Activity Title: Health Center Patient Satisfaction Survey

Related Strategic Direction(s): Engaged Campus, Working Together

Description/Goal of Activity: Patients complete a survey which includes questions on satisfaction of services, learning of improved health habits, and retention in classes as a result of service.

Assessment Method: Anonymous paper/pencil surveys are completed by patients on date of service.

Results: (Attach Sheets as Needed)
Patients are overwhelmingly satisfied with their entire clerical encounter. Some ask for evening/weekend hours or x-ray availability which are not cost effective.

Students appear to be healthier and report that it helps them continue to attend classes.

Conclusions from Assessment:
Health Center staff learns from the survey every year. We then educate and inform patients about our services and clarify our mission and goals to them. We are responsive to suggestions made within our control.

Will the activity continue? ☑ Yes ☐ No

If continuing the activity, are there changes planned as a result of assessment?
Continual changes when possible