



VENTURA COLLEGE
Student Health and Psychological Services

STUDENT HEALTH CENTER
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SPRING 2011
STUDENT SATISFACTION SURVEY

Presented to

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Professor

and

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VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

▪ TABLE OF CONTENTS ▪

<u>SECTION</u>	<u>PAGE</u>
I. <u>PREFACE</u>	1
Background	
Survey Respondents	
Survey Highlights	
II. <u>SURVEY RESULTS</u>	2
<u>Item</u>	<u>Page</u>
Question 1	2
Question 2	3
Question 3	3
Question 4	4
Question 5	4
Question 6	5
Question 7	5
Question 8	6
Question 9	6
Question 10 a, b, c	7
Question 10 d, e, f	8
Question 11	9
Question 12	11
Estimate of Individual Students	12
III. <u>ATTACHMENT</u>	13
Student Satisfaction Survey	

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

■ **PREFACE**

• **Background**

The **Spring 2011 – Student Satisfaction Survey** was conducted during the month of February 2011. Ventura College **Student Health and Psychological Services (SHPS)** provides both medical services and psychological counseling to VC students. Students who received medical services (**not including therapy with counseling interns**) were asked to complete the Student Satisfaction Survey after they had been seen by an SHPS healthcare provider.

Survey questions were adapted from a survey developed by the VCCCD Office of Institutional Research in April 2001 and last administered in fall 2003. Elaine Tennen, Coordinator of SHPS, requested several modifications to survey content to update the survey's relevance by reflecting current healthcare issues and concerns. A sample survey is **attached**.

• **Survey Respondents**

After receiving SHPS services, students were asked to complete a hardcopy survey. Survey response data were then entered into SurveyMonkey by student workers. (SurveyMonkey is an internet-based company which provides its clients with the ability to administer electronic surveys online.) After the surveys had been entered into SurveyMonkey, the Research and Evaluation office downloaded the data.

A total of **111** surveys were completed during the survey period (the month of February 2011). Over the course of the 2010 – 2011 academic year, SHPS has received **3,275** visits related to medical concerns: **2,510** visits in fall 2010 and **765** visits in spring 2011, as of February 28. Although many students visit the VC Student Health Center more than once per term, SHPS staff have ensured that individual students did not complete more than one survey each. SHPS tracks the number of office visits and the types of medical procedures performed at the Center; however, a count of **individual** students is not maintained. The number of individual students (**survey population**) who will receive medical services at SHPS in **spring 2011** is estimated to be around **1,590**. This estimate is based on percentage responses to Question 5 (number of visits to SHPS by student per semester). Calculation of the estimated number of individual students appears on page 12 (Estimate of Individual Students in Spring 2011).

• **Survey Highlights**

From a statistical perspective, the sample size is too small to meet educational research standards which usually require a **95%** confidence level and $\pm .05$ confidence interval. However, for questions where **90%** or more of the **111** respondents chose a particular answer, it is reasonable to say that at least **80%** of the survey population would have chosen that answer (**95%** confidence level and $\pm .09$ confidence interval). Questions receiving a very high percentage of responses for a particular answer are highlighted below.

Question 3. How helpful were the office staff?

94% responded **Very Helpful**

Question 4. How helpful was the healthcare provider (doctor or nurse practitioner)?

96% responded **Very Helpful**

Question 6. Did you find the resources or information you needed to address your health concerns?

94% answered **Yes**

Question 7. Would you recommend Student Health and Psychological Services to other students?

97% answered **Yes**

Question 9. Overall, how satisfied are you with the services that you received here today?

