



# Reference Group

## 38 participating schools

### Data Report

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### Fall 2021 – Spring 2022

The ACHA-PSAS supports the health of the campus community by fulfilling the academic mission, supporting short- and long-term healthy behaviors, and gaining a current profile of health trends within the campus community.

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AMERICAN COLLEGE HEALTH ASSOCIATION



# AMERICAN COLLEGE HEALTH ASSOCIATION

## American College Health Association-Patient Satisfaction Assessment Service (ACHA-PSAS) Reference Group Data Report - Fall 2021 - Spring 2022

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

August 30, 2022  
FREQUENCY REPORT  
Number of Surveys (n) = 15,219 Web Surveys

### A note about the use of sex and gender in this report:

Survey results are reported by sex based on the responses to questions 1, 2, and 3. The responses to these questions are used to create a new variable called RSEX. RSEX is used for organizing results in the ACHA-NCHA report documents. Respondents are reported as cis men or cis women only when their responses to 1, 2, and 3 are consistent with one another. If gender identity is consistent with sex at birth AND "no" is selected for transgender, then respondents are designated as either cis men or cis women in RSEX. If respondents select "yes" for transgender OR their sex at birth is not consistent with their gender identity, then they are designated as transgender/gender non-conforming in RSEX. A respondent that selects "intersex" for sex at birth, "no" for transgender, and man or woman for gender identity are designated as cis men or cis women in RSEX. A respondent that selects "intersex" for sex at birth, "yes" for transgender, or selects a gender identity other than man or woman are designated as transgender/gender non-conforming in RSEX. A respondent that selects "another identity" on 3 is designated missing in RSEX. A respondent that skips any of the three questions is designated as missing in RSEX. Totals displayed in this report include missing responses.

### RSEX. Recoded Sex Variable based on 1, 2, and 3:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Cis Women	10,036	100	0	0	0	0	10,036	66.3
2 Cis Men	0	0	4,332	100	0	0	4,332	28.6
3 Non-Binary	0	0	0	0	761	100	761	5.0
Valid responses =	10,036	66	4,332	29	761	5	15,129	99.4

Invalid responses include no response.

### 1) What sex were you assigned at birth?

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Female	10,036	100	0	0	561	74	10,636	70.0
2 Male	0	0	4,332	100	197	26	4,550	30.0
3 Intersex	0	0	0	0	3	0	3	0.0
Valid responses =	10,036	66	4,332	29	761	5	15,189	99.8

Invalid responses include no response.

### 2) Do you identify as transgender?

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 No	10,036	100	4,332	100	293	39	14,691	96.8
2 Yes	0	0	0	0	468	62	485	3.2
Valid responses =	10,036	66	4,332	29	761	5	15,176	99.7

Invalid responses include no response.

### 3) Which term do you use to describe your gender identity?

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Woman or female	10,036	100	0	0	115	15	10,154	66.9
2 Man or male	0	0	4,332	100	85	11	4,423	29.2
3 Trans woman	0	0	0	0	30	4	30	0.2
4 Trans man	0	0	0	0	64	8	65	0.4
5 Genderqueer	0	0	0	0	84	11	84	0.6
6 Agender	0	0	0	0	0	0	30	0.2
7 Genderfluid	0	0	0	0	65	9	65	0.4
8 Intersex	0	0	0	0	2	0	2	0.0
9 Non-binary	0	0	0	0	277	36	277	1.8
10 My identity is not listed above (please specify)	0	0	0	0	39	5	39	0.3
Valid responses =	10,036	66	4,332	29	761	5	15,169	99.7

Invalid responses include no response.



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### 4) What term best describes your sexual orientation?

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Straight/Heterosexual	7,645	77	3,672	85	160	21	11,487	76.2	
2 Bisexual	1,366	14	193	5	182	24	1,744	11.6	
3 Gay	20	0	337	8	45	6	406	2.7	
4 Lesbian	202	2	0	0	71	9	276	1.8	
5 Pansexual	177	2	25	1	74	10	281	1.9	
6 Queer	201	2	23	1	157	21	390	2.6	
7 Questioning	243	2	34	1	17	2	295	2.0	
8 My identity is not listed above (please specify)	38	0	12	0	12	2	63	0.4	
9 Asexual (from write-in)	68	1	8	0	40	5	127	0.8	
Valid responses =	9,960	66	4,304	29	758	5	15,069	99.0	

Invalid responses include no response.

### 5A) How do you usually describe yourself? (Please select ALL that apply)

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 American Indian or Native Alaskan	112	1	41	1	16	2	169	1.1	
2 Asian or Asian American	1,525	15	960	22	103	14	2,597	17.1	
3 Black or African American	915	9	383	9	50	7	1,352	8.9	
4 Hispanic or Latino/a/x	916	9	434	10	68	9	1,424	9.4	
5 Middle Eastern/North African (MENA) or Arab Origin	207	2	117	3	8	1	332	2.2	
6 Native Hawaiian or Other Pacific Islander Native	33	0	11	0	1	0	45	0.3	
7 White	6,853	68	2,576	60	572	75	10,035	65.9	
8 Biracial or Multiracial	385	4	138	3	47	6	573	3.8	
9 My identity is not listed above (please specify)	88	1	78	2	10	1	177	88.0	
Valid responses =									

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

### 5B) Are you? (Please select ALL that apply) (only includes students that describe themselves as Hispanic or Latino/a/x)

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Mexican, Mexican American, Chicano	298	33	159	37	33	49	496	34.8	
2 Puerto Rican	86	9	39	9	6	9	131	9.2	
3 Cuban	68	7	27	6	5	7	100	7.0	
4 Another Hispanic, Latino/a/x, or Spanish origin (please specify)	506	55	229	53	25	37	760	53.4	
Valid responses =									

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

### 5C) Are you? (Please select ALL that apply) (only includes students that describe themselves as Asian or Asian American)

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 East Asian	845	55	484	50	63	61	1,397	53.8	
2 Southeast Asian	255	17	115	12	23	22	396	15.2	
3 South Asian	413	27	354	37	17	17	786	30.3	
4 Other Asian	32	2	18	2	1	1	51	2.0	
Valid responses =									

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

### 6) What is your year in school?

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 1st year undergraduate	2,130	21	724	17	156	21	3,014	19.9	
2 2nd year undergraduate	1,574	16	550	13	124	16	2,255	14.9	
3 3rd year undergraduate	1,527	15	533	12	110	15	2,179	14.4	
4 4th year undergraduate	1,160	12	466	11	109	14	1,742	11.5	
5 5th year or more undergraduate	190	2	94	2	17	2	304	2.0	
6 Master's	1,188	12	549	13	76	10	1,821	12.0	
7 Doctorate	1,902	19	1,237	29	150	20	3,313	21.8	
8 Not seeking a degree	34	0	20	1	3	0	58	0.4	
9 I'm not enrolled as a student	162	2	91	2	9	1	263	1.7	
10 Other (please specify)	154	2	62	1	7	1	224	1.5	
Valid responses =	10,021	66	4,326	29	761	5	15,173	99.7	

Invalid responses include no response.



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### 7) Was your most recent visit for:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 A medical visit	8,472	89	3,584	89	569	81	12,676	88.7	
2 A mental health or counseling visit	1,034	11	423	11	138	20	1,609	11.3	
Valid responses =	9,506	67	4,007	28	707	5	14,285	93.9	

### 8) Was your most recent visit:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 A face-to-face or in-person visit	8,915	89	3,950	91	654	86	13,583	89.5	
2 A telehealth or telecounseling visit	1,110	11	374	9	107	14	1,599	10.5	
Valid responses =	10,025	66	4,324	28	761	5	15,182	99.8	

### 9) Is health services your usual source of care while enrolled in school?

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Yes	8,418	84	3,734	87	649	85	12,861	85.0	
2 No	1,573	16	582	14	112	15	2,277	15.0	
Valid responses =	9,991	66	4,316	29	761	5	15,138	99.5	

### 10) Satisfaction with the ease of scheduling an appointment that met your needs:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
0 Very dissatisfied	132	1	62	1	9	1	203	1.3	
1	111	1	45	1	12	2	171	1.1	
2	237	2	89	2	20	3	347	2.3	
3	587	6	222	5	64	8	875	5.8	
4	1,481	15	670	16	128	17	2,290	15.1	
5 Very satisfied	7,344	73	3,197	74	505	66	11,104	73.1	
6 Not applicable	133	1	45	1	22	3	200	1.3	
Valid responses =	10,025	66	4,330	29	760	5	15,190	99.8	

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.55	5.00	0.95	0.00	5.00
Cis Men	4.56	5.00	0.94	0.00	5.00
Trans/Gender Non-Conforming	4.45	5.00	1.01	0.00	5.00
Overall	4.55	5.00	0.95	0.00	5.00

### 11) Satisfaction with the cleanliness and general appearance of the facility: (only includes students that had a face-to-face visit)

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
0 Very dissatisfied	8	0	6	0	0	0	14	0.1	
1	16	0	2	0	0	0	18	0.1	
2	37	0	10	0	0	0	47	0.3	
3	162	2	58	2	10	2	230	1.7	
4	894	10	373	10	74	11	1,350	10.0	
5 Very satisfied	7,780	87	3,493	89	568	87	11,895	87.8	
Valid responses =	8,897	66	3,942	29	652	5	13,554	89.1	

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.84	5.00	0.49	0.00	5.00
Cis Men	4.86	5.00	0.45	0.00	5.00
Trans/Gender Non-Conforming	4.86	5.00	0.39	3.00	5.00
Overall	4.85	5.00	0.47	0.00	5.00



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### 12) Satisfaction with the amount of time needed to complete your appointment:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	134	1	57	1	8	8	199	1.3
1	99	1	48	1	9	9	157	1.0
2	194	2	85	2	17	17	297	2.0
3	588	6	212	5	46	46	849	5.6
4	1,364	14	613	14	104	104	2,092	13.8
5 Very satisfied	7,572	76	3,288	76	568	568	11,487	75.6
6 Not applicable	74	1	24	1	8	8	106	0.7
Valid responses =	10,025	66	4,327	28	760	5	15,187	99.8

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.58	5.00	0.93	0.00	5.00
Cis Men	4.59	5.00	0.93	0.00	5.00
Trans/Gender Non-Conforming	4.57	5.00	0.93	0.00	5.00
Overall	4.58	5.00	0.93	0.00	5.00

### 13) Satisfaction with the efficiency of the check-in and check-out process:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	83	1	47	1	7	7	137	0.9
1	81	1	25	1	2	2	108	0.7
2	168	2	71	2	17	17	258	1.7
3	556	6	235	5	67	67	863	5.7
4	1,483	15	570	13	111	111	2,174	14.3
5 Very satisfied	7,642	76	3,375	78	554	554	11,628	76.7
Valid responses =	10,013	66	4,323	29	758	5	15,168	99.7

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.62	5.00	0.84	0.00	5.00
Cis Men	4.63	5.00	0.85	0.00	5.00
Trans/Gender Non-Conforming	4.55	5.00	0.88	0.00	5.00
Overall	4.62	5.00	0.85	0.00	5.00

### 14) Satisfaction with the explanations given about payment and billing issues:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	148	2	54	1	6	6	210	1.4
1	138	1	51	1	12	12	203	1.3
2	273	3	91	2	24	24	390	2.6
3	893	9	338	8	68	68	1,305	8.6
4	1,239	12	525	12	86	86	1,855	12.2
5 Very satisfied	4,541	45	2,216	51	331	331	7,118	46.9
6 Not applicable	2,783	28	1,048	24	233	233	4,091	27.0
Valid responses =	10,015	66	4,323	28	760	5	15,172	99.7

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.29	5.00	1.15	0.00	5.00
Cis Men	4.41	5.00	1.06	0.00	5.00
Trans/Gender Non-Conforming	4.29	5.00	1.11	0.00	5.00
Overall	4.32	5.00	1.12	0.00	5.00



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### 15) Satisfaction with the friendliness, courtesy, and helpfulness of the registration staff:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	110	1	35	1	5	5	151	1.0
1	69	1	14	0	5	5	88	0.6
2	135	1	31	1	5	5	171	1.1
3	397	4	112	3	29	29	540	3.6
4	1,075	11	402	9	105	105	1,593	10.5
5 Very satisfied	8,055	80	3,678	85	602	602	12,394	81.6
6 Not applicable	183	2	56	1	9	9	250	1.6
Valid responses =	10,024	66	4,328	28	760	5	15,187	99.8

