















**American College Health Association-Patient Satisfaction Assessment Service (ACHA-PSAS)  
Reference Group Data Report - Fall 2019/Spring 2020**

American College Health Association  
8455 Colesville Road, Suite 740  
Silver Spring, MD 20910  
(410) 859-1500  
[www.acha.org](http://www.acha.org)

June 23, 2020  
FREQUENCY REPORT  
Number of Surveys (n) = 26,619 Web Surveys

**14. How well did your provider address your pain:**

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	355	2	108	2	15	2	482	1.8
1	224	1	53	1	10	1	287	1.1
2	360	2	99	1	26	3	486	1.8
3	872	5	295	4	35	4	1,205	4.6
4	1,863	10	791	11	69	8	2,726	10.4
5 Very satisfied	7,605	42	3,291	45	333	37	11,264	42.9
Not applicable	6,720	37	2,664	37	407	46	9,826	37.4
Valid responses =	17,999	68	7,301	28	895	3	26,276	98.7

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.35	5.00	1.20	0.0	5.0
Male	4.48	5.00	1.05	0.0	5.0
Overall	4.38	5.00	1.16	0.0	5.0

**15. Satisfaction with explanations given about payment and billing issues:**

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	558	3	158	2	34	4	753	3.0
1	538	3	165	2	28	3	734	2.9
2	939	5	349	5	55	6	1,344	5.3
3	2,667	15	1,051	15	129	15	3,858	15.1
4	2,823	16	1,123	16	114	13	4,068	16.0
5 Very satisfied	9,929	57	4,253	60	503	58	14,731	57.8
Valid responses =	17,454	68	7,099	28	863	3	25,488	95.8

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.09	5.00	1.31	0.0	5.0
Male	4.19	5.00	1.21	0.0	5.0
Overall	4.12	5.00	1.29	0.0	5.0

**15A. Explanations given about payment and billing issues: (select all that apply)**

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Not receive clear explanations cost	1,354	7	448	6	72	8	1,879	7.1
2 Not receive explanations insurance	770	4	214	3	45	5	1,033	3.9
3 Not understand much need to pay	918	5	333	5	60	7	1,314	4.9
4 Other (please specify)	411	2	135	2	31	3	580	2.2
Valid responses =	all responses and blanks: since multiple responses were possible, more than 100% may be included.							

**16. Your confidentiality and privacy were carefully protected:**

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	81	0	26	0	5	1	113	0.4
1	35	0	14	0	4	0	53	0.2
2	110	1	43	1	7	1	161	0.6
3	546	3	214	3	30	3	796	3.0
4	1,995	11	829	11	105	12	2,934	11.2
5 Very satisfied	15,259	85	6,150	85	743	83	22,217	84.6
Valid responses =	18,026	69	7,276	28	894	3	26,274	98.7

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.78	5.00	0.62	0.0	5.0
Male	4.78	5.00	0.60	0.0	5.0
Overall	4.78	5.00	0.62	0.0	5.0



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**17. Cleanliness and general appearance of the health center:**

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	34	0	14	0	2	0	52	0.2
1	26	0	12	0	1	0	39	0.1
2	98	1	26	0	7	1	133	0.5
3	524	3	188	3	21	2	734	2.8
4	2,059	11	875	12	115	13	3,059	11.6
5 Very satisfied	15,340	85	6,189	85	751	84	22,346	84.8
Valid responses =	18,081	69	7,304	28	897	3	26,363	99.0

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.80	5.00	0.55	0.0	5.0
Male	4.80	5.00	0.54	0.0	5.0
Overall	4.80	5.00	0.55	0.0	5.0

**18. Did your health care provider wash his/her hands or use an alcohol based hand sanitizer?**

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Yes	9,469	53	4,008	55	417	47	13,936	53.0
2 No	353	2	75	1	10	1	441	1.7
3 Not sure	5,130	28	1,903	26	235	26	7,287	27.7
4 Not applicable	3,099	17	1,292	18	227	26	4,635	17.6
Valid responses =	18,051	69	7,278	28	889	3	26,299	98.8

Invalid responses include no response or multiple responses.

**19. Your overall satisfaction with your visit:**

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	354	2	110	2	18	2	483	1.8
1	289	2	82	1	16	2	390	1.5
2	564	3	140	2	26	3	732	2.8
3	1,132	6	380	5	59	7	1,575	6.0
4	3,011	17	1,241	17	144	16	4,409	16.7
5 Very satisfied	12,790	71	5,374	73	635	71	18,857	71.3
Valid responses =	18,140	69	7,327	28	898	3	26,446	99.4

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.45	5.00	1.07	0.0	5.0
Male	4.55	5.00	0.95	0.0	5.0
Overall	4.48	5.00	1.04	0.0	5.0

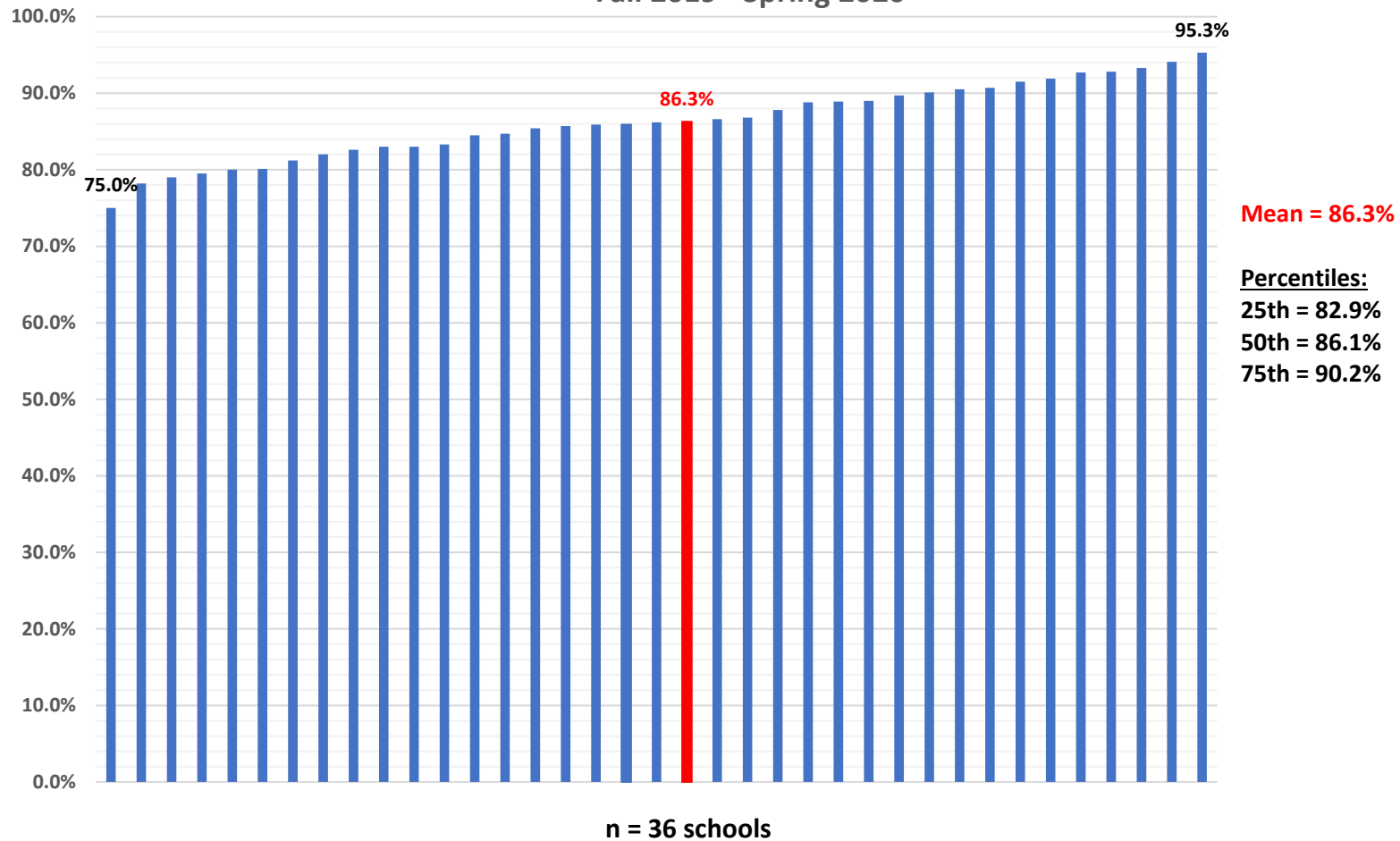
**20. How likely are you to recommend the health service to another student?**

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very unlikely	560	3	186	3	25	3	773	2.9
1	290	2	58	1	15	2	367	1.4
2	474	3	137	2	32	4	643	2.4
3	1,315	7	430	6	61	7	1,812	6.9
4	2,626	15	1,125	15	145	16	3,908	14.8
5 Very likely	12,810	71	5,369	74	619	69	18,852	71.5
Valid responses =	18,075	69	7,305	28	897	3	26,355	99.0

Invalid responses include no response or multiple responses.

