

Student Satisfaction Survey Results

Reedley College Health Services

Spring 2010 – Spring 2011

Summary

Student satisfaction surveys for spring 2010, fall 2010 and spring of 2011 were remarkably positive for Health Services, although the number of participants was low due to the time of year they were collected. Several written comments identify needs students would like to have met and we will explore those topics in further depth.

Details

In the spring of 2010, many of our respondents were Resident Hall students who were involved in our bi-monthly outreach program. This is an educational program directed at prevention of illness and disease; the population existing largely of international students and athletes. In fall 2010, most participants had only visited the Health Office once or twice and were not as familiar with our services as those responding in spring of 2010.

A larger percentage of respondents were participants in our bi-monthly Student Activity outreach in fall of 2010 and less familiar with our program. During this fall semester, it is interesting to note that 9.1% of visits were identified as mental health needs as compared to general health issues.

By spring 2011, 40-50% of responders had visited more than twice and our outreach program had been operating for over two years.

To help define our population, we asked three questions initially and they were:

1. Which campus have you taken or do you plan to take most of your classes?
2. How many times have you visited Health Services and/or Psychological Services
3. The reason(s) for my visit today was/were: illness, injury, first aid, TB skin test, Flu shot, health screening, mental health issue, or other.

Nearly 100% of respondents were Reedley College students and the majority had had only 1 or 2 visits to Health Services. In addition, the most frequent reasons for visiting were consistently TB skin tests and illness. The reason for visits varies from month to month, but the majority of our traffic flow is generated by these two needs.

The seven statements that they were asked to assess were:

1. Front counter Health Services personnel were courteous and helpful.

2. Front counter Health Services personnel clearly communicated appointments, and/or walk-in procedures.
3. I trust the College Nurse or Psychological Intern to be honest with me and maintain confidentiality.
4. I would refer other students to Health Services/Psychological Services
5. I believe Health Services is helpful to my success as a student.
6. The College Nurse explained and provided information related to the reason for my visit and/or provided adequate treatment for my illness or injury.
7. The Psychological Intern explained and provided information related to the reason for my visit and/or developed a plan for intervention with which I am in agreement.

The scores show a high degree of consistency with all three groups and the scores lean toward strong agreement. In particular, question three, regarding trust and confidentiality in the providers, had the strongest correlation to satisfaction. We interpret these findings as showing a high degree of satisfaction and trust with the service and the individuals providing these services.

The comments offered provide considerably more information since this review is not intended to compare the semester data or the variations between participants. The intention is to review the comments section and 1) determine which portions of the services provided could be improved to meet the needs of students, 2) which services are requested more frequently, and 3) to consider revision of our Student Satisfaction Survey in order to obtain the feedback we need to guide development of our outreach program.

1. Students provided a variety of reasons for the health visit including illness, TB skin tests, first aid, regular health screenings, and health information.
2. The most common written comment reflects positive feelings about outcomes from services we have provided.
3. We had one recommendation for "doctors on call for weekend at the residence hall;" this is an expression reflective of the community population since most medical facilities are closed on weekends. However, we have ambulances available for emergencies and a hospital emergency room open 24/7 within blocks of the Residence Hall, as well as two local clinics open on Saturday morning. This request is not well substantiated. However, we can provide more information about local resources for students living on campus during the weekend.
4. There was a request for "more demonstrations about psychological disorder," and one response was, "they did not give verbal information. Just hand outs." which indicates students do have questions they may not be asking the Interns directly. Our Meditation outreach last year was not very productive after the Christmas break; students attended in small numbers. Our noon series on Mental Health issues in 2009-2010 had few attendees, and group activities in general, are poorly attended. However, since the Psychological Services website at Fresno City College has several interactive components, we will advertize that site (until the Reedley College site is available). We are in the process of developing our Reedley College Psychological

Services webpage so that students can confidentially and interactively explore questions they may have about mental health disorders in a private setting. We will also focus on Mental Health topics and posters this year.

5. The comments in regard to Emergency and Crisis Response indicate a relatively positive perception of our services; one student voices "anything could happen on campus" suggesting that there is concern about campus-wide emergencies and that it is important.
6. In response to our reference to outreach programs, one student said, "we need more outreach programs during the night." Our program runs from 8:00 a.m. to 5:00 p.m. and we do not have the resources to develop programs in the evening. However, we are developing our websites, we offer e-mail contact with professionals, and occasional evening activities in cooperation with ASB, Residence Hall, and other programs. We are willing to attend Residence Hall sponsored activities once monthly.

Proposed actions

Webpage development will be a priority. We can reach many more students in less time and with fewer resources. Our Residence Hall outreach will focus more on Mental Health needs than last year.

