

SAMPLE REFERENCE GROUP REPORT

American College Health Association-Patient Satisfaction Assessment Service (ACHA-PSAS) Institutional Data Report - Spring 2008 Reference Group

American College Health Association P.O. Box 28937 Baltimore, MD 21240-8937 (410) 859-1500 www.acha.org

July 10, 2008 FREQUENCY REPORT Number of Surveys (n) =

3,387 Web Surveys

1. Gender:

	Male	Male		Female Tra		gender	Tota	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Male	999	100	0	0	0	0	999	29.6
2 Female	0	0	2,366	100	0	0	2,366	70.1
3 Transgender	0	0	0	0	11	100	11	0.3
Valid responses =	999	30	2,366	70	11	0	3,376	99.7

Invalid responses include no response or multiple responses.

2. Ethnic/ racial background: (select all that apply)

	Male		Fen	nale	Trans	gender	Tota		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 White-not Hispanic	741	74	1,866	79	9	82	2,618	77.3	
2 Black-not Hispanic	32	3	72	3	1	9	105	3.1	
3 Hispanic or Latino	52	5	157	7	0	0	209	6.2 🗖	
4 Asian or Pacific Islander	142	14	240	10	1	9	384	11.3 🗖	
5 American Indian or Alaska Native	11	1	40	2	0	0	51	1.5 ▮	
6 Other	42	0	69	3	0	0	111	3.3	

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

3. Student Status:

	Male		Fem	ıale	Tr	ansgende	T	otal	
	Freq.	Pct.	Freq.	Pct.	Fred	ı. Pct	. Freq.	Pct.	
1 Undergraduate	566	57	1,447	62		7 70	2,022	60.1	
2 Graduate	368	37	754	32		2 20	1,128	33.5	
3 Professional school	54	5	137	6		1 10	192	5.7	
4 Non-degree	5	1	16	1		0 0	21	0.6	I
Valid responses =	993	30	2,354	70	1	0 0	3,363	99.3	

4. Were you referred to health care provider outside of your colle/university?

Invalid responses include no response or multiple responses.

Invalid responses include no response or multiple responses.

•	Male	-	Fen	nale	Trans	Transgender		al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Yes	135	14	246	10	1	10	382	11.3 💳
2 No	781	78	1,920	81	9	90	2,715	80.5
3 Not applicable	81	8	195	8	0	0	277	8.2
Valid responses =	997	30	2,361	70	10	0	3,374	99.6

5. Is the Student Health Center your usual source of care and/ or primary care provider while enrolled?

	Male		Fem	nale	Trans	gender	Tota	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Yes	703	87	1,697	85	9	90	2,414	85.6
2 No	106	13	299	15	1	10	407	14.4
Valid responses =	809	29	1,996	71	10	0	2,821	83.3

6. Satisfaction with ease of scheduling an appointment that meets your needs:

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	Male		Fen	nale	Trans	Transgender		al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	12	1	34	2	0	0	46	1.4
1	25	3	70	3	0	0	95	2.9 🗖
2	45	5	136	6	1	9	182	5.6 🗖
3	111	12	326	14	1	9	440	13.5
4	290	30	720	32	4	36	1,017	31.1
5 Very satisfied	484	50	995	44	5	46	1,485	45.5
Valid responses =	967	30	2,281	70	11	0	3,265	96.4

	Mean	Median	Std Dev	Min	Max
Male	4.17	5.00	1.10	0.0	5.0
Female	4.02	4.00	1.15	0.0	5.0
Overall	4.06	4.00	1.14	0.0	5.0

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Number of Surveys (n) = 3,387 Web Surveys

6A. Ease of scheduling an appointment that meets your needs: (select all that apply)

	Male		Fen	nale	Trans	gender	Tota	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Difficult to reach appointment staff	15	2	68	3	1	9	84	2.5
2 Appt. not available time needed	103	10	283	12	2	18	388	11.5
3 Had to wait too long	89	9	284	12	2	18	375	11.1
4 Not able to get provider I wanted	7	1	39	2	0	0	46	1.4 🗖
5 Other (please specify)	29	14	94	4	0	0	123	3.6

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

7. Satisfaction with amount of time needed in the health service to complete your appointment:

	Male		Fen	nale	Trans	gender	Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	30	3	72	3	0	0	104	3.1 🗖
1	23	2	91	4	0	0	114	3.4 🗖
2	66	7	163	7	0	0	229	6.8
3	142	14	468	20	1	9	612	18.3
4	358	36	767	33	4	36	1,132	33.8
5 Very satisfied	369	37	783	33	6	55	1,159	34.6
Valid responses =	988	29	2,344	70	11	0	3,350	98.9

