	100.0
Missing	System	159	
Total		399	

Q8: When you were sick or injured, how satisfied or dissatisfied were you with how soon an appointment was available?

	Frequency	Percent
Very Dissatisfied	1	.4
Dissatisfied	6	2.7
Neutral	24	10.6
Satisfied	82	36.3
Very Satisfied	113	50.0
Sub Total	226	100.0
Missing	173	
Total	399	

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Q9: About how many of these visits from the beginning of the Fall 2003 semester were for regular checkups or physical exams?

	Frequency	Percent
None	192	51.8
One time	108	29.1
About 2 to 4 times	50	13.5
5 to 7 times	9	2.4
8 to 10 times	6	1.6
11 to 13 times	2	.5
14 or more times	4	1.1
Sub Total	371	100.0
Missing	28	
Total	399	

Q10: How satisfied or dissatisfied were you with how soon an appointment was available for regular checkup visits?

	Frequency	Percent
Very Dissatisfied	2	.9
Dissatisfied	4	1.9
Neutral	33	15.6
Satisfied	83	39.2
Very Satisfied	90	42.5
Sub Total	212	100.0
Missing	187	
Total	399	

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Q11: Thinking about all your visits to the Student Health Services to see a health care provider since the beginning of the Fall 2003 semester, about how long did you usually have to wait until you were seen by the health care provider?

	Frequency	Percent
Less than 15 minutes	136	35.6
About 15 to 20 minutes, but less than 30 minutes	153	40.1
About 30 minutes	46	12.0
More than 30 minutes, but less than 1 hour	36	9.4
More than 1 hour but less than 2 hours	9	2.4
More than 2 hours	2	.5
Sub Total	382	100.0
Missing	17	
Total	399	

Q12: How satisfied or dissatisfied were you with how long you had to wait to see the health care provider?

	Frequency	Percent
Very Dissatisfied	5	1.3
Dissatisfied	7	1.8
Neutral	65	17.1
Satisfied	154	40.4
Very Satisfied	150	39.4
Sub Total	381	100.0
Missing	18	
Total	399	

Q13: Would you prefer to wait for 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?

	Frequency	Percent
Shorter waits and next available health care provid	157	41.1
Preferred provider and longer lobby waits	162	42.4
Don't know	63	16.5
Sub Total	382	100.0
Missing	17	
Total	399	

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Q14: How well did your health care provider explain things in a way you can understand?

	Frequency	Percent
Not Good at All	2	.5
Not Very Good	2	.5
Okay	29	7.7
Good	112	29.6
Very Good	233	61.6
Sub Total	378	100.0
Missing	21	
Total	399	

Q15: How carefully did your health care provider listen to what you had to say, without interrupting or rushing you?

	Frequency	Percent
Not Good at All	3	.8
Not Very Good	7	1.8
Okay	39	10.3
Good	119	31.3
Very Good	212	55.8
Sub Total	380	100.0
Missing	19	
Total	399	

Q16: How would you rate the courtesy, respect, and attitude of the health care provider?

	Frequency	Percent
Not Good at All	1	.3
Not Very Good	5	1.3
Okay	31	8.2
Good	95	25.1
Very Good	247	65.2
Sub Total	379	100.0
Missing	20	
Total	399	

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Q17: How complete and careful are the medical exams and treatments given by the health care provider?

	Frequency	Percent
Not Good at All	3	.8
Not Very Good	8	2.1
Okay	46	12.1
Good	134	35.4
Very Good	188	49.6
Sub Total	379	100.0
Missing	20	
Total	399	

Q18: How well did the health care provider tell you ways to keep from getting sick or injured and to stay healthy?

	Frequency	Percent
Not Good at All	5	1.3
Not Very Good	15	4.0
Okay	46	12.3
Good	122	32.5
Very Good	187	49.9
Sub Total	375	100.0
Missing	24	
Total	399	

Q19: How was the courtesy, respect, and attitude of the appointment representative?