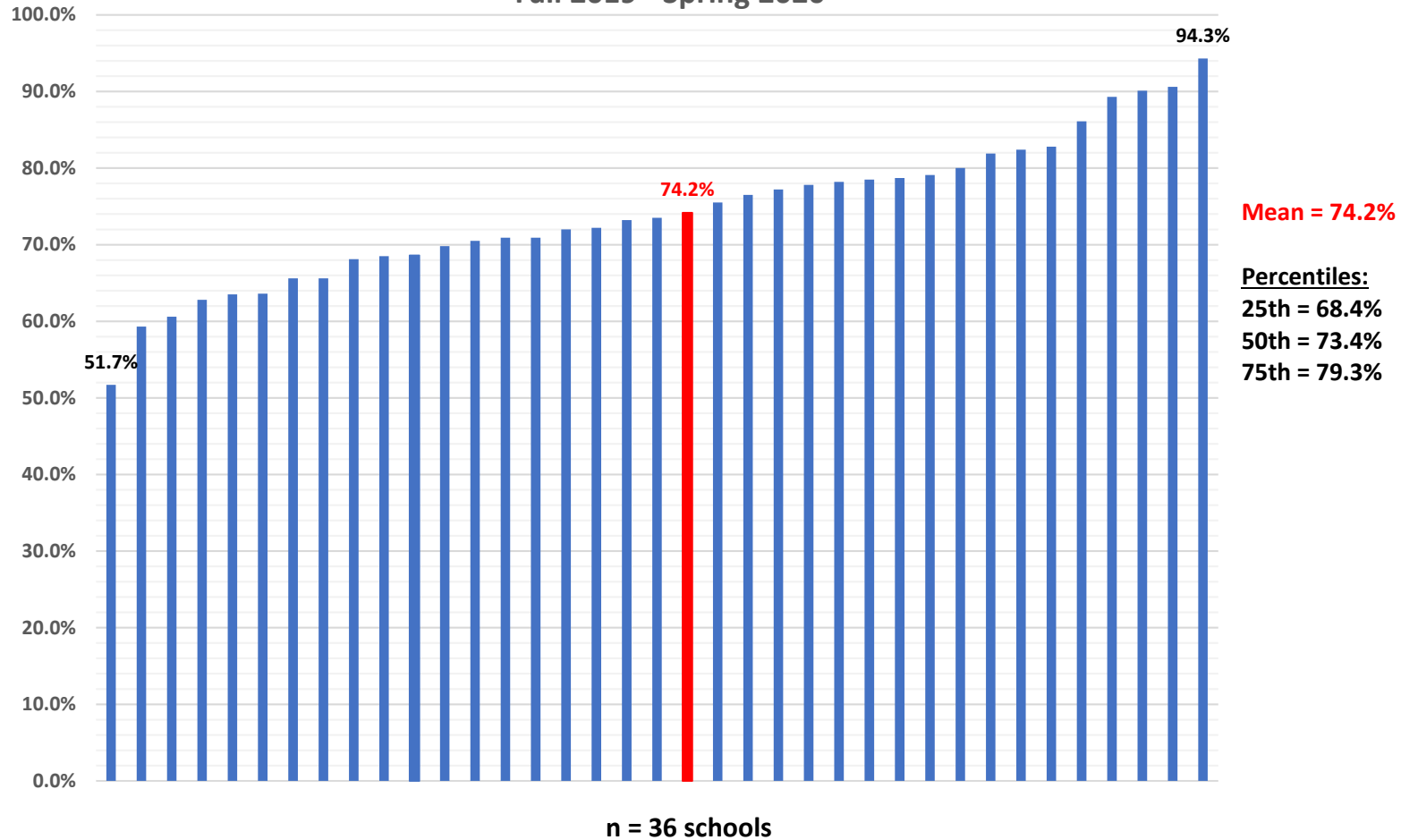
	Mean	Median	Std Dev	Min	Max
Female	4.41	5.00	1.17	0.0	5.0
Male	4.51	5.00	1.04	0.0	5.0
Overall	4.44	5.00	1.13	0.0	5.0

PS16 Your confidentiality and privacy were carefully protected  
% Very satisfied by school  
Fall 2019 - Spring 2020



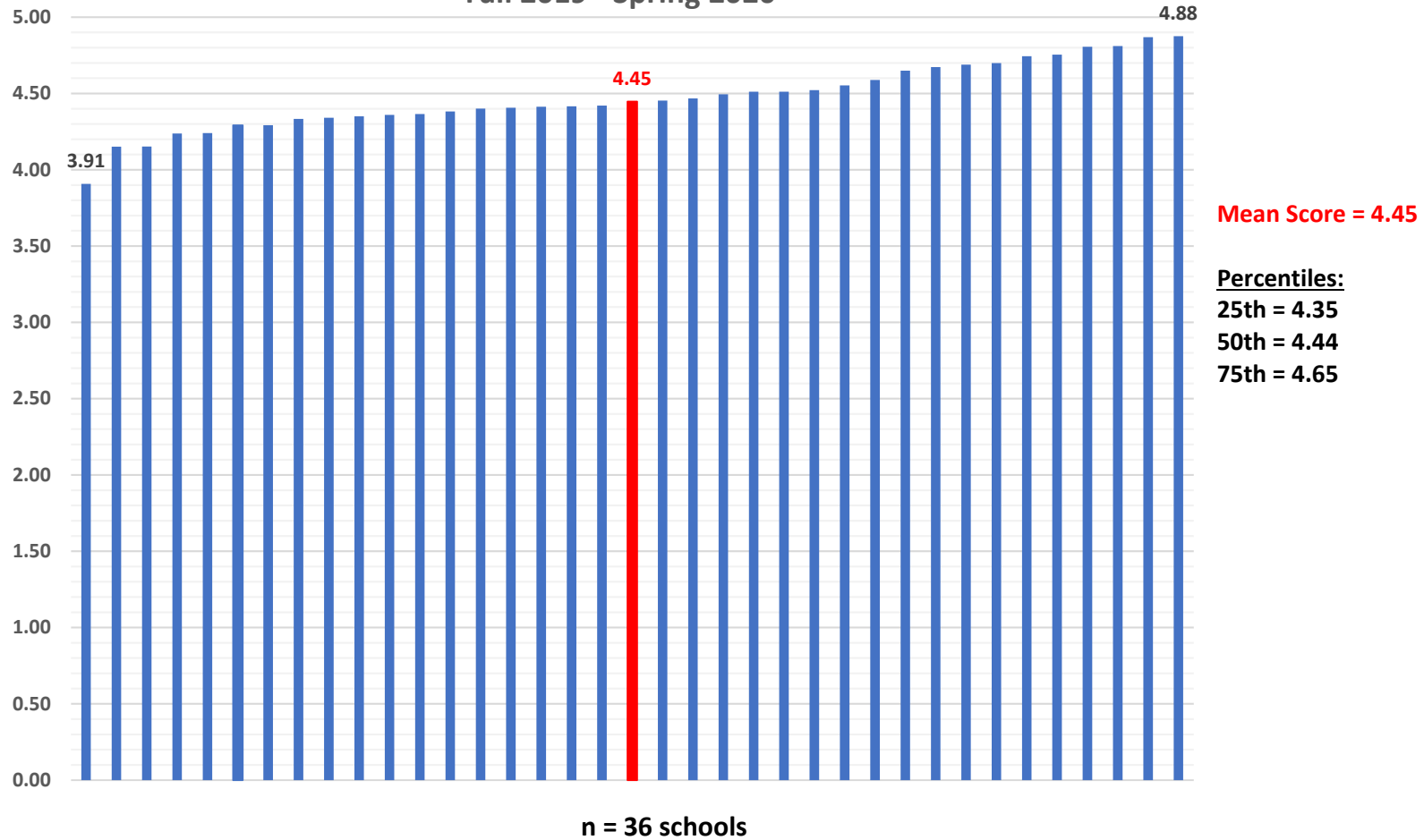
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS19 Overall satisfaction with your visit  
% Very satisfied by school  
Fall 2019 - Spring 2020



