

SHWC Annual User/Non-User Survey (Fall 2014)

Executive Summary

Introduction

In order to maximize patient service, the Student Health and Wellness Center (SHWC) annually distributes a survey for SHWC participants and individuals identified as “users” and “non-users.” The purpose of this survey is to collect data about the health and wellness of the UNT student population as well as their experience at the SHWC. Information collected will help direct services offered and university program initiatives by the SHWC Management Team.

Methodology

Upon completing a clinical visit with a SHWC medical provider, nurse, diagnostic technician, or pharmacist, students were directed to complete the survey at a terminal station near Billing check-out, Pharmacy, and the Meadows Center for Health Resources (MCHR), or were given the log-in information to be able to complete the survey once they returned home. Fliers inviting students to complete the survey were also distributed at Discovery Park and on the main campus during MCHR events.

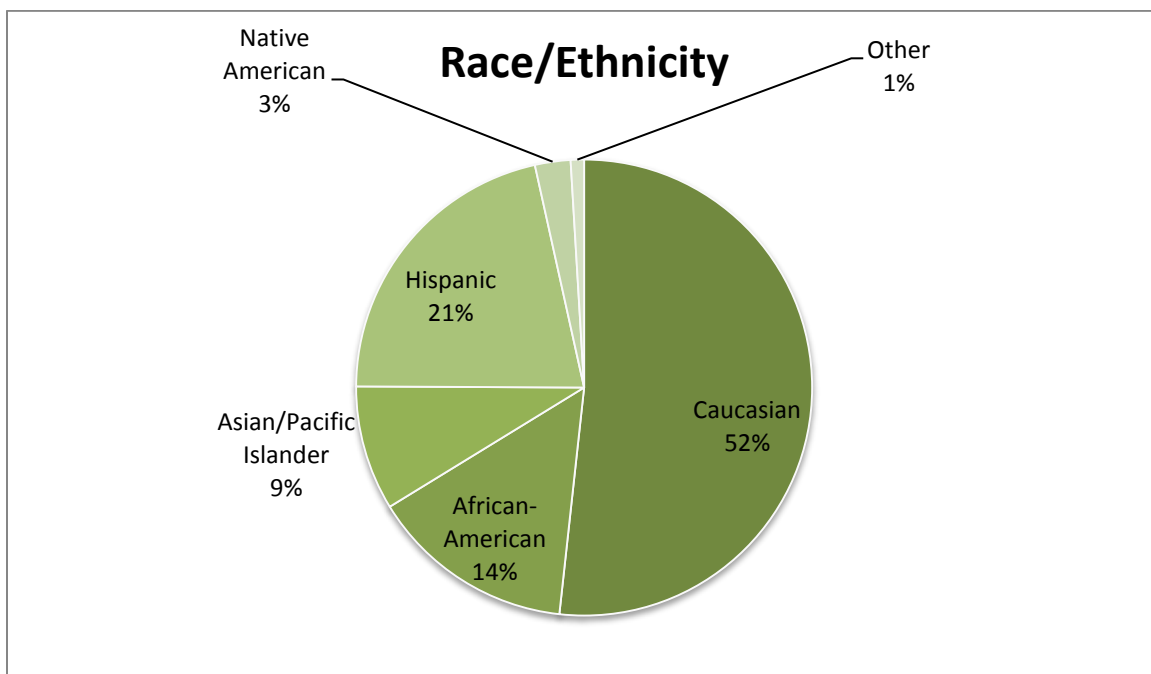
In addition to fliers and post-visit direction, an e-mail was sent to all UNT students by the Vice President of Student Affairs office requesting students to take the survey regarding their personal experience with the SHWC or the level of awareness non-users had of services available. The included survey was available for response from October 13, 2014, through November 26, 2014, and was IRB approved. The questions included basic demographic and health insurance information, as well as questions judging users’ satisfaction with the SHWC and non-users’ awareness of offered services.

Of the 380 valid responses, 301 indicated that they had used the SHWC at some point in the last year, leaving 79 non-users who responded to the survey.

The results of the Fall 2014 survey (n=380) are compared to the results of the Fall 2011 survey (n=528), the Fall 2012 survey (n=1,102), and the Spring 2014 survey (n=681). The Fall 2011 and 2012, as well as the Spring and Fall 2014 surveys used Qualtrics to collect results.