	Frequency	Percent
Not Good at All	4	1.1
Not Very Good	16	4.2
Okay	42	11.1
Good	103	27.1
Very Good	215	56.6
Sub Total	380	100.0
Missing	19	
Total	399	

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**Q20: How was the courtesy, respect,
and attitude of the receptionist?**

	Frequency	Percent
Not Good at All	9	2.4
Not Very Good	10	2.7
Okay	46	12.2
Good	114	30.2
Very Good	198	52.5
Sub Total	377	100.0
Missing	22	
Total	399	

**Q21: How was the courtesy, respect,
and attitude of the cashier?**

	Frequency	Percent
Not Good at All	2	.5
Not Very Good	11	2.9
Okay	34	9.0
Good	120	31.7
Very Good	211	55.8
Sub Total	378	100.0
Missing	21	
Total	399	

**Q22: Were you confident with the health
care providers ability to maintain strict
confidentiality of medical care information?**

	Frequency	Percent
Not at All Confident	3	.8
Not Very Confident	4	1.1
Neutral	29	7.6
Confident	100	26.3
Very Confident	244	64.2
Sub Total	380	100.0
Missing	19	
Total	399	

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Q23: Were you confident with the receptionists ability to maintain strict confidentiality of medical care information?

	Frequency	Percent
Not at All Confident	14	3.7
Not Very Confident	16	4.2
Neutral	50	13.2
Confident	134	35.3
Very Confident	166	43.7
Sub Total	380	100.0
Missing	19	
Total	399	

Q24: Were you confident with the cashiers ability to maintain strict confidentiality of medical care information?

	Frequency	Percent
Not at All Confident	7	1.8
Not Very Confident	12	3.2
Neutral	50	13.2
Confident	140	36.9
Very Confident	170	44.9
Sub Total	379	100.0
Missing	20	
Total	399	

Q25: Were you confident with the medical records staff ability to maintain strict confidentiality of medical care information?

	Frequency	Percent
Not at All Confident	4	1.1
Not Very Confident	8	2.1
Neutral	37	9.8
Confident	132	34.9
Very Confident	197	52.1
Sub Total	378	100.0
Missing	21	
Total	399	

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Q26: How satisfied or dissatisfied are you with the Student Health Services weekday hours of operation?

	Frequency	Percent
Very Dissatisfied	4	1.0
Dissatisfied	5	1.3
Neutral	32	8.4
Satisfied	133	34.7
Very Satisfied	209	54.6
Sub Total	383	100.0
Missing	16	
Total	399	

Q27: How satisfied or dissatisfied are you with the Student Health Services weekend hours of operation?

	Frequency	Percent
No Opinion	25	6.6
Have not used Saturday hours	41	10.8
Needs to be open later	101	26.6
Needs to be open earlier	14	3.7
Satisfied	93	24.5
Very Satisfied	106	27.9
Sub Total	380	100.0
Missing	19	
Total	399	

Q28: Where do you reside?

	Frequency	Percent
On Campus	86	22.5
Within 3 miles of campus	67	17.5
4-6 miles from campus	187	49.0
7 or more miles from campus	42	11.0
Sub Total	382	100.0
Missing	17	
Total	399	

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Q29: What is your student classification?

	Frequency	Percent
Freshman	54	14.2
Sophomore	54	14.2
Junior	95	25.0
Senior	112	29.5
Post Baccalaureate	7	1.8
Graduate Student	55	14.5
Other	3	.8
Sub Total	380	100.0
Missing	19	
Total	399	

Q30: What is your gender?

	Frequency	Percent
Male	108	28.5
Female	271	71.5
Sub Total	379	100.0
Missing	20	
Total	399	

Q31: What was your age on your last birthday?