92% responded **Very Satisfied**

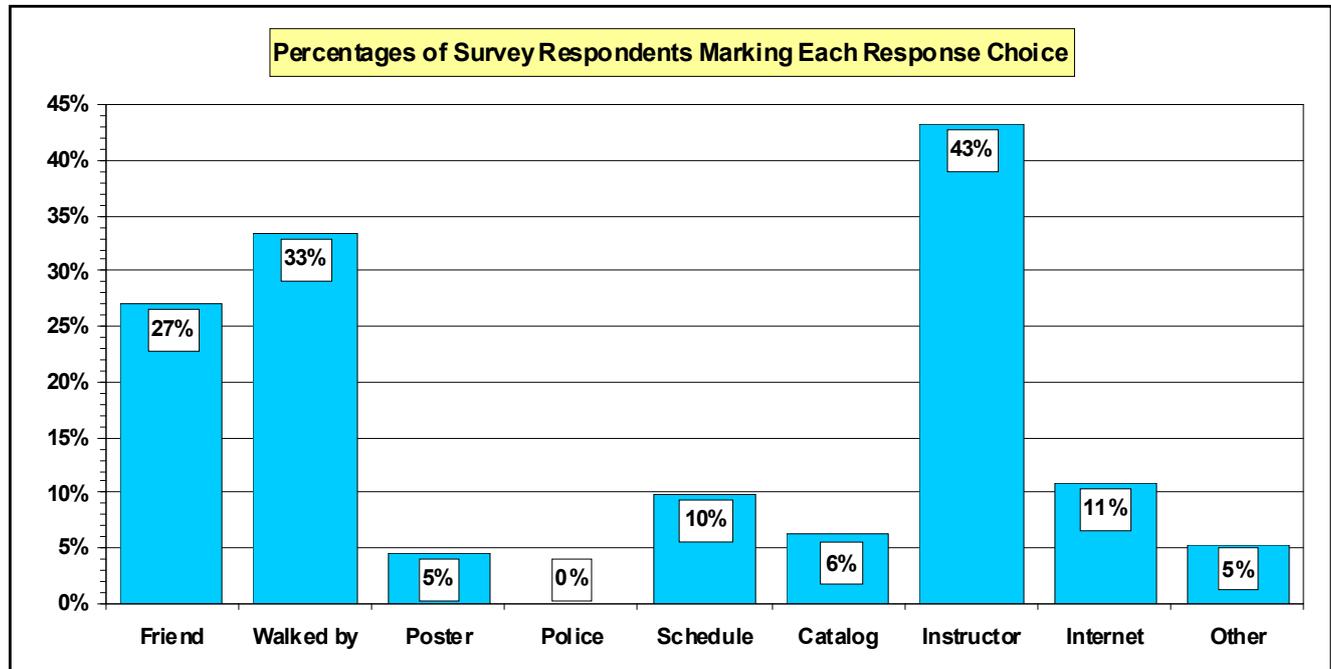
VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

■ **SURVEY RESULTS**

• **Question 1**

How did you become aware of Student Health and Psychological Services?

(Please mark all that apply)



Respondents were asked to mark **all** of the ways in which they became aware of Student Health and Psychological Services. The survey listed **eight** specific ways in which respondents might have become aware of SHPS **plus** an “Other” category.

All of the **111** total respondents marked **one** or more of the **nine** response choices. Data in the **Percent** column in the table below indicate the percentages of the **111** respondents that chose each of the response categories. Since some respondents marked more than one response category, the sum of the percentages exceeds 100%.

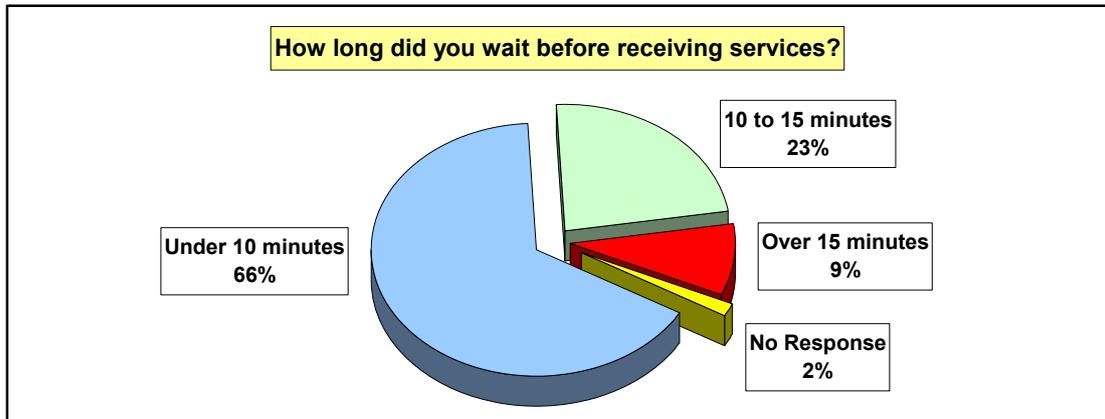
Question 1. Distribution of Survey Respondents

How did you become aware of SHPS? (Please mark all that apply.)	Respondents	
	Number	Percent
Friend	30	27.0%
Walked by the Office	37	33.3%
Poster	5	4.5%
Campus Police	0	0.0%
VC Class Schedule	11	9.9%
VC Catalog	7	6.3%
College Instructor or Staff Member	48	43.2%
Internet/Online	12	10.8%
Other	6	5.4%

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

• **Question 2**

How long did you have to wait in the office before receiving services?

