

## Longwood University Student Health and Wellness Center User Satisfaction Survey Summary-Fall 2008

Confidential User Satisfaction Surveys were distributed to *only* those students who received care from a clinician at the Student Health and Wellness Center during the Fall 2008 academic semester. The majority of appointments occurred on **Mondays**. Survey respondents indicated that when making an appointment, most were offered an appointment **later the same day**.

On a Likert Scale of responses (5 = strongly agree, 4 = agree, 3 = neutral, 2 = disagree, 1 = strongly disagree) respondents agreed that:

- **Front desk reception was**

1. Prompt

|               |                          |
|---------------|--------------------------|
| <b>78.93%</b> | <b>Strongly Agree</b>    |
| <b>19.40%</b> | <b>Agree</b>             |
| <b>1.34%</b>  | <b>Neutral</b>           |
| <b>0.33%</b>  | <b>Disagree</b>          |
| <b>0.00%</b>  | <b>Strongly Disagree</b> |

2. Pleasant

|               |                          |
|---------------|--------------------------|
| <b>80.67%</b> | <b>Strongly Agree</b>    |
| <b>17.67%</b> | <b>Agree</b>             |
| <b>1.00%</b>  | <b>Neutral</b>           |
| <b>0.67%</b>  | <b>Disagree</b>          |
| <b>0.00%</b>  | <b>Strongly Disagree</b> |

- **The attending professional seemed interested in them as an individual**

|               |                          |
|---------------|--------------------------|
| <b>74.00%</b> | <b>Strongly Agree</b>    |
| <b>21.33%</b> | <b>Agree</b>             |
| <b>3.67%</b>  | <b>Neutral</b>           |
| <b>1.00%</b>  | <b>Disagree</b>          |
| <b>0.00%</b>  | <b>Strongly Disagree</b> |

- The advice and treatment received seemed appropriate

|        |                   |
|--------|-------------------|
| 82.27% | Strongly Agree    |
| 14.72% | Agree             |
| 2.01%  | Neutral           |
| 0.67%  | Disagree          |
| 0.33%  | Strongly Disagree |

- The opportunity to discuss problem was adequate

|        |                   |
|--------|-------------------|
| 82.33% | Strongly Agree    |
| 15.33% | Agree             |
| 2.00%  | Neutral           |
| 0.33%  | Disagree          |
| 0.00%  | Strongly Disagree |

- Questions about problems and treatment were answered satisfactorily

|        |                   |
|--------|-------------------|
| 80.67% | Strongly Agree    |
| 16.33% | Agree             |
| 2.67%  | Neutral           |
| 0.00%  | Disagree          |
| 0.33%  | Strongly Disagree |

- Instructions for follow-up care were clearly explained

|        |                   |
|--------|-------------------|
| 80.67% | Strongly Agree    |
| 14.67% | Agree             |
| 4.00%  | Neutral           |
| 0.33%  | Disagree          |
| 0.33%  | Strongly Disagree |

- Educational materials received were helpful

|        |                   |
|--------|-------------------|
| 67.12% | Strongly Agree    |
| 17.47% | Agree             |
| 14.04% | Neutral           |
| 0.68%  | Disagree          |
| 0.68%  | Strongly Disagree |

• **Satisfied with the visit**

|               |                          |
|---------------|--------------------------|
| <b>81.00%</b> | <b>Strongly Agree</b>    |
| <b>14.33%</b> | <b>Agree</b>             |
| <b>4.00%</b>  | <b>Neutral</b>           |
| <b>0.33%</b>  | <b>Disagree</b>          |
| <b>0.33%</b>  | <b>Strongly Disagree</b> |

• **Would recommend the service to other students**

|               |                          |
|---------------|--------------------------|
| <b>82.00%</b> | <b>Strongly Agree</b>    |
| <b>14.00%</b> | <b>Agree</b>             |
| <b>3.33%</b>  | <b>Neutral</b>           |
| <b>0.33%</b>  | <b>Disagree</b>          |
| <b>0.33%</b>  | <b>Strongly Disagree</b> |

**Prominent Comments:**

- Very nice facility.
- Keep up the good work! :)
- I was satisfied :)
- Wonderful staff :)
- Everyone was very nice
- Would have given all sixes :)
- Everything was sweet!
- Very helpful!
- You guys rock!
- I love the wellness center!
- Wonderful! :0
- Thanks for the promptness!
- Love health & wellness!
- Good experience!
- Very Nice-thank you :)
- Great job. Nurse- very nice :)
- Very helpful and I felt very comfortable.