	Fall 2011		Fall 2012		Spring 2014		Fall 2014		UNT Factbook Fall 2013
Male	149	32%	247	24%	206	32.2%	112	29%	47%
Female	319	68%	785	76%	422	65.9%	273	71%	53%
Transgender					3	0.5%	0	0%	
Domestic					525	90.5%	327	92%	94.7%
International					55	9.5%	29	8%	5.3%
African-American	47	10%	107	10%	64	13.4%	46	14.5%	13.2%
Asian/Pacific Islander	43	9%	87	8%	38	7.9%	28	8.8%	6.5%
Caucasian	307	65%	723	66%	263	55.1%	164	51.7%	53.6%
Hispanic	73	15%	184	17%	104	21.8%	68	21.5%	18.8%
Native American	13	3%	20	2%	3	0.06%	8	2.5%	1.4%
Other	15	3%	21	2%	5	0.01%	3	0.9%	6.5%

Demographic Information from Fall 2011, Fall 2012, Spring 2014, and Fall 2014 Surveys.



Demographic Information from Spring 2014 Survey.

The average age of survey takers was 22.4 years of age. The average ages of the listed ethnic groups is as follows: African American, 20.5 years; Asian/Pacific Islander, 22.0 years; Caucasian, 23.0 years; Hispanic, 21.3 years; Native American, 21.2 years; and Other, 21.3 years.

Of the 380 respondents, only 76% claimed to be covered by health insurance. Of this 76%, 19 respondents had Aetna Student Resources, the SHWC’s student health insurance plan.

Additionally, 41% of respondents claimed to have heard of the SHWC from Orientation or a campus tour, while another 17% heard of the SHWC from another student. Other responses included from UNT planner, 6%; UNT bus ad, 0%; SHWC Facebook page, 0%; UNT faculty or staff member, 13%; parent or guardian, 5%; poster ads in front of Chestnut Hall, 7%; yard signs, 2%; tabling across campus, 4%; and Flu Clinics or blood pressure checks, 2%. Twelve respondents, or 3%, claimed to be completely unaware of the SHWC.

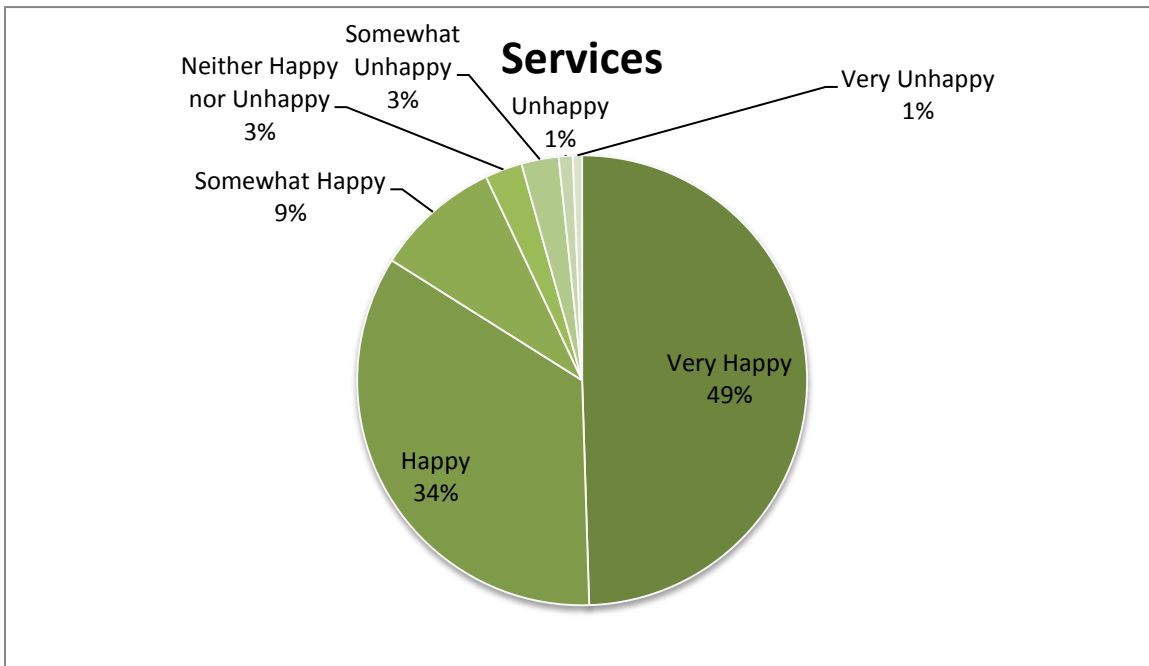
Results

User Satisfaction Rates

Users to the SHWC reported visiting 3.14 times in the past semester on average, with number of visits ranging from zero to fifteen.

