

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

	Frequency	Percent
Don't Know	5	1.0
UCF Student Health	376	74.6
Private doctor's office	88	17.5
Walk-in Clinic	11	2.2
Hospital emergency room	1	.2
Some other place	3	.6
Total	484	96.0
Missing	20	4.0
Total	504	100.0

**Q1: Comments**

	Frequency
No Response	501
A combination of the first 3	1
both office & walk-in clinic	1
WALK-IN CLINIC BACK HOM	1
Total	504

**Q2: About how many times have you been to a doctor since the beginning of the Fall 2002 semester?**

	Frequency	Percent
1 visit	112	22.2
2-4 visits	253	50.2
5-7 visits	61	12.1
8-10 visits	25	5.0
11-13 visits	7	1.4
14 or more visits	17	3.4
Total	475	94.2
Missing	29	5.8
Total	504	100.0

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

	Frequency	Percent
Student Orientation	303	60.1
Friend	73	14.5
UCF information table, publications, or web site	54	10.7
UCF faculty	5	1.0
UCF staff	22	4.4
Relative	6	1.2
Some other source	19	3.8
Total	482	95.6
Missing	22	4.4
Total	504	100.0

**Q3: Comments**

	Frequency
No Response	484
Athletics Department	1
dorms	1
General Knowledge	1
Had to drop off medical info at the beginning of the year	1
health fee	1
I have been in the past	1
I saw it while walking across campus and asked about it	1
International Office	1
Intro Egn 1006	1
its just here	1
Orange County School System	1
standard University service	1
Trainer	1
tuition bill	1
ucf athletics	1
UCF Football	1
walk in	1
walked by	1
website	1
Website	1
Total	504

**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	7	1.4
Fair	16	3.2
Good	94	18.7
Very Good	196	38.9
Excellent	163	32.3
Total	476	94.4
Missing	28	5.6
Total	504	100.0

**Q5: About how many times have you been to Student Health Services to see a health care provider since the beginning of the Fall 2002 semester?**

	Frequency	Percent
1 visit	112	22.2
2-4 visits	244	48.4
5-7 visits	65	12.9
8-10 visits	25	5.0
11-13 visits	6	1.2
14 or more visits	12	2.4
Total	464	92.1
Missing	40	7.9
Total	504	100.0

**Q6: About how many times have you been to Student Health Services since the beginning of Fall 2002 for another reason?**

	Frequency	Percent
0 visits	176	34.9
1 visit	78	15.5
2-4 visits	153	30.4
5-7 visits	31	6.2
8-10 visits	20	4.0
11-13 visits	6	1.2
14 or more visits	5	1.0
Total	469	93.1
Missing	35	6.9
Total	504	100.0

**Q7: Think about when you were sick or injured, how long was it before the Student Health Service Center medical staff could see you?**

	Frequency	Percent
I did not see medical staff	75	14.9
Less than 2 hours	93	18.5
Between 2 and 4 hours	25	5.0
Within 24 hours of when	96	19.0
Two days or more after	29	5.8
Total	318	63.1
Missing	186	36.9
Total	504	100.0

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

	Frequency	Percent
Very Dissatisfied	5	1.0
Dissatisfied	18	3.6
Neutral	34	6.7
Satisfied	115	22.8
Very Satisfied	92	18.3
Total	264	52.4
Missing	240	47.6
Total	504	100.0

**Q9: About how many of these visits from the beginning of the Fall 2002 semester were for regular checkups or physical exams?**

	Frequency	Percent
1 visit	1	.2
2-4 visits	454	90.1
Total	455	90.3
Missing	49	9.7
Total	504	100.0

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

	Frequency	Percent
Very Dissatisfied	6	1.2
Dissatisfied	14	2.8
Neutral	38	7.5
Satisfied	81	16.1
Very Satisfied	94	18.7
Total	233	46.2
Missing	271	53.8
Total	504	100.0

**Q11: Since the beginning of the Fall 2002 semester, about how long did you usually have to wait in the waiting room and the exam room until you were seen by the health care provider?**

	Frequency	Percent
Less than 15 minutes	177	35.1
About 15 to 20 minutes,	179	35.5
About 30 minutes	50	9.9
More than 30 minutes,	48	9.5
More than 1 hour but	9	1.8
More than 2 hours	2	.4
Total	465	92.3
Missing	39	7.7
Total	504	100.0

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

	Frequency	Percent
Very Dissatisfied	8	1.6
Dissatisfied	31	6.2
Neutral	107	21.2
Satisfied	174	34.5
Very Satisfied	146	29.0
Total	466	92.5
Missing	38	7.5
Total	504	100.0

