

# Customer Satisfaction with Student Health Services on Participating California State University Campuses – Spring 2001

## Summary

*A customer satisfaction survey of Student Health Services was conducted in spring 2001 and completed by over 6800 students on 14 CSU campuses: Bakersfield, Chico, Fresno, Hayward, Los Angeles, Northridge, Pomona, Sacramento, San Bernardino, San Diego, San Jose, San Luis Obispo, Sonoma, and Stanislaus. Overall survey results indicate that student satisfaction was very high on almost all Student Health Services measures. The highest rated Health items were: medical assistant/Nursing staff, nurse practitioner, pharmacy, physician, receptionist and explained your medical condition. Although none of the Health areas was rated very low on student satisfaction, the lowest rated areas were: nutritionist, overall wait time for services, physical therapist, and overall wait time in most recent visit. Comparisons revealed Bakersfield, Sonoma, Fresno, Stanislaus, Hayward, Sacramento, and San Diego as the most highly rated campuses on the survey.*

## Survey Methods

This part of the report briefly describes the Student Health Services survey instrument, campus data collection methods, survey returns and response rates, and respondents to the survey.

## Instrument

The Student Health Services survey instrument was developed jointly in fall 2000 by the CSU systemwide Customer Satisfaction Survey Committee and the CSU Health Services Function Group. The survey contains 25 items, 17 of which were designed to measure student satisfaction with campus Health Services (e.g., ease of getting an appointment, wait time), service providers (e.g., receptionist, physician, pharmacy, etc.) and specifically with services received during the most recent visit to Student Health Services.<sup>1</sup> Accompanying the main survey form is a separate four-page Student Booklet for gathering demographic information (e.g., gender, ethnicity, etc.) and written comments and suggestions for improving services. A copy of the survey instrument and Student Booklet can be found in **Appendix A: Customer Satisfaction Survey of Health Services**.

## Data Collection

Survey data collection methods, number of completed surveys, and response rates are reported for each campus in Table 1 below:

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<sup>1</sup> Rating scale: 5=Very satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very dissatisfied

**Table 1. Data Collection Methods, Survey Returns and Response Rates by Campus**

<b>Campus</b>	<b>Method</b>	<b>Sample Size</b>	<b>Return Count</b>	<b>Response Rate</b>
Bakersfield	U.S. mail	2,927	587	20.1%
Chico	U.S. mail	2,000	407	20.4%
Fresno	U.S. mail	1,000	117	11.7%
Hayward	U.S. mail	2,000	346	17.3%
Los Angeles	Classroom	1,448	1,064	73.5%
Northridge	U.S. mail	3,500	493	14.1%
Pomona	Classroom	1,150	919	79.9%
Sacramento	Classroom	1,248	876	70.2%
San Bernardino	Classroom	1,200	801	66.8%
San Diego	Convenience	NA	119	NA
San Jose	Convenience	NA	106	NA
San Luis Obispo	Classroom	955	503	52.7%
Sonoma	Classroom	1,000	416	41.6%
Stanislaus	Convenience	NA	54	NA
<b>Total</b>		<b>18,428</b>	<b>6,808</b>	<b>36.9%</b>

NA = Not applicable

Surveys were mailed to students, administered in selected classrooms, or passed out and completed at various strategic on-campus locations (i.e., convenience sampling). The total of 18,428 students were surveyed. Of this number, 6,808 surveys were completed for an overall response rate of 36.9 percent. Campus response rates ranged from a low of 11.7 percent to a high of 79.9 percent. Return counts were relatively low at four campuses, Fresno, San Diego, San Jose, and Stanislaus, and response rates were low by survey research standards at five campuses, Bakersfield, Chico, Fresno, Hayward, and Northridge. It is important to emphasize that survey samples from campuses with low response rates, return counts, or from campuses that employed convenience sampling may not be representative of the target populations. These campuses, therefore, need to be very cautious about generalizing survey results beyond their sample data.