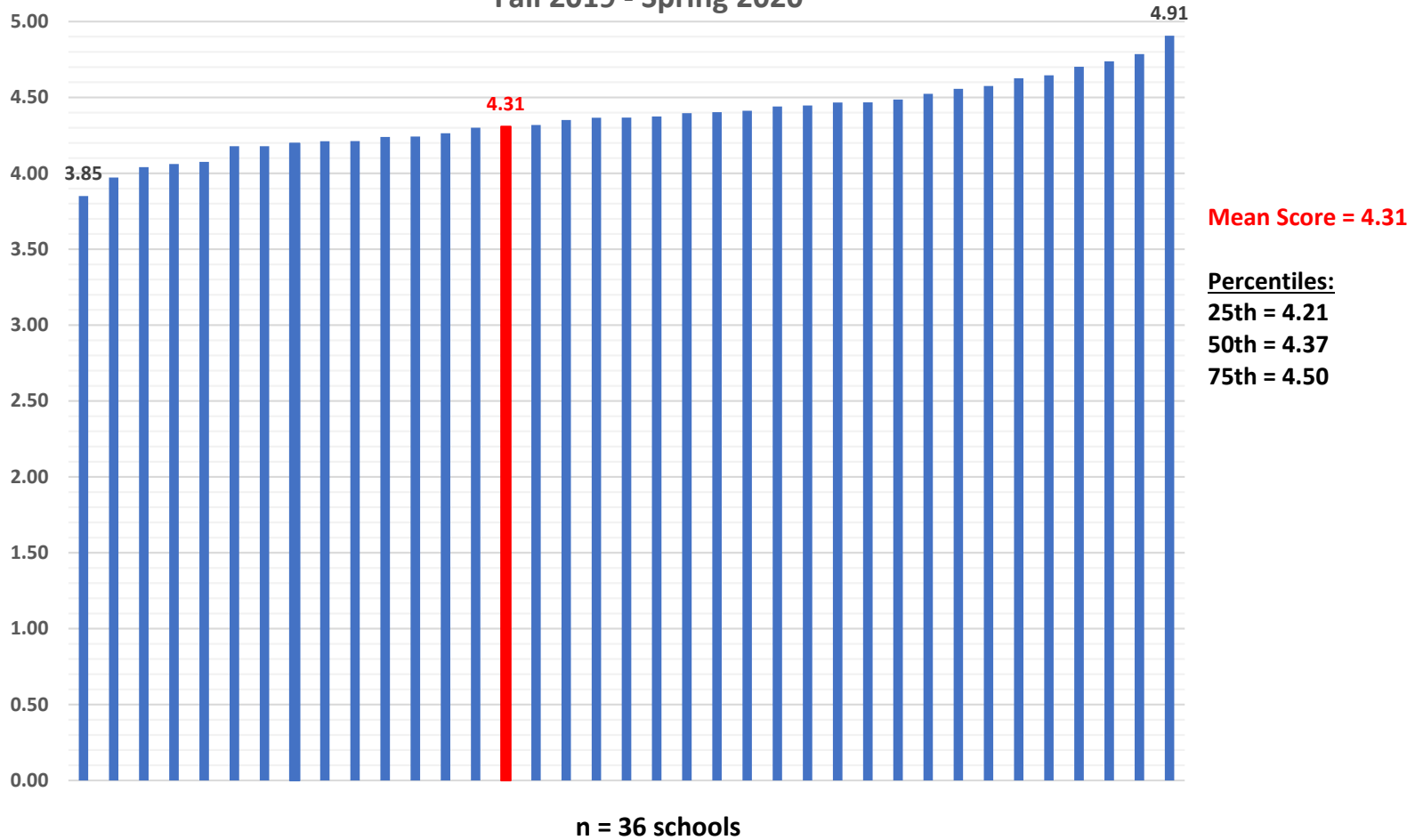
Please refer to your Institutional PSAS report to find the value for your school on this chart.

**PS5 Ease of scheduling an appointment that met your needs**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2019 - Spring 2020**



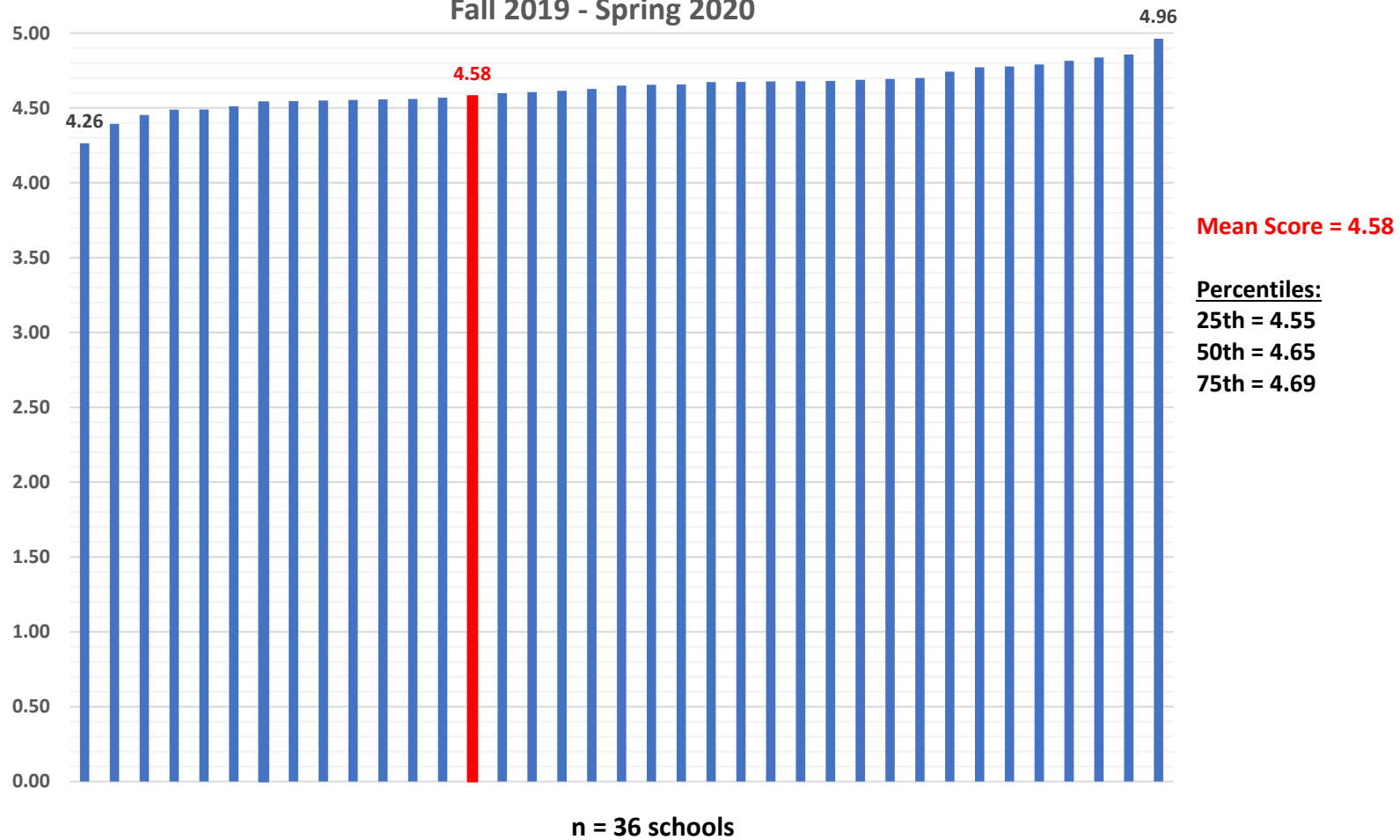
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

**PS6 Amount of time needed in the health service to complete your appointment**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2019 - Spring 2020**