**Q13: 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?**

	Frequency	Percent
Don't know	75	14.9
Shorter waits and next	240	47.6
Preferred provider and	164	32.5
Total	479	95.0
Missing	25	5.0
Total	504	100.0

**Q14: Rate your health care provider on whether he or she explains things in a way you can understand.**

	Frequency	Percent
Not Very Good	2	.4
Okay	29	5.8
Good	158	31.3
Very Good	284	56.3
Total	473	93.8
Missing	31	6.2
Total	504	100.0

**Q15: Rate how carefully the health care provider listens to what you say, without interrupting or rushing you**

	Frequency	Percent
Not Good at All	2	.4
Not Very Good	11	2.2
Okay	57	11.3
Good	148	29.4
Very Good	255	50.6
Total	473	93.8
Missing	31	6.2
Total	504	100.0

**Q16: What about the courtesy, respect, and attitude of the health care provider?**

	Frequency	Percent
Not Very Good	3	.6
Okay	28	5.6
Good	129	25.6
Very Good	312	61.9
Total	472	93.7
Missing	32	6.3
Total	504	100.0

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

	Frequency	Percent
Not Good at All	4	.8
Not Very Good	11	2.2
Okay	62	12.3
Good	165	32.7
Very Good	228	45.2
Total	470	93.3
Missing	34	6.7
Total	504	100.0

**Q18: What about the health care provider telling you ways to keep from getting sick or injured and to stay healthy?**

	Frequency	Percent
Not Good at All	4	.8
Not Very Good	17	3.4
Okay	74	14.7
Good	160	31.7
Very Good	208	41.3
Total	463	91.9
Missing	41	8.1
Total	504	100.0

**Q19: What about the courtesy, respect, and attitude of the appointment representative?**

	Frequency	Percent
Not Good at All	7	1.4
Not Very Good	20	4.0
Okay	65	12.9
Good	187	37.1
Very Good	194	38.5
Total	473	93.8
Missing	31	6.2
Total	504	100.0

**Q20: What about the courtesy, respect, and attitude of the receptionist?**

	Frequency	Percent
Not Good at All	6	1.2
Not Very Good	19	3.8
Okay	69	13.7
Good	169	33.5
Very Good	209	41.5
Total	472	93.7
Missing	32	6.3
Total	504	100.0

**Q21: What about the courtesy, respect, and attitude of the cashier?**

	Frequency	Percent
Not Very Good	3	.6
Okay	31	6.2
Good	160	31.7
Very Good	281	55.8
Total	475	94.2
Missing	29	5.8
Total	504	100.0

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

	Frequency	Percent
Not at all Confident	2	.4
Not Very Confident	8	1.6
Neutral	35	6.9
Confident	164	32.5
Very Confident	264	52.4
Total	473	93.8
Missing	31	6.2
Total	504	100.0

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

	Frequency	Percent
Not at all Confident	8	1.6
Not Very Confident	22	4.4
Neutral	76	15.1
Confident	188	37.3
Very Confident	181	35.9
Total	475	94.2
Missing	29	5.8
Total	504	100.0

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

	Frequency	Percent
Not at all Confident	6	1.2
Not Very Confident	11	2.2
Neutral	75	14.9
Confident	178	35.3
Very Confident	205	40.7
Total	475	94.2
Missing	29	5.8
Total	504	100.0

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

	Frequency	Percent
Not at all Confident	2	.4
Not Very Confident	6	1.2
Neutral	67	13.3
Confident	174	34.5
Very Confident	219	43.5
Total	468	92.9
Missing	36	7.1
Total	504	100.0

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

	Frequency	Percent
Very Dissatisfied	3	.6
Dissatisfied	7	1.4
Neutral	33	6.5
Satisfied	175	34.7
Very Satisfied	255	50.6
Total	473	93.8
Missing	31	6.2
Total	504	100.0

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

	Frequency	Percent
Very Dissatisfied	14	2.8
Dissatisfied	58	11.5
Neutral	88	17.5
Satisfied	150	29.8
Very Satisfied	158	31.3
Total	468	92.9
Missing	36	7.1
Total	504	100.0

**Q28: What weekend hours of operation would you most prefer?**

	Frequency	Percent
Don't know	61	12.1
Saturday 9:00	35	6.9
Saturday 10:00	103	20.4
Saturday 11:00	74	14.7
Saturday 12:00	105	20.8
Sunday 1:00	49	9.7
Sunday 2:00	22	4.4
Sunday 3:00	24	4.8
Total	473	93.8
Missing	31	6.2
Total	504	100.0

**Q29: Where do you reside?**

	Frequency	Percent
7 or More Miles from	113	22.4
4-6 Miles from Campus	67	13.3
Within 4 Miles of Campus	227	45.0
On Campus	70	13.9
Total	477	94.6
Missing	27	5.4
Total	504	100.0