The College Nurse will focus on developing flyers and posters for existing Residence Hall bulletin boards which will be changed by the nurse every two weeks. The Psychological Intern will be available at the outreach table to talk with students. Paula Ramos, Department Secretary will orient and support the Psychological Intern during outreach. We will continue to provide promotional items and healthy snacks.

More information about local health resources will be provided to students living on campus during the weekend.

attachments

pj
8-23-2011

Student Services

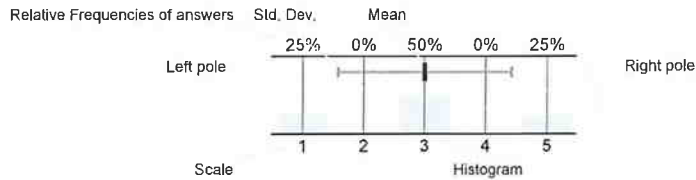
Satisfaction Survey (HSSP11) (HSSP11)
No. of responses = 28



Survey Results

Legend

Question text



n=Amount
av.=Mean
dev.=Std. Dev.
ab.=Abstention

1. Demographics

1.1) Which campus have you taken or do you plan to take most of your classes? (pick one)

Clovis	0%	n=4
Madera	0%	
Oakhurst	0%	
Reedley	100%	
Willow	0%	

1.2) How many times have you visited Health Services and/or Psychological Services? (pick one)

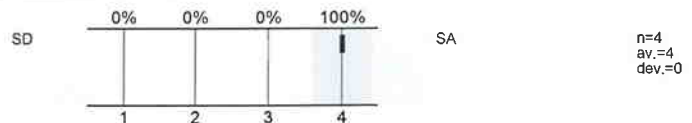
1-2 visits this semester	50%	n=4
3-4 visits this semester	25%	
5 or more times this semester	25%	

1.3) The reason(s) for my visit today was/were:

Illness <input type="checkbox"/>	7.1%	n=28
Injury	0%	
First Aid	0%	
TB skin test or read <input type="checkbox"/>	3.6%	
Flu shot/Other vaccination	0%	
Health Screening (BP/Vision/Hearing/etc) <input type="checkbox"/>	3.6%	
Mental Health issue	0%	
Other	0%	

2. For the following statements, please rate your level of satisfaction using the following scale:
SA-Strongly Agree
A-Agree
D-Disagree
SD-Strongly Disagree

2.1) Front counter Health Services personnel were courteous and helpful.



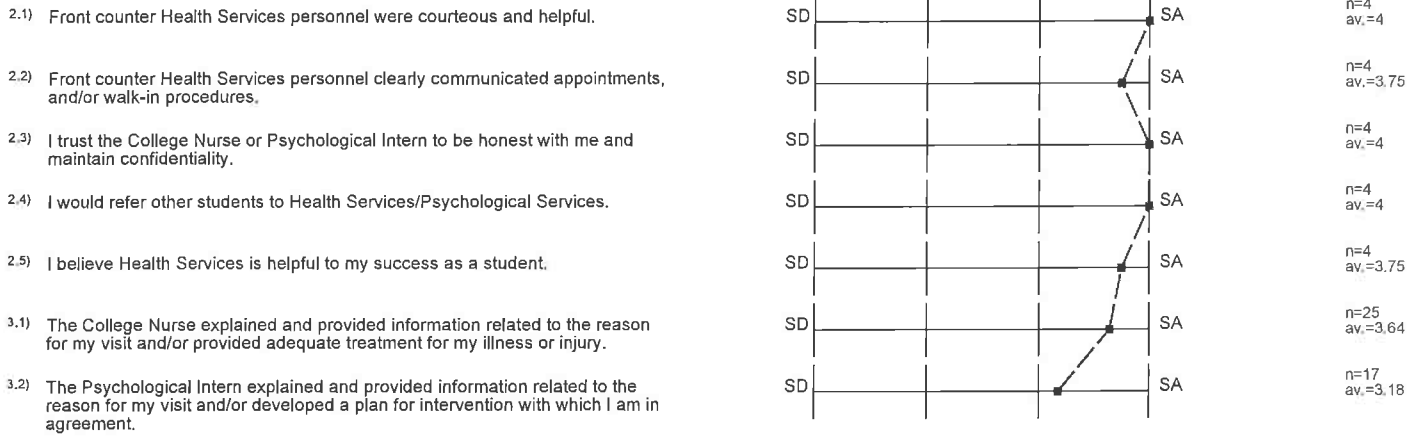
2.2) Front counter Health Services personnel clearly communicated appointments, and/or walk-in procedures.	SD		SA	n=4 av.=3,75 dev.=0,5
2.3) I trust the College Nurse or Psychological Intern to be honest with me and maintain confidentiality.	SD		SA	n=4 av.=4 dev.=0
2.4) I would refer other students to Health Services/ Psychological Services.	SD		SA	n=4 av.=4 dev.=0
2.5) I believe Health Services is helpful to my success as a student.	SD		SA	n=4 av.=3,75 dev.=0,5

3. For the following statements, please rate your level of satisfaction using the following scale: SA-Strongly Agree, A-Agree, D-Disagree, SD-Strongly Disagree, NA-Does not apply.