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.68	5.00	0.83	0.00	5.00
Cis Men	4.78	5.00	0.69	0.00	5.00
Trans/Gender Non-Conforming	4.70	5.00	0.73	0.00	5.00
Overall	4.71	5.00	0.79	0.00	5.00

### 17) Did your health care provider wash his/her hands or use an alcohol-based hand sanitizer? (only students who selected face-to-face AND medical visit)

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Yes	6,060	73	2,863	78	401	401	9,359	74.6
2 No	148	2	22	1	6	6	176	1.4
3 Not sure	2,052	25	771	21	168	168	3,008	24.0
Valid responses =	8,260	66	3,656	29	575	5	12,543	82.4

### 18) Satisfaction with whether or not the provider listened carefully to your concerns:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	163	2	41	1	10	10	214	1.4
1	100	1	24	1	9	9	136	0.9
2	145	1	33	1	11	11	189	1.2
3	306	3	84	2	32	32	423	2.8
4	810	8	287	7	72	72	1,172	7.7
5 Very satisfied	8,243	82	3,740	87	609	609	12,656	83.6
6 Not applicable	236	2	98	2	15	15	352	2.3
Valid responses =	10,003	66	4,307	28	758	5	15,142	99.5

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.69	5.00	0.91	0.00	5.00
Cis Men	4.80	5.00	0.72	0.00	5.00
Trans/Gender Non-Conforming	4.66	5.00	0.90	0.00	5.00
Overall	4.72	5.00	0.86	0.00	5.00

### 19) Please indicate your satisfaction with whether or not the provider accepted what you said without judging you.

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	134	1	34	1	9	9	177	1.2
1	91	1	14	0	7	7	114	0.8
2	116	1	22	1	8	8	146	1.0
3	236	2	68	2	22	22	326	2.2
4	675	7	223	5	59	59	960	6.3
5 Very satisfied	8,466	85	3,809	88	644	644	12,982	85.8
6 Not applicable	280	3	137	3	10	10	432	2.9
Valid responses =	9,998	66	4,307	28	759	5	15,137	99.5

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.74	5.00	0.84	0.00	5.00
Cis Men	4.84	5.00	0.63	0.00	5.00
Trans/Gender Non-Conforming	4.73	5.00	0.82	0.00	5.00
Overall	4.77	5.00	0.78	0.00	5.00



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### 20) Please indicate your satisfaction with whether or not the provider fostered a safe and trusting environment.

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	123	1	31	1	8	8	162	1.1
1	78	1	15	0	7	7	102	0.7
2	105	1	26	1	10	10	141	0.9
3	242	2	64	2	23	23	330	2.2
4	681	7	244	6	62	62	993	6.6
5 Very satisfied	8,598	86	3,839	89	641	641	13,139	86.8
6 Not applicable	168	2	86	2	6	6	262	1.7
Valid responses =	9,995	66	4,305	28	757	5	15,129	99.4

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.76	5.00	0.80	0.00	5.00
Cis Men	4.84	5.00	0.62	0.00	5.00
Trans/Gender Non-Conforming	4.73	5.00	0.82	0.00	5.00
Overall	4.78	5.00	0.76	0.00	5.00

### 21) Please indicate your satisfaction with the amount of time spent with the provider:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	121	1	46	1	7	7	174	1.1
1	92	1	28	1	11	11	132	0.9
2	154	2	48	1	11	11	213	1.4
3	383	4	96	2	32	32	515	3.4
4	999	10	375	9	96	96	1,479	9.8
5 Very satisfied	8,130	81	3,665	85	594	594	12,444	82.2
6 Not applicable	121	1	47	1	7	7	178	1.2
Valid responses =	10,000	66	4,305	28	758	5	15,135	99.4

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.68	5.00	0.86	0.00	5.00
Cis Men	4.75	5.00	0.77	0.00	5.00
Trans/Gender Non-Conforming	4.64	5.00	0.88	0.00	5.00
Overall	4.70	5.00	0.84	0.00	5.00

### 22) Please indicate your satisfaction with the quality of the explanations and advice you were given by your provider:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	220	2	64	2	18	18	304	2.0
1	143	1	29	1	8	8	181	1.2
2	181	2	46	1	13	13	240	1.6
3	393	4	124	3	37	37	555	3.7
4	1,023	10	412	10	85	85	1,525	10.1
5 Very satisfied	7,858	79	3,555	83	586	586	12,060	79.7
6 Not applicable	178	2	74	2	11	11	265	1.8
Valid responses =	9,996	66	4,304	28	758	5	15,130	99.4

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.59	5.00	1.03	0.00	5.00
Cis Men	4.71	5.00	0.85	0.00	5.00
Trans/Gender Non-Conforming	4.57	5.00	1.03	0.00	5.00
Overall	4.62	5.00	0.98	0.00	5.00



# AMERICAN COLLEGE HEALTH ASSOCIATION

## American College Health Association-Patient Satisfaction Assessment Service (ACHA-PSAS) Reference Group Data Report - Fall 2021 - Spring 2022

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

August 30, 2022

FREQUENCY REPORT

Number of Surveys (n) = 15,219 Web Surveys

### 23) Your confidentiality and privacy were carefully protected:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Strongly disagree	22	0	16	0	3	3	41	0.3
1	20	0	6	0	1	1	27	0.2
2	30	0	10	0	1	1	41	0.3
3	171	2	57	1	13	13	242	1.6
4	693	7	225	5	51	51	971	6.4
5 Strongly agree	8,710	87	3,823	89	669	669	13,264	87.8
6 Not applicable	342	3	160	4	20	20	529	3.5
Valid responses =	9,988	66	4,297	28	758	5	15,115	99.3

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.86	5.00	0.49	0.00	5.00
Cis Men	4.89	5.00	0.49	0.00	5.00
Trans/Gender Non-Conforming	4.87	5.00	0.51	0.00	5.00
Overall	4.87	5.00	0.49	0.00	5.00

### 24) Your overall satisfaction with your visit:

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	168	2	59	1	11	11	239	1.6
1	165	2	33	1	9	9	208	1.4
2	222	2	58	1	21	21	301	2.0
3	402	4	133	3	36	36	573	3.8
4	1,265	13	505	12	112	112	1,888	12.5
5 Very satisfied	7,780	78	3,518	82	569	569	11,929	78.8
Valid responses =	10,002	66	4,306	28	758	5	15,138	99.5

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.58	5.00	1.00	0.00	5.00
Cis Men	4.68	5.00	0.85	0.00	5.00
Trans/Gender Non-Conforming	4.55	5.00	0.97	0.00	5.00
Overall	4.61	5.00	0.96	0.00	5.00

### 25) I received information during my visit that I will use to improve my health.

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Strongly disagree	221	2	66	2	14	14	303	2.0
1	137	1	28	1	14	14	179	1.2
2	181	2	46	1	11	11	238	1.6
3	547	6	208	5	42	42	801	5.3
4	1,288	13	537	13	106	106	1,937	12.8
5 Strongly agree	6,375	64	2,873	67	492	492	9,784	64.8
6 Not applicable	1,226	12	533	12	77	77	1,850	12.3
Valid responses =	9,975	66	4,291	28	756	5	15,092	99.2

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.48	5.00	1.09	0.00	5.00
Cis Men	4.59	5.00	0.93	0.00	5.00
Trans/Gender Non-Conforming	4.49	5.00	1.06	0.00	5.00
Overall	4.51	5.00	1.05	0.00	5.00





# AMERICAN COLLEGE HEALTH ASSOCIATION

## American College Health Association-Patient Satisfaction Assessment Service (ACHA-PSAS) Reference Group Data Report - Fall 2021 - Spring 2022

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

August 30, 2022

FREQUENCY REPORT

Number of Surveys (n) = 15,219 Web Surveys

**26) The services I received at health services made it easier for me to achieve academic goals (examples: improved concentration, increase in class participation, or increase in academic motivation).**

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Strongly disagree	286	3	94	2	24	24	407	2.7
1	135	1	37	1	16	16	188	1.2
2	225	2	82	2	17	17	324	2.1
3	666	7	285	7	63	63	1,019	6.8
4	1,075	11	463	11	70	70	1,616	10.7
5 Strongly agree	3,924	39	1,902	44	332	332	6,180	41.0
6 Not applicable	3,655	37	1,417	33	234	234	5,336	35.4
Valid responses =	9,966	66	4,280	28	756	5	15,070	99.0

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.20	5.00	1.32	0.00	5.00
Cis Men	4.34	5.00	1.19	0.00	5.00
Trans/Gender Non-Conforming	4.17	5.00	1.37	0.00	5.00
Overall	4.24	5.00	1.29	0.00	5.00

**27) The services I received at health services made it easier for me to remain enrolled in school by addressing my medical or mental health concerns.**

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Strongly disagree	218	2	82	2	21	21	323	2.1
1	132	1	25	1	11	11	168	1.1
2	174	2	65	2	12	12	251	1.7
3	556	6	233	5	54	54	844	5.6
4	990	10	421	10	77	77	1,495	9.9
5 Strongly agree	4,560	46	2,158	50	384	384	7,130	47.4
6 Not applicable	3,321	33	1,300	30	195	195	4,846	32.2
Valid responses =	9,951	66	4,284	28	754	5	15,057	98.9

Invalid responses include no response.

	Mean	Median	Std Dev	Min	Max
Cis Women	4.36	5.00	1.21	0.00	5.00
Cis Men	4.47	5.00	1.09	0.00	5.00
Trans/Gender Non-Conforming	4.34	5.00	1.24	0.00	5.00
Overall	4.39	5.00	1.18	0.00	5.00

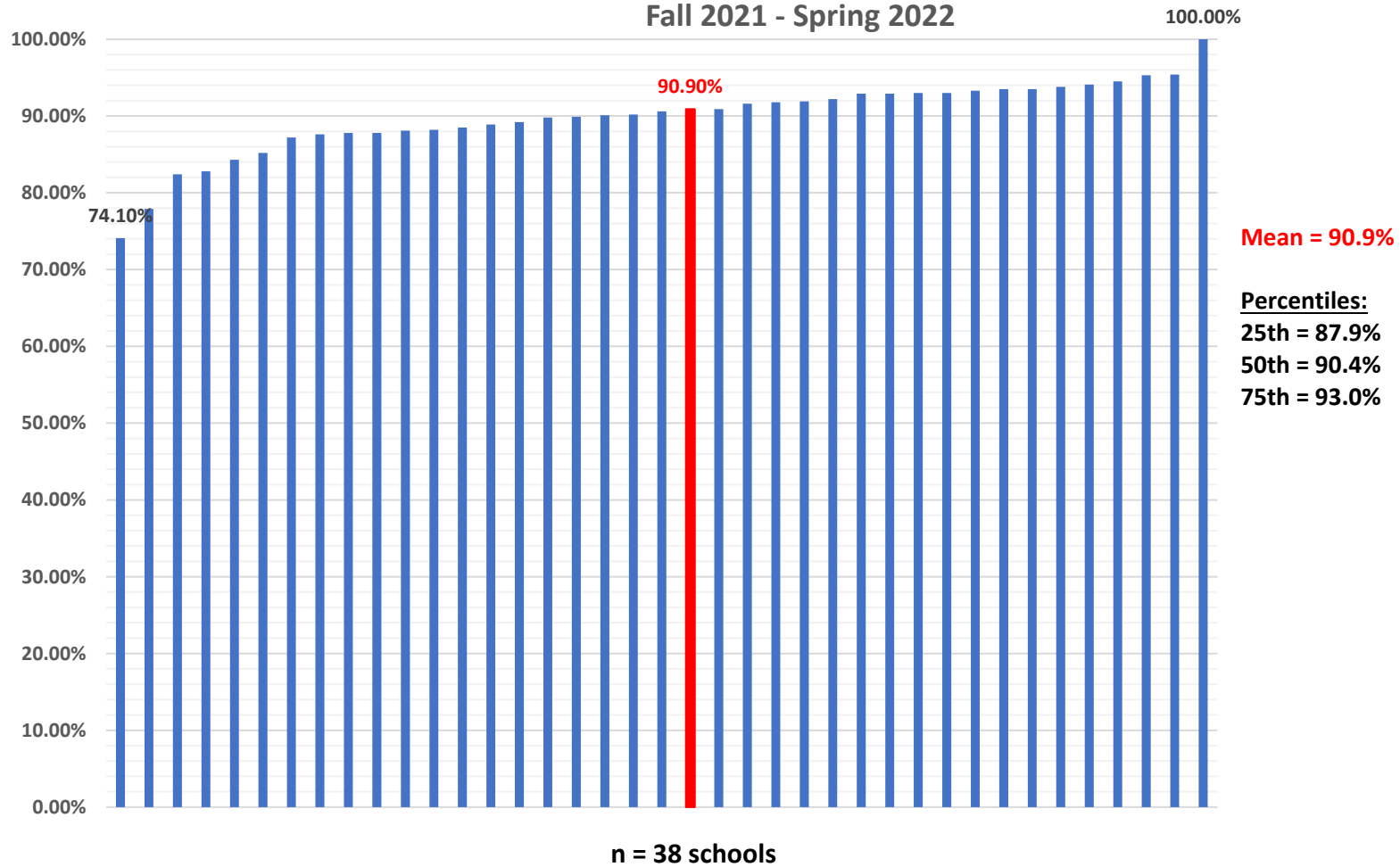
**28) How likely are you to recommend health services to another student?**

	Cis Women		Cis Men		Trans/Gender Non-Conforming		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very unlikely	263	3	87	2	19	19	371	2.5
1	118	1	36	1	8	8	162	1.1
2	218	2	69	2	20	20	307	2.0
3	732	7	242	6	78	78	1,059	7.0
4	1,610	16	637	15	109	109	2,370	15.8
5 Very likely	6,993	70	3,199	75	516	516	10,754	71.6
Valid responses =	9,934	66	4,270	28	750	5	15,023	98.7

Invalid responses include no response.

