

STUDENT HEALTH CENTER

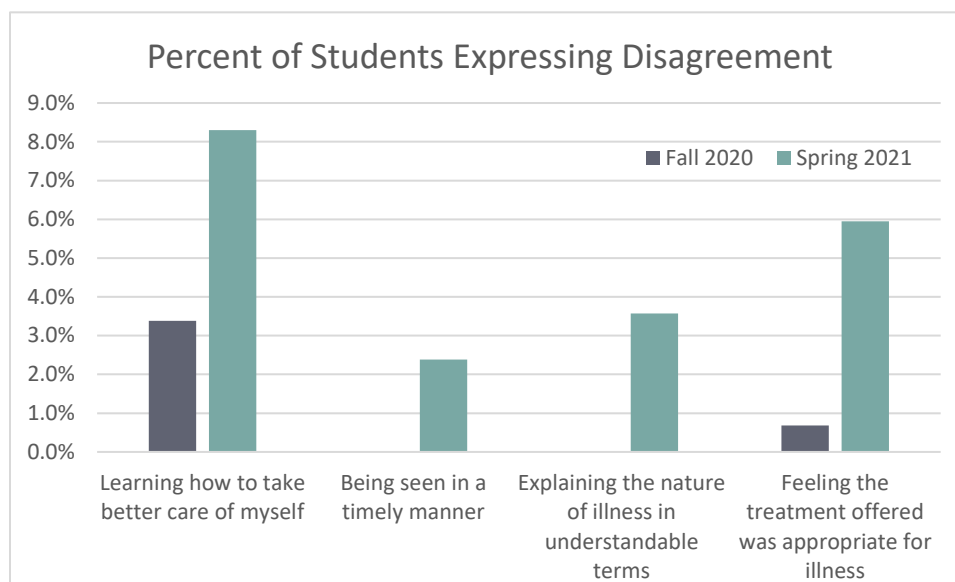
SUMMARY REPORT OF HEALTH CENTER SATISFACTION SPRING 2021

Just over half of students who received services from the Health Center did so in-person (51%). Another 14% accessed services both online and in-person. This Spring semester (2021) the majority of students came to the Student Health Center through a referral from a faculty member (28%). Other sources driving students to the Health Center included students themselves (24%) and other sources (25%).

STUDENT SATISFACTION

The Student Health Center has shown improvement in one main area of student satisfaction: **feeling staff were attentive to their needs**. Compared to the Fall semester, this was an improvement by 3 percentage points (95%). Satisfaction, as indicated by agreement to the performance indicator, declined in 6 areas: feeling safe during their visit; learning how to take better care of themselves; provider explaining illness/condition in easily understandable terms; treatment explained clearly; provider answering all their questions; and feeling the treatment offered was appropriate for their illness. Other indicators remain unchanged at 90% or greater satisfaction.

Below we highlight the areas with the most notable *change* in student satisfaction. These are areas where the Health Center can focus efforts for improvement. Note that the chart below presents percent of students in “disagreement” and not “agreement” or a neutral feeling.



HEALTH/WELLNESS PROMOTION ACTIVITY

Of the students who responded to the survey, 8% had participated in a health/wellness activity this Spring semester. 86% who participated in the wellness activity reported that they “very much” have a desire to make the necessary changes in their life for wellness. The remaining 14% reported that they “somewhat” have the desire to make changes.

STUDENT COMMENTS FOR CHANGE OR COMMENDATION

In the comments, **several students requested that emails be sent out regularly explaining the services that the Health Center offers students as well as for the ability to email the Health Center directly**. One student in particular commented it should “be like ACCESS does sending out emails regularly”. **Several students also requested that the number of counseling sessions be extended**. One student in particular mentioned extending from 6 to 8 because as much as they needed counseling they felt the need to spread out the counseling sessions across the semester and felt they needed more. Other students commented that the health pass to come to

campus was a burden and mentioned that “students are likely to lie” on the pass if they have had some of the symptoms because the questions are “invasive” and the “Health Center/school isn’t under the same restrictions of confidentiality as medical professionals.” Finally, it was mentioned that there should “always be someone present at the Health Center even with COVID going on”.

Students love the Health Center (especially that the services are free (mostly)) and are very grateful for the services offered. One student even mentioned that the Nurse Practitioner identified a serious issue the student had and ended up needing surgery for.

Some of these areas may already be addressed. If students are simply unaware, then efforts should be targeted to increase awareness or ensure students receive emails/notifications.