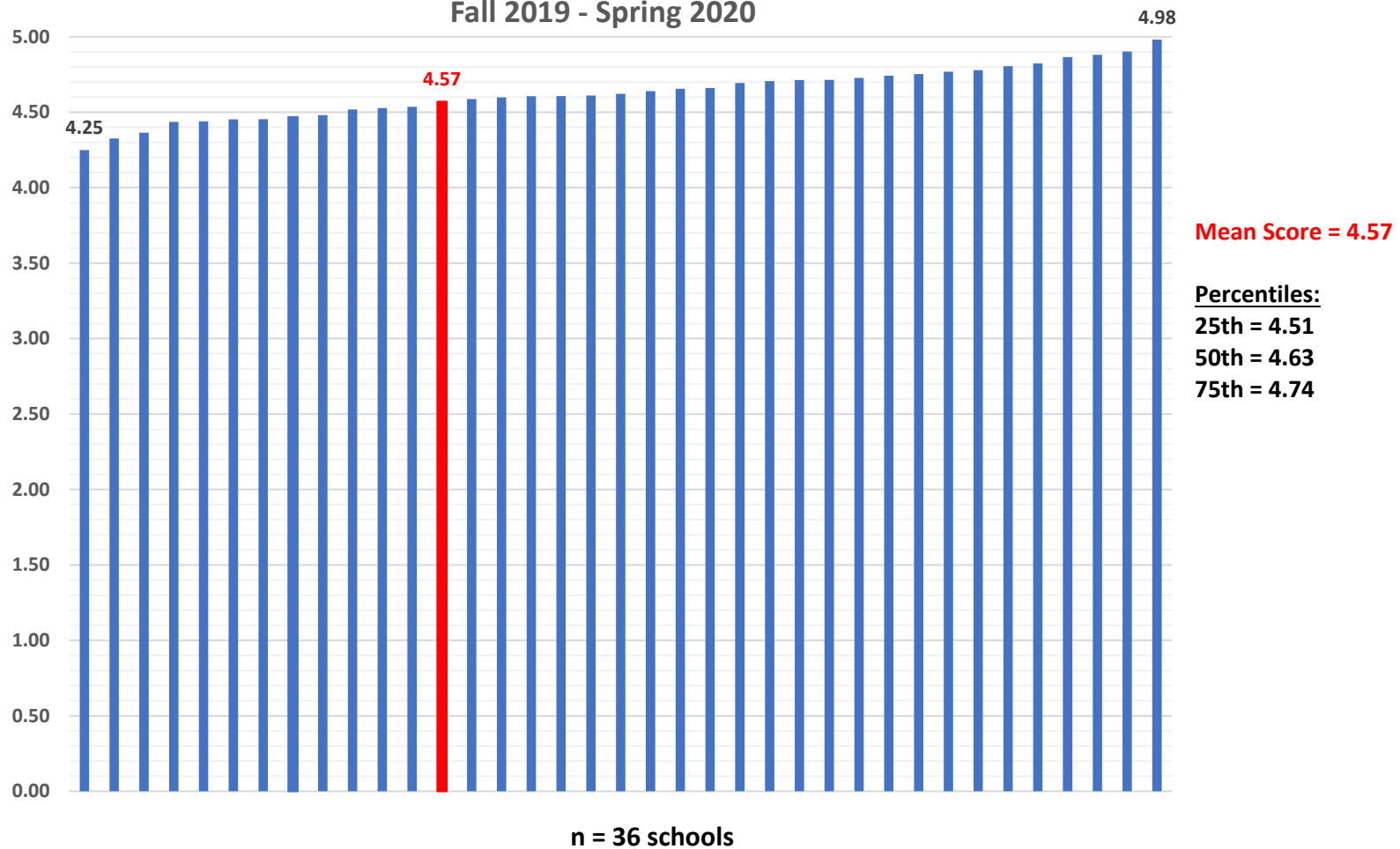
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

**PS7 Efficiency of the check in and check out process**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2019 - Spring 2020**



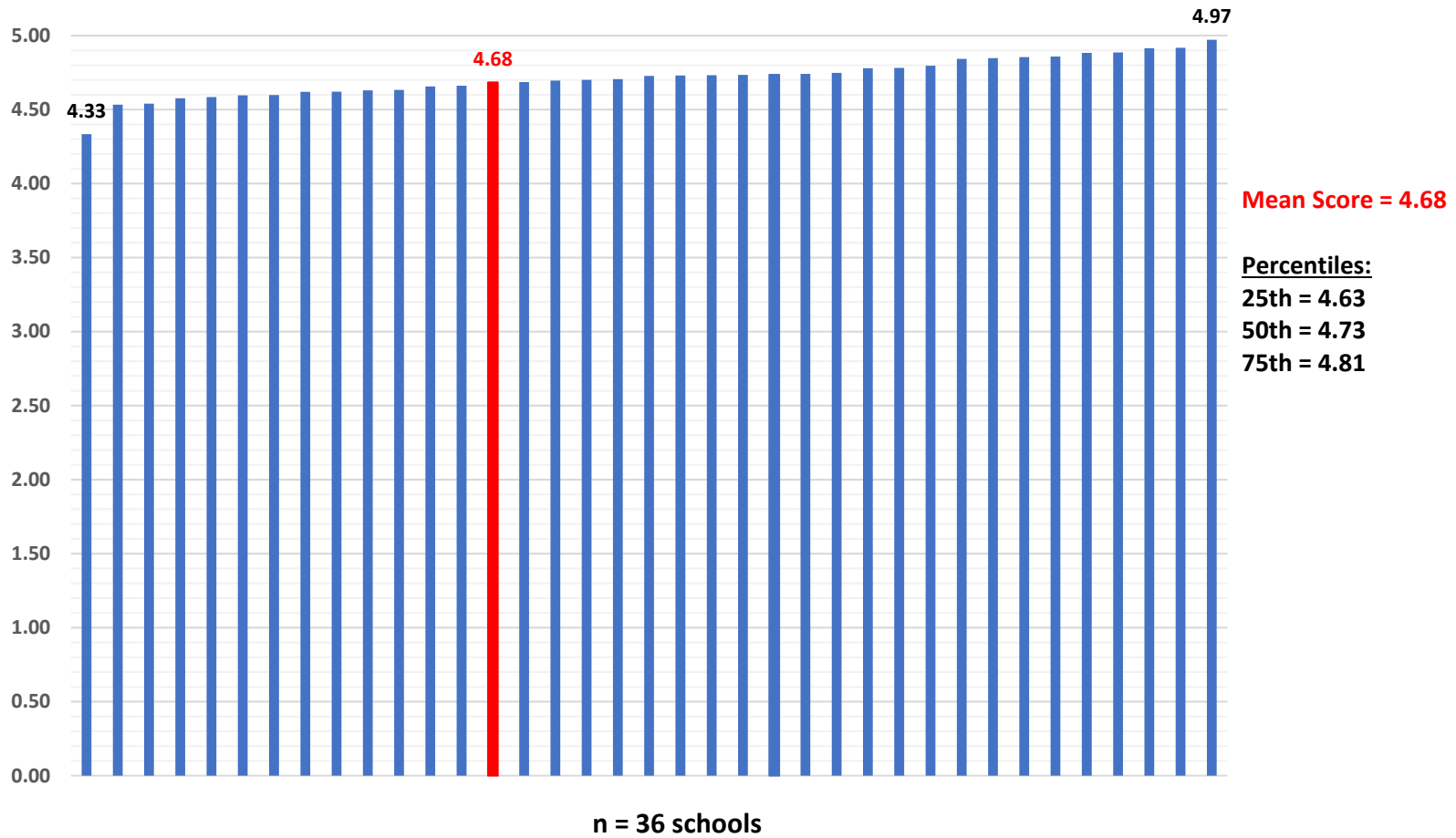
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

**PS8 Friendliness, courtesy, and helpfulness of the registration staff**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2019 - Spring 2020**



**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

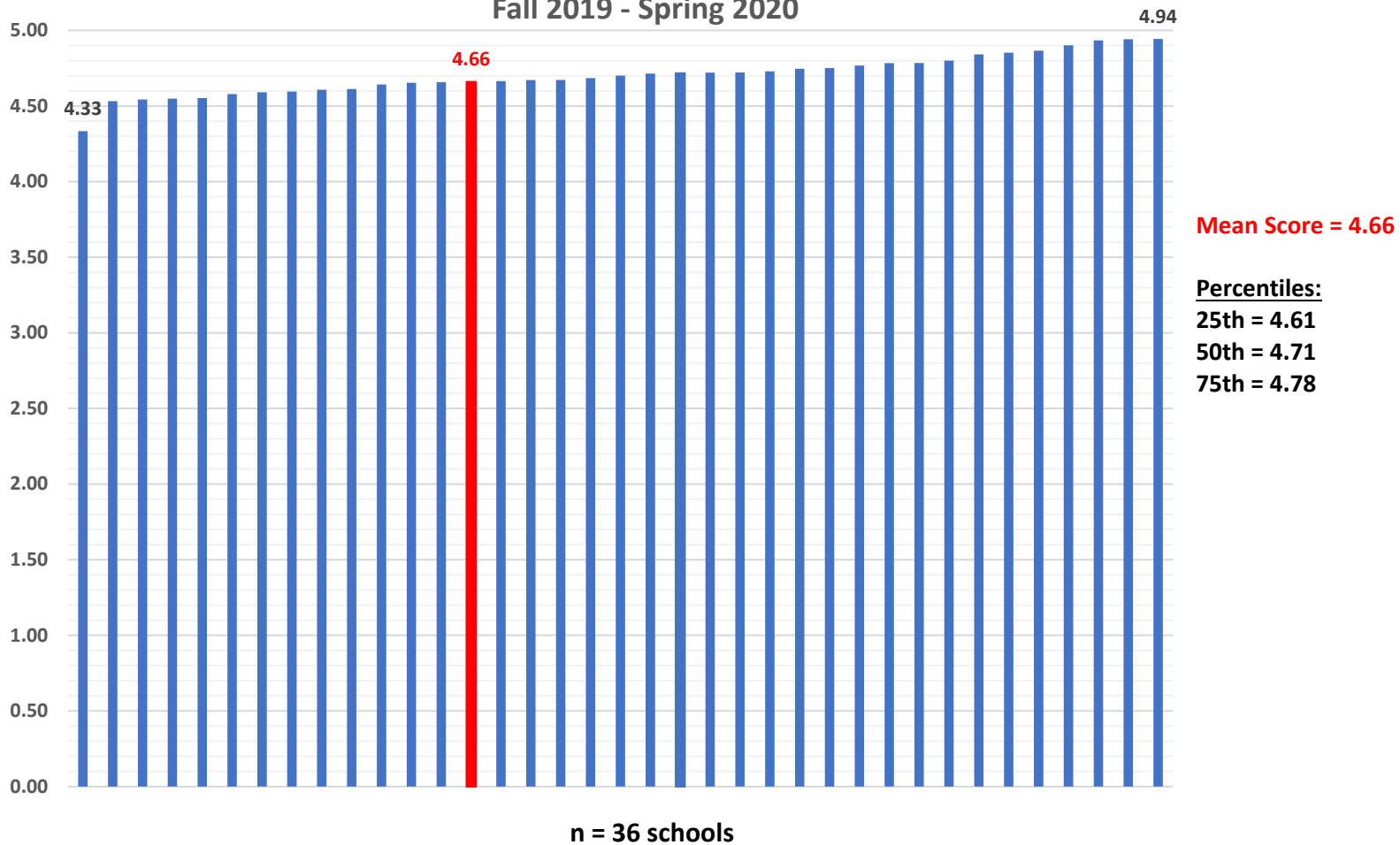
PS9 Friendliness, courtesy, and helpfulness of the staff assisting your provider  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2019 - Spring 2020



Please refer to your Institutional PSAS report to find the value for your school on this chart.