User respondents were asked to rate their overall impression of the services provided at the SHWC during their most recent visit. Respondents could indicate a response of “Very Unhappy” (1) to “Very Happy” (7).

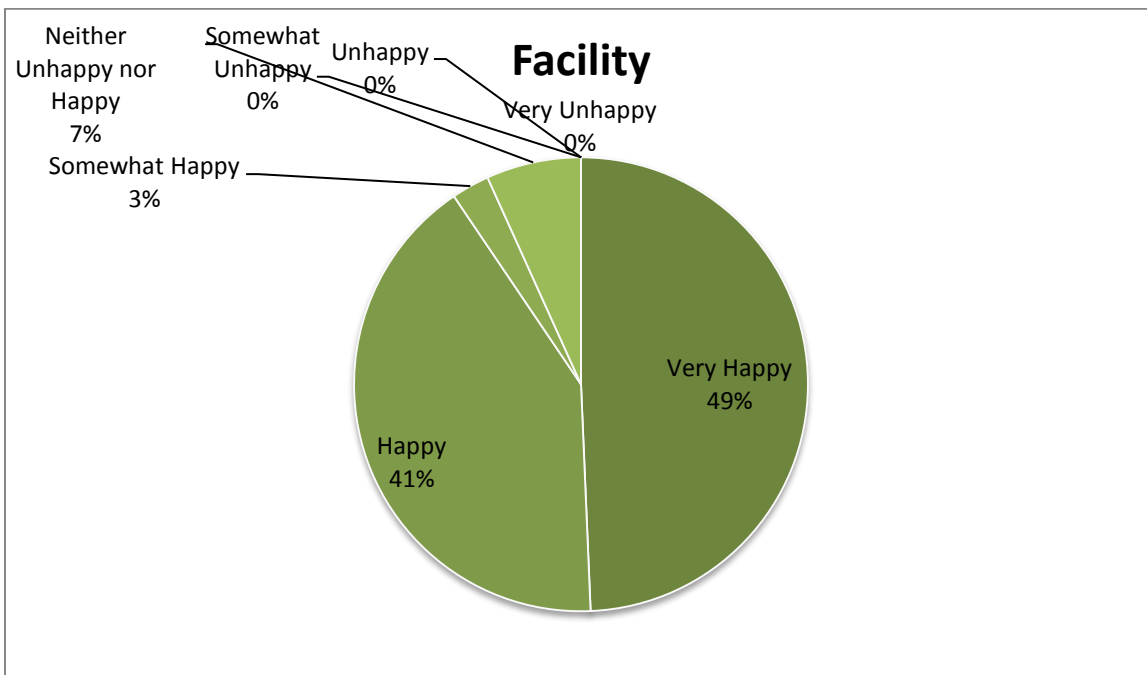
#	Answer	Response	%
1	Very Happy	148	49%
2	Happy	103	34%
3	Somewhat Happy	27	9%
4	Neither Happy or Unhappy	8	3%
5	Somewhat Unhappy	8	3%
6	Unhappy	3	1%
7	Very Unhappy	2	1%
	Total	299	100%



Responses from “Please rate your overall impression of the services you received.”

Users respondents were asked, on the same scale, to rate their overall impression of the Chestnut Hall facility.

#	Answer	Response	%
1	Very Happy	146	49%
2	Happy	122	41%
3	Somewhat Happy	8	3%
4	Neither Happy or Unhappy	20	7%
5	Somewhat Unhappy	0	0%
6	Unhappy	0	0%
7	Very Unhappy	0	0%
	Total	296	100%



Responses from "Please rate your overall impression of the Chestnut Hall facility."

Many users commented on the beautiful building and friendly staff.

User respondents were then asked to rate satisfaction of “Very Satisfied” (1) to “Very Unsatisfied” (4) on the services they had utilized in the past twelve months. The highest scoring services were “Care Received from Nurse” at 1.35 and “Radiological Services” at 1.36. The lowest scoring services were “Paying for Any Charges Incurred” at 1.64 and “Picking Up My Prescription at the On-Site Pharmacy” at 1.57.

