

## **SHWC Annual User/Non-User Survey (Fall 2015)**

### **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.

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 26, 2015, through November 4, 2015, 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 1,128 valid responses, 653 indicated that they had used the SHWC at some point in the last year. There were also 341 identified non-users who responded to the survey.

The results of the Fall 2015 survey (n=1,128) are compared to the results of the Fall 2012 survey (n=1,102), the Spring 2014 survey (n=681), and the Fall 2014 survey (n=380). All surveys used Qualtrics to collect results.

**Results**

	Fall 2012		Spring 2014		Fall 2014		Fall 2015		UNT Factbook Fall 2014
Male	247	<b>24%</b>	206	<b>32.2%</b>	112	<b>29%</b>	232	<b>23%</b>	<b>47%</b>
Female	785	<b>76%</b>	422	<b>65.9%</b>	273	<b>71%</b>	784	<b>76%</b>	<b>53%</b>
Decline to State			3	<b>0.5%</b>	0	<b>0%</b>	12	<b>1%</b>	
Domestic			525	<b>90.5%</b>	327	<b>92%</b>	908	<b>94.6%</b>	<b>94.7%</b>
International			55	<b>9.5%</b>	29	<b>8%</b>	74	<b>5.4%</b>	<b>5.3%</b>
African-American	107	<b>10%</b>	64	<b>13.4%</b>	46	<b>14.5%</b>			<b>13.75%</b>
Asian/Pacific Islander	87	<b>8%</b>	38	<b>7.9%</b>	28	<b>8.8%</b>			<b>6.7%</b>
Caucasian	723	<b>66%</b>	263	<b>55.1%</b>	164	<b>51.7%</b>			<b>52%</b>
Hispanic	184	<b>17%</b>	104	<b>21.8%</b>	68	<b>21.5%</b>			<b>19.52%</b>
Native American	20	<b>2%</b>	3	<b>0.06%</b>	8	<b>2.5%</b>			<b>1.49%</b>
Other	21	<b>2%</b>	5	<b>0.01%</b>	3	<b>0.9%</b>			<b>6.58%</b>

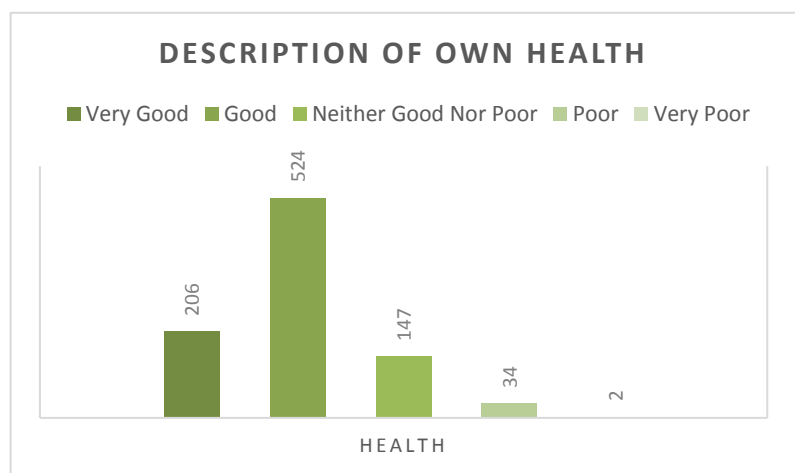
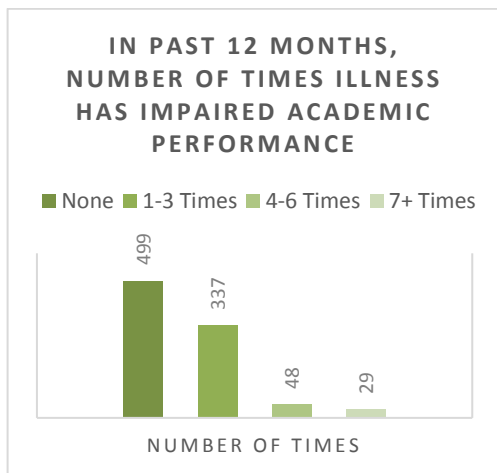
*Demographic Information from Fall 2012, Spring 2014, Fall 2014, and Fall 2015 Surveys.*

*Demographic Information from Fall 2015 Survey.*

The average age of survey takers was 21.3 years of age.