### Respondents

Students who responded to the survey were predominantly upper-division (61%), White (49%), female (63%), 21-25 years of age (43%), and currently working (72%). Freshmen and graduate/post-baccalaureate students comprised 11 percent and 17 percent of the respondents, respectively. There were also significant percentages of Hispanic (20%) and Asian (15%) students among the respondents. Additional survey detail describing the characteristics of survey respondents is provided in **Appendix B: Demographic Characteristics of Student Respondents to the Customer Satisfaction Survey of Health Services.**

## Results

Survey results presented below focus on addressing three key issues:

- **Overall Satisfaction: Overall, how satisfied are students with campus Health Services?**
- **Strengths and Weaknesses: In what areas of Health Services are students most and least satisfied?**
- **Highly Rated Campuses: How does student satisfaction with Health Services compare across campuses?**

Survey results pertinent to these issues are summarized in Table 2, which draws upon more detailed survey results reported in **Appendix C: Student Satisfaction with Health Services**. Under the column heading, “CSU Ratings”, in Table 2, the following data are provided: number of respondents (**N**), the mean satisfaction rating (**Mean**), the percentage of students who reported they were either “very satisfied” or “satisfied” (**Sat**), the percentage of students who reported they were either “very dissatisfied” or “dissatisfied” (**Dis**), and the relative standing (**Rank**) of the item based on the mean satisfaction rating (1=highest ranked item).

Under the heading “Campus Ratings (Means)”, the mean score of the highest (**High**) and the lowest (**Low**) rated campus is given, along with the names of the seven top-rated campuses (**Top Half**) in descending order of their mean satisfaction ratings. The results shown in Table 2 are discussed below in terms of the three guiding questions outlined above.

### Overall Satisfaction

Overall, survey results indicate that student satisfaction with Health Services is very high. Of 17 measures, seven have ratings of 4.0 or higher, and all remaining areas have ratings from 3.6 to 3.9. The percentage of students who expressed satisfaction with Health Services is also high. Seventy percent reported they were either “Very satisfied” or “Satisfied” on 13 of 17 measures. Nearly 80 percent or more were satisfied in seven areas. Alternatively, the percentage of students who reported they were dissatisfied with Health Services is below 10 percent on all but two measures that show 14 percent dissatisfaction at worst.

### Strengths and Weaknesses

The highest rated items (i.e., ratings of 4.0 or higher) on the survey were:

- Medical assistant/Nursing staff
- Nurse practitioner

- Pharmacy
- Physician
- Receptionist
- Explained your medical condition

Although none of the satisfaction measures received low ratings (i.e., 3.0 or below), the four lowest rated areas were:

- Nutritionist
- Overall wait time for services
- Physical therapist
- Overall wait time in most recent visit

### Highly Rated Campuses

Table 2 lists the campuses that achieved the highest level of student satisfaction with Health Services. The campuses that are most consistently highly rated across all 17 satisfaction measures (i.e., potential “best practice” campuses) are:

- Bakersfield
- Sonoma
- Fresno
- Stanislaus
- Hayward
- Sacramento
- San Diego

More detailed campus comparisons are reported in **Appendix C: Student Satisfaction with Health Services by Campus.**

**Table 2. Summary of Student Health Services Customer Satisfaction Survey - Spring 2001**

Item	CSU Ratings					Campus Ratings (Means)		
	N	Mean	Sat (%)	Dis (%)	Rank	High	Low	Top Half (descending)
Ease of getting an appointment	2,929	4.05	79	6	7	4.35	3.73	BAK, SON, HAY, STAN, SAC, CHI, FRE
Overall wait time for services	2,985	3.69	64	14	16	4.25	3.10	STAN, BAK, SON, FRE, HAY, SAC, POM,
Overall wait time in most recent visit	3,022	3.80	70	11	14	4.29	3.30	BAK, FRE, HAY, STAN, SON, SAC, POM
Most recent visit as a whole	2,993	3.99	78	7	9	4.57	3.81	STAN, BAK, FRE, SAC, SON, HAY, SD
Receptionist	3,122	4.06	80	5	5.5	4.29	3.67	BAK, STAN, SON, CHI, POM, SB, SAC
Medical assistant/Nursing staff	2,876	4.16	85	4	1	4.53	3.71	STAN, BAK, FRE, SON, SAC, CHI, NOR
Physician	2,268	4.08	78	7	4	4.44	3.87	BAK, STAN, HAY, FRE, SD, POM, SON
Nurse practitioner	2,087	4.14	81	5	2	4.55	3.88	STAN, BAK, SON, FRE, SD, SAC, NOR
Laboratory	1,454	3.99	74	5	9	4.20	3.80	BAK, CHI, HAY, FRE, SON, POM, SAC
X-ray department	729	3.94	69	4	12	4.42	3.48	HAY, NOR, SD, BAK, FRE, SAC, SON
Pharmacy	1,838	4.12	80	6	3	4.53	3.79	BAK, STAN, SON, NOR, FRE, SD, SAC
Cashier	1,960	3.90	72	7	13	4.60	3.50	STAN, BAK, SON, SD, CHI, HAY, SLO
Physical therapist	473	3.70	57	6	15	4.20	3.70	HAY, SD, SON, SAC, BAK, NOR, FRE
Nutritionist	434	3.66	54	6	17	4.06	3.66	SON, HAY, SD, SAC, POM, BAK, SJ
Explained your medical condition	2,586	4.06	79	7	5.5	4.41	4.06	STAN, BAK, FRE, POM, SD, NOR, SJ
Showed appropriate level of concern for your condition	2,578	3.99	75	9	9	4.38	3.99	BAK, STAN, FRE, SD, POM, HAY, SON
Provided information on your condition	2,529	3.97	74	9	11	4.29	3.97	BAK, STAN, FRE, SD, POM, HAY, SON