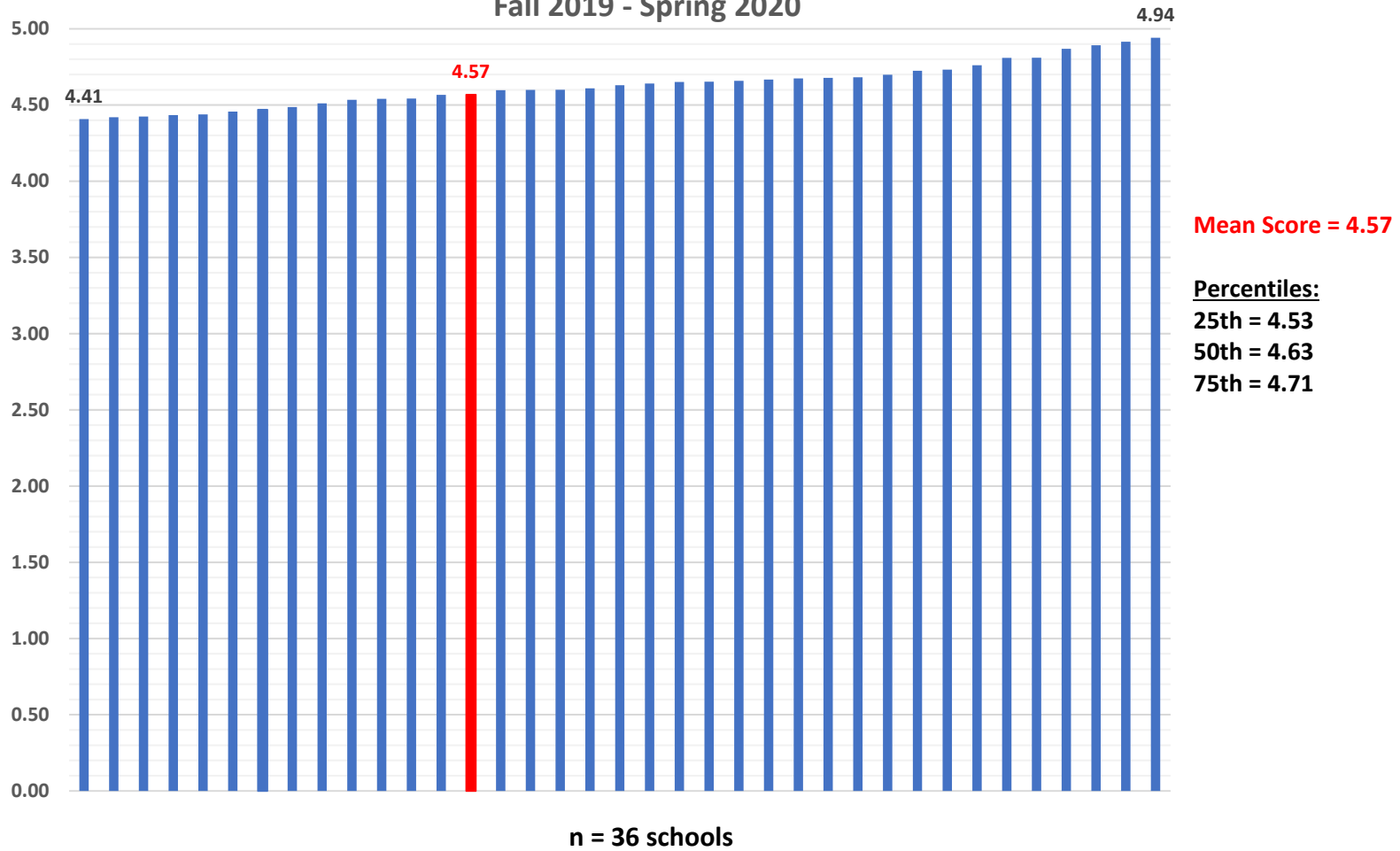


**PS10 Provider listed carefully to your concerns**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2019 - Spring 2020**



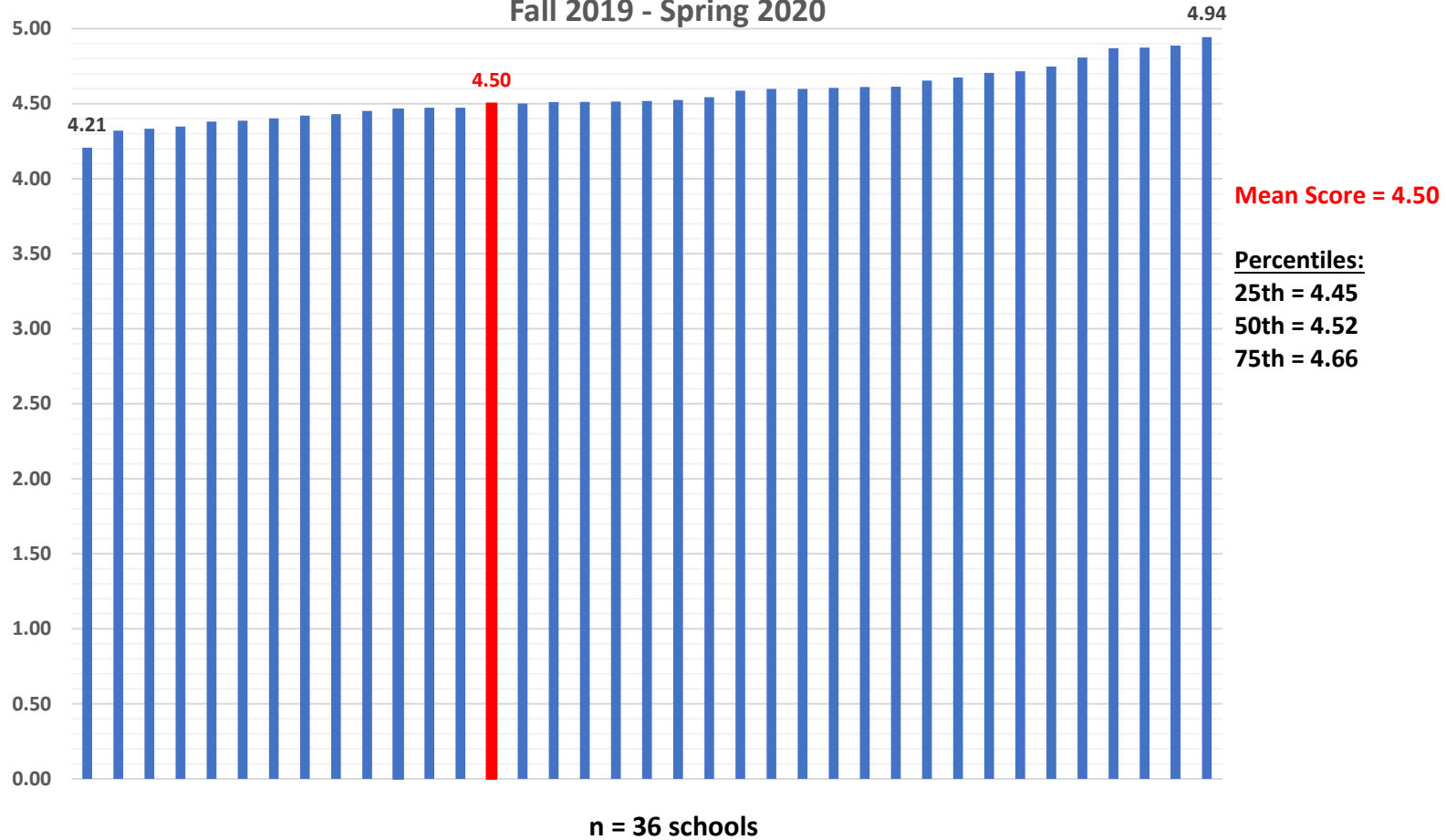
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

