DEPARTMENT MISSION STATEMENT:
The mission of the Student Health and Counseling Center is to improve and support the overall health and wellness of all CSUF students.

PROGRAM/SERVICE OVERVIEW:
Annual Patient Satisfaction Survey
The Student Health Center is the organization responsible for the health care of students on campus, improving student success and retention at CSUF. The SHCC is fully accredited by the Accreditation Association of Ambulatory Health Care and is guided by the following goals: Provide high-quality ambulatory health care essential to the physical and mental well-being of our students: Provide education and counseling that promotes healthy lifestyles among our students: Serve our students in a caring manner and environment: Serve as a resource to the campus community on health care issues. This survey is also used to benchmark with other CSU health centers. Participation was voluntary and there were no incentives to participate.

TYPE OF ASSESSMENT:
(To check mark any box below, please double click on the square and select “checked”.)
- External Reports
- Needs Assessment
- Program Evaluation
- Student Learning Outcomes
- Student Satisfaction Assessment
- Student Success
- Utilization Data

DATA COLLECTION TIMEFRAME:
Surveys were collected February 3, 2014 to February 14, 2014

DATA COLLECTION METHODS:
Quantitative survey with some qualitative comments done on-line after completing an appointment at the Health Center. Likert scale of 1 to 5 was used.

LIMITATIONS:
We experimented with using a new survey tool in our existing electronic medical record for the first time. It proved not to be the best way for making the survey easily accessible to students and might have influenced the outcome of the answers.

SUMMARY OF RESULTS:
Students are highly satisfied with the services provided at the Health Center at 3.96 on a Likert scale of 5 or almost 80% and rated the importance of having health services available and accessible to them on campus as very important.

KEY FINDINGS:
- 42% of students self-reported that they did not have any medical insurance.
- 87% of students think that having health services available on campus is very important.
- All departments rated above the SHCC goal of 80% with the highest satisfaction reported for Family PACT, pharmacy, medical providers, and chiropractic.
- 86% of students understood the explanation of their condition.
• 86% of students thought their medical provider showed concern for their condition.
• 88% of students understood the medical advice given to them.
• Overall satisfaction dropped from 4.37 last year to 3.96 this year. This might be because of the new way the survey was administered as other information received from the survey did not support this drop and actually showed improvement in most areas.

APPLICATIONS OF FINDINGS: (Please be as specific as possible.)
1. Even though students still rated the SHCC services highly, our overall satisfaction rate was lower than last year. The actual satisfaction for each group remained the same or improved so there was some discrepancy in the information reported. We think this might have been because of the new way the survey was administered and the difficulty of accessing the survey. It is important to monitor this and not just assume that it was in error. SHCC will start randomly selecting students for patient satisfaction surveys throughout the year and develop a better way to administer the survey so we can more accurately monitor that students are satisfied with the services they receive.
2. Even with the Affordable Care Act, students still do not have health insurance. SHCC still is often the only healthcare available for many students including AB540 students. We will continue to monitor this and assist students with getting insurance and receiving affordable, accessible healthcare as needed, supporting their retention and success at CSUF.
3. Students highly rate having services available to them on campus. Often, the accessible and affordable services at SHCC are more convenient, save time and are often less expensive than a co-pay at other medical facilities, enhancing a student’s ability to concentrate on their academic studies and be more successful at school.