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Customer Satisfaction Survey

Spring 2001

**HEALTH SERVICES****BOOKLET ID**

0	0	0	0	0
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2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9

**IMPORTANT!**

**COPY YOUR BOOKLET ID NUMBER  
HERE. THIS NUMBER IS PRINTED  
IN RED ON THE TOP OF YOUR  
BOOKLET.**

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1. Did you purchase the supplemental health insurance plan from the University?  
(additional insurance coverage beyond your student health fees or augmented fee card)

Yes	No	Don't know
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2. Are you currently covered by major medical insurance through your employment, through your spouse or parents or through a government program?

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3. How important is it for you to have health services available to you on the campus?

Extremely Important	Very Important	Important	Somewhat Important	Not at all Important
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4. How did you find out about the campus health services? **(Mark all that apply)**

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|--|---|
| ~ Orientation  | ~ Flyers, posters, or Student Health Center table at events |
| ~ University publications (recruiting brochure, catalog, or schedule of classes) | ~ University web site                                       |
| ~ Friends, roommates or other students   | ~ Faculty or staff  |
| ~ Student newspaper  |   |

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5. In the last 12 months, about how many times have you received health services at your campus?

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|--------|---------|--------------|
| ~ None | ~ 2 - 5 | ~ 10 - 19    |
| ~ 1    | ~ 6 - 9 | ~ 20 or more |

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6. In the last 12 months, on which of the following health topics have you received information or help from your university? **(Mark all that apply)**

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|---------------------------------------|--|
| ~ Managing stress                     | ~ Preventing or care for sinus infections    |
| ~ Preventing colds or the flu         | ~ Alcohol abuse prevention                   |
| ~ Preventing sleep difficulties       | ~ Preventing depression                      |
| ~ Dealing with relationship issues    | ~ Managing finances                          |
| ~ Dealing with troubled family member | ~ Dealing with loss of a friend or loved one |
| ~ Helping a friend                    | ~ Other: _____                               |

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7. On which of the following health topics have you **ever** gotten information from a campus resource (e.g., brochure, university web site, health education program, Health Services staff, etc.)? **(Mark all that apply)**

- |   |   |
|---|---|
| ~ Tobacco use prevention                | ~ Sexually Transmitted Disease (STD)              |
| ~ Alcohol and other drug use prevention | ~ AIDS or HIV infection prevention                |
| ~ Violence prevention                   | ~ Sexual Assault/Relationship Violence Prevention |
| ~ Injury prevention and safety          | ~ Dietary behaviors and nutrition                 |
| ~ Suicide prevention                    | ~ Physical activity and fitness                   |
| ~ Pregnancy prevention                  | ~ Other: _____                                    |

**-Continue on back-**

8. Listed below are possible reasons why a student may not have used campus health services. Mark all that may apply to you.

- ~ Haven't needed to use it
- ~ Didn't know about it
- ~ Used my own medical provider
- ~ Thought I had to have insurance to use it
- ~ Had a bad experience there before
- ~ Had heard bad things about it from others
- ~ Had to wait too long to see a provider
- ~ Hours are not compatible with my schedule
- ~ Other: \_\_\_\_\_

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**SKIP ITEMS 9 THROUGH 14. GO TO DIRECTIONS AT BOTTOM OF PAGE.**

**IF YOU HAVE USED ANY SERVICES DURING THE LAST 12 MONTHS, ANSWER ALL REMAINING ITEMS.**

Please rate your level of satisfaction with the following items. If you cannot rate the item (or it's not applicable), darken the oval in the **Don't Know** column.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
9. Ease of getting an appointment	~	~	~	~	~	~
10. The overall wait time for services after your arrival when you walked in or had no appointment	~	~	~	~	~	~
11. The overall wait time for services after your arrival in your most recent visit	~	~	~	~	~	~
12. Your most recent visit as a whole	~	~	~	~	~	~

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13. For each provider, rate your satisfaction with the service provided during your **most recent** visit.