PS11 Amount of time spent with provider  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2019 - Spring 2020



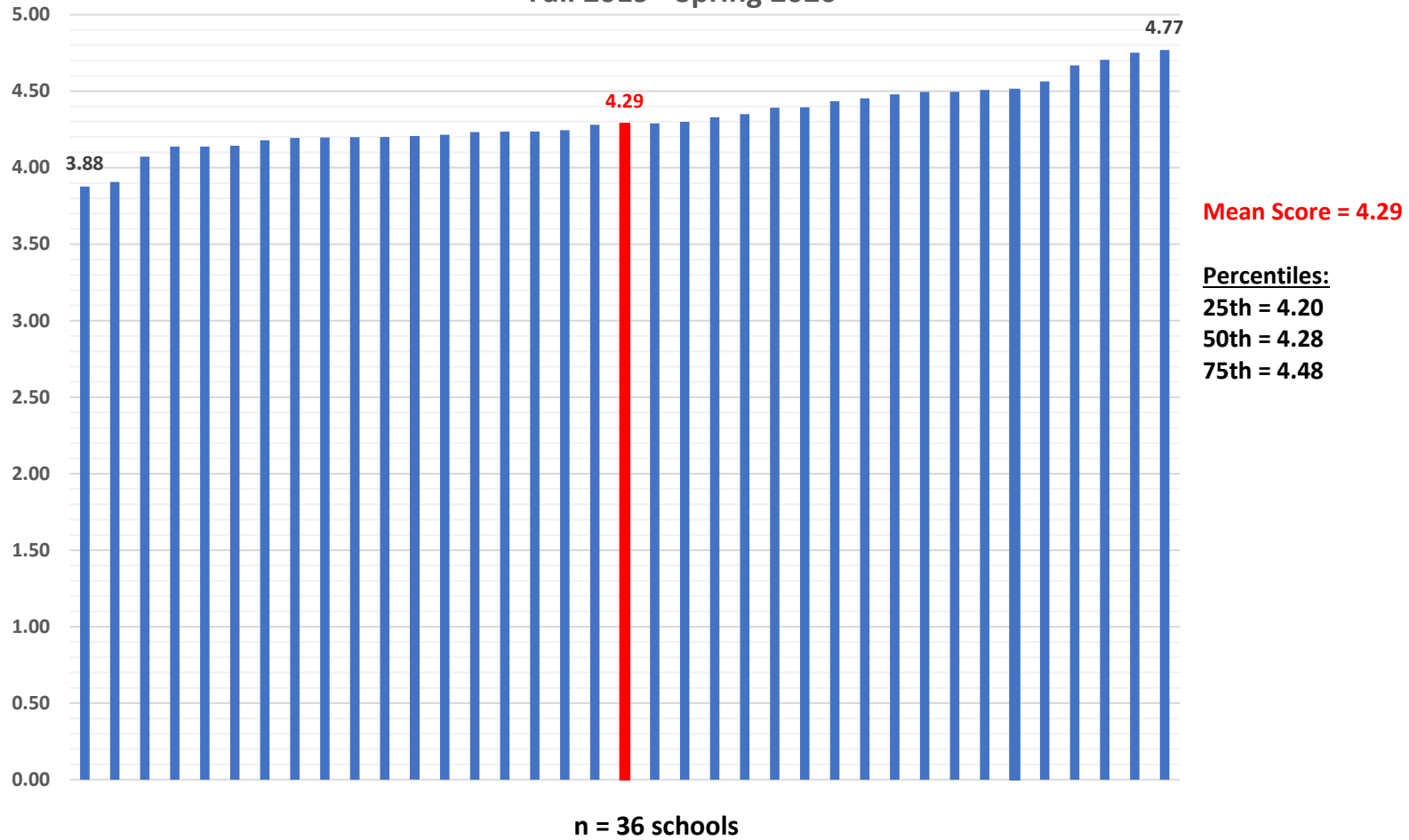
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS12 Quality of explanations and advice you were given for  
your condition and the recommended treatment  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2019 - Spring 2020



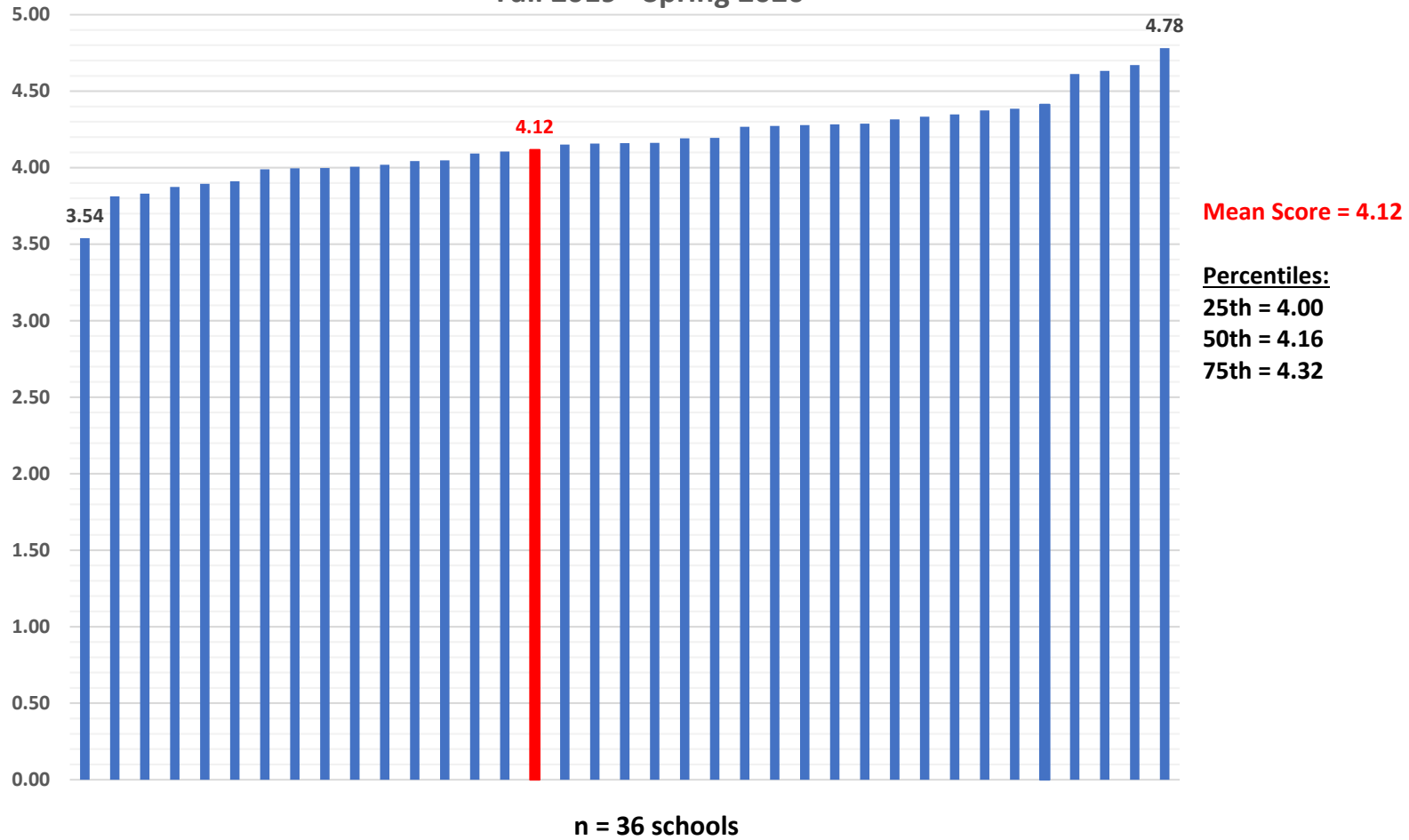
Please refer to your Institutional PSAS report to find the value for your school on this chart.