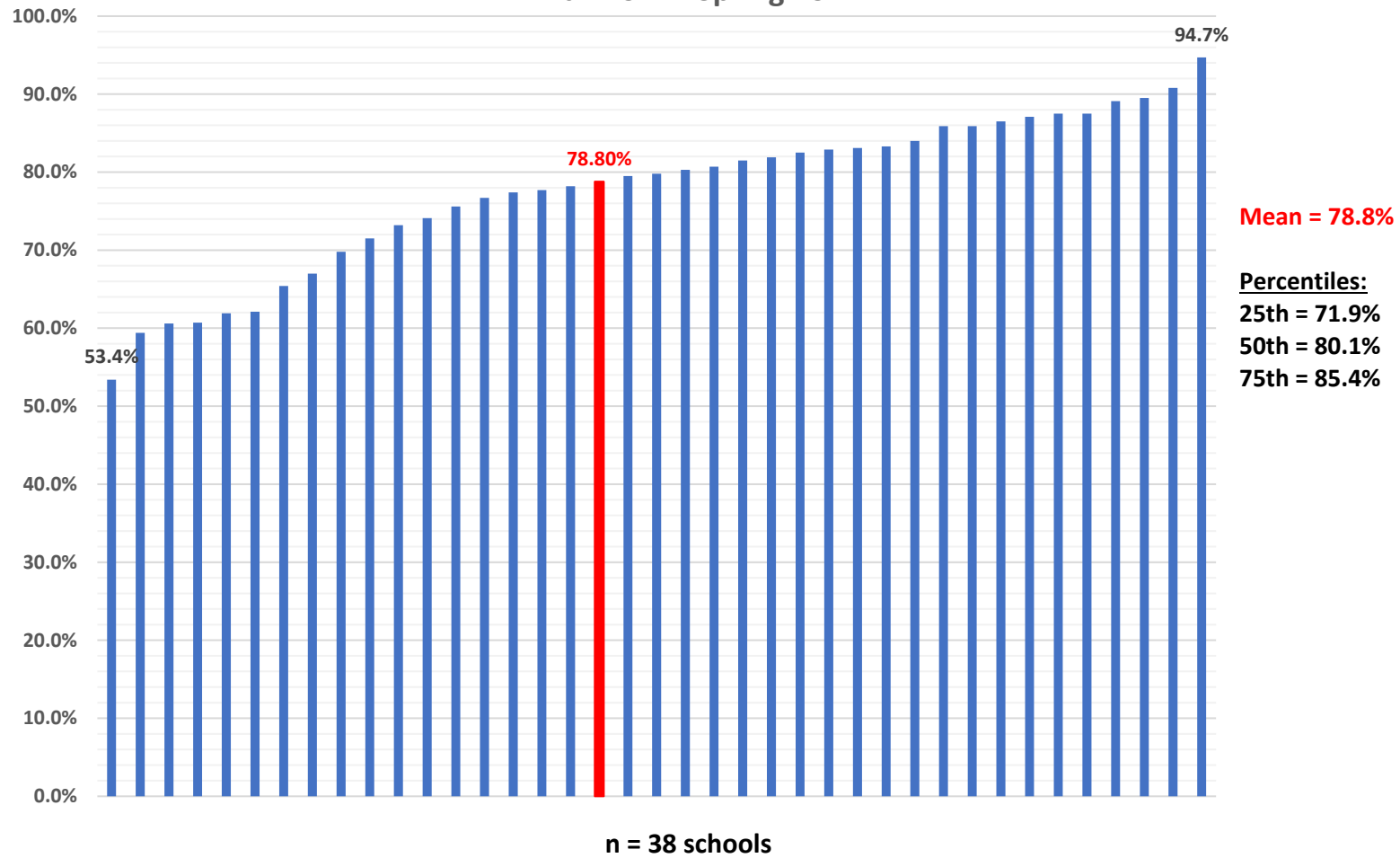
	Mean	Median	Std Dev	Min	Max
Cis Women	4.44	5.00	1.09	0.00	5.00
Cis Men	4.55	5.00	0.98	0.00	5.00
Trans/Gender Non-Conforming	4.40	5.00	1.12	0.00	5.00
Overall	4.47	5.00	1.07	0.00	5.00

**PS23 Confidentiality and privacy were carefully protected**  
**% Very satisfied by school**  
**Fall 2021 - Spring 2022**



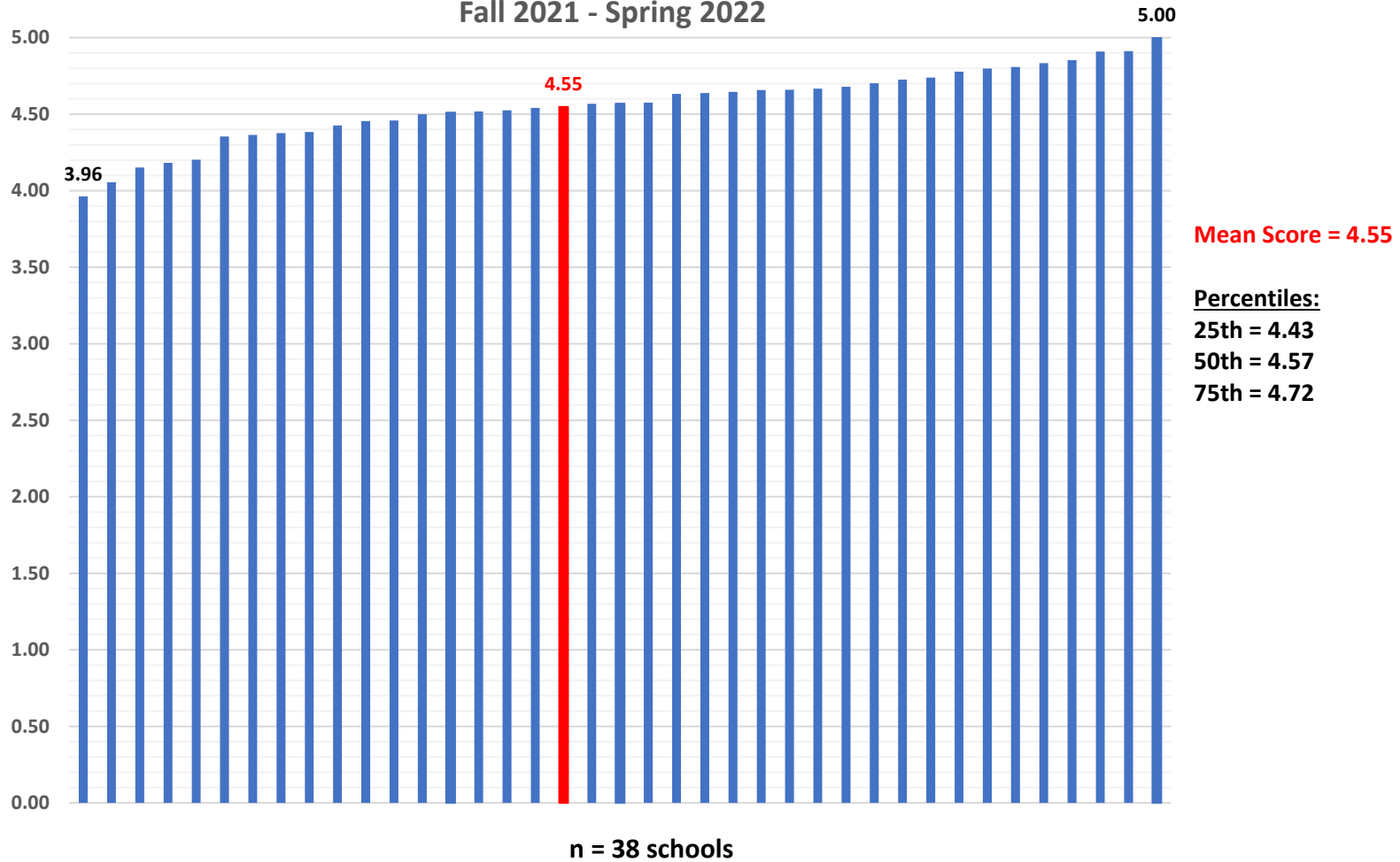
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

PS24 Overall satisfaction with visit  
% Very satisfied by school  
Fall 2021 - Spring 2022



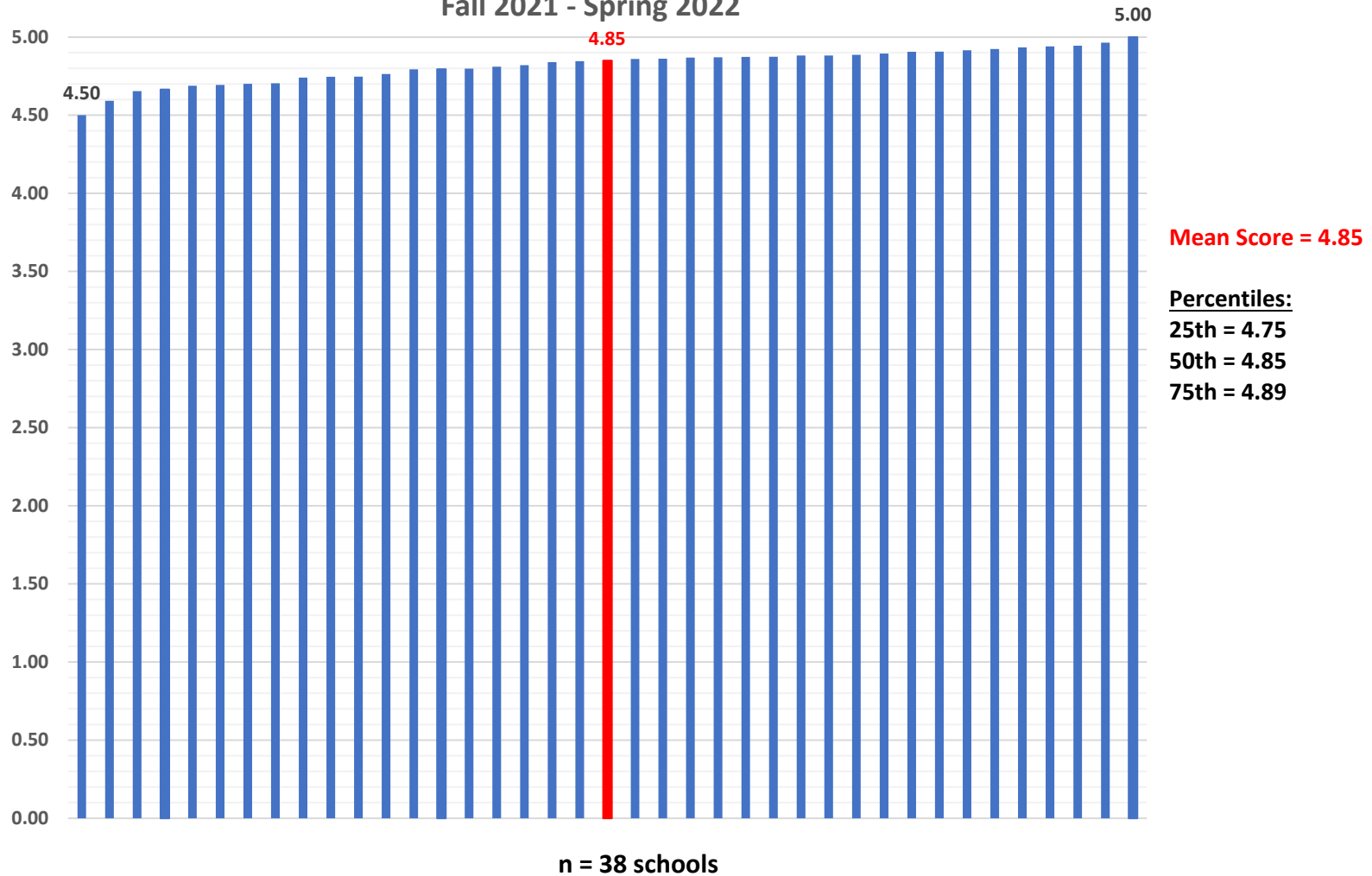
Please refer to your Institutional PSAS report to find the value for your school on this chart.