Service provided by:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable to my visit
a. Receptionist	~	~	~	~	~	~
b. Medical assistant/Nursing staff	~	~	~	~	~	~
c. Physician	~	~	~	~	~	~
d. Nurse practitioner	~	~	~	~	~	~
e. Laboratory	~	~	~	~	~	~
f. X-ray department	~	~	~	~	~	~
g. Pharmacy	~	~	~	~	~	~
h. Cashier	~	~	~	~	~	~
i. Physical therapist	~	~	~	~	~	~
j. Nutritionist	~	~	~	~	~	~

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14. If you saw a physician or nurse practitioner during your **most recent** visit, rate your satisfaction with how well they . . .

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable to my visit
a. explained your medical condition	~	~	~	~	~	~
b. showed appropriate level of concern for your condition	~	~	~	~	~	~
c. provided information on your medical condition	~	~	~	~	~	~

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**Please make any written comments regarding your campus health services on pages 3 or 4 of your survey booklet and circle letter E.**

## Appendix B : Demographic Characteristics of Student Respondents to the Customer Satisfaction Survey of Health Services - Spring 2001

	N	%
Freshmen	705	11.1
Sophomore	655	10.3
Junior	1,559	24.5
Senior	2,351	36.9
Grad/Postbacc	1,106	17.3
All	6,376	100.0

	N	%
Not working	1,782	28.0
1 - 10 hours	524	8.2
11 - 20 hours	1,465	23.0
21 - 30 hours	1,182	18.6
31 - 40 hours	906	14.2
More than 40 hours	511	8.0
All	6,370	100.0

	N	%
Amer.Ind./Alaskan Nat	51	0.8
Asian	898	14.5
Black/African Amer.	330	5.3
Filipino	231	3.7
Mex. Amer./Hisp.	1,209	19.5
Pacific Islander	41	0.7
White	3,039	49.1
Other	396	6.4
All	6,195	100.0

	N	%
Day student	3,068	48.5
Evening student	994	15.7
Both day & evening	2,230	35.2
Weekend student	37	0.6
All	6,329	100.0

	N	%
On campus	641	10.2
Off campus	5,674	89.8
All	6,315	100.0

	N	%
Female	4,006	62.9
Male	2,363	37.1
All	6,369	100.0

	N	%
Under 18	15	0.2
18 - 20	1,556	24.4
21 - 25	2,731	42.9
26 - 30	856	13.4
31 - 40	657	10.3
Over 40	550	8.6
All	6,365	100.0

	N	%
New student	301	4.7
Less than 1 year	1,607	25.3
1 - 2 years	1,971	31.0
3 - 4 years	1,660	26.1
5 - 6 years	501	7.9
7 - 8 years	115	1.8
9 - 10 years	52	0.8
More than 10 years	156	2.5
All	6,363	100.0