**PS13 I received information during my visit that I will use to improve my health**  
**Mean score by school on a scale of 0 (very much not so) to 5 (very much so)**  
**Fall 2019 - Spring 2020**



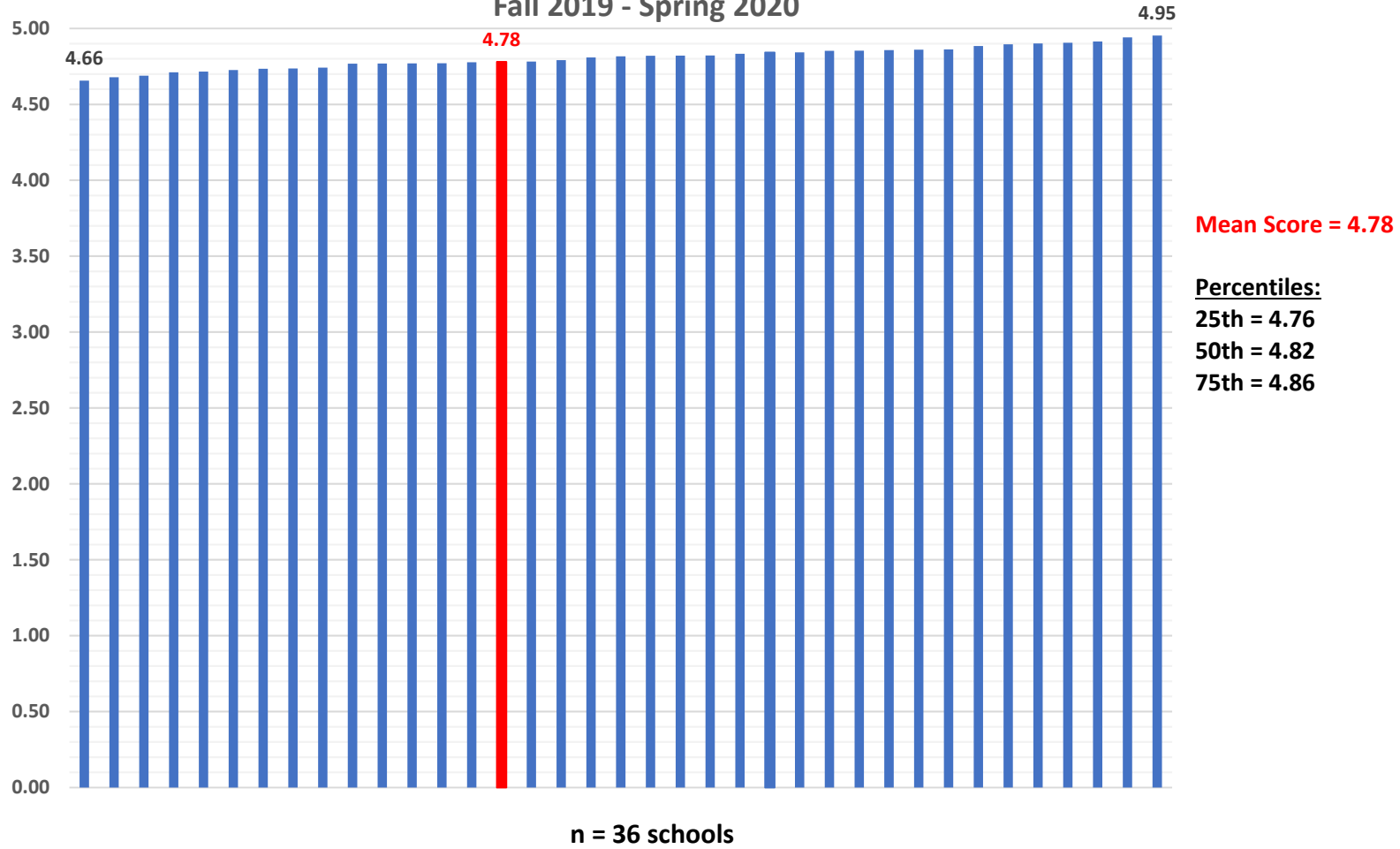
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

**PS15 Explanations given about payment and billing issues**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2019 - Spring 2020**



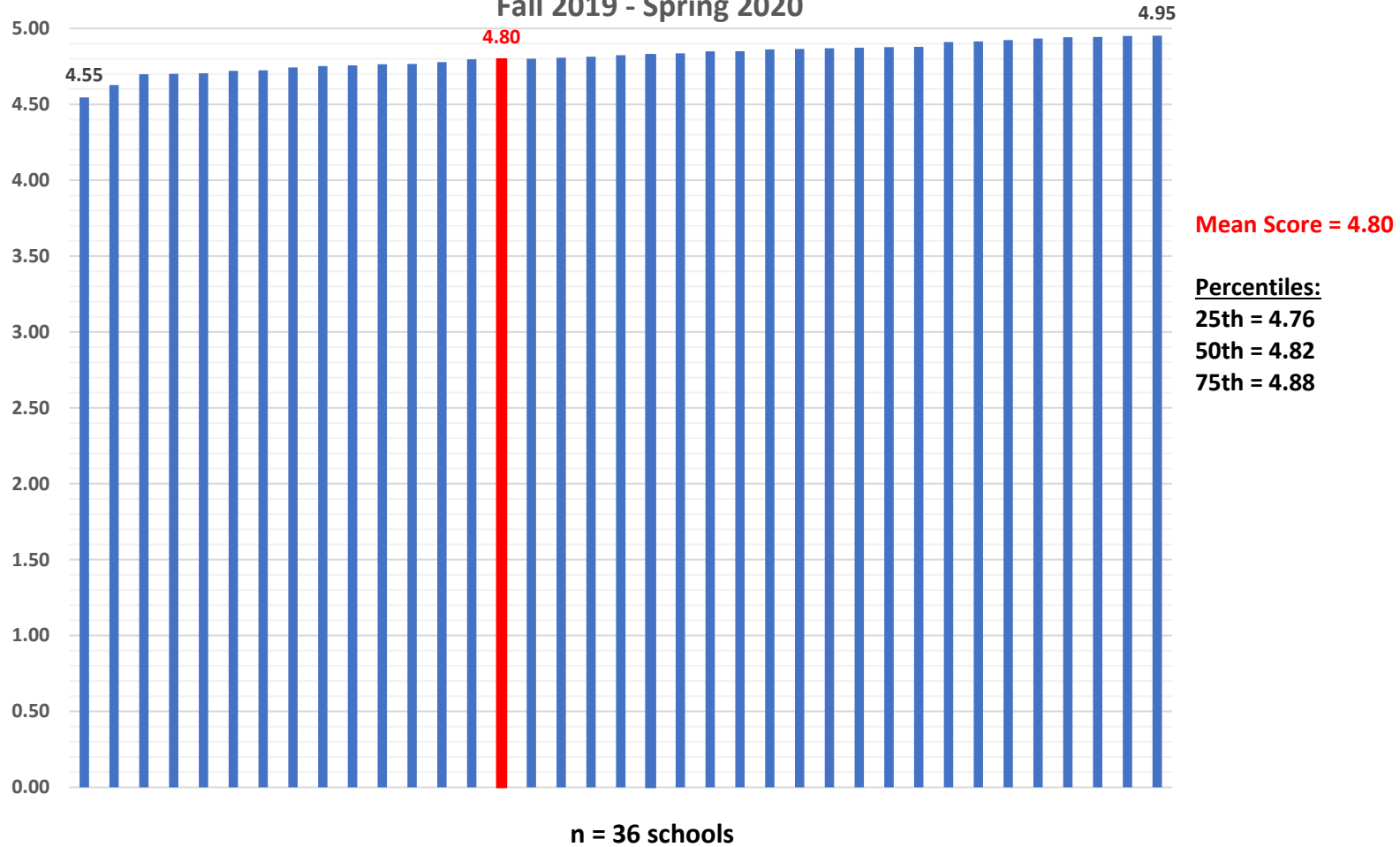
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

**PS16 Your confidentiality and privacy were carefully protected**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2019 - Spring 2020**