**PS10 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 2021 - Spring 2022**



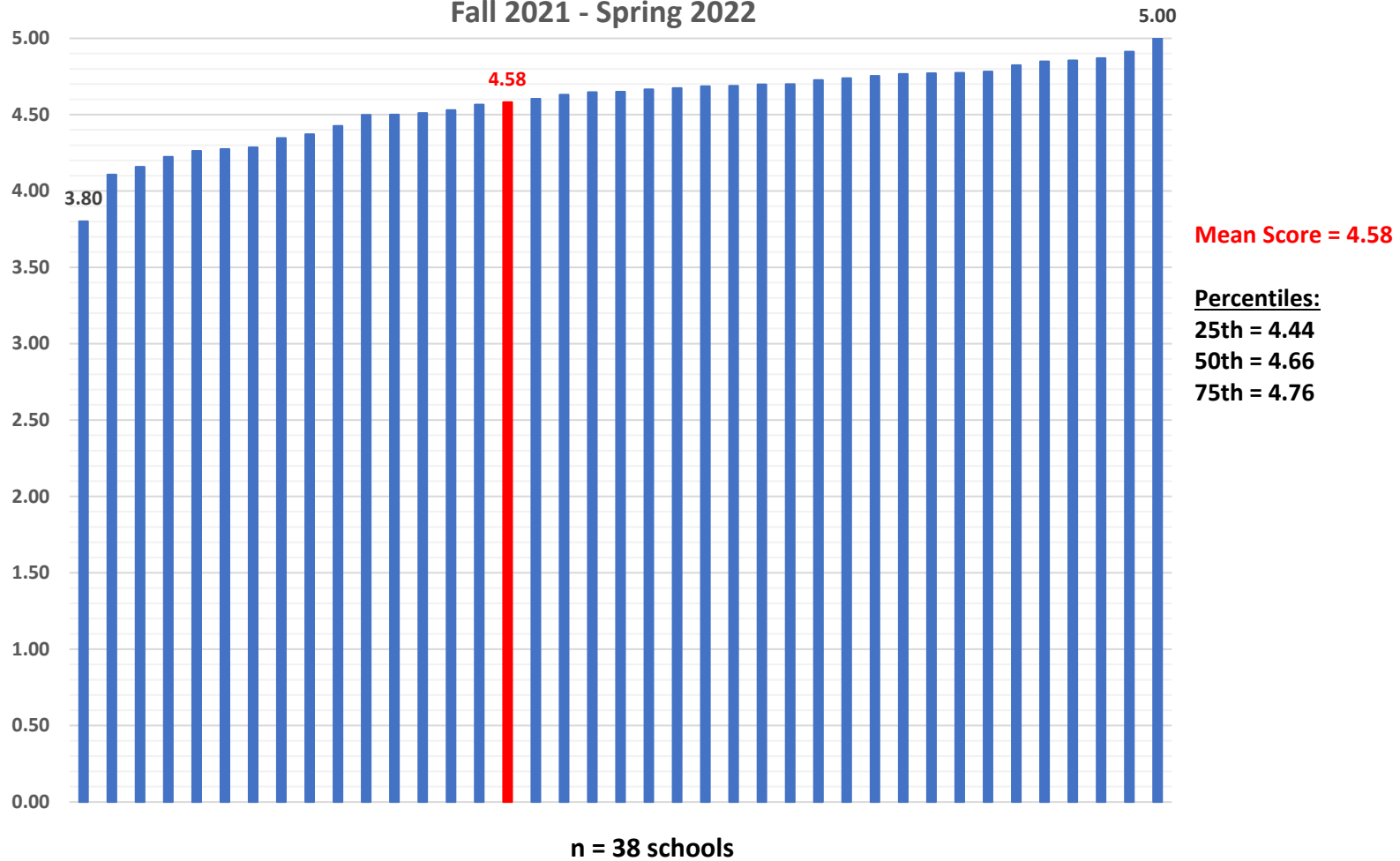
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

**PS11 Cleanliness and general appearance of facility**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2021 - Spring 2022**



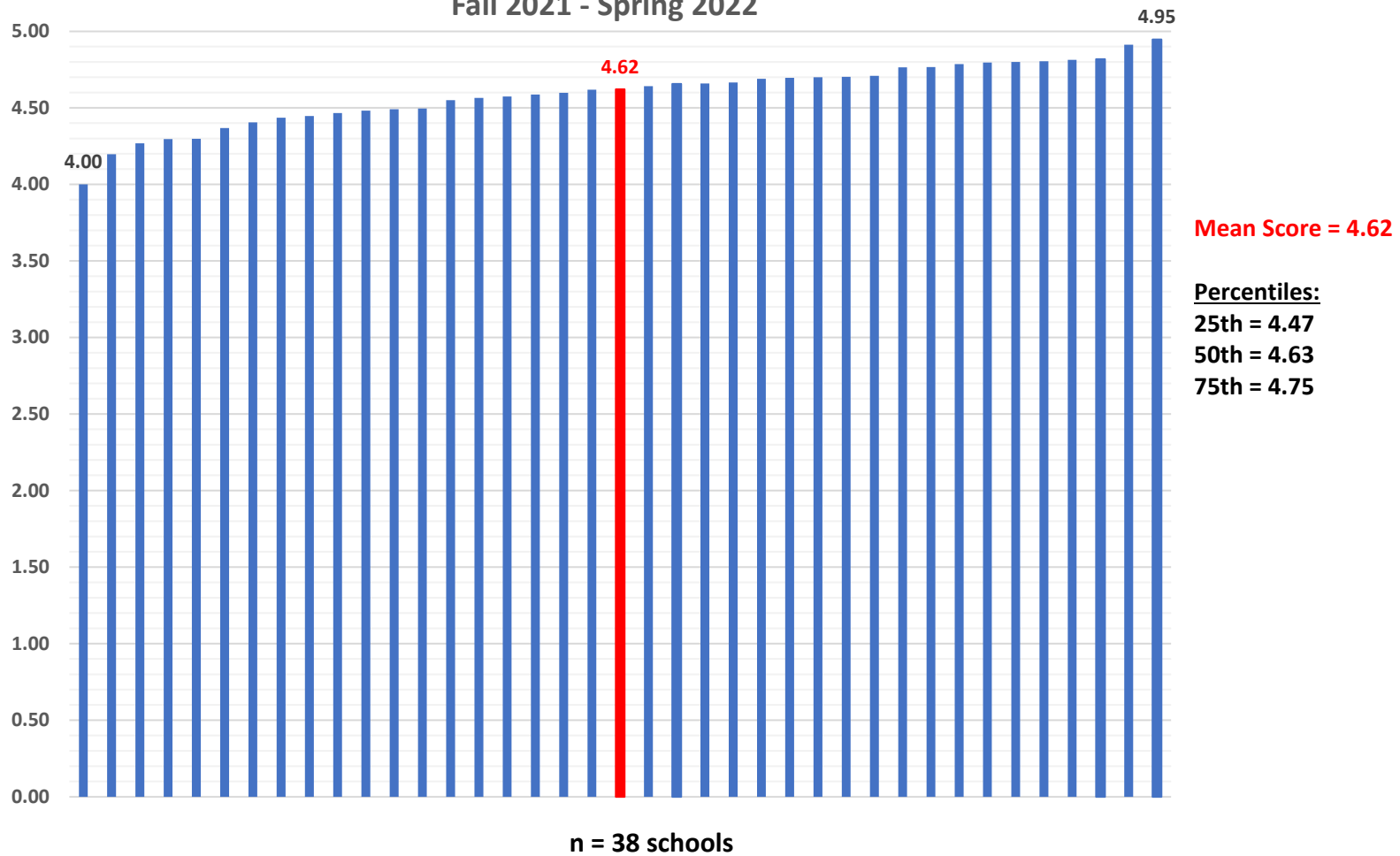
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

PS12 Amount of time needed to complete your appointment  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2021 - Spring 2022



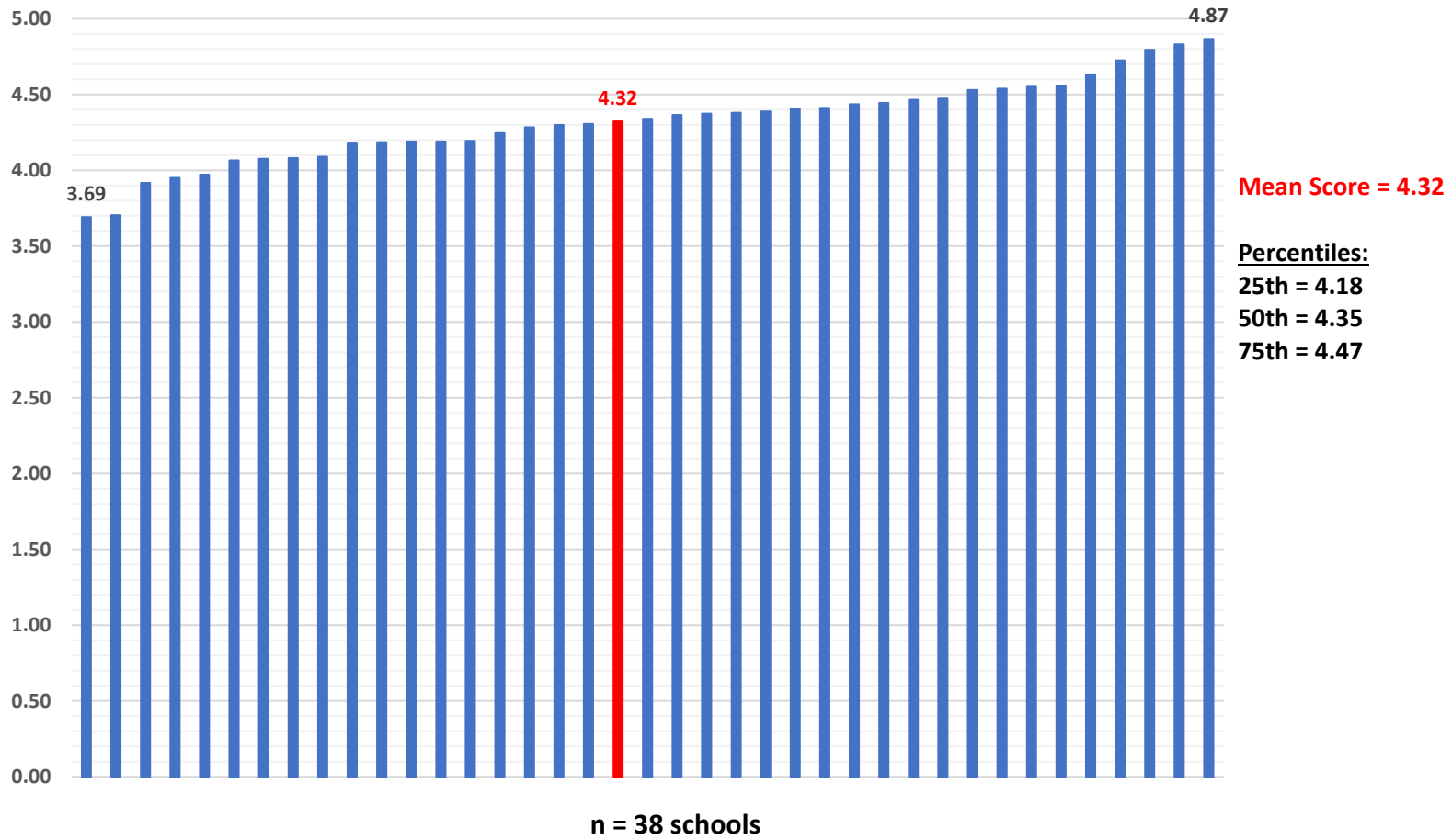
Please refer to your Institutional PSAS report to find the value for your school on this chart.