## Appendix C: Student Satisfaction with Health Services By Campus - Spring 2001

### Table 1. Campus and Systemwide Mean Satisfaction Ratings

Satisfaction with ...	Data Type	Bakersfield	Chico	Fresno	Hayward	Los Angeles	Northridge	Pomona	Sacramento	San Bernardino	San Diego	San Jose	San Luis Obispo	Sonoma	Stainislaus	All
Ease of getting an appointment	Mean	4.35	4.09	4.09	4.25	3.94	3.82	4.05	4.13	3.73	4.03	3.90	3.93	4.33	4.19	4.05
	S.D.	0.73	0.84	0.95	0.80	0.88	0.98	0.87	0.89	1.05	0.90	0.82	0.86	0.76	0.94	0.89
	N	242	249	55	108	439	239	365	323	218	70	49	299	247	26	2,929
Overall wait time for services	Mean	4.23	3.45	3.98	3.96	3.59	3.10	3.79	3.88	3.70	3.45	3.55	3.47	4.03	4.25	3.69
	S.D.	0.80	1.11	1.02	0.99	0.98	1.15	0.89	0.98	0.94	1.08	0.84	1.04	0.86	0.85	1.03
	N	258	263	58	106	447	288	356	305	220	71	49	315	229	20	2,985
Overall wait time in most recent visit	Mean	4.29	3.67	4.04	4.04	3.66	3.30	3.89	3.94	3.84	3.79	3.69	3.64	4.01	4.04	3.80
	S.D.	0.76	1.13	0.89	0.92	0.99	1.15	0.86	0.98	0.88	0.88	0.77	0.99	0.90	0.95	0.99
	N	259	267	57	105	458	281	361	314	227	70	49	307	243	24	3,022
Most recent visit as a whole	Mean	4.42	3.95	4.23	4.06	3.87	3.81	3.98	4.10	3.91	4.01	3.92	3.82	4.07	4.57	3.99
	S.D.	0.67	0.96	0.76	1.01	0.89	1.01	0.86	0.82	0.86	0.93	0.84	0.91	0.87	0.51	0.90
	N	265	268	57	108	450	287	355	281	231	72	49	312	244	14	2,993
Receptionist	Mean	4.29	4.21	4.00	4.02	3.86	4.00	4.10	4.07	4.10	4.06	3.67	3.97	4.23	4.29	4.06
	S.D.	0.73	0.79	0.84	0.92	0.91	0.92	0.84	0.82	0.84	0.83	0.94	0.81	0.77	0.78	0.85
	N	260	269	58	112	477	293	373	317	253	70	52	318	249	21	3,122
Medical assistant/Nursing staff	Mean	4.52	4.22	4.26	3.99	4.00	4.19	4.13	4.24	4.07	4.09	3.71	4.13	4.25	4.53	4.16
	S.D.	0.59	0.72	0.91	0.89	0.85	0.85	0.85	0.76	0.82	0.86	0.83	0.74	0.79	0.64	0.81
	N	254	266	54	105	442	276	340	273	216	65	51	299	220	15	2,876
Physician	Mean	4.44	4.05	4.16	4.20	4.01	3.99	4.13	4.10	3.96	4.15	3.88	3.87	4.13	4.36	4.08
	S.D.	0.72	1.01	0.96	1.01	0.91	1.16	0.94	0.92	0.95	1.01	1.00	1.01	0.88	1.03	0.96
	N	183	214	37	97	294	225	287	208	159	55	41	238	219	11	2,268
Nurse practitioner	Mean	4.48	4.11	4.25	4.10	4.00	4.20	4.19	4.21	3.88	4.23	3.98	4.01	4.26	4.55	4.14
	S.D.	0.78	0.95	0.84	0.91	0.86	0.93	0.81	0.77	0.95	0.83	0.72	0.93	0.74	0.69	0.87
	N	159	192	40	78	318	204	265	179	151	52	41	235	162	11	2,087
Laboratory	Mean	4.20	4.14	4.13	4.14	3.86	3.91	4.03	4.02	3.82	3.88	3.80	3.96	4.07	4.00	3.99
	S.D.	0.86	0.80	0.76	0.93	0.88	1.00	0.90	0.87	0.89	0.93	0.81	0.80	0.73		0.87
	N	106	117	31	42	256	143	213	123	98	43	30	154	97	1	1,454
X-ray department	Mean	4.15	3.65	4.00	4.42	3.85	4.24	3.92	4.00	3.48	4.19	3.90	3.86	3.98		3.94
	S.D.	0.94	0.79	0.63	0.70	0.94	1.03	0.85	0.86	0.94	0.91	0.89	0.77	0.75		0.90
	N	52	17	11	26	165	67	120	58	58	16	21	73	45	0	729