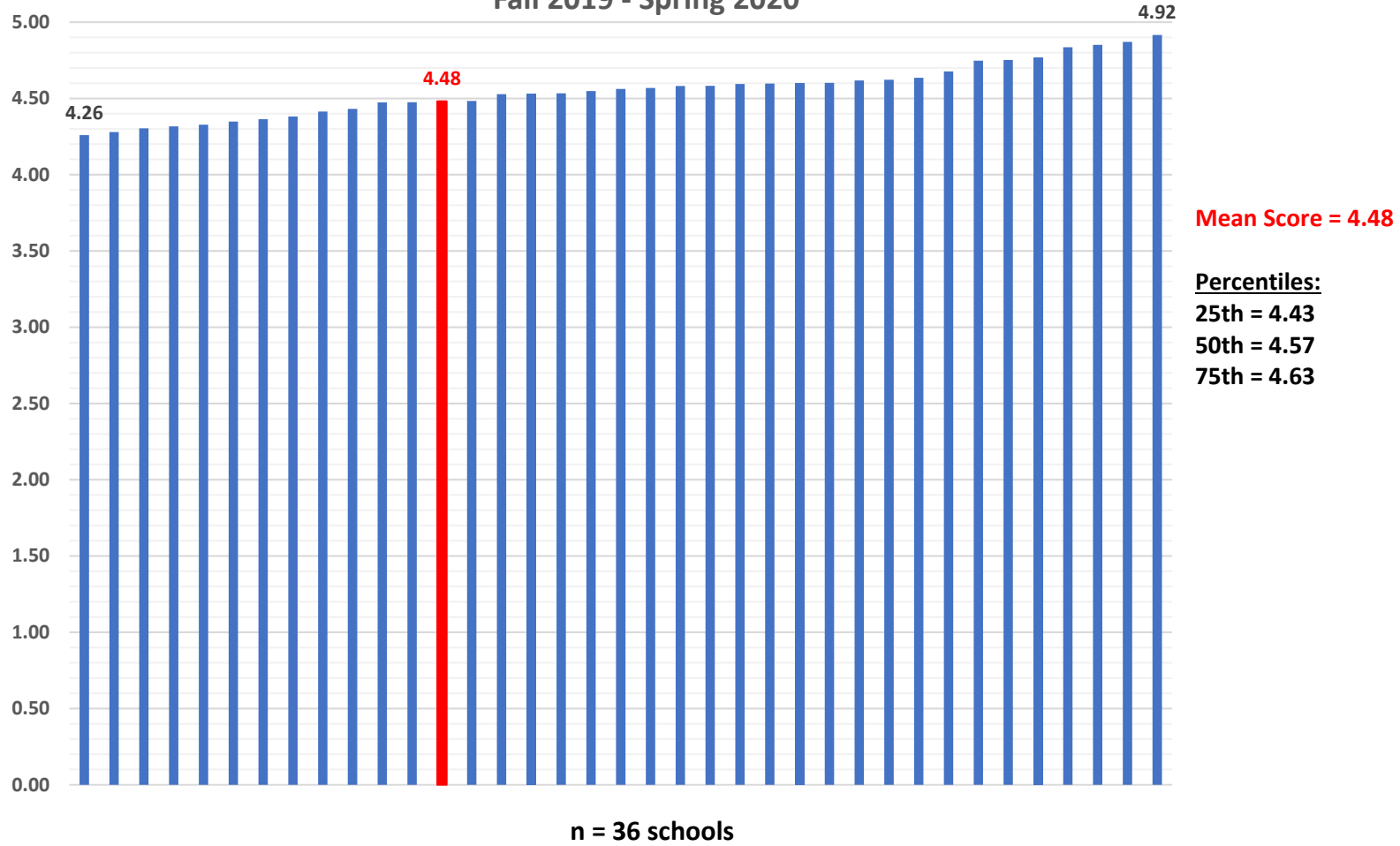
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

PS17 Cleanliness and general appearance of the health center  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2019 - Spring 2020



Please refer to your Institutional PSAS report to find the value for your school on this chart.

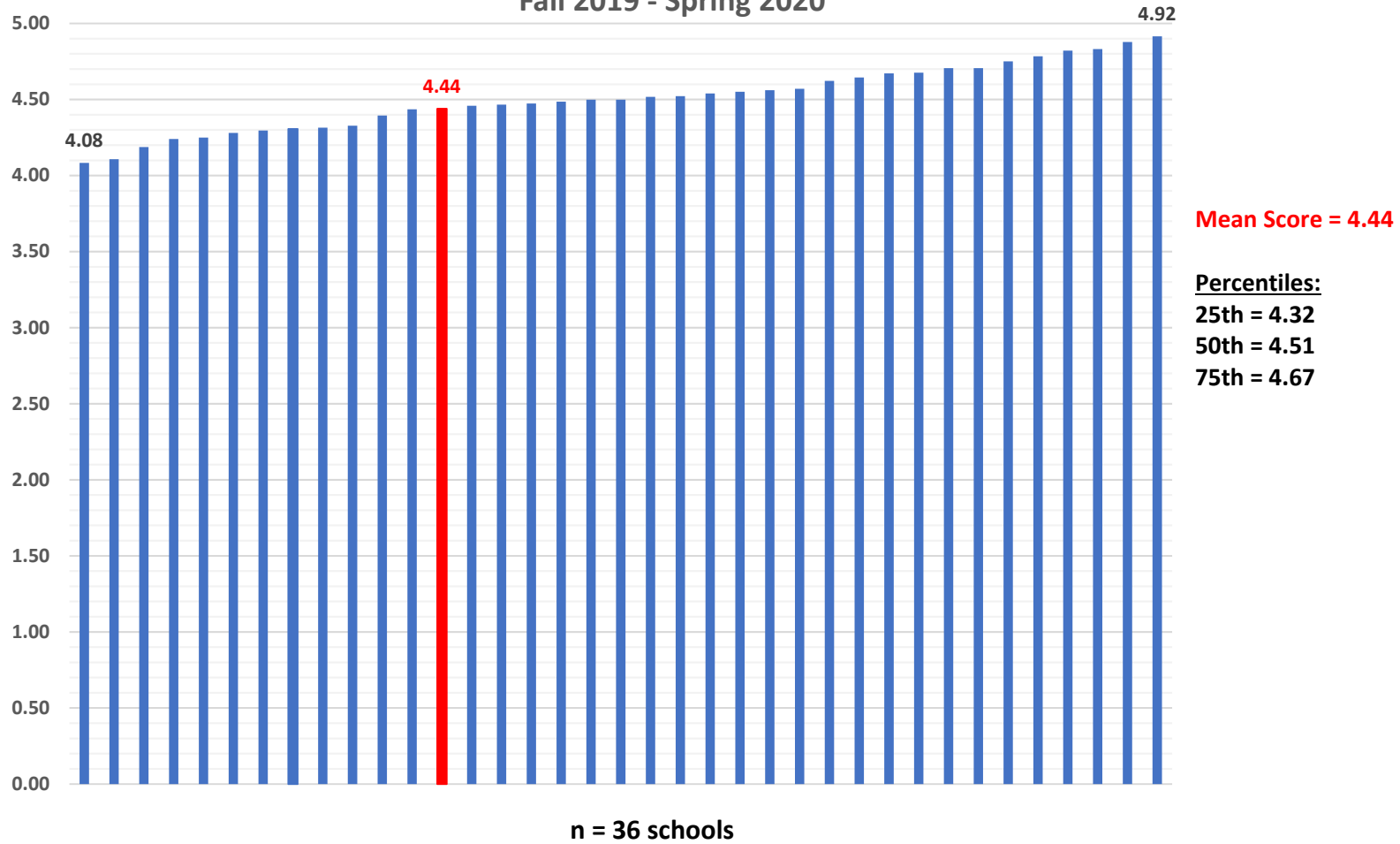
PS19 Overall satisfaction with your visit  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2019 - Spring 2020



Please refer to your Institutional PSAS report to find the value for your school on this chart.



PS20 How likely are you to recommend the health service to another student?  
Mean score by school on a scale of 0 (very unlikely) to 5 (very likely)  
Fall 2019 - Spring 2020



Please refer to your Institutional PSAS report to find the value for your school on this chart.

## Demographics of Participating Colleges and Universities

Thirty-six postsecondary institutions self-selected to participate in the Fall 2019-Spring 2020 ACHA Patient Satisfaction Assessment Service (ACHA-PSAS) and 26,619 surveys were completed by students on these campuses. Demographic characteristics of the 36 campuses follow:

<b>Demographic characteristics of the 36 postsecondary institutions included in the Fall 2019-Spring 2020 ACHA-PSAS Reference Group.</b>	
<b>Campus Characteristic</b>	<b><i>N</i></b>
Type of Institution	
Public	23
Private	13
2-year	0
4-year	36
Location of Campus	
Northeast (CT, ME, MA, NH, NJ, NY, PA, RI, VT)	8
Midwest (IL, IN, IA, KS, MI, MN, MO, NE, ND, OH, SD, WI)	6
South (AL, AR, DE, DC, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV)	17
West (AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY)	5
Outside US	0
Campus Size	
< 2,500 students	0
2,500 – 4,999 students	3
5,000 – 9,999 students	3
10,000 – 19,999 students	10
20,000 students or more	20
Campus Setting	
Very large city (population over 500,000)	10
Large city (population 250,000-499,999)	3
Small city (population 50,000-249,999)	13
Large town (population 10,000 – 49,999)	9
Small town (population 2,500-9,999)	1
Rural community (population under 2,500)	0
Carnegie Classification	
Associates Colleges	0
Baccalaureate Colleges	0
Masters Colleges and Universities	5
Research Institutions	30
Special Focus Institutions	1
Miscellaneous/Not Classified	0

<b>Demographic characteristics of the 36 postsecondary institutions included in the Fall 2019 – Spring 2020 ACHA-PSAS Reference Group.</b>	
<b>Campus Characteristic</b>	<b><i>N</i></b>
ACHA Membership Status	
Institutional Member	35
Nonmember	1
Religious Affiliation	
No	33
Yes	3
<u>If yes:</u>	
Catholic	3
Protestant or Other Christian	0
Postsecondary Minority Institution (US Department of Education)	
No	31
Yes	5
<u>*If yes:</u>	
Postsecondary Minority Institution	2
Historically Black College or University (HBCU)	0
High Hispanic Enrollment	2
Hispanic Serving Institution (HSI)	2
Indian Tribally Controlled College or University	0
Alaska Native-Serving Institution	0
Native Hawaiian-Serving Institution	0
*institutions may hold more than one type of minority status	