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	3.90	4.00	1.21	0.0	5.0
Female	3.76	4.00	1.26	0.0	5.0
Overall	3.80	4.00	1.25	0.0	5.0

7A. Amount of time needed in the health service to complete your appointment: (select all that apply)

	Male		Fen	nale	Trans	gender	Tota	nl
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Wait too long registration	29	3	84	4	0	0	114	3.4
2 Wait too long placed examine roor	109	11	341	14	0	0	451	13.3
3 Wait too long provider	95	10	326	14	1	9	424	12.5
4 Wait too long after additional steps	47	5	152	6	0	0	200	5.9
5 Other (please specify)	32	3	59	3	0	0	91	2.7

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

8. Satisfaction with efficiency of the check-in and check-out process:

	Male			Female		Transgender		al	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
0 Not at all satisfied	10	1	21	1	0	0	31	0.9	
1	15	2	35	2	0	0	50	1.5	
2	24	2	84	4	0	0	110	3.3	
3	116	12	302	13	2	18	421	12.5	
4	316	32	782	33	2	18	1,100	32.7	
5 Very satisfied	513	52	1,125	48	7	64	1,648	49.0	
Valid responses =	994	30	2.349	70	11	0	3.360	99.2	

	Mean	Median	Std Dev	Min	Max
Male	4.27	5.00	0.98	0.0	5.0
Female	4.20	4.00	0.99	0.0	5.0
Overall	4.22	4.00	0.99	0.0	5.0

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8A. Efficiency of the check-in and check-out process: (select all that apply)

	Male		Female		Transgender		Tota	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Check-in process too long	63	6	179	8	0	0	242	7.1
2 Check-out process too long	23	2	44	2	0	0	67	2.0
3 Not understand check-in process	15	2	33	1	0	0	48	1.4
4 Not understand check-out process	19	2	37	2	0	0	57	1.7
5 Other (please specify)	24	2	73	3	0	0	98	2.9
Valid responses = all responses	and blanks	: since mul	tiple respons	es were po	ssible, more	than 100% m	ay be included	-

9. Satisfaction with friendliness, courtesy, and helpfulness of the registration staff:

	Male		Fen	nale	Trans	gender	Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	16	2	20	1	0	0	36	1.1 g
1	10	1	42	2	0	0	53	1.6
2	22	2	86	4	0	0	108	3.2 🗖
3	77	8	263	11	3	27	344	10.2
4	289	29	767	33	1	9	1,059	31.4
5 Very satisfied	581	58	1,182	50	7	64	1,772	52.6
Valid responses =	995	30	2,360	70	11	0	3,372	99.6

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	4.37	5.00	0.98	0.0	5.0
Female	4.23	5.00	1.00	0.0	5.0
Overall	4.27	5.00	1.00	0.0	5.0

9A. Friendliness, courtesy, and helpfulness of the registration staff: (select all that apply)

	Male		Fen	nale	Trans	gender	Tota	al	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Staff was unfriendly	46	5	159	7	0	0	206	6.1	
2 Staff was not courteous	24	2	91	4	0	0	116	3.4	
3 Staff was unprofessional	16	2	64	3	0	0	80	2.4	
4 Staff did not appear competent	23	2	64	3	1	9	89	2.6	
5 Staff was not helpful	19	2	59	3	0	0	78	2.3	
6 Other (please specify)	15	2	67	3	1	9	83	2.5	

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

10. Satisfaction with friendliness, courtesy, and helpfulness of the non-provider medical staff (nurses, laboratory, medical assistants etc.):

(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Male		Fen	Female Transge		gender	Tota	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	10	1	18	1	0	0	28	0.8
1	5	1	20	1	0	0	25	0.8
2	16	2	54	2	1	9	71	2.1
3	42	4	180	8	0	0	222	6.7
4	281	29	747	32	0	0	1,031	31.1
5 Very satisfied	627	64	1,295	56	10	91	1,935	58.4
Valid responses =	981	30	2.314	70	11	0	3.312	97.8

	Mean	Median	Std Dev	Min	Max
Male	4.51	5.00	0.84	0.0	5.0
Female	4.38	5.00	0.89	0.0	5.0
Overall	4 42	5.00	0.88	0.0	5.0

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10A. Friendliness, courtesy, and helpfulness of the non-provider medical staff (nurses, laboratory, medical assistants etc.): (select all that apply)