## Appendix C: Student Satisfaction with Health Services By Campus - Spring 2001

### Table 1. Campus and Systemwide Mean Satisfaction Ratings

Satisfaction with ...	Data Type	Bakersfield	Chico	Fresno	Hayward	Los Angeles	Northridge	Pomona	Sacramento	San Bernardino	San Diego	San Jose	San Luis Obispo	Sonoma	Stainislaus	All
Pharmacy	Mean	4.53	3.99	4.28	4.07	3.96	4.32	3.94	4.15	4.14	4.22	3.79	4.01	4.37	4.45	4.12
	S.D.	0.67	1.02	0.68	1.03	0.98	0.81	0.97	0.83	0.92	0.80	1.04	0.88	0.84	0.52	0.92
	N	132	198	40	70	220	185	251	139	149	49	38	203	153	11	1,838
Cashier	Mean	4.25	4.05	3.97	4.00	3.52	3.67	3.92	3.96	3.94	4.09	3.48	3.98	4.20	4.56	3.90
	S.D.	0.72	0.87	1.00	0.98	1.02	1.07	0.92	0.97	0.96	0.80	0.85	0.77	0.75	0.53	0.94
	N	189	163	34	70	314	216	230	149	134	44	44	241	123	9	1,960
Physical therapist	Mean	3.89	3.50	3.73	4.21	3.56	3.88	3.72	3.92	3.53	4.11	3.63	3.73	4.06		3.74
	S.D.	0.99	0.71	1.16	0.92	0.97	1.10	0.97	0.88	0.99	0.93	0.96	0.74	0.68		0.95
	N	28	10	15	19	107	32	76	24	58	9	16	48	31	0	473
Nutritionist	Mean	3.73	3.31	3.57	4.00	3.55	3.19	3.77	3.93	3.49	4.00	3.71	3.60	4.06		3.66
	S.D.	1.08	1.03	0.53	0.82	0.97	1.27	0.84	0.88	1.03	1.00	0.73	0.79	0.77		0.95
	N	30	13	7	13	96	26	70	29	55	7	14	43	31	0	434
Explained your medical condition	Mean	4.41	3.98	4.22	4.05	3.96	4.08	4.13	3.97	3.93	4.13	4.08	3.95	4.08	4.47	4.06
	S.D.	0.85	0.98	0.92	1.05	0.87	0.96	0.86	0.98	0.94	0.92	0.82	1.00	0.95	0.80	0.94
	N	197	258	49	94	360	253	330	249	165	63	51	281	219	17	2,586
Showed appropriate level of concern for your condition	Mean	4.44	3.88	4.23	4.09	3.83	3.94	4.11	3.90	3.81	4.19	4.00	3.93	4.02	4.38	3.99
	S.D.	0.79	1.09	0.93	1.02	0.94	1.14	0.96	1.07	0.99	0.88	0.89	1.03	1.01	0.87	1.01
	N	206	258	48	94	355	255	327	239	165	63	51	283	221	13	2,578
Provided information on your condition	Mean	4.43	3.81	4.24	3.97	3.88	3.94	4.05	3.86	3.85	4.14	3.90	3.90	3.97	4.29	3.97
	S.D.	0.81	1.14	0.88	1.09	0.94	1.10	0.98	1.11	0.91	1.05	0.83	1.07	1.03	0.91	1.03
	N	199	256	49	93	346	251	325	222	162	63	51	282	216	14	2,529

