

Longwood University Student Health and Wellness Center  
**User Satisfaction Survey Summary Fall 2006**

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 2006 academic semester. The majority of appointments occurred on **Wednesdays**. Survey respondents indicated that when making an appointment, whether as a walk-in or via the telephone, **39%** 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. Acknowledged
    - **84%** Strongly agreed
    - **15%** agreed
    - **1%** Strongly disagreed
  2. Prompt
    - **82%** Strongly agreed
    - **16%** agreed
    - **1%** Strongly disagreed
  3. Pleasant
    - **87%** Strongly agreed
    - **10%** agreed
    - **1%** Neutral
    - **1%** Strongly disagreed
  
- The attending professional seemed interested in them as an individual
  1. **72%** Strongly agreed
  2. **19%** agreed
  3. **3%** Neutral
  4. **1%** Strongly disagreed
  
- The advice and treatment received seemed appropriate
  1. **76%** Strongly agreed
  2. **18%** agreed
  3. **1%** Neutral
  4. **1%** Disagreed
  5. **3%** Strongly disagreed
  
- The opportunity to discuss concerns and problems was adequate
  1. **80%** Strongly agreed
  2. **15%** agreed
  3. **3%** Neutral
  4. **0%** Disagreed
  5. **1%** Strongly disagreed
  
- Questions about any concerns, problems, and treatment were answered satisfactorily
  1. **73%** Strongly agreed
  2. **14%** agreed
  3. **15** Neutral
  4. **1%** Disagreed
  5. **1%** Strongly disagreed

- Instructions for follow-up care were clearly explained
  1. **86%** Strongly agreed
  2. **9%** agreed
  3. 3% Neutral
  4. 0% Disagreed
  5. 1% Strongly disagreed
  
- Educational materials received were helpful
  1. **52%** Strongly agreed
  2. **11%** agreed
  3. 6% Neutral
  4. 1% Disagreed
  5. 0% Strongly disagreed
  
- Satisfaction with the visit
  1. **82%** Strongly agreed
  2. **13%** agreed
  3. 3% Neutral
  4. 0% Disagreed
  5. 1% Strongly disagreed

Survey respondents indicated the top health concerns of Longwood students are:

1. **40%- Common cold and/or flu**
2. **38%- No Answer**
3. 9% - Sexually Transmitted Infections
4. 6% - Other
5. 5% - Smoking
6. 2% - Allergies

**98%** of students indicated knowing that “all information is confidential between the student and health care staff.” including the fact that parents, faculty and staff are unable to obtain about any student.

Students indicated major **misconceptions** regarding the Student Health and Wellness Center are:

1. it costs money
2. misdiagnosis/mistreatment
3. it’s hard to get an appointment/not easy to visit
4. your parents will be contacted on every visit
5. it’s not a real doctor’s office
6. it’s not confidential
7. if you come in, you will be given a pregnancy test
8. it only exists for emergencies

**73%** of students indicated that they would feel comfortable speaking with a student wellness volunteer such as a pre-nursing or pre-medical student.

**34%** of students indicated interest in volunteering for the Student Health and Wellness Center. These opportunities include serving on an advisory committee such as the Student Health Partners, Peer Helpers, and Wellness Advocates involvement in health projects, marketing of services and educational programs, student surveys, and internships.