	Male		Fen	nale	Trans	gender	Tota	ıl	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Staff was unfriendly	19	2	77	3	0	0	96	2.8	
2 Staff was not courteous	18	2	49	2	0	0	67	2.0	
3 Staff was unprofessional	12	1	36	2	1	9	49	1.4	
4 Staff did not appear competent	13	1	42	2	0	0	55	1.6	
5 Staff was not helpful	10	1	44	2	0	0	54	1.6	
6 Other (please specify)	13	1	49	2	0	0	62	1.8	

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

11. The provider listened carefully to your concerns:

	Male		Fen	nale	Transg	ender	Total	l
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	17	2	25	1	0	0	42	1.3 🛮
1	13	1	36	2	0	0	49	1.5 🛮
2	20	2	74	3	0	0	94	2.8
3	67	7	211	9	0	0	279	8.3 📥
4	262	26	607	26	1	9	870	25.9
5 Very satisfied	614	62	1,393	59	10	91	2,022	60.3
Valid responses =	993	30	2,346	70	11	0	3,356	99.1

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	4.40	5.00	1.00	0.0	5.0
Female	4.35	5.00	1.00	0.0	5.0
Overall	4.37	5.00	1.00	0.0	5.0

12. Amount of time spent with the provider:

	Male		Fem	nale	Trans	gender	Tota	al	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
0 Not at all satisfied	20	2	34	1	0	0	54	1.6	
1	15	2	50	2	0	0	66	2.0	
2	28	3	102	4	0	0	130	3.9 🗖	
3	94	10	294	13	0	0	388	11.6	
4	320	32	656	28	2	18	979	29.2	
5 Very satisfied	513	52	1,212	52	9	82	1,738	51.8	
Valid responses =	990	30	2,348	70	11	0	3,355	99.1	

	Mean	Median	Std Dev	Min	Max
Male	4.24	5.00	1.06	0.0	5.0
Female	4.18	5.00	1.10	0.0	5.0
Overall	4.20	5.00	1.09	0.0	5.0

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	Male		Fen	nale	Trans	gender	Tot	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	33	3	67	3	0	0	100	3.0 🗖
1	25	3	75	3	0	0	101	3.0 🗖
2	25	3	117	5	0	0	142	4.2 🗖
3	95	10	245	11	1	9	341	10.2
4	296	30	633	27	3	27	932	27.8
5 Very satisfied	517	52	1,203	51	7	64	1,732	51.7
Valid responses -	991	30	2 340	70	11	Λ	3 348	98.8

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	4.17	5.00	1.21	0.0	5.0
Female	4.10	5.00	1.25	0.0	5.0
Overall	4.12	5.00	1.24	0.0	5.0

13A. Quality of the explanations and advice you were given for your condition and the recommended treatment: (select all that apply)

	Male		Fem	nale	Transg	ender	Total	I	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Not understand explanations	14	1	52	2	0	0	66	1.9	
2 Not feel confident explanation	68	7	223	9	1	9	292	8.6	
3 Not understand treatment plan	22	2	43	2	1	9	66	1.9	
4 Not feel confident in treatment plar	58	6	216	9	0	0	274	8.1	
5 Other (please specify)	46	5	117	5	0	0	164	4.8	

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

14. I received information during my visit that I will use to improve my health.

	Male		Fen	nale	Trans	gender	Tota	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 None at all	62	6	161	7	0	0	224	6.8
1	19	2	69	3	0	0	88	2.7 🗖
2	35	4	132	6	0	0	167	5.0 🗖
3	162	17	387	17	1	10	551	16.7
4	315	32	697	30	2	20	1,016	30.7
5 Very much so	386	39	866	38	7	70	1,261	38.1
Valid responses =	979	30	2,312	70	10	0	3,307	97.6

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	3.85	4.00	1.37	0.0	5.0
Female	3.72	4.00	1.44	0.0	5.0
Overall	3.76	4.00	1.42	0.0	5.0

15. How well did your provider address your pain:

	Male		Fen	nale	Trans	gender	Tota	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not all satisfied	27	3	60	3	0	0	88	2.9
1	13	1	45	2	0	0	58	1.9 🗖
2	25	3	100	5	0	0	125	4.0 🗖
3	112	12	283	13	2	22	397	12.9
4	296	32	652	31	1	11	950	30.8
5 Very satisfied	466	50	993	47	6	67	1,469	47.6
Valid responses =	939	30	2,133	69	9	0	3,087	91.1

	Mean	Median	Std Dev	Min	Max
Male	4.17	4.00	1.13	0.0	5.0
Female	4.06	4.00	1.19	0.0	5.0
Overall	4.10	4.00	1.18	0.0	5.0