**PS13 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 2021 - Spring 2022**



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

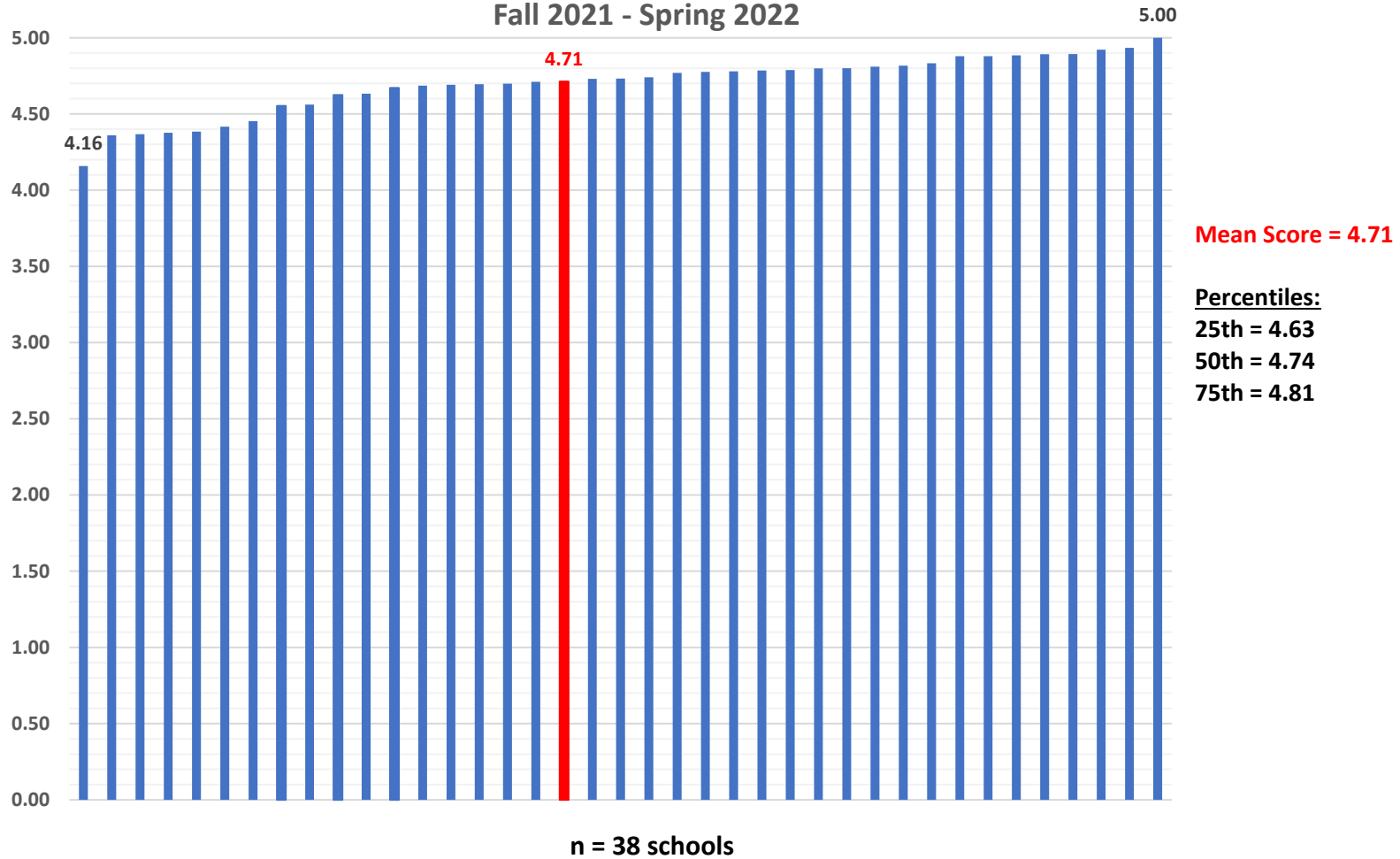
**PS14 Explanations given about payment and billing issues**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2021 - Spring 2022**



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

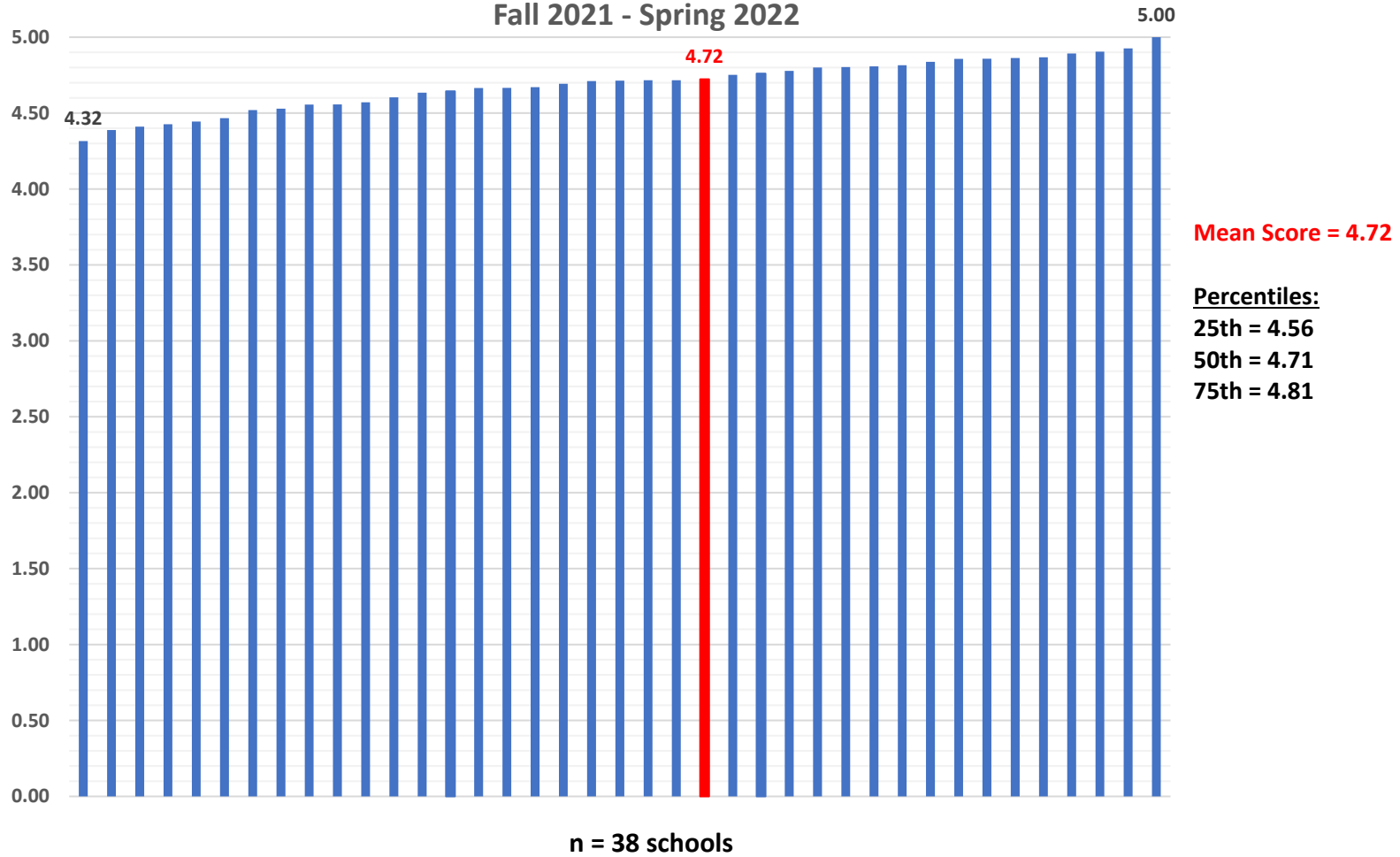


**PS15 Friendliness, courtesy, and helpfulness of the registration staff**  
**Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)**  
**Fall 2021 - Spring 2022**



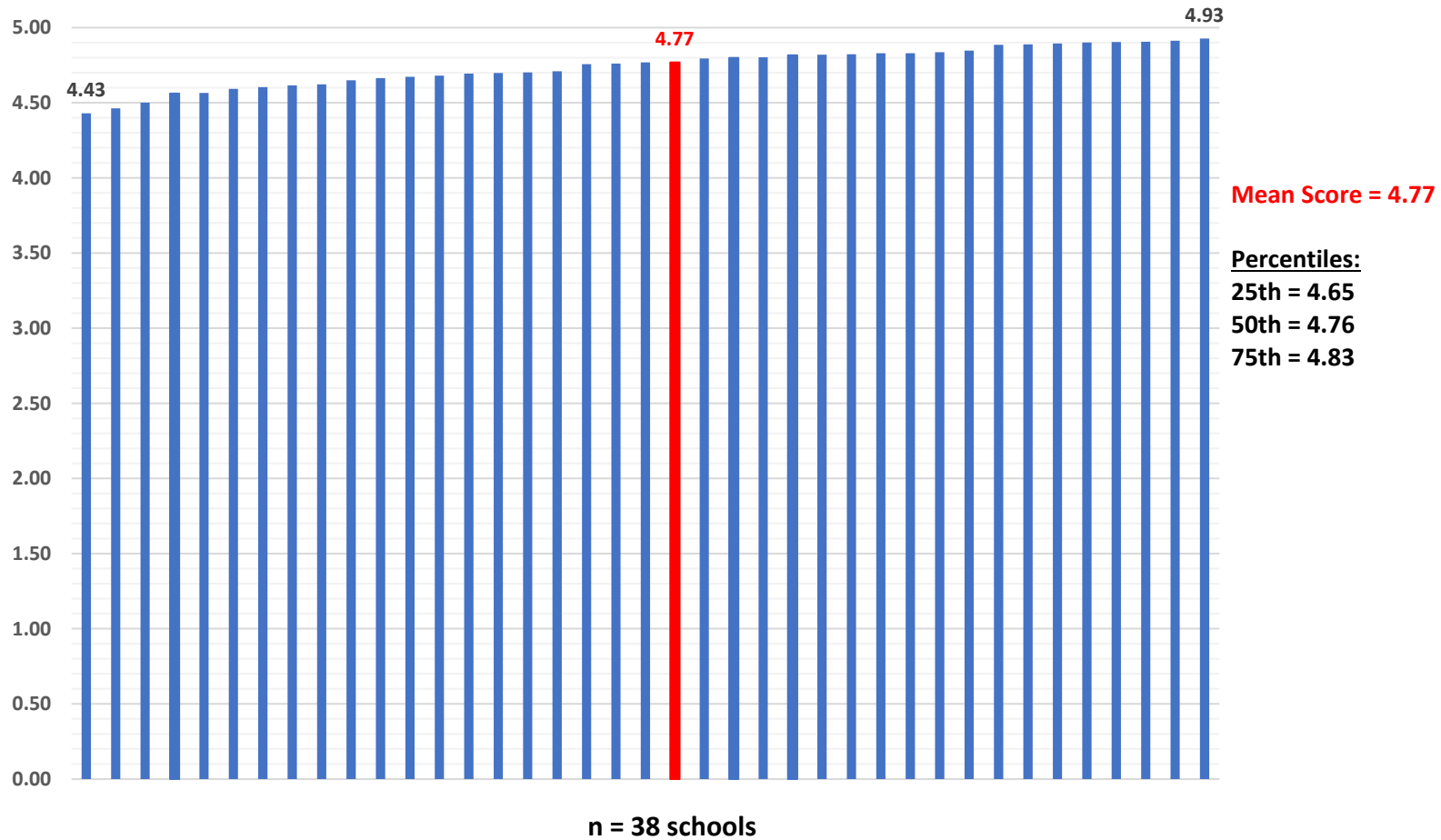
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

PS18 Provider listened carefully to concerns  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2021 - Spring 2022