	Frequency	Percent
18 and under	36	9.4
19 to 24	264	69.1
25 to 34	59	15.4
35 to 44	12	3.1
45 and over	11	2.9
Sub Total	382	100.0
Missing	17	
Total	399	

**Q32: What is your race/ethnicity
(Asian/Pacific Islander)**

	Frequency	Percent
Asian/Pacific Islander	19	4.8
Missing	380	95.2
Total	399	100.0

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**Q32: What is your race/ethnicity
(Black/African American)**

	Frequency	Percent
Black/African American	34	8.5
Missing	365	91.5
Total	399	100.0

Q32: What is your race/ethnicity (Hispanic/Latino)

	Frequency	Percent
Hispanic/Latino	53	13.3
Missing	346	86.7
Total	399	100.0

Q32: What is your race/ethnicity (Native American)

	Frequency	Percent
Native American	6	1.5
Missing	393	98.5
Total	399	100.0

Q32: What is your race/ethnicity (White/Caucasian)

	Frequency	Percent
White/Caucasian	269	67.4
Missing	130	32.6
Total	399	100.0

Q32: What is your race/ethnicity (Other)

	Frequency	Percent
No response	374	93.7
Other	25	6.3
Total	399	100.0

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Q33: Additional Comments	Frequency
No response	291
Although, in general, all of the staff here has been courteous and provided me with very good care, Maryanne, a nurse on staff, has always been exceptional. I have come in a number of times with minor concerns which she very promptly addressed with a reassuring and very caring, motherly attitude, and truly made a concerted effort to make me feel better. I did, unfortunately, come in once last semester after having been slipped a dose of GHB. I was very ill and very scared. This is where Maryanne truly shined. She, as well as the other nurse in triage who attended to me, calmed all my fears and really took excellent care of me. I am very grateful that she was here on that day.	1
cool	1
Doing an awesome job! One of the best places on campus.	1
Dr.'s and nurses are usually very polite and professional. Consultation price is very cheap. The wait is much shorter, w/ an appointment, than a regular Dr.'s office.	1
Dr. Dennifer and her nurse were wonderful!! It was my first time with a gynecologist, and they made the visit very calm and easy for me. They were both great with explaining everything to me, and suggesting other things for me. I greatly appreciated that.	1
Dr. Oakley was very professional and focused on helping me. Also, Mary Ann and Janet in the lab are the nicest, sincere women and really brought me comfort during my 'ordeal'	1
Dr. Robert was excellent. She helped me with my sickness and was very willing to hear me out and to know if there were any other problems.	1
Dr. Roberts and Dr. Morgenthal are fantastic	1
Dr. Schaffer is amazing. I don't know what I would do without her medical attention the last two years. She is the only reason that I utilize the facilities here. I feel very lucky to have found her so early in my college career. I have felt very disappointed with the other elements of the Health Care Center, such as appointment times being pushed back up to two hours.	1
Everything is great. My health care provider, Dr. Roberts, is the main reason I come here. She is the best doctor I have had within my lifetime. Definitely hold on to her! If I had to say there is room for improvement, I would say that a new building is badly needed for the Student Health Service. This one is old, run-down, and just seems like we're stepping back in time. I hope a brand new building is planned very soon. Thank you.	1
fire dr. chang. she isn't that great of a doctor and she thinks that she has all of the answers. also, her listening skills aren't that great, either.	1
great job!	1
great timely service and very courteous staff.	1
Have been coming to the Health Center for all my 4 yrs and had a few problems with certain health care providers but about a year and a half ago I've been going to Dr. Schauss and he is excellent!	1
have music or tv in the lobby for waiting times	1
Health Center should provide more professional, well-educated, and qualified doctors for women.	1
I'm just glad you give prognosis and diagnosis for free. I'm here today b/c of a back problem. I don't expect you to fix it, but you still take the time to give me your advice and opinion. My regular physician charges me 'up the wahoo' just to tell me	1
I've been to other area doctors offices, but I really enjoy coming here. Everyone is really friendly and actually cares. They're not just here for your money. I feel like an actual person especially since I don't always have my parents with me to 'yell' when needed. GREAT SERVICE!!!	1
I am needle and blood phobic, and subsequently, I'm a fainter. The nursing and lab staff have	1

