

2002 Customer Satisfaction Survey Report for Health Services On Participating California State University Campuses

Introduction

In spring, 2002 customer surveys were conducted across 10 CSU campuses¹ plus the Chancellor's Office to assess the level of satisfaction among students, faculty, and staff in 11 administrative functions.² Similar surveys were conducted in 1999, 2000, and 2001 under the umbrella of the CSU Quality Improvement Program as part of an ongoing commitment to improve customer service within the CSU. This report summarizes results from the 2002 Health Services Survey (HSS) that was administered at three campuses: Sacramento, San Bernardino, and Sonoma.

Method

The full HSS, a 25 item printed survey instrument that was used in the previous survey effort (2001), was administered in selected classrooms at Sacramento and Sonoma. San Bernardino administered a shortened version of the HSS (17 questions) as a web survey, five of which were identical to key questions in the printed version to allow for historical comparisons. Campus response rates ranged from a low of seven percent (web) to a high of 79 percent (classroom). In the summary table on the following page survey results are reported for five items common to surveys administered at all three campuses and for an additional ten items common to surveys conducted at Sacramento and Sonoma.

Results

Results from the HSS are highlighted below:

- Students expressed high levels of satisfaction (3.7 and above) on all 15 survey measures. Thirteen items received average scores of 3.9 or higher.
- More than 75 percent of students indicated they were satisfied with Health Services on 11 of 15 measures.
- Students registered their highest level of satisfaction with "medical assistant/nursing staff" (89%) and "ease of getting an appointment" (82%).

¹ Chico, Long Beach, Northridge, Pomona, Sacramento, San Bernardino, San Jose, San Luis Obispo, San Marcos, Sonoma

² Career Services, Facilities, Financial Aid, Health, Human Resources, Library, Mail, Parking, Purchasing,, Student Accounts Receivable, University Police

- Overall student dissatisfaction with Health Services was very low, mostly in the 3% to 6% range but never exceeding 8%.
- Sacramento and Sonoma shared top ratings in the first set of 5 items shown in the top-half of the summary table and were very closely matched on most items, 6-15, that measure satisfaction with specific health service staff and units.

Overall survey results suggest that students who responded to the survey at Sacramento, San Bernardino, and Sonoma feel that their campus Health Services are accessible, efficient, and effective in serving their health needs.

Summary of the 2002 Customer Satisfaction Survey of Health Services

Survey Item	Overall Ratings					Campus Ratings		
	N	Mean	Sat (%)	Dis (%)	Rank	High	Low	Top Rated
1. Ease of getting an appointment	755	4.16	81.9	5.3	1	4.36	3.72	SAC
2. The overall wait time for services after your arrival when you walked in and had no appointment	762	3.95	74.8	7.6	5	4.07	3.81	SON
3. The overall wait time for services after your arrival in your most recent visit	772	3.98	76.9	6.9	4	4.01	3.84	SAC
4. Your most recent visit as a whole	783	4.05	78.5	5.6	2	4.10	3.90	SON
5. Physician/nurse practitioner explained your medical condition during most recent visit	609	4.04	78.2	7.1	3	4.06	3.83	SAC
6. Receptionist	676	4.19	85.2	3.7	4	4.26	4.16	SAC
7. Medical Assistant/Nursing Staff	639	4.29	89.5	3.4	1	4.30	4.28	SON
8. Physician	492	4.12	80.3	4.9	5	4.13	4.10	SAC
9. Nurse practitioner	450	4.25	84.9	3.3	2.5	4.25	4.24	SAC
10. Laboratory	282	4.09	79.1	4.3	7	4.10	4.09	SON
11. X-ray department	151	3.93	70.9	6.6	8	3.95	3.89	SAC
12. Pharmacy	373	4.25	84.7	4.3	2.5	4.32	4.20	SON
13. Cashier	377	4.10	79.3	3.4	6	4.18	4.06	SON
14. Physical therapist	88	3.76	63.6	3.4	10	3.92	3.70	SON
15. Nutritionist	102	3.87	66.7	3.9	9	3.88	3.86	SAC

Satisfaction scale: 5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied

Sat (%) = Combined responses of 5 (Very Satisfied) and 4 (Satisfied)

Dis (%) = Combined responses of 1 (Very Dissatisfied) and 2 (Dissatisfied)

Note: Results reported for items 1-5 in table are based on surveys administered at three campuses; results for items 6-15 are based on surveys from two campuses.