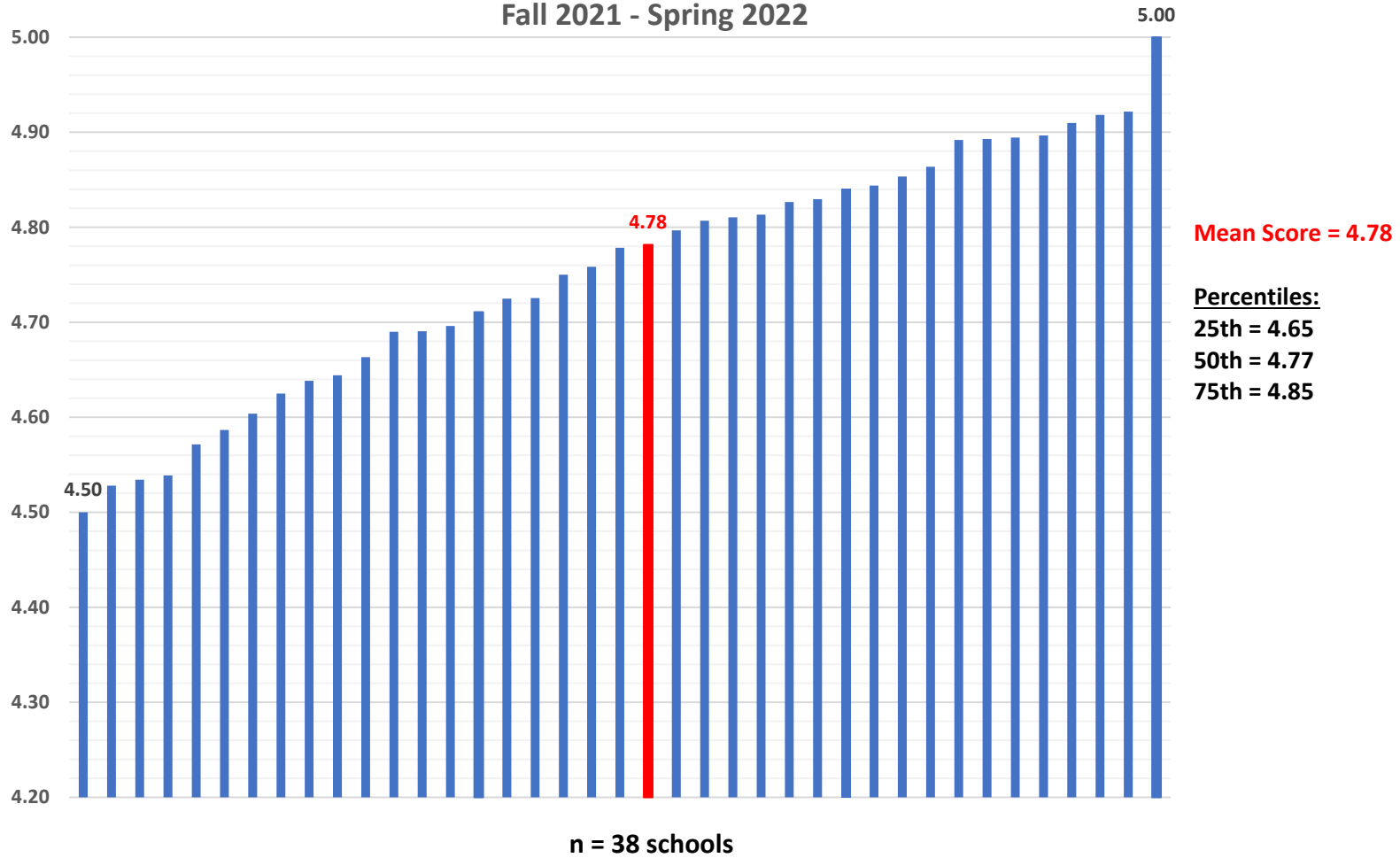
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS19 Provider accepted what you said without judging you  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2021 - Spring 2022



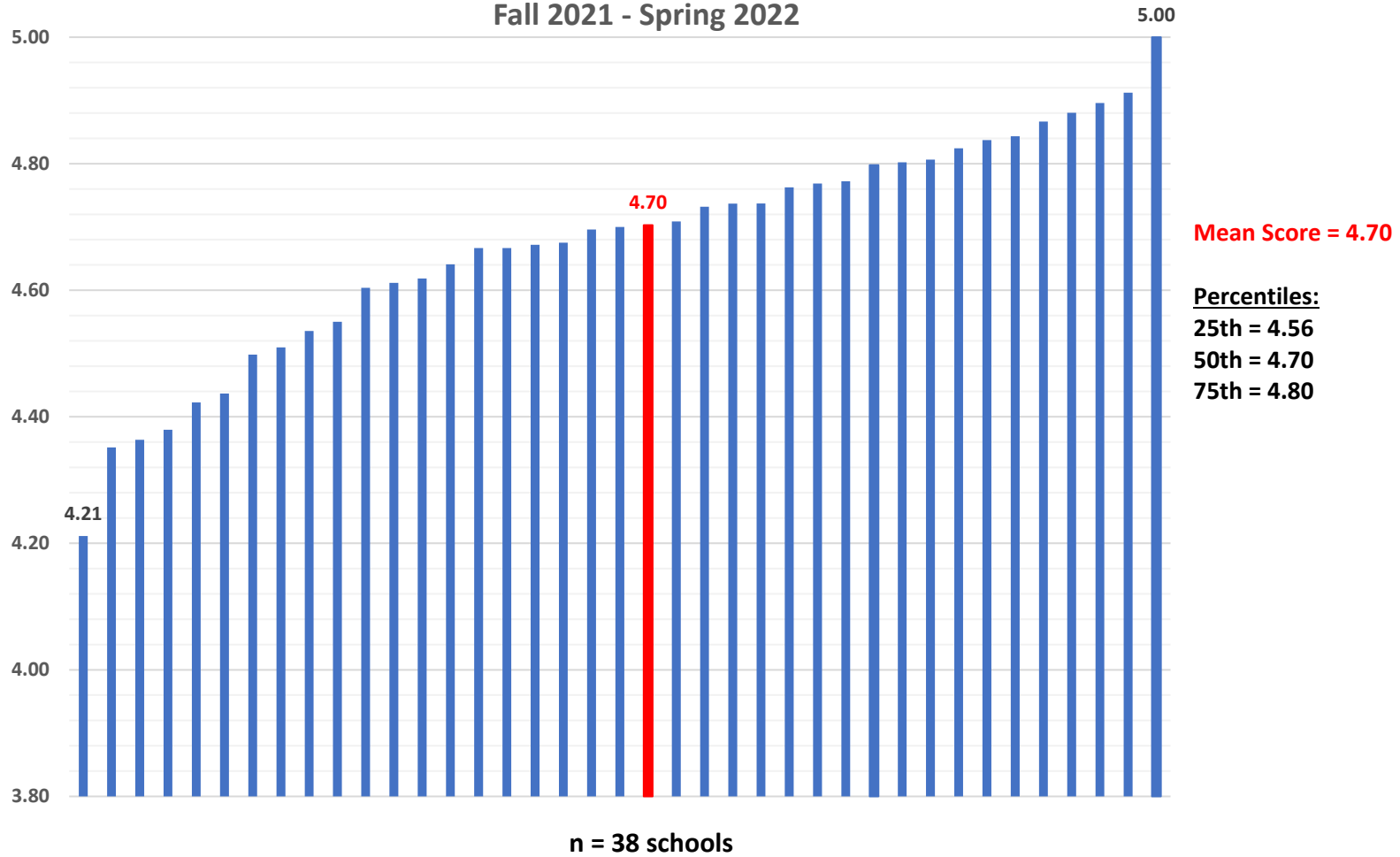
Please refer to your Institutional PSAS report to find the value for your school on this chart.

**PS20 Provider fostered a safe and trusting environment**  
**Mean score by school on a scale of 0 (very much not so) to 5 (very much so)**  
**Fall 2021 - Spring 2022**



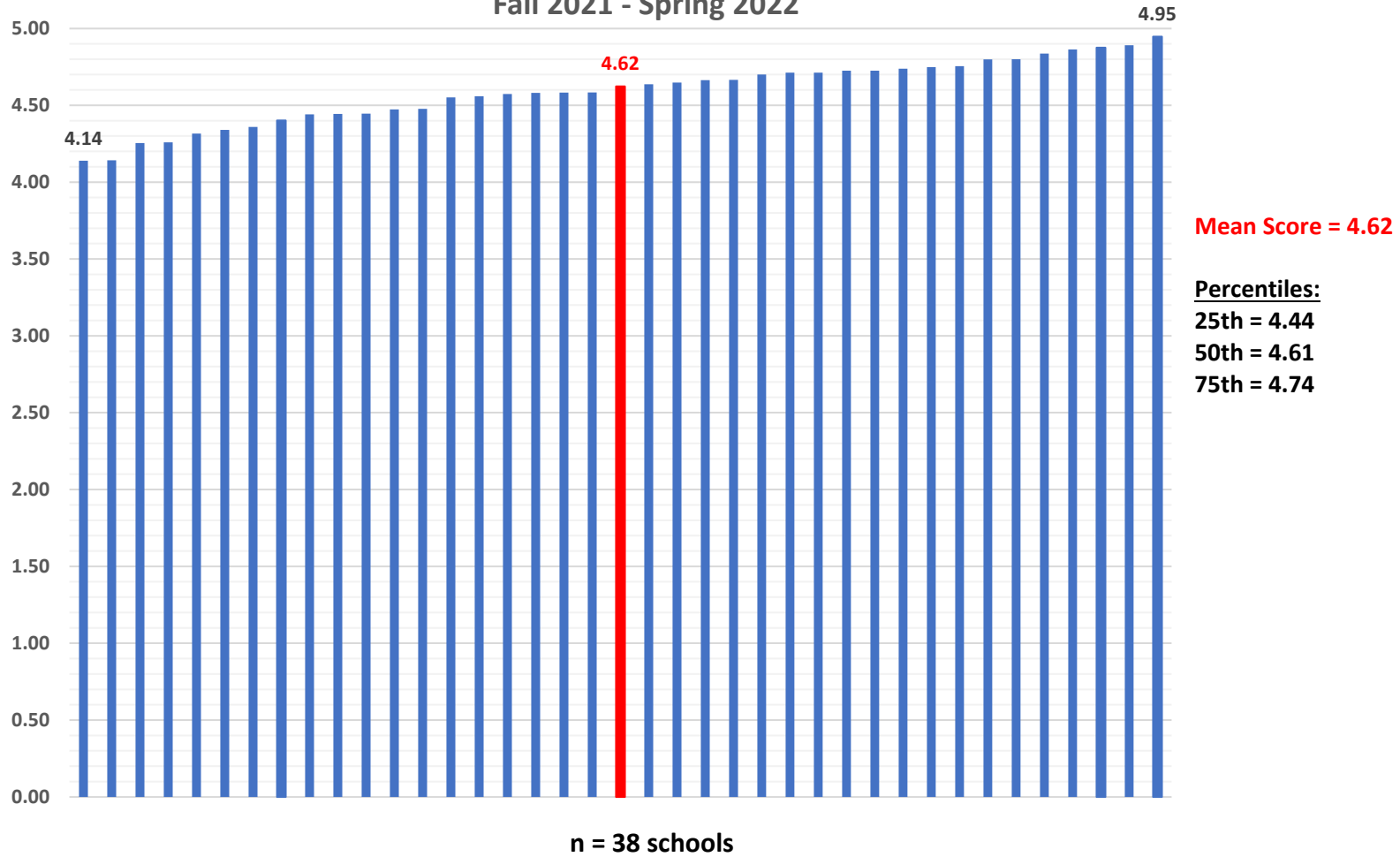
**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

PS21 Amount of time spent with the provider  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2021 - Spring 2022