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been incredibly kind to me and supportive.	
I appreciate how simple it is to make an appointment and how quickly I was seen.	1
I believe that the UCF Health Center is an excellent place for students and I feel as though my needs and expectations were met undoubtedly. The Health Center is convenient and great and I am pleased with my experiences here along with the services provided. :)	1
I do believe that female health care appointments do take too long to schedule, and should be more readily available.	1
I do not like taking blood work and other tests that cost extra money unless 100% necessary. Also I was prescribed the most expensive prescription and then told after I didn't pick it up because I could not afford it that I could get a generic medicine at only \$10. Why doesn't the doctor keep in mind that most students are on a very limited budget.	1
I feel like they don't really know much about what they're diagnosing	1
I feel much more satisfied with the women's clinic than the rest of the health center. I never feel rushed or put out with any of the gyno staff. I wish I could continue seeing Dennifer Mayo after I graduate as well as her nurse. They are that good. However, as for the rest of the staff, I feel I come for a problem, and see the doctor for two minutes and they are onto the next patient. I always feel they care more about staying no schedule than there being a problem with their current patient. I think they are way to quick to dismiss health problems as a cold or flu. Not everyone comes in with a cold or a flu, and I wish that there could be a little more of an overall examination of my health when I come in. I always feel they are reluctant to go beyond the basics. I don't know if it is because they have no time to look deeper into the problem or that they just don't care. but I do not like coming to see the doctors here. On my last visit here, my doctor was chewing gum! Now how professional and credible does that look?	1
I had an experience with one doctor (an asian lady) whom I thought was rude and uncaring, everyone else was excellent.	1
I have always had an exceptional experience when I've come to the student health center... from the receptionists to the cashiers. I believe the quality of service is excellent and that you're all doing an awesome job!	1
I have always had great care here and am very confident that the care I will be given is appropriate and helpful. Thank you for your hard work!!	1
I have been seen by Dr. Schaus and Patty Stuart and have been extremely happy with both providers. I wish I could continue coming to the Student Health Center even when I've graduated!	1
I have been very pleased with the health center. Thanks!	1
I have never had bad experiences with UCF health services. I think its wonderful to have on campus. Very convenient and friendly.	1
I love Dr. Morgenthal!	1
I love everything about this place - the prices are awesome, the care is awesome - as a woman it is very easy to walk out after a GYN visit feeling uncomfortable - but that has never happened here. Everyone is very attentive, kind, and understanding. They have a knowledge of any medications I have needed from birth control to allergy meds to antibiotics, and have explained everything about my treatment to the fullest extent. You guys are great!	1
i love the music... Ramones-sedated, never thought they would music that song.	1
i love the student health center :) you all do a great job	1
I really appreciate the services offered by the Health Center and the convenient hours and days that you operate. Keep up the good work!!!	1
I really liked Kristina Grabnickas. She was very respectful and concerned. She listened to what I did say, but more importantly, she listened to what I did NOT say. I look forward to seeing her for my next appointment when and if one should arise.	1