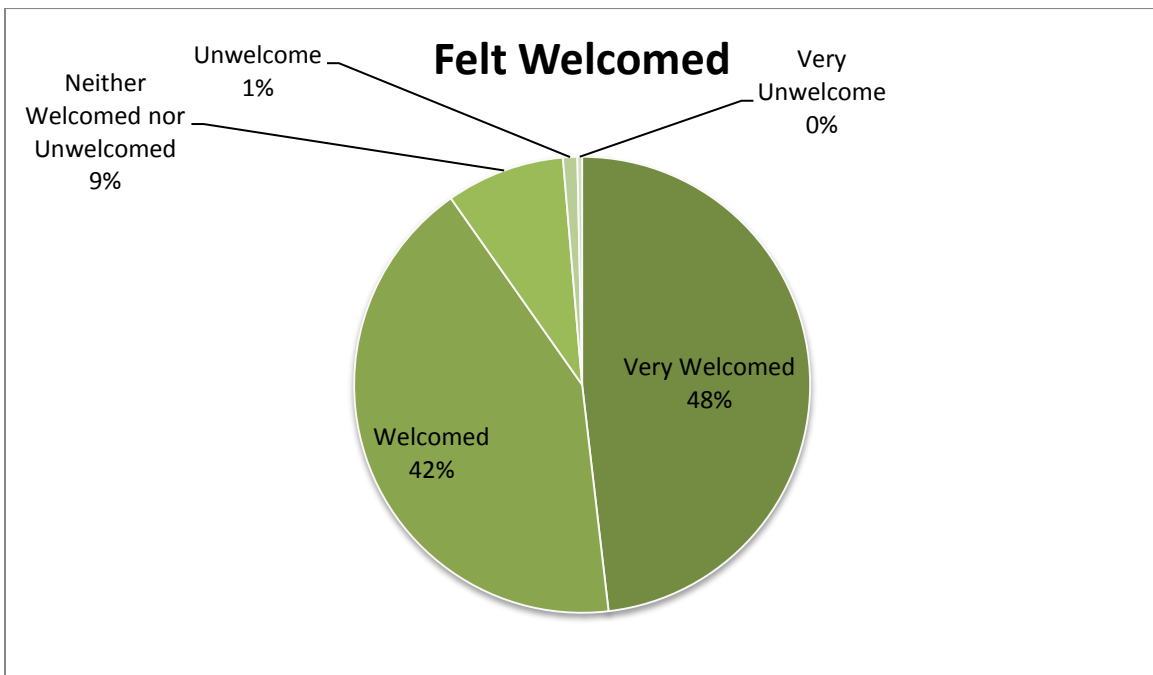
#	Question	Very Satisfied (1)	Satisfied (2)	Unsatisfied (3)	Very Unsatisfied (4)	Mean
1	Dietitian Services	18	11	1	0	1.43
2	Psychiatric Services	42	30	3	1	1.51
3	Checking in for my appointment	141	109	6	1	1.50
4	Care received from nurse	166	83	4	0	1.35
5	Care received from a medical provider	147	82	7	6	1.47
6	Laboratory Services	71	41	1	1	1.40
7	Radiological Services	28	13	1	0	1.36
8	Picking up over-the-counter medicine at the on-site pharmacy	63	45	3	3	1.53
9	Picking up my prescription at the on-site pharmacy	80	60	9	3	1.57
10	Health Education Services	44	37	1	1	1.51
11	Free HIV screening	23	13	1	2	1.54
12	Massage Therapy	27	13	3	1	1.5
13	Checking out for my appointment	124	94	0	0	1.43
14	Paying for any charges incurred	79	79	13	2	1.64
15	Women’s health services	46	25	3	2	1.49
16	Making an appointment	160	90	5	3	1.42

For these statistics, 73% of respondents visited the SHWC on the day of this survey for a Doctor/NP/PA visit, 16% for a Nurse Visit, 20% for a Pharmacy visit, 4% for a Health Education visit, 0% for a Dietitian visit, 11% for a Psychiatric visit, and 2% for a Massage Therapy visit.