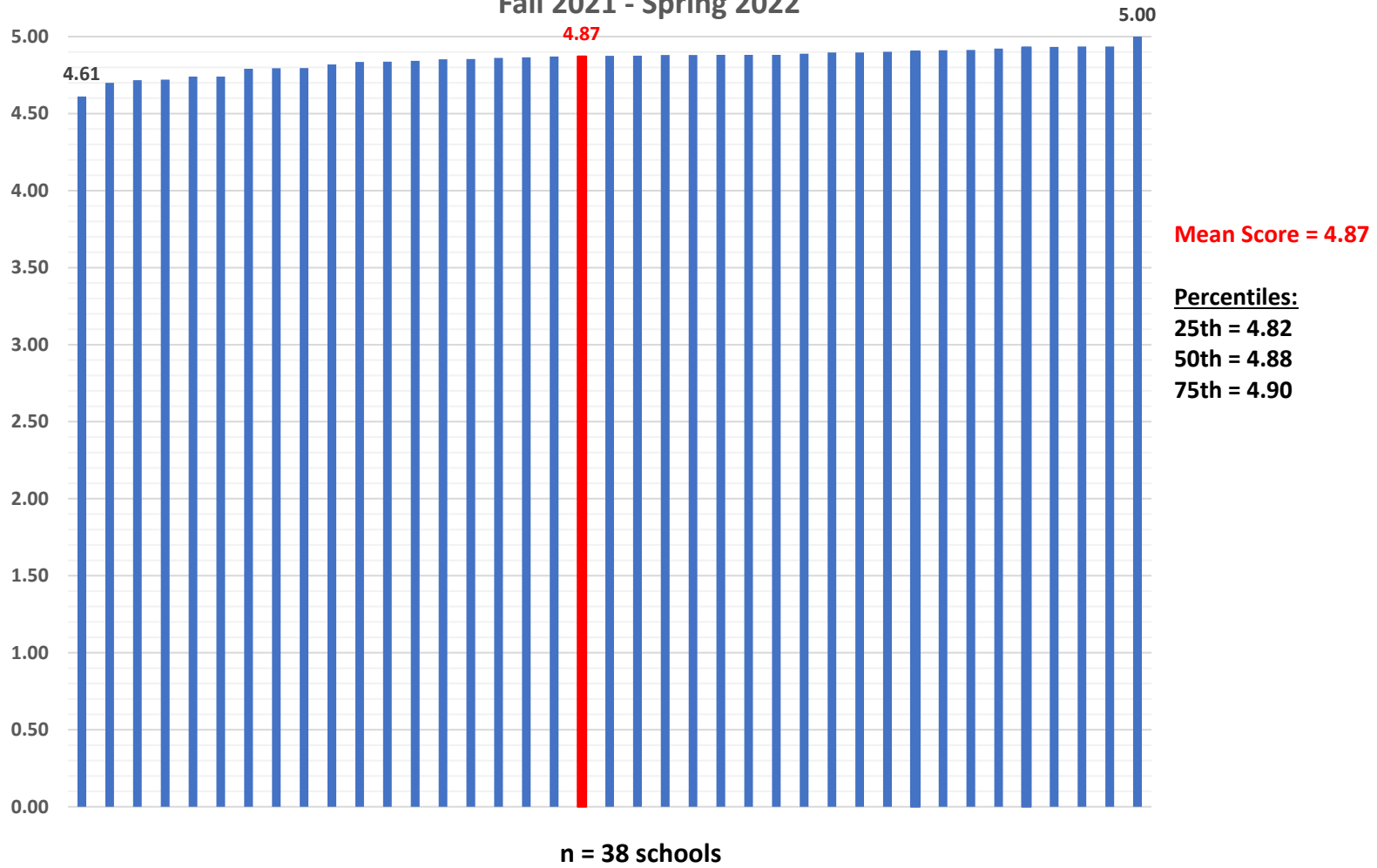
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS22 Quality of the explanations and advice given by provider  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2021 - Spring 2022



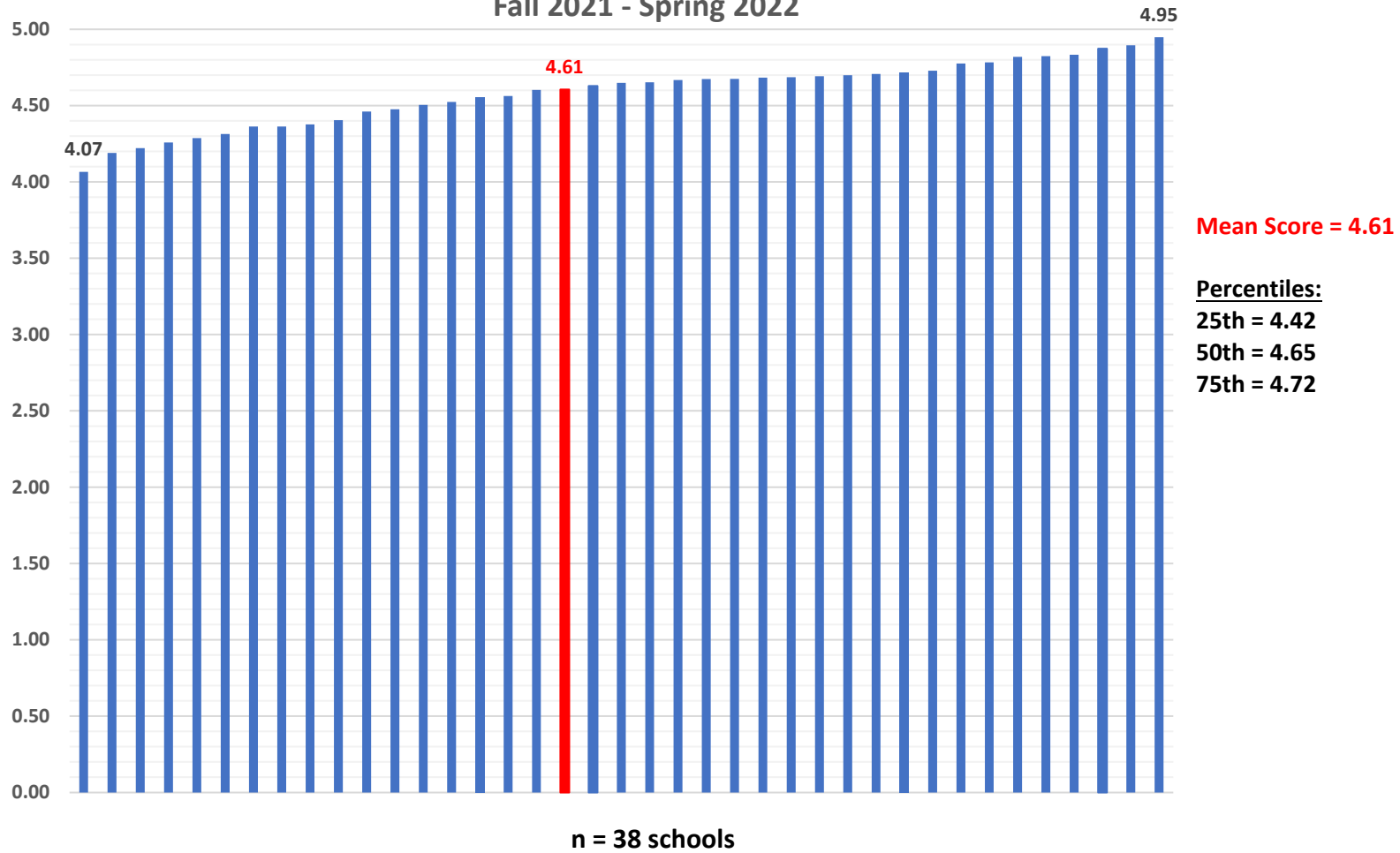
Please refer to your Institutional PSAS report to find the value for your school on this chart.

**PS23 Your confidentiality and privacy were carefully protected**  
**Mean score by school on a scale of 0 (strongly disagree) to 5 (strongly agree)**  
**Fall 2021 - Spring 2022**



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

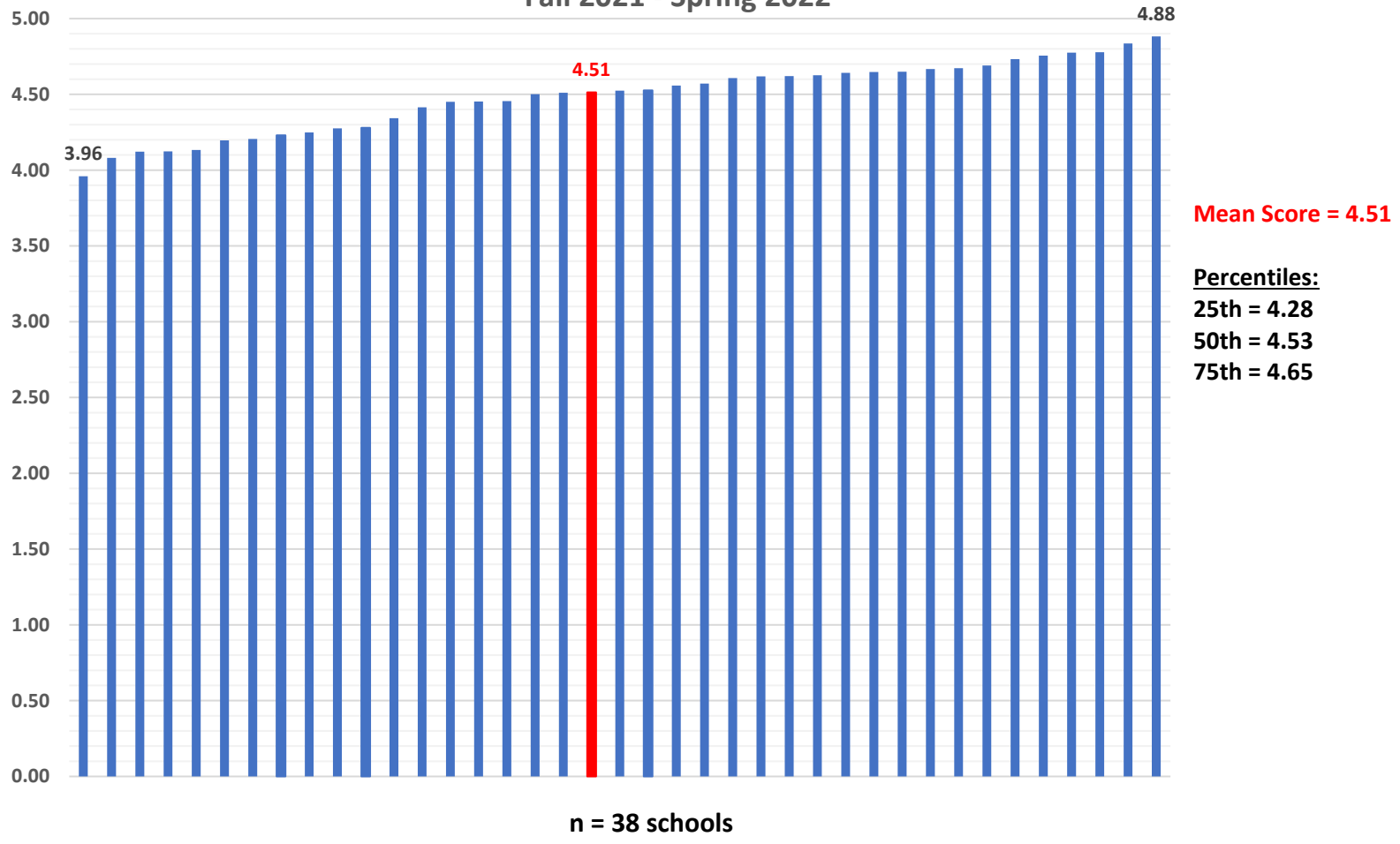
PS24 Overall satisfaction with your visit  
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)  
Fall 2021 - Spring 2022