3.1) The College Nurse explained and provided information related to the reason for my visit and/ or provided adequate treatment for my illness or injury.	SD		SA	n=25 av.=3,64 dev.=0,49 ab.=2
3.2) The Psychological Intern explained and provided information related to the reason for my visit and/ or developed a plan for intervention with which I am in agreement.	SD		SA	n=17 av.=3,18 dev.=0,73 ab.=10

Profile

Subunit: Student Services
 Name of the instructor: Student Services
 Name of the course: Satisfaction Survey (HSSP11)
 (Name of the survey)



Student Services

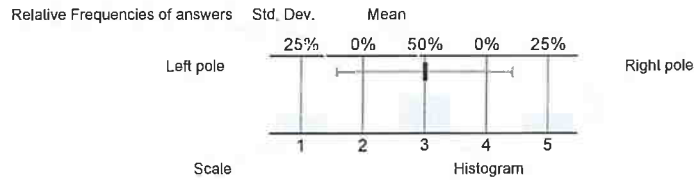
Satisfaction Survey (HSFA10) (HSFA10)
No. of responses = 39



Survey Results

Legend

Question text



n=Amount
av.=Mean
dev.=Std. Dev.
ab.=Abstention

1. Demographics

1.1) Which campus have you taken or do you plan to take most of your classes? (pick one)

Clovis	0%	n=31
Madera	0%	
Oakhurst	0%	
Reedley	100%	
Willow	0%	

1.2) How many times have you visited Health Services and/or Psychological Services? (pick one)

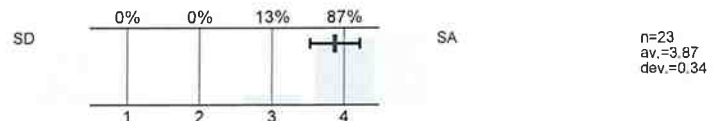
1-2 visits this semester	93.3%	n=30
3-4 visits this semester	6.7%	
5 or more times this semester	0%	

1.3) The reason(s) for my visit today was/were:

Illness	5.1%	n=39
Injury	0%	
First Aid	0%	
TB skin test or read	17.9%	
Flu shot/Other vaccination	0%	
Health Screening (BP/Vision/Hearing/etc)	2.6%	
Mental Health issue	0%	
Other	28.2%	

2. For the following statements, please rate your level of satisfaction using the following scale:
SA-Strongly Agree
A-Agree
D-Disagree
SD-Strongly Disagree

2.1) Front counter Health Services personnel were courteous and helpful.



2.2) Front counter Health Services personnel clearly communicated appointments, and/or walk-in procedures.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">19.2%</td> <td style="text-align: center;">80.8%</td> </tr> <tr> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	19.2%	80.8%					1	2	3	4	SA	n=26 av.=3.81 dev.=0.4
0%	0%	19.2%	80.8%													
1	2	3	4													
2.3) I trust the College Nurse or Psychological Intern to be honest with me and maintain confidentiality.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">8%</td> <td style="text-align: center;">92%</td> </tr> <tr> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	8%	92%					1	2	3	4	SA	n=25 av.=3.92 dev.=0.28
0%	0%	8%	92%													
1	2	3	4													
2.4) I would refer other students to Health Services/ Psychological Services.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">8%</td> <td style="text-align: center;">92%</td> </tr> <tr> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	8%	92%					1	2	3	4	SA	n=25 av.=3.92 dev.=0.28
0%	0%	8%	92%													
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2.5) I believe Health Services is helpful to my success as a student.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">9.1%</td> <td style="text-align: center;">90.9%</td> </tr> <tr> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	9.1%	90.9%					1	2	3	4	SA	n=22 av.=3.91 dev.=0.29
0%	0%	9.1%	90.9%													
1	2	3	4													

3. For the following statements, please rate your level of satisfaction using the following scale: **SA-Strongly Agree, A-Agree, D-Disagree, SD-Strongly Disagree, NA-Does not apply.**

