

97% of SUNY Potsdam Students Would Recommend Student Health Services to Their Friends

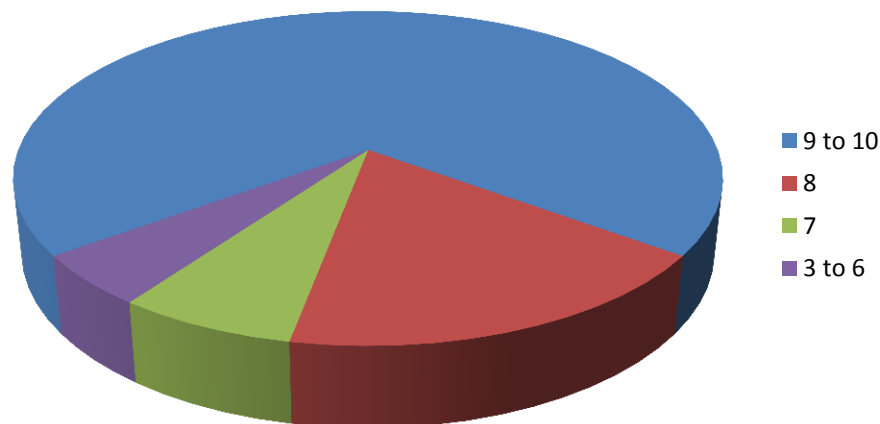
Student Health Services (SHS) Quality Improvement Committee conducts a Patient Satisfaction Survey every spring. All SUNY Potsdam students were sent an e-mail inviting them to participate in the survey. 875 students participated and, of those students, 469 indicated they have visited SHS this academic year.

Spring 2013

Perception

Rating: 10 = Always, 1 = Never	Rating of 1-10
1. When you called for an appointment, how often was your call answered in a timely manner?	8.9
2. How often was your appointment scheduled within a reasonable time frame?	8.9
3. How often does the provider listen carefully and explain things in an understandable way?	9
4. During regular office hours, how often did you receive advice/help in a timely manner?	8.9
5. How often do you find our lab tech and nurses courteous, helpful, and discreet?	9.2
6. How often does the office staff treat you with courtesy and respect?	9
7. How often is the office staff as helpful as they should be?	9
8. How satisfied are you that your private information is protected?	9.4
9. How satisfied are you with the cleanliness of the clinic?	9.5
10. How would you rate Student Health Services?	8.9

ON A SCALE OF 1-10 (10=BEST CARE), HOW WOULD YOU RATE SUNY POTSDAM'S HEALTH CARE?



Average score: 8.9 out of 10