Of the 1,015 respondents to the insurance question, only 81% claimed to be covered by health insurance. Of this 81%, 49 respondents had United Healthcare Student Resources, the SHWC’s student health insurance plan.

Additionally, 55% of respondents claimed to have heard of the SHWC from Orientation or a campus tour, while another 35% heard of the SHWC from another student. Other responses included from UNT planner, 18%; Health Hut, 12%; SHWC Facebook page, 5%; UNT faculty or staff member, 31%; parent or guardian, 10%; poster ads in front of Chestnut Hall, 23%; yard signs, 16%; tabling across campus, 16%; and Flu Clinics or blood pressure checks, 7%. Forty-four respondents, or 4%, claimed to be completely unaware of the SHWC.



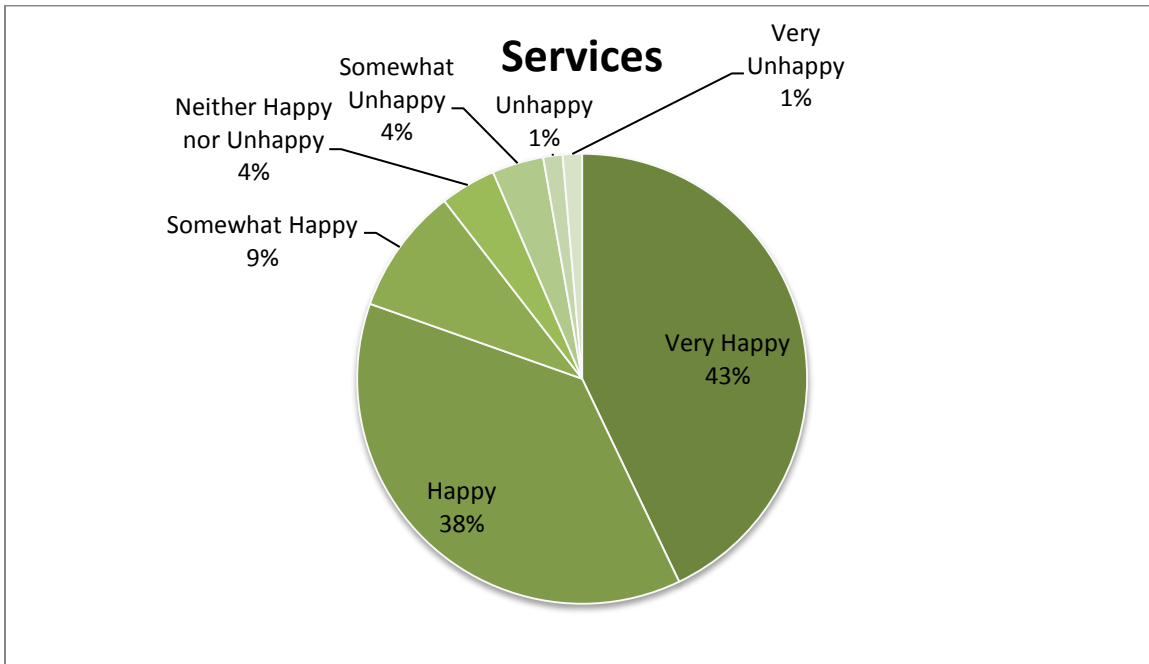
*User Satisfaction Rates*

439 SHWC users reported visiting 1-2 times in the past semester.

Most appointments marked were on Monday, especially around 2pm, with other high occurrences at 9am and 10:30am. Tuesday at 2pm was about equal to Monday morning.

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).