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I think maybe more of a discount for students.	1
i think some type of 24 hour service should be open at all times on campus (one doctor on duty for semi-emergencies for those of us who have no health insurance)	1
I THINK THAT LISA, THE LADY THAT DOES VITALS IS VERY RUDE AT TIMES. SHE YELLS MY NAME AS IF SHE IS ANGRY. SHE NEEDS TO DEAL WITH HER TEMPER.	1
I think that the student health services are a great convince and I have been happy to use the services.	1
I think the staff is friendly and most of them smile when you talk to them. They welcome you as soon as you walk in and ask how they can help. I am real impressed by the wait time. I have never waited more than 20 minutes. That is awesome!!	1
I was mis-diagnosed twice for the same ailment twice. I had to go home and have my normal health care provider see me. I will only receive allergy shots from this facility now.	1
I wish you had more hours. I also wish that a person would be able to be seen for multiple problems during one visit. It is silly to have to come in once a day, numerous days to address already known concerns.	1
I would like to see more chimpanzees who dance and sing with English accents, while wearing tuxedos. :)	1
In Spring of 2003 I came because I was extremely ill with food poisoning, and was dissatisfied with everything except for my health care provider. I was barely able to walk but wasn't informed that a golf cart ride might be available. It took a very long time for them to see me in the waiting room, and they acted as if they were being inconvenienced. I needed to go to the emergency room, but this was my only option. I think there needs to be longer hours of operation for emergency cases.	1
keep up the good work!	1
love the short wait times.	1
Maureen Hammond-Schaefer is the best provider you have. Receptionists and cashiers need to be more careful about asking questions in front of other students regarding confidential health information.	1
Maureen is the best! She and her nurse were ALWAYS caring and nice to me. I will miss their services. I can not afford health care so this helped a lot. JDB	1
medication too very expensive...for students	1
Mr. Vegas is a great and understanding medical care provided who goes the extra mile to make sure his patient's needs are met.	1
my obgyn maureen, her nurse as well as obgyn dennifer provided EXCELLENT service every time, better than obgyns at other places, listened to all concerns medical as well as personal, not in a hurry, very friendly, i am beyond satisfied!	1
no matter when I come in the receptionist is very rude and speaks loudly of whatever condition I am visiting for...as well as giving me incorrect information about the process I need to follow	4
none	2
none at this time, overall I am very satisfied	1
Nurses should be able to hide their surprise when they find the name of an international student extraordinary. Especially, making fun of those names is totally unacceptable. They would blush if they heard what their names meant in other languages.	1
On my last visit I was scheduled to see a nurse practitioner, but I needed to see a doctor for that type of visit. The receptionists need to be more familiar with that information. Also, one doctor that I have seen a few different times acts like my concerns (the reasons I come in) are as significant as I think they are. That doctor usually tells me to just wait things out.	1
One of the nurse practitioners, Kristina(don't know her last name)is wonderful! She explains	1

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everything in detail and always appears to try to help and her diagnoses seem to be right, when before, I was seen by others who misdiagnosed me and were WAY off!	
One particular nurse has to quit calling people out the waiting room by the first and last names. this is an invasion of privacy. It has been reported and yet she continues to do so.	1
over all great, but the receptionists and such need some personality.	1
Overall excellence.	1
Overall, all personnel seem courteous, respectful, and efficient.	1
Overall, I have been very satisfied with services at the health center. For one particular (and minor) medical problem, however, I saw three doctors (one of which was the director of the medical center), and got three completely different opinions on the nature of my problem and the way in which it should be treated. This was quite frustrating and lowered my confidence in the training of the staff doctors. In all other cases, however, the doctors have done their jobs well.	1
Patricia Stuart is amazing, very sweet and understanding. She is the best experience here by far!	1
Patricia Stuart is the best!	1
Please add an ENT and an Allergy/Asthma specialist	1
Possible to get chiropractic services at some point?	1
possibly be open Sunday just for making appointments or taking quick care questions	1
Psychological medical staff, Appointment girls, and Pharmacy staff are EXCELLENT	1
Receptionist staff need to be a bit more careful about inquiring into the reason for a patient's visit. Maybe HIPPA guidelines need to be further explained. If staff needs more specific information, a separate room should be utilized. I was asked point blank by receptionist staff 'why' I needed to see a provider and felt somewhat uncomfortable after giving a general response and being probed for more specific information in front of others.	1
should be available to non-student, community members	1
sometimes i feel as though they overlook certain possibilities for a particular illness. however, I've only been misdiagnosed once.	1
Sunday hours should be included as well. people do get sick on Sundays.	1
tell me my temperature and blood pressure when it is taken instead of making me guess what it is.	1
thanks	1
The appointment staff makes the appt for say 3:00, but you need to be there at 2:45, people will remember 3:00 and then be late. If we are suppose to be here 15 prior, then make the appt for 15 min prior	2
The bedside manner of my obgyn was excellent. Very professional and answered all of my questions. Dr. Pat Stuart and MS. Ludwig did a good job. I have had an occasion when one of the physicians did not diagnose a respiratory infection correctly and I had to return for a separate visit.	1
the doctor is very concerned for my well being	1
The health clinic is a much needed facility on this campus; however, we, as students, have grown as a population within the last two years at a phenomenal rate-this being the case, it is essential that the clinic receive additional funding. Such health care service expansion within the women's health care facility and additional appointments (sonograms, Xrays, etc) must be made on specific dates because some services are only available on certain days of the week. Many students here have no insurance and cannot afford the insurance the University provides; hence, we rely on the Health Center for all our needs-including these specific tests. The staff here does an excellent job working within the tight parameters they receive for budgeting; hence, the reason it is sometimes difficult to make an appointment or-you have to wait for extended periods is because of the parameters of services they have to offer and doctors available. As we expand as a University, it is critical that this facility receive what they need to provide us with care. As an example- I	1