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

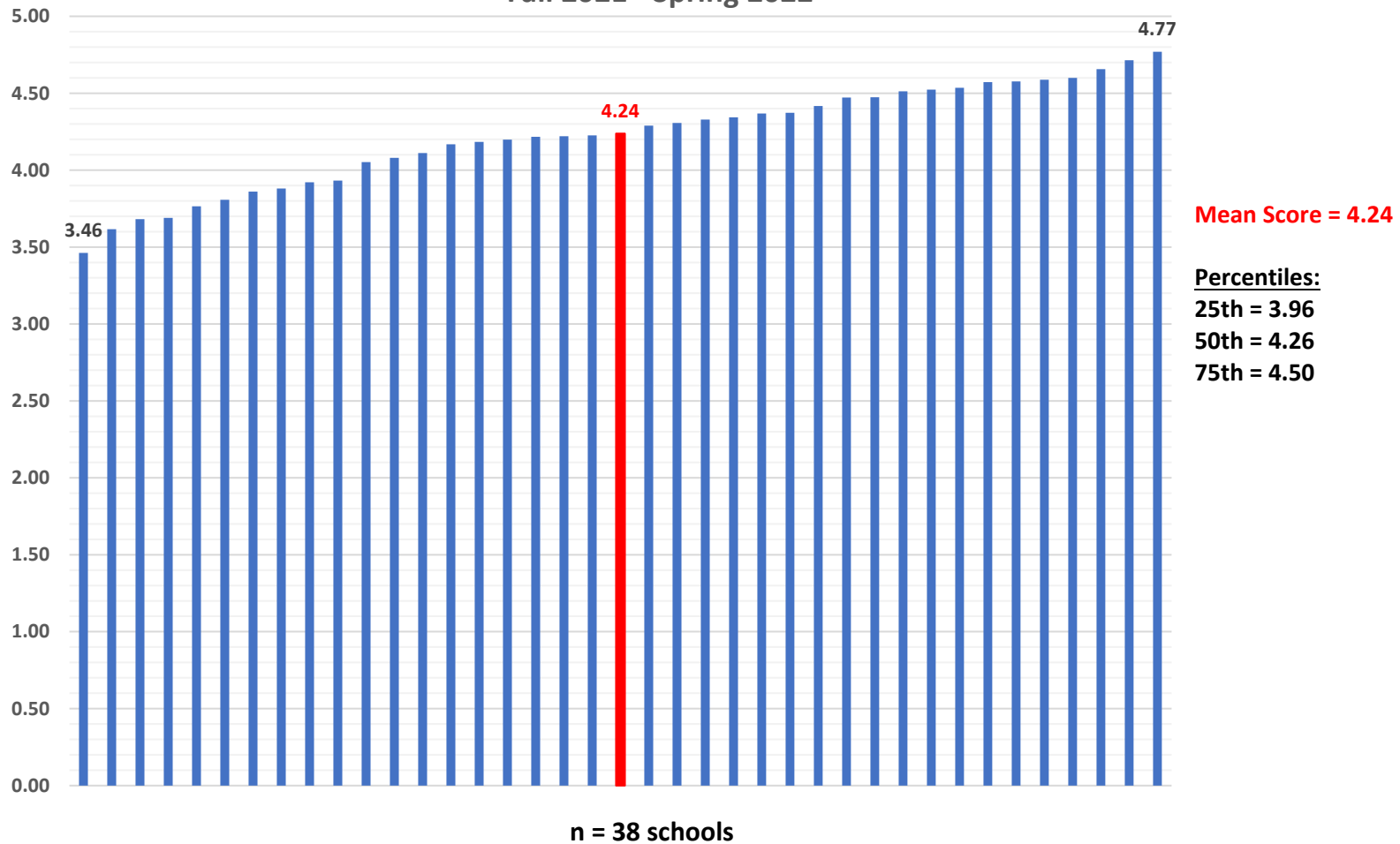


**PS25 I received information during my visit that I will use to improve my health**  
**Mean score by school on a scale of 0 (strongly disagree) to 5 (strongly agree)**  
**Fall 2021 - Spring 2022**



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

**PS26 The services I received made it easier for me to achieve academic goals**  
**Mean score by school on a scale of 0 (strongly disagree) to 5 (strongly agree)**  
**Fall 2021 - Spring 2022**

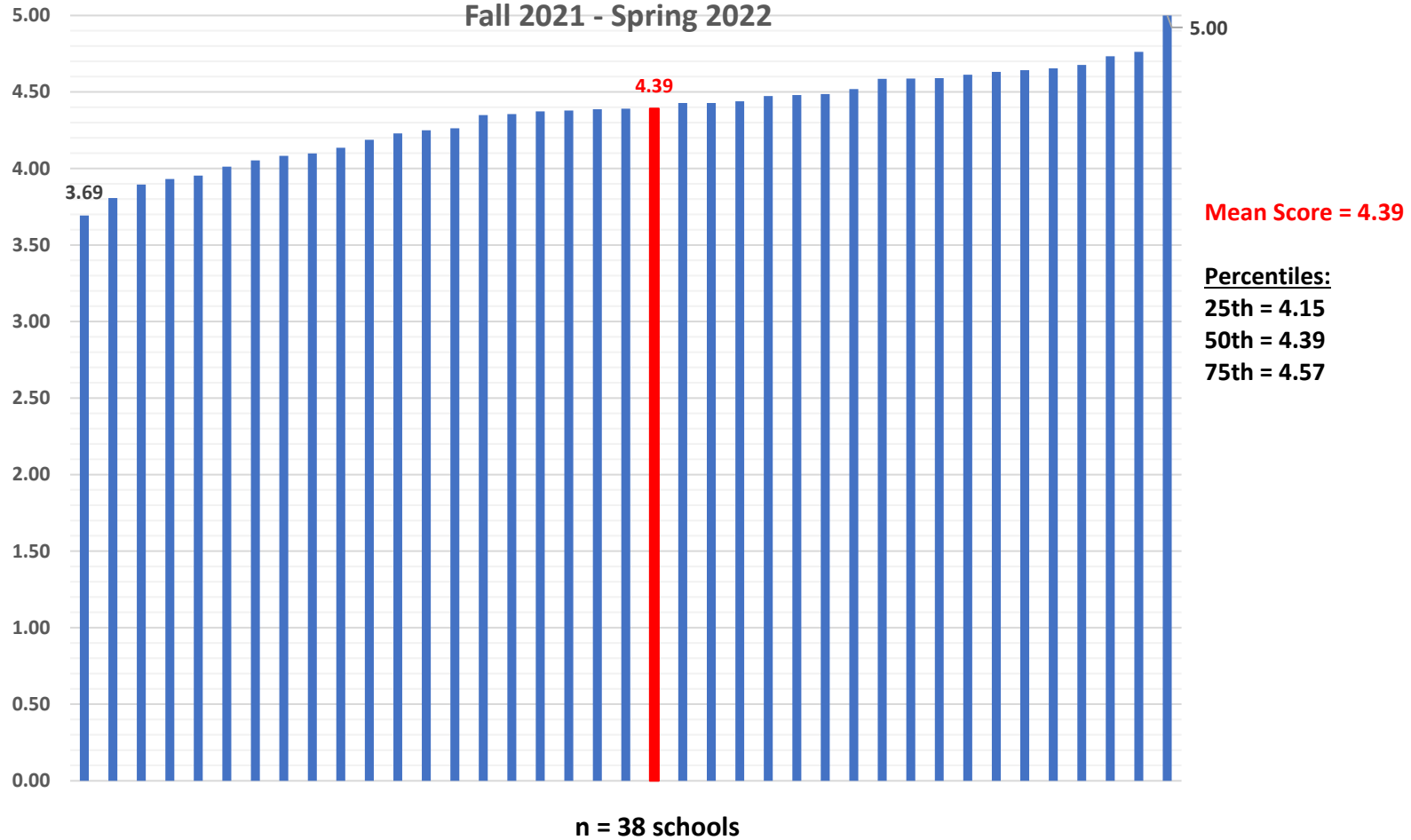


**Please refer to your Institutional PSAS report to find the value for your school on this chart.**

**PS27 The services I received made it easier for me to remain enrolled in school by addressing my medical/mental health concerns**

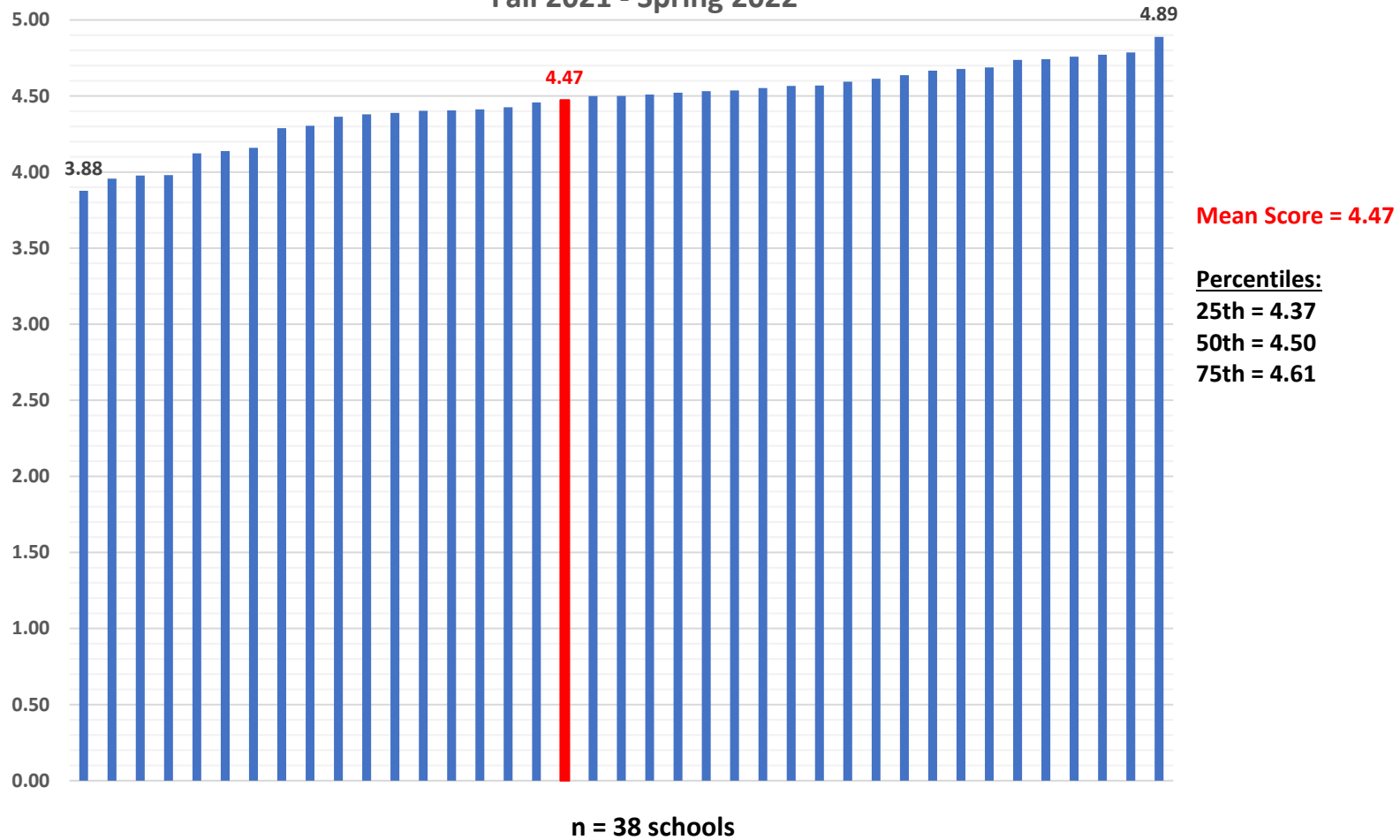
**Mean score by school on a scale of 0 (strongly disagree) to 5 (strongly agree)**

**Fall 2021 - Spring 2022**



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

PS28 How likely are you to recommend health services to another student  
Mean score by school on a scale of 0 (very unlikely) to 5 (very likely)  
Fall 2021 - Spring 2022



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

## Demographics of Participating Colleges and Universities

Thirty-eight postsecondary institutions self-selected to participate in the Fall 2021-Spring 2022 ACHA Patient Satisfaction Assessment Service (ACHA-PSAS) and 15,219 surveys were completed by students on these campuses. Demographic characteristics of the 38 campuses follow:

<b>Demographic characteristics of the 38 postsecondary institutions included in the Fall 2021-Spring 2022 ACHA-PSAS Reference Group.</b>	
<b>Campus Characteristic</b>	<b><i>N</i></b>
Type of Institution	
Public	26
Private	12
2-year	0
4-year	38
Location of Campus	
Northeast (CT, ME, MA, NH, NJ, NY, PA, RI, VT)	7
Midwest (IL, IN, IA, KS, MI, MN, MO, NE, ND, OH, SD, WI)	8
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)	6
Outside US	0
Campus Size	
< 2,500 students	1
2,500 – 4,999 students	4
5,000 – 9,999 students	5
10,000 – 19,999 students	9
20,000 students or more	11
Campus Setting	
Very large city (population over 500,000)	7
Large city (population 250,000-499,999)	4
Small city (population 50,000-249,999)	17
Large town (population 10,000 – 49,999)	7
Small town (population 2,500-9,999)	3
Rural community (population under 2,500)	0
Carnegie Classification	
Associates Colleges	0
Baccalaureate Colleges	1
Masters Colleges and Universities	6
Research Institutions	31
Special Focus Institutions	0
Miscellaneous/Not Classified	0

<b>Demographic characteristics of the 38 postsecondary institutions included in the Fall 2021 – Spring 2022 ACHA-PSAS Reference Group.</b>	
<b>Campus Characteristic</b>	<b><i>N</i></b>
ACHA Membership Status	
Institutional Member	38
Nonmember	0
Religious Affiliation	
No	35
Yes	3
<u>If yes:</u>	
Catholic	3
Protestant or Other Christian	0
Postsecondary Minority Institution (US Department of Education)	
No	5
Yes	33
<u>*If yes:</u>	
Postsecondary Minority Institution	1
Historically Black College or University (HBCU)	0
High Hispanic Enrollment	1
Hispanic Serving Institution (HSI)	4
Indian Tribally Controlled College or University	0
Alaska Native-Serving Institution	1
Native Hawaiian-Serving Institution	0
*institutions may hold more than one type of minority status	