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:

CSU Student Health Center Patient Satisfaction Survey. This is a survey that is benchmarked with other CSU campuses rating access, services and staff at the Student Health Center.

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:

Collected during the 2nd week of Spring Semester, February 11th - 22nd, 2013

DATA COLLECTION METHODS:

Quantitative, 12 question, survey administered on-line using a 5-point Likert scale with area to make additional comments. The survey was sent electronically to every student with an appointment on the same day they received services. There were no incentives to participate.

LIMITATIONS:

There was a low response rate with 129 responses

SUMMARY OF RESULTS:

Students rated the services for the Health Center at 4 or above on a 5 point Likert scale in most areas. This indicates that 80% or more of students are happy with the services, the staff and the care they receive at the Health Center. Students showed strong support of having health services on campus.

KEY FINDINGS:

- 86% of respondents were satisfied or very satisfied with their most recent visit
- 96% of students surveyed indicated it was important for health services to be available on campus
- 44% of students who used the Health Center did not have insurance
- In comments, many students indicated they were unhappy with using or making on-line appointments
- One area that did not meet the Health Center goal of 4 or above was X-ray at 3.97
APPLICATIONS OF FINDINGS:

1. We are redesigning and improving how students make on-line appointments to make the process easier and friendlier for students to use.

2. With a 3.97 rating, x-ray is not far off the Health Center goal of 4 but will be an area that is monitored more closely in the coming year. There were staffing issues this past year in the X-ray department with an extended illness for one of the x-ray techs.

3. Our data is very comparable from previous year’s data and shows that students have been happy with the services they receive at the Health Center. This data/survey is always shared with the staff to help keep them motivated to continue to provide high quality, student centered services to students. It also shows how highly students value our services.

4. Data and student comments collected in this survey are used in marketing the Health Center.

5. An area that shows a trend developing is in how many students using the Health Center do not have health insurance. With Health Care Reform coming in the next academic year, it will be interesting to see how this will change with our next survey.

6. The quantitative survey ofen does not tell the complete story. It might show we have a problem but not exactly why or what the problem is. It would not have been evident that on-line appointments were such a problem without the comment section available to students for this survey. We will continue to solicit additional input by continuing to make the comment section available to students and might look at how to better incorporate more qualitative information into the survey to better identify specific opportunities for improvement.