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received a diagnosis in which the doctor suspected a problem with one of my fallopian tubes- because specialized testing was not available on that day- I had to wait two additional days for the test-or- go to the emergency room-not an option for a single mother/full-time student...Hence, what we need, as a student body, is a 'bigger' health center. The staff at this facility apparently uses the money they receive wisely so why not expand so that they can provide us with the medical care we so need. Thank You.	
The last two times I have come in for my annual exam I asked for one provider but was given another.	1
The Nurse Practitioners are exceptional in professional skill and attitude.	1
The people who work here are very nice and helpful :)	1
The personnel at the appointment desk are hidden behind cubicles which means they don't see you as you walk up to the line to set an appointment. They appear to be caught up with the computers even if they are not setting an appointment over the phone. When they finally speak to you they speak softly and into the cubicle so that they are difficult to hear. The cashier's desk on the pharmacy side is also VERY difficult to hear. Part of the problem is the refrigerator motor running right next to you as you're trying to talk to them. It also appears that they speak softly. This AM I could see the woman's lips moving but couldn't hear a word she said. BTW, my hearing is well within normal limits. I've had an appointment with Mr. Vega and felt like I was fighting with him just to receive the care I needed. I have since interacted with 2 different physicians without having the same difficulty.	1
The pharmacy is a great on-campus resource that I enjoy using.	1
The SHC services provided to students are outstanding. I have high regard for the Physicians, PA's, NP's, Pharmacists and support nursing staff. I am especially grateful to Pharmacy personnel for time spent with me explaining medication use and side effects since I am extremely sensitive to medication. Mr. Langford has also been a great help to me for a back injury. He is knowledgeable about so many aspects of Orthopedics and gives great advice. I cannot say enough about the respect and appreciation I have for the Medical staff. And the receptionists are very efficient and always cheerful. Thanks for all that you do!	1
The staff at the student health center has always been very pleasant and has shown genuine concern for my health and well-being. Thank you!	1
the staff is extremely nice	1
The staff, as a whole, needs to be more sensitive to the fact that when a person is sick, that their judgment might be impaired, and the caregiver needs to be patient and listen more. The staff should be trained to read people's facial expressions and body language as well as listen to what they are saying in order to diagnose them properly and effectively. Basically, there should be a little more compassion from the staff as a whole.	1
the X-ray tech was not patient oriented, he didn't listen to what needed to be X-Rayed and twisted my injured ankle further	1
They do a wonderful job and I am very grateful for the medical service. I am a full time grad student who bought the extra health insurance from the UCF/Cheaseapeake Co.	1
They don't tell you how much everything is and then spring the enormous price at the cashier. This is inconvenient when you don't have the money to pay for it and the doctors have already run a huge amount of questionable tests.	1
This is a very convenient service.	1
this will be my last visit here secondary to graduation. I will miss the excellent, thorough, competent, and convenient service as well as the great prices for health care. Thank you and keep up the high standards I have been so accustomed to.	1
very good i am very pleased	1

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very organized and efficiently run clinic	1
very quick and efficient	1
very satisfied but actual prescribed medication could be a bit better with more careful analysis	1
Very satisfied with service and speed	1
very well managed office would like to work here as an ARNP after my graduation and certification in the next 1 1/2 yrs....	1
When I call to make my health center appointments, they are usually rude and do not speak loud enough for me to hear them. I would consider hiring more 'socially' inept people for this position, since answering phones is their job.	1
Wonderful staff, very friendly, prices seem a bit high, but I'm a college kid and I complain about that kind of thing. Over all Very nice	1
would like you to be open on Sunday	1
No response	399