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16. Satisfaction with explanations given about payment and billing issues	6. Satisfaction with explanat	tions given abo	out payment and	billing issues:
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	Male		Fen	nale	Trans	gender	Tot	al	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
0 Not at all satisfied	43	5	149	7	1	11	193	6.1	
1	39	4	103	5	1	11	143	4.6	
2	72	8	187	9	0	0	259	8.2	
3	178	19	459	21	0	0	638	20.3	
4	250	27	543	25	1	11	795	25.3	
5 Very satisfied	362	38	741	34	6	67	1,112	35.4	
Valid responses -	944	30	2 182	60	۵	Λ	3 140	92.7	

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	3.74	4.00	1.38	0.0	5.0
Female	3.54	4.00	1.48	0.0	5.0
Overall	3.60	4.00	1.46	0.0	5.0

16A. Explanations given about payment and billing issues: (select all that apply)

	Male		Fen	nale	Trans	gender	Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Not recieve clear explanations cos	149	15	442	19	2	18	593	17.5	
2 Not receive explanations insurance	121	12	329	14	2	18	452	13.3	
3 Not understand much need to pay	138	14	389	16	2	18	529	15.6	
4 Other (please specify)	65	7	198	8	0	0	263	7.8	

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

17. Your confidentiality and privacy were carefully protected:

	Male		Female		Transgender		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	7	1	15	1	0	0	22	0.7
1	3	0	13	1	0	0	16	0.5
2	15	2	40	2	0	0	55	1.7
3	64	7	176	8	2	18	242	7.3
4	239	25	591	26	2	18	833	25.1
5 Very satisfied	649	66	1,487	64	7	64	2,147	64.8
Valid responses =	977	29	2,322	70	11	0	3,315	97.9

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	4.53	5.00	0.81	0.0	5.0
Female	4.49	5.00	0.84	0.0	5.0
Overall	4.50	5.00	0.83	0.0	5.0

18. Cleanliness and general appearance of the health center:

	Male		Female		Transgender		Tot	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	2	0	3	0	0	0	5	0.1
1	2	0	8	0	0	0	10	0.3
2	15	2	22	1	0	0	38	1.1
3	59	6	164	7	0	0	223	6.6 🗖
4	253	26	675	29	4	36	933	27.8
5 Very satisfied	660	67	1,480	63	7	64	2,151	64.0
Valid responses =	991	29	2,352	70	11	0	3,360	99.2

	Mean	Median	Std Dev	Min	Max	
	weari	Median	Sid Dev	IVIIII		
Male	4.56	5.00	0.72	0.0	5.0	
Female	4.53	5.00	0.72	0.0	5.0	
Overall	4 54	5.00	0.72	0.0	5.0	

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	Male		Female		Transgender		Tota	al
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Yes	329	34	841	36	6	55	1,178	35.4
2 No	30	3	85	4	0	0	116	3.5 🗖
3 Not sure	431	44	974	42	4	36	1,412	42.5
4 Not applicable	188	19	428	18	1	9	617	18.6
Valid responses =	978	29	2,328	70	11	0	3,323	98.1
Invalid responses	include no respons	e or multip	le responses					

20. Your overall satisfaction with your visit:

	Male		Female		Transgender		Tota	I
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	25	3	54	2	0	0	79	2.4
1	23	2	51	2	0	0	74	2.2 🔳
2	35	4	117	5	0	0	153	4.6
3	96	10	288	12	2	18	387	11.6
4	327	33	808	34	4	36	1,142	34.1
5 Very satisfied	480	49	1,028	44	5	46	1,514	45.2
Valid responses =	986	29	2.346	70	11	0	3.349	98.9

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	4.15	4.00	1.15	0.0	5.0
Female	4.06	4.00	1.15	0.0	5.0
Overall	4.08	4.00	1.15	0.0	5.0

21. How likely are you to recommend the health service to another student?

	Male		Female		Transgender		Tota	al	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
0 Not at all likely	39	4	121	5	0	0	160	4.8 🗖	
1	20	2	66	3	0	0	86	2.6	
2	32	3	95	4	1	9	128	3.8	
3	104	11	313	13	1	9	418	12.5	
4	278	28	600	26	3	27	882	26.4	_
5 Very likely	513	52	1,140	49	6	55	1,663	49.8	
Valid responses =	986	30	2,335	70	11	0	3,337	98.5	

	Mean	Median	Std Dev	Min	Max
Male	4.13	5.00	1.25	0.0	5.0
Female	3.98	4.00	1.37	0.0	5.0
Overall	4 03	4 00	1.33	0.0	5.0