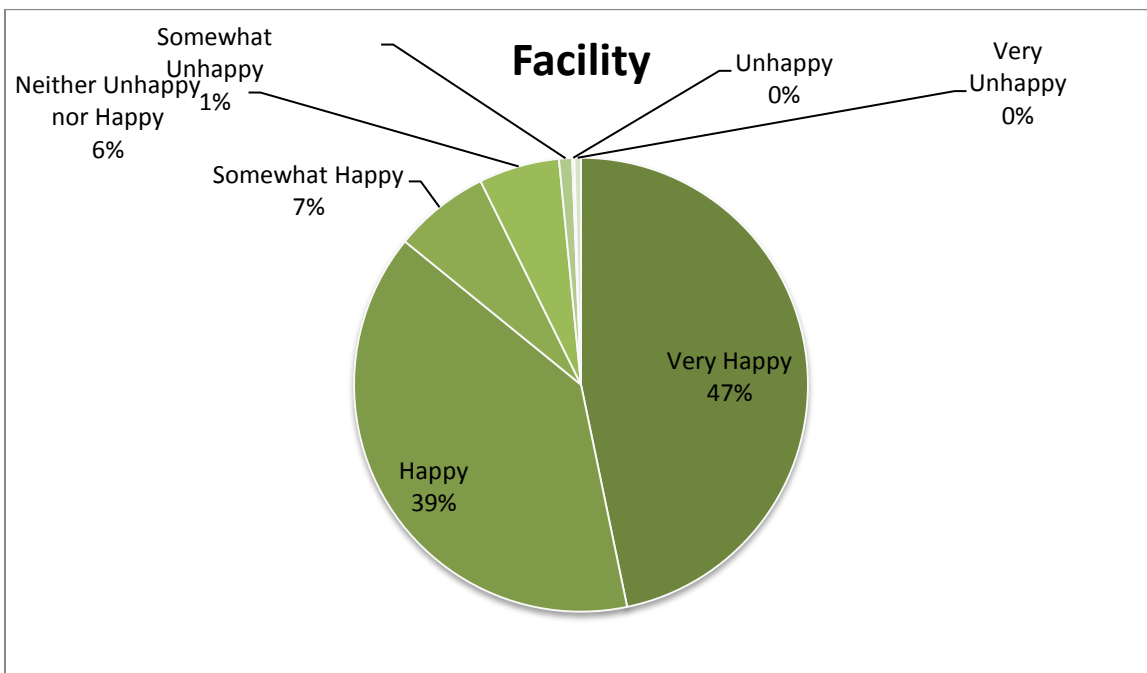
#	Answer	Response	%
1	Very Happy	273	43%
2	Happy	243	38%
3	Somewhat Happy	59	9%
4	Neither Happy or Unhappy	26	4%
5	Somewhat Unhappy	24	4%
6	Unhappy	9	1%
7	Very Unhappy	9	1%
	Total	638	100%



*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	301	47%
2	Happy	252	39%
3	Somewhat Happy	44	7%
4	Neither Happy or Unhappy	37	6%
5	Somewhat Unhappy	6	1%
6	Unhappy	1	0%
7	Very Unhappy	3	0%
	Total	644	100%



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

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.