# Appendix C: Student Satisfaction with Health Services By Campus - Spring 2001

## Table 2. Campus and Systemwide Percent Satisfaction Ratings

Satisfaction With...	Data Type	Bakersfield	Chico	Fresno	Hayward	Los Angeles	Northridge	Pomona	Sacramento	San Bernardino	San Diego	San Jose	San Luis Obispo	Sonoma	Staislaus	All
Ease of getting an appointment	Total N	242	249	55	108	439	239	365	323	218	70	49	299	247	26	2,929
	VS/S (%)	89.3	81.1	74.5	84.3	74.3	72.0	77.0	82.7	65.6	81.4	79.6	74.9	89.5	80.8	78.6
	Neutral (%)	9.1	14.1	18.2	13.9	20.3	15.9	18.1	11.1	22.0	12.9	14.3	19.4	8.1	11.5	15.6
	D/VD (%)	1.7	4.8	7.3	1.9	5.5	12.1	4.9	6.2	12.4	5.7	6.1	5.7	2.4	7.7	5.9
Overall wait time for services	Total N	258	263	58	106	447	288	356	305	220	71	49	315	229	20	2,985
	VS/S (%)	86.0	55.5	79.3	75.5	61.1	42.7	66.6	70.8	63.2	52.1	53.1	56.8	78.6	85.0	64.4
	Neutral (%)	10.5	24.3	10.3	17.0	23.7	24.7	26.1	19.7	26.4	28.2	36.7	26.3	15.7	10.0	22.2
	D/VD (%)	3.5	20.2	10.3	7.5	15.2	32.6	7.3	9.5	10.5	19.7	10.2	16.8	5.7	5.0	13.5
Overall wait time in most recent visit	Total N	259	267	57	105	458	281	361	314	227	70	49	307	243	24	3,022
	VS/S (%)	87.3	63.3	78.9	79.0	62.7	53.7	72.9	73.6	70.5	67.1	59.2	66.4	77.4	83.3	69.6
	Neutral (%)	10.4	20.6	15.8	14.3	25.3	20.3	21.3	17.5	22.9	25.7	36.7	20.5	15.6	4.2	19.9
	D/VD (%)	2.3	16.1	5.3	6.7	12.0	26.0	5.8	8.9	6.6	7.1	4.1	13.0	7.0	12.5	10.5
Most recent visit as a whole	Total N	265	268	57	108	450	287	355	281	231	72	49	312	244	14	2,993
	VS/S (%)	91.3	75.4	84.2	77.8	72.9	71.4	78.3	84.7	73.6	76.4	75.5	73.4	82.0	100.0	77.8
	Neutral (%)	7.9	16.8	14.0	13.9	20.2	17.4	15.8	8.9	22.1	16.7	20.4	18.3	11.5		15.7
	D/VD (%)	0.8	7.8	1.8	8.3	6.9	11.1	5.9	6.4	4.3	6.9	4.1	8.3	6.6		6.5
Receptionist	Total N	260	269	58	112	477	293	373	317	253	70	52	318	249	21	3,122
	VS/S (%)	88.5	85.5	75.9	80.4	71.3	77.1	81.5	81.4	79.8	78.6	65.4	78.9	87.6	90.5	80.1
	Neutral (%)	9.6	11.5	19.0	11.6	21.4	15.0	14.5	13.9	17.4	18.6	25.0	15.7	8.8	4.8	15.0
	D/VD (%)	1.9	3.0	5.2	8.0	7.3	7.8	4.0	4.7	2.8	2.9	9.6	5.3	3.6	4.8	4.9
Medical assistant/Nursing staff	Total N	254	266	54	105	442	276	340	273	216	65	51	299	220	15	2,876
	VS/S (%)	95.7	88.7	85.2	79.0	79.0	84.1	82.4	88.6	79.6	80.0	68.6	86.0	88.2	93.3	84.7
	Neutral (%)	3.9	9.4	9.3	14.3	15.2	11.2	12.6	7.3	17.6	13.8	23.5	11.4	7.7	6.7	11.4
	D/VD (%)	0.4	1.9	5.6	6.7	5.9	4.7	5.0	4.0	2.8	6.2	7.8	2.7	4.1		4.0
Physician	Total N	183	214	37	97	294	225	287	208	159	55	41	238	219	11	2,268
	VS/S (%)	92.3	77.1	78.4	82.5	74.5	74.2	81.2	82.2	69.8	80.0	65.9	73.5	82.2	81.8	78.4
	Neutral (%)	5.5	15.0	13.5	11.3	20.1	12.4	12.9	10.1	24.5	10.9	26.8	16.0	11.9	9.1	14.3
	D/VD (%)	2.2	7.9	8.1	6.2	5.4	13.3	5.9	7.7	5.7	9.1	7.3	10.5	5.9	9.1	7.3
Nurse practitioner	Total N	159	192	40	78	318	204	265	179	151	52	41	235	162	11	2,087
	VS/S (%)	91.2	79.2	85.0	80.8	76.7	81.9	81.9	87.2	70.9	82.7	73.2	75.7	88.9	90.9	81.0
	Neutral (%)	6.3	15.1	10.0	12.8	18.6	13.2	15.1	9.5	23.8	13.5	26.8	16.6	8.6	9.1	14.6
	D/VD (%)	2.5	5.7	5.0	6.4	4.7	4.9	3.0	3.4	5.3	3.8		7.7	2.5		4.5
Laboratory	Total N	106	117	31	42	256	143	213	123	98	43	30	154	97	1	1,454
	VS/S (%)	79.2	76.1	77.4	81.0	69.5	72.7	76.1	79.7	62.2	69.8	63.3	77.3	81.4	100.0	74.4
	Neutral (%)	17.0	23.1	22.6	14.3	23.0	18.9	19.2	14.6	34.7	20.9	33.3	18.2	16.5		20.6
	D/VD (%)	3.8	0.9		4.8	7.4	8.4	4.7	5.7	3.1	9.3	3.3	4.5	2.1		5.0

