

Longwood University Student Health and Wellness Center User Satisfaction Survey Summary Spring 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 Spring 2008 academic semester. The majority of appointments occurred on **Wednesdays**. 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

- 77% strongly agreed
- 20% agreed
- 1% strongly disagreed

2. Pleasant

- 81% strongly agreed
- 17% agreed
- 1% strongly disagreed

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

- 78% strongly agreed
- 19% agreed
- 2% neutral
- 1% strongly disagreed

• **The advice and treatment received seemed appropriate**

- 82% strongly agreed
- 15% agreed
- 3% neutral
- 1% strongly disagreed

• **The opportunity to discuss problem was adequate**

- 82% strongly agreed
- 15% agreed
- 1% neutral
- 1% strongly disagreed

• **Questions about problems and treatment were answered satisfactorily**

- 81% strongly agreed
- 16% agreed
- 2% neutral
- 1% strongly disagreed

• **Instructions for follow-up care were clearly explained**

- 83% Strongly agreed
- 14% agreed
- 2% Neutral
- 1% Strongly disagreed

• **Educational materials received were helpful**

- 67% Strongly agreed
- 19% agreed
- 12% Neutral
- 1% Strongly disagreed

• **Satisfied with the visit**

- 82% Strongly agreed
- 15% agreed
- 2% Neutral
- 1% Strongly disagreed

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

- 83% Strongly agreed
- 13% agreed
- 3% Neutral
- 1% Strongly disagreed

Prominent Comments:

- Dr. Wagner was very friendly and energetic. She answered my concerns in a very caring manner. 😊
- Everyone was very nice and the care package is awesome! Thank you for all your help!
- The doctor Colleen Meiser is extremely nice and helpful!
- It was the first time I had been helped by Colleen Meiser and she was very pleasant and thorough. I really enjoyed her.
- Service is always friendly, prompt, and nice when I come here.
- Margo Potts is wonderful-so easy to talk to!
- I love the stuff!!
- I did not appreciate being left for 25 min between seeing the first nurse and nurse practitioner without being told she was leaving.
- I've been here 3 times, twice on emergency and have been treated amazing every time. The service here is so good. I appreciate all the doctors-thank you:)