3.1) The College Nurse explained and provided information related to the reason for my visit and/ or provided adequate treatment for my illness or injury.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">24.1%</td> <td style="text-align: center;">75.9%</td> </tr> <tr> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	24.1%	75.9%					1	2	3	4	SA	n=29 av.=3.76 dev.=0.44 ab.=1
0%	0%	24.1%	75.9%													
1	2	3	4													
3.2) The Psychological Intern explained and provided information related to the reason for my visit and/ or developed a plan for intervention with which I am in agreement.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">36.8%</td> <td style="text-align: center;">63.2%</td> </tr> <tr> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	36.8%	63.2%					1	2	3	4	SA	n=19 av.=3.63 dev.=0.5 ab.=10
0%	0%	36.8%	63.2%													
1	2	3	4													

Profile

Subunit: Student Services
 Name of the instructor: Student Services
 Name of the course: Satisfaction Survey (HSFA10)
 (Name of the survey)

2.1) Front counter Health Services personnel were courteous and helpful.	SD				SA	n=23 av.=3.87
2.2) Front counter Health Services personnel clearly communicated appointments, and/or walk-in procedures.	SD				SA	n=26 av.=3.81
2.3) I trust the College Nurse or Psychological Intern to be honest with me and maintain confidentiality.	SD				SA	n=25 av.=3.92
2.4) I would refer other students to Health Services/Psychological Services.	SD				SA	n=25 av.=3.92
2.5) I believe Health Services is helpful to my success as a student.	SD				SA	n=22 av.=3.91
3.1) The College Nurse explained and provided information related to the reason for my visit and/or provided adequate treatment for my illness or injury.	SD				SA	n=29 av.=3.76
3.2) The Psychological Intern explained and provided information related to the reason for my visit and/or developed a plan for intervention with which I am in agreement.	SD				SA	n=19 av.=3.63

2.2) Front counter Health Services personnel clearly communicated appointments, and/or walk-in procedures.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">27.6%</td> <td style="text-align: center;">72.4%</td> </tr> <tr> <td colspan="4" style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	27.6%	72.4%					1	2	3	4	SA	n=29 av.=3.72 dev.=0.45
0%	0%	27.6%	72.4%													
1	2	3	4													
2.3) I trust the College Nurse or Psychological Intern to be honest with me and maintain confidentiality.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">18.5%</td> <td style="text-align: center;">81.5%</td> </tr> <tr> <td colspan="4" style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	18.5%	81.5%					1	2	3	4	SA	n=27 av.=3.81 dev.=0.4
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2.5) I believe Health Services is helpful to my success as a student.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">21.4%</td> <td style="text-align: center;">78.6%</td> </tr> <tr> <td colspan="4" style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	21.4%	78.6%					1	2	3	4	SA	n=28 av.=3.79 dev.=0.42
0%	0%	21.4%	78.6%													
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3. For the following statements, please rate your level of satisfaction using the following scale: **SA-Strongly Agree, A-Agree, D-Disagree, SD-Strongly Disagree, NA-Does not apply.**

3.1) The College Nurse explained and provided information related to the reason for my visit and/ or provided adequate treatment for my illness or injury.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">21.4%</td> <td style="text-align: center;">78.6%</td> </tr> <tr> <td colspan="4" style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	21.4%	78.6%					1	2	3	4	SA	n=28 av.=3.79 dev.=0.42 ab.=1
0%	0%	21.4%	78.6%													
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3.2) The Psychological Intern explained and provided information related to the reason for my visit and/ or developed a plan for intervention with which I am in agreement.	SD	<table border="0" style="margin: auto;"> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">26.7%</td> <td style="text-align: center;">73.3%</td> </tr> <tr> <td colspan="4" style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> </table>	0%	0%	26.7%	73.3%					1	2	3	4	SA	n=15 av.=3.73 dev.=0.46 ab.=14
0%	0%	26.7%	73.3%													
1	2	3	4													

Profile

Subunit: Student Services
 Name of the instructor: Student Services
 Name of the course: Health Services Student Satisfaction Survey
 (Name of the survey)

2.1) Front counter Health Services personnel were courteous and helpful.	SD				SA	n=30 av.=3.73
2.2) Front counter Health Services personnel clearly communicated appointments, and/or walk-in procedures.	SD				SA	n=29 av.=3.72
2.3) I trust the College Nurse or Psychological Intern to be honest with me and maintain confidentiality.	SD				SA	n=27 av.=3.81
2.4) I would refer other students to Health Services/Psychological Services.	SD				SA	n=29 av.=3.76
2.5) I believe Health Services is helpful to my success as a student.	SD				SA	n=28 av.=3.79
3.1) The College Nurse explained and provided information related to the reason for my visit and/or provided adequate treatment for my illness or injury.	SD				SA	n=28 av.=3.79
3.2) The Psychological Intern explained and provided information related to the reason for my visit and/or developed a plan for intervention with which I am in agreement.	SD				SA	n=15 av.=3.73