**Q30: What is your student classification?**

	Frequency	Percent
Freshman	76	15.1
Sophomore	84	16.7
Junior	110	21.8
Senior	134	26.6
Post Bacc	8	1.6
Grad Student	59	11.7
Other	5	1.0
Total	476	94.4
Missing	28	5.6
Total	504	100.0

**Q31: What is your gender?**

	Frequency	Percent
Male	142	28.2
Female	329	65.3
Total	471	93.5
Missing	33	6.5
Total	504	100.0

**Q32: What was your age on your last birthday?**

	Frequency	Percent
18 and under	39	7.7
19-24	342	67.9
25-34	67	13.3
35-44	12	2.4
45 or older	18	3.6
Total	478	94.8
Missing	26	5.2
Total	504	100.0

**Q33: Asian / Pacific Islander**

	Frequency	Percent
Asian / Pacific Islander	34	6.7
Not Asian / Pacific Islander	470	93.3
Total	504	100.0

**Q33: Black / African American**

	Frequency	Percent
Black / African American	54	10.7
Not Black / African American	450	89.3
Total	504	100.0

**Q33: Hispanic / Latino**

	Frequency	Percent
Hispanic / Latino	61	12.1
Not Hispanic / Latino	443	87.9
Total	504	100.0

**Q33: Native American**

	Frequency	Percent
<b>Native American</b>	<b>4</b>	<b>.8</b>
<b>Not Native American</b>	<b>500</b>	<b>99.2</b>
<b>Total</b>	<b>504</b>	<b>100.0</b>

**Q33: White / Caucasian**

	Frequency	Percent
<b>White / Caucasian</b>	<b>337</b>	<b>66.9</b>
<b>Not White / Caucasian</b>	<b>167</b>	<b>33.1</b>
<b>Total</b>	<b>504</b>	<b>100.0</b>

**Q33: Other**

	Frequency	Percent
<b>Other</b>	<b>16</b>	<b>3.2</b>
<b>Not Other</b>	<b>488</b>	<b>96.8</b>
<b>Total</b>	<b>504</b>	<b>100.0</b>

### Q34: Additional comments

	Fr
No Comment	
The nurse Renee was very courteous and friendly. She also seems sincere and concerned about my well being. That is what made visit overall very very satisfactory!	
2 times i have been schedualled for days when you werent open	
ALL STEPS ARE VERY KIND	
appointment representatives need to be more polite.	
appointment times are too far in advance.. other than that everything ok!	
Dental care at the health center would be a definite plus. Things such as cleanings and dental X-Rays would be a most welcome addition to the health center.	
Doctors are pretty good but receptionists arent too welcoming	
Dr Shaffer is excellant! Makes female exams much less nerve racking. She is friendly and knowledgible. This helps in my ability to make and keep such exams and i only see Shaffer. I think all of the above is very important to young females. Front re	
Dr. Deichen is an excellent doctor.	
Dr.Deichen and Mauren Shaffer are both excellent doctors that payed special attention and showed concern about the patient.	
Excellant service and congenial staff	
Excellent care, fast service	
excellent service... thanks for caring	
ggod pharmacy(ists)	
glad we have a health center and this is the only place I go for health issues	
good	
good pharmacy	
Good staff, good doctors. They do what exactly what i come here for, they tell me whats wrong and they fix it. I have nev been misdiagnosed.	
Great Job!	
gyno department tells students false info	
how well are other insurance companies covered	
I'm outta tissues!	
I've had good experiences with everyone in Student Health Services except for the appointment representatives-they haven't been very pleasant.	
I always seem more sick after I leave then when I come in.	
I am so glad the health center is available to us, it saves so much time!	
I appreciate the level of care that is provided.	
I appreciate the short wait to see a doctor, and the ability to get an appointment on the same day usually.	
I asked if there was a charge for rubeola titer when I made an appointment, was told no, then was charged when I checked out.	
i don't agree with the no showing appointment fee on the first time or with a valid excuse	
I feel that the staff needs to be more attentive to the patients. The staff needs to listen more and be more patient and compassionate. Also, I would rather have the right medicine or tests or whatever medical treatment and pay rather than not have the	
i feel that when explaining my ailments to the doctor or nurse, they seem to not value what i say and dismiss my statements quickly. I dont feel like anything i said on my last appointment made any difference to my treatment. A perfect example was when	
I have always enjoyed my care by Maureen Schaffer. She is a wonderful ARNP.	
I have been extremely happy with the service i have recieved. my doctor, as well as the other staff i have spoken with have been more then helpful, caring, and quick. thank you!	
I have been very pleased with the care I have received from my two primary care providers (Dr. Stroup and Dr. Langford	

