

Georgia Southwestern State University
Herschel A. Smith Health Center
Satisfaction Survey

1. Class standing: Freshman Sophomore Junior Senior Graduate
 Faculty Staff
2. Gender: Female Male
3. Citizenship Status: U.S. citizen Non-Immigrant Visa Permanent Resident
4. Race/ethnic background? Asian Hispanic American Indian/Alaskan
 Pacific Islander Middle Eastern Biracial
 White/European American, non Hispanic
 Black/African American, non-Hispanic
 Other

5. When was the last time you visited the Health Center?

- Never (Please go to question #23)
 This semester
 This academic year
 Last academic year
 Over two years ago

6. How many visits have you made to the Health Center this academic year?

- 0 1-5 6-10 more than 10 times

7. Did your care at the Health Center help your academic performance, class attendance or participation in other activities?

- N/A Not at all Somewhat Very Helpful

8. How long was your average walk-in wait before being seen by the nurse?

- N/A No wait 5min 10min 15min >20min

9. How long was your average walk-in wait before being seen by the Provider (Nurse Practitioner/MD)?

- N/A No wait 5min 10min 15min >20min

10. Did you feel the wait was reasonable? Yes No

Explain

Please continue on the next page



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Quality of Service	Excellent	Good	Fair	Poor	N/A
11. Helpfulness of the Physician					
12. Helpfulness of the Nurse practitioner					
13. Helpfulness of the Registered Nurse					
14. Level to which your concerns were addressed					
15. Convenience of service					
16. Availability of service					
17. Comfort and environment of waiting room					
18. Cost of medications					
19. Cost of services rendered for staff & Faculty (co-pay)					
20. Your perception of the quality of the care that you received at the Health Center					
21. Overall experience					

22. Would you use our services again? Yes No
 If no, Why

Comments

23. If you have never used the Health Center, please tell us why? (Check all that apply)

- I didn't know about the Health Service
- I go to my own doctor/nurse practitioner off campus or at home
- I have no health care needs
- I didn't know what services were offered at the Health Center
- I had concerns about the cost
- I thought I needed to have insurance to be seen in the Health Center
- I have concerns about the quality of care
- The Health Center hours conflict with my class/work schedule
- I am concerned about confidentiality
- Other:

24. Is it convenient for you to visit the Health Center during the current hours of 8 AM to 5PM Monday through Friday? Yes No

25. If not, what hours would be better for you?

26. What health education topics would you like to attend on campus?

27. What services would you like offered at the Health Center?

Thank you for taking the time to fill out this survey. We will use the information you have given us as we plan for the future. Please submit or print and return to the Health Center