

Student Health Services Customer Satisfaction

Actual vs. CSU Mean 2005/06

Measure (Location)	CSU		Chico		Fresno		Fullerton		Los Angeles		Sacramento		San Bernardino		San Luis Obispo		San Marcos	
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean
Q- Appointment Time Availability	4.06	4.06	4.02	4.06	4.06	4.06	3.37	4.06	3.98	4.06	4.38	4.06	4.00	4.06	3.72	4.06	3.97	4.06
Q- Cashier	4.10	4.10	4.17	4.10	4.05	4.10	3.98	4.10	3.82	4.10	4.35	4.10	--	4.10	3.85	4.10	4.24	4.10
Q- Laboratory	4.14	4.14	4.19	4.14	3.59	4.14	4.07	4.14	4.34	4.14	4.43	4.14	--	4.14	4.01	4.14	--	4.14
Q- Medical Assistant/Nursing Staff	4.28	4.28	4.32	4.28	4.17	4.28	--	4.28	4.18	4.28	4.49	4.28	--	4.28	--	4.28	4.08	4.28
Q- Nurse Practitioner	4.23	4.23	4.09	4.23	4.14	4.23	4.28	4.23	4.28	4.23	4.62	4.23	--	4.23	4.01	4.23	4.04	4.23
Q- Nutritionist	3.76	3.76	3.23	3.76	3.89	3.76	3.50	3.76	4.14	3.76	4.11	3.76	--	3.76	3.52	3.76	--	3.76
Q- Pharmacy	4.34	4.34	4.29	4.34	4.32	4.34	4.04	4.34	4.48	4.34	4.55	4.34	--	4.34	4.09	4.34	4.37	4.34
Q- Physical Therapist	3.90	3.90	3.54	3.90	4.39	3.90	3.91	3.90	--	3.90	--	3.90	--	3.90	--	3.90	--	3.90
Q- Physician	4.09	4.09	4.07	4.09	4.06	4.09	4.02	4.09	4.20	4.09	4.60	4.09	--	4.09	3.81	4.09	3.93	4.09
Q- Receptionist	4.02	4.02	4.36	4.02	3.70	4.02	3.73	4.02	3.89	4.02	4.27	4.02	--	4.02	3.80	4.02	4.09	4.02
Q- Wait time after arrival	3.96	3.96	3.62	3.96	3.99	3.96	3.48	3.96	3.89	3.96	4.37	3.96	4.38	3.96	3.06	3.96	3.98	3.96
Q- Wait time appointment	4.04	4.04	3.84	4.04	3.97	4.04	3.53	4.04	4.07	4.04	4.36	4.04	4.14	4.04	3.65	4.04	3.97	4.04
Q- X-Ray technologist	4.09	4.09	3.87	4.09	4.00	4.09	3.97	4.09	4.22	4.09	4.31	4.09	--	4.09	4.07	4.09	--	4.09
Q- Your most recent visit as a whole	4.08	4.08	4.05	4.08	3.91	4.08	3.74	4.08	4.02	4.08	4.49	4.08	4.54	4.08	3.75	4.08	4.14	4.08
Q-Satisfaction	4.13	4.13	3.93	4.13	3.89	4.13	3.96	4.13	4.04	4.13	4.54	4.13	4.42	4.13	3.78	4.13	4.27	4.13

Student Health Services Customer Satisfaction

Measure (Location)	Sonoma		Stanislaus	
	Actual	CSU Mean	Actual	CSU Mean
Q- Appointment Time Availability	4.52	4.06	4.56	4.06
Q- Cashier	4.37	4.10	--	4.10
Q- Laboratory	4.32	4.14	--	4.14
Q- Medical Assistant/Nursing Staff	4.41	4.28	--	4.28
Q- Nurse Practitioner	4.38	4.23	--	4.23
Q- Nutritionist	3.94	3.76	--	3.76
Q- Pharmacy	4.55	4.34	--	4.34
Q- Physical Therapist	3.75	3.90	--	3.90
Q- Physician	4.02	4.09	--	4.09
Q- Receptionist	4.33	4.02	--	4.02
Q- Wait time after arrival	4.23	3.96	4.61	3.96
Q- Wait time appointment	4.27	4.04	4.61	4.04
Q- X-Ray technologist	4.17	4.09	--	4.09
Q- Your most recent visit as a whole	4.12	4.08	--	4.08
Q-Satisfaction	3.92	4.13	4.54	4.13