# Appendix C: Student Satisfaction with Health Services By Campus - Spring 2001

## Table 2. Campus and Systemwide Percent Satisfaction Ratings

Satisfaction With...	Data Type	Bakersfield	Chico	Fresno	Hayward	Los Angeles	Northridge	Pomona	Sacramento	San Bernardino	San Diego	San Jose	San Luis Obispo	Sonoma	Stairslaus	All
X-ray department	Total N	52	17	11	26	165	67	120	58	58	16	21	73	45		729
	VS/S (%)	63.50	47.10	81.80	88.50	65.50	80.60	71.70	79.30	37.90	81.30	66.70	68.50	75.60		68.60
	Neutral (%)	36.5	52.9	18.2	11.5	27.3	11.9	25.0	15.5	56.9	12.5	28.6	28.8	22.2		27.0
	D/VD (%)					7.3	7.5	3.3	5.2	5.2	6.3	4.8	2.7	2.2		4.4
Pharmacy	Total N	132	198	40	70	220	185	251	139	149	49	38	203	153	11	1,838
	VS/S (%)	91.7	76.3	87.5	77.1	71.8	85.4	70.5	85.6	77.2	85.7	65.8	80.8	89.5	100.0	79.8
	Neutral (%)	7.6	13.6	12.5	14.3	20.9	11.9	21.9	8.6	19.5	10.2	26.3	14.3	5.9		14.6
	D/VD (%)	0.8	10.1		8.6	7.3	2.7	7.6	5.8	3.4	4.1	7.9	4.9	4.6		5.5
Cashier	Total N	189	163	34	70	314	216	230	149	134	44	44	241	123	9	1,960
	VS/S (%)	86.8	79.8	70.6	75.7	54.8	63.0	69.6	75.8	71.6	77.3	45.5	79.3	83.7	100.0	71.7
	Neutral (%)	11.6	16.6	23.5	17.1	31.2	25.0	24.8	16.8	23.9	20.5	47.7	18.3	14.6		21.8
	D/VD (%)	1.6	3.7	5.9	7.1	14.0	12.0	5.7	7.4	4.5	2.3	6.8	2.5	1.6		6.5
Physical therapist	Total N	28	10	15	19	107	32	76	24	58	9	16	48	31		473
	VS/S (%)	46.4	40.0	53.3	78.9	50.5	62.5	59.2	66.7	43.1	66.7	62.5	56.3	80.6		56.7
	Neutral (%)	53.6	60.0	40.0	15.8	39.3	28.1	32.9	29.2	51.7	33.3	31.3	43.8	19.4		37.6
	D/VD (%)			6.7	5.3	10.3	9.4	7.9	4.2	5.2		6.3				5.7
Nutritionist	Total N	30	13	7	13	96	26	70	29	55	7	14	43	31		434
	VS/S (%)	43.3	30.8	57.1	69.2	52.1	42.3	57.1	75.9	40.0	57.1	71.4	51.2	74.2		53.9
	Neutral (%)	53.3	61.5	42.9	30.8	38.5	34.6	40.0	20.7	52.7	42.9	21.4	44.2	25.8		39.9
	D/VD (%)	3.3	7.7			9.4	23.1	2.9	3.4	7.3		7.1	4.7			6.2
Explained your medical condition	Total N	197	258	49	94	360	253	330	249	165	63	51	281	219	17	2,586
	VS/S (%)	90.4	74.4	79.6	80.9	76.4	78.7	79.1	78.7	72.1	76.2	82.4	74.0	82.6	94.1	78.5
	Neutral (%)	5.6	17.4	14.3	10.6	18.3	13.0	16.7	11.6	21.8	17.5	11.8	17.1	10.0		14.7
	D/VD (%)	4.1	8.1	6.1	8.5	5.3	8.3	4.2	9.6	6.1	6.3	5.9	8.9	7.3	5.9	6.8
Showed appropriate level of concern for	Total N	206	258	48	94	355	255	327	239	165	63	51	283	221	13	2,578
	VS/S (%)	91.3	68.2	75.0	78.7	69.3	73.7	78.3	73.2	66.1	76.2	74.5	70.3	80.1	92.3	74.6
	Neutral (%)	5.3	19.4	20.8	12.8	22.5	14.1	15.0	15.1	24.8	20.6	21.6	20.8	11.8		16.8
	D/VD (%)	3.4	12.4	4.2	8.5	8.2	12.2	6.7	11.7	9.1	3.2	3.9	8.8	8.1	7.7	8.6
Provided information on your condition	Total N	199	256	49	93	346	251	325	222	162	63	51	282	216	14	2,529
	VS/S (%)	89.4	66.4	83.7	72.0	72.8	70.9	75.1	72.1	69.1	76.2	68.6	73.0	76.9	85.7	73.9
	Neutral (%)	8.0	19.1	10.2	18.3	19.7	17.9	18.2	15.3	24.1	14.3	27.5	16.3	13.0	7.1	17.0
	D/VD (%)	2.5	14.5	6.1	9.7	7.5	11.2	6.8	12.6	6.8	9.5	3.9	10.6	10.2	7.1	9.1