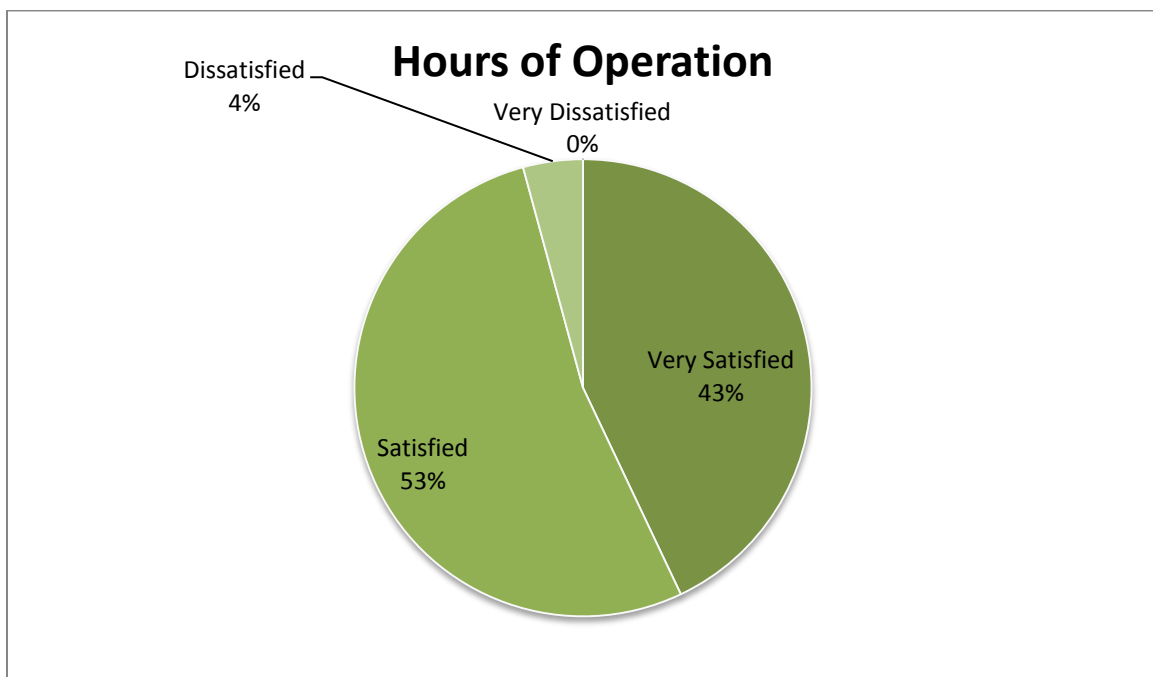
Asked why Users were unhappy with the services they received, responses ranged from distant and rushed medical providers to miscommunications and inaccurate information. There were also comments about rude employees during the appointment-making process.

Asked why Users were happy with the services they received, responses included friendly staff and quick turnaround. Specific compliments and expressions of gratitude were included toward Audrey Amerson, the lab techs, Amanda Paul, Jennifer DiVecchia, Cynthia Hermann, Pat Davis, Nancy Whitaker, Tammy Puckett, and John Shelton

User respondents were also asked how welcomed they felt at the SHWC.



User respondents were asked how satisfied they were with the SHWC's hours of operation.



Asked what days and times the respondents would most likely prefer to use the SHWC, Monday and Friday received the most responses, with a higher proportion of votes asking for hours from 4-6pm.

Non-User Information

Non-users were asked to determine which services they were aware were offered at the SHWC and their interest in utilizing the service.

Question	Aware	Unaware	Interested	Uninterested
Purchasing over-the-counter medication (such as Ibuprofen) at a discounted cost	27.6%	72.4%	81.4%	18.6%
Receiving immunizations/vaccination shots	62.3%	37.7%	70.6%	29.4%
Free, rapid HIV screening using an oral swab	44.2%	55.8%	41.2%	58.8%
Annual examination/physical	44.7%	55.3%	63.2%	36.8%
General appointment with a medical provider	63.6%	36.4%	64.7%	35.3%
Consultation with a Registered Dietitian	23.7%	76.3%	58.8%	41.2%
Allergy injections	26.3%	73.7%	39.7%	60.3%
Health education services	39.5%	60.5%	50%	50%
Psychiatric services	54.5%	45.5%	38.2%	61.8%
Women's health services	45.5%	54.5%	57.4%	42.6%
Free flu shots	53.2%	46.8%	70.6%	29.4%
Low cost laboratory services	35.1%	64.9%	62.7%	37.3%
Digital X-rays	27.6%	72.4%	55.2%	44.8%

When asked what their the main reason for not utilizing the SHWC was, the responses included unaware of services provided (27%), SHWC does not accept their insurance (4%), heard SHWC is expensive (10%), negative feedback from friends (4%), poor past experience (4%), and have not needed the services (51%).

Corrective Action

After reviewing the submitted comments, the SHWC reviewed the availability of a provider to be available during the lunch hour. Changes were made to the schedule to accommodate students who need to utilize the SHWC during standard lunch hour. Currently the Acute Care provider sees appointments over the lunch hour, providing students with continuous care during working hours. This is an annual survey and will be repeated Fall 2015.