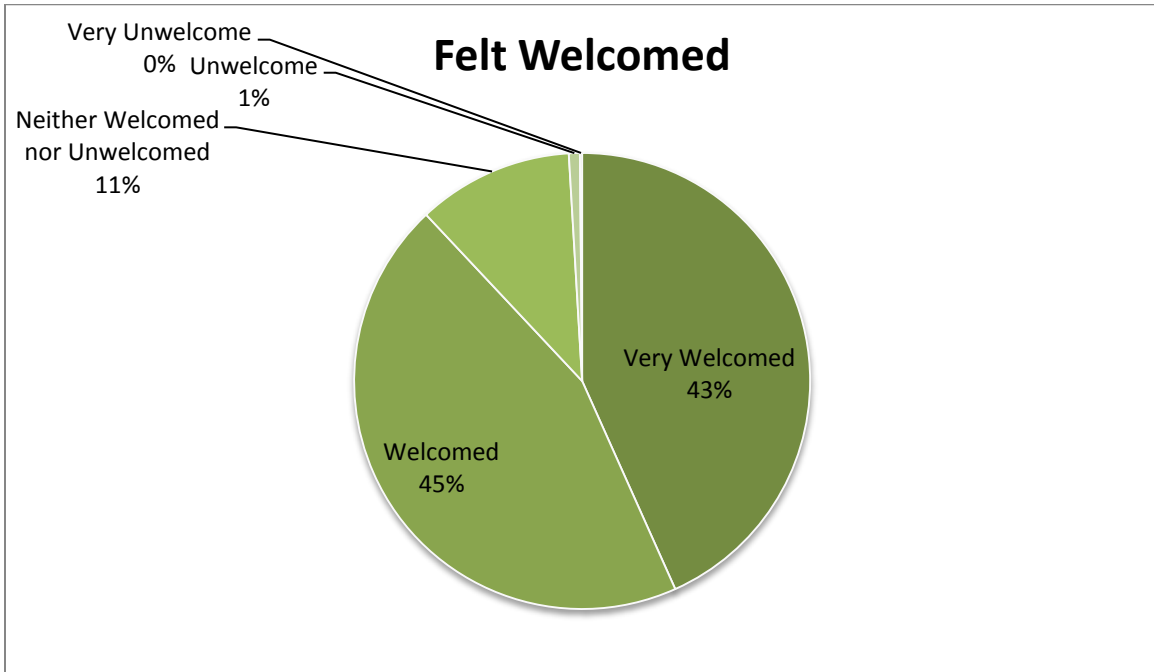
#	Question	Very Satisfied (1)	Satisfied (2)	Unsatisfied (3)	Very Unsatisfied (4)	Mean
1	Making an appointment	251	247	21	12	<b>1.6</b>
2	Checking in for my appointment	257	247	13	2	<b>1.53</b>
3	Care received from a nurse	301	185	11	4	<b>1.44</b>
4	Care received from a doctor, PA, or NP	275	182	25	14	<b>1.55</b>
5	Laboratory services	129	96	5	4	<b>1.5</b>
6	Radiological services	45	37	2	3	<b>1.54</b>
7	Picking up over-the-counter medicine at Pharmacy	114	87	8	3	<b>1.53</b>
8	Picking up prescription at Pharmacy	138	125	17	7	<b>1.63</b>
9	Health education consultations and programs	90	67	4	3	<b>1.51</b>
10	Free HIV screening	60	31	1	2	<b>1.41</b>
11	Massage therapy	59	26	2	1	<b>1.38</b>
12	Women’s health services	99	55	8	6	<b>1.53</b>
13	Psychiatric services	74	56	10	5	<b>1.63</b>
14	Dietitian services	44	23	1	2	<b>1.44</b>
15	Checking out for my appointment	229	228	8	3	<b>1.54</b>
16	Paying for any charges incurred	168	187	23	6	<b>1.65</b>

The services with the best average scores were Massage Therapy, Free HIV Screening, Dietitian Services, and Care Received from a Nurse.

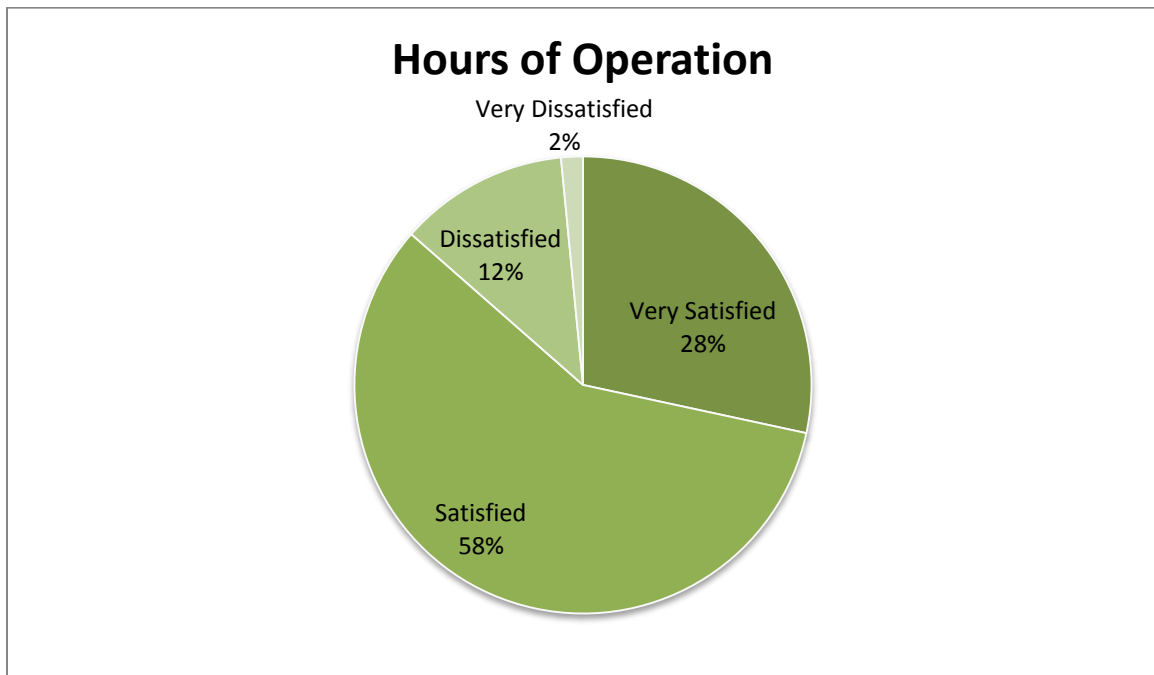
Asked why Users were unhappy with the services they received, responses ranged from distant and rushed medical providers to miscommunications and inaccurate information. There were also comments about rude employees.

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 John Shelton, Danielle Gemoets, Lab employees, Audrey Amerson, Rae White, psychiatric residents, and Cynthia Hermann.

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 and 2-4pm.

*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	79	226	228	66
Receiving immunizations/vaccination shots	189	116	205	89
Free, rapid HIV screening using an oral swab	117	190	121	170
Annual examination/physical	124	179	180	107
General appointment with a medical provider	195	110	200	88
Consultation with a Registered Dietitian	92	212	148	142
Allergy injections	64	241	98	193
Health education services	135	169	123	164
Psychiatric services	165	139	131	159
Women's health services	141	163	163	127
Free flu shots	148	156	187	104
Low cost laboratory services	89	216	171	118
Digital X-rays	73	232	152	136

When asked what their the main reason for not utilizing the SHWC was, the responses included unaware of services provided (28%), SHWC does not accept their insurance (6%), heard SHWC is expensive (9%), negative feedback from friends (2%), poor past experience (2%), and have not needed the services (54%).

**Corrective Action**

To increase User satisfaction, the SHWC will:

- Implement discussions and actions within the Clinical staff to increase productivity and resource utilization as well as to improve time management
- Work with the Division of Student Affairs on website management and resources
- Begin offering lollipops and fun bandaids for patients
- Better delivery of free tampons in the Pharmacy, either with a professional display or offering with prescriptions
- Improve online appointment-making through updated myOSH portal
- Triage will be adjusted for consistency and accuracy

To increase Non-User awareness, the SHWC will:

- Educate other departments and faculty/staff about SHWC services for increased word-of-mouth awareness
- Increase advertising on services with low awareness but high interest, such as over-the-counter medication availability in the Pharmacy
- Create health insurance tutorials

- Have a trial run of walk-in STD testing in the Spring 2016 semester
- Upgrade 19-hour Dietitian to full-time or 9-month employee to increase programming and appointment availability
- Research and create a plan for later appointment times one day a week, to begin Fall 2016
- Inform outside medical providers to whom the SHWC frequently refers patients that students can use our laboratory, etc. for outside orders