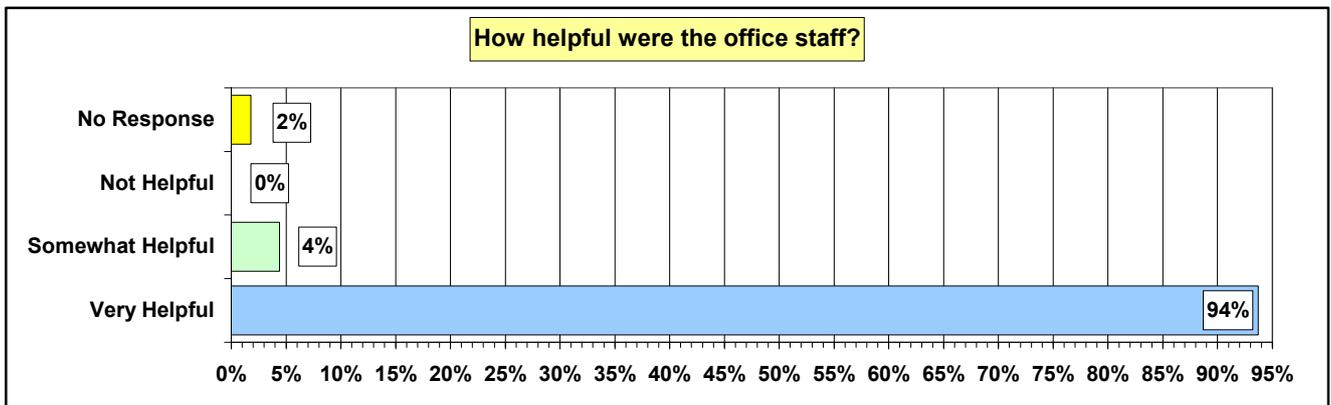


Question 2. Distribution of Survey Respondents

How long did you have to wait in the office before receiving services?	Total Respondents	
	Number	Percent
Under 10 minutes	73	65.8%
Between 10 and 15 minutes	26	23.4%
More than 15 minutes	10	9.0%
No Response	2	1.8%
Totals	111	100.0%

• **Question 3**

How helpful were the office staff?



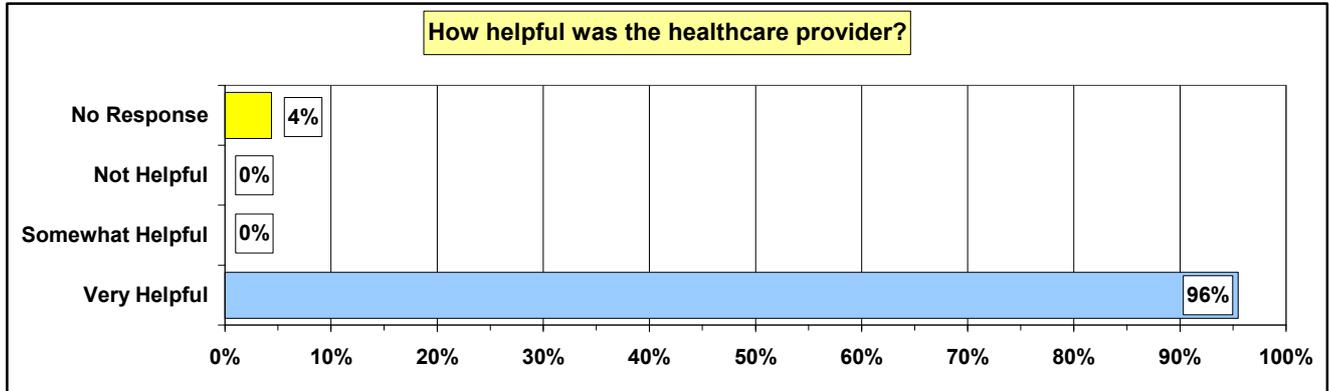
Question 3. Distribution of Survey Respondents

How helpful were the office staff?	Respondents	
	Number	Percent
Very Helpful	104	93.7%
Somewhat Helpful	5	4.5%
Not Helpful	0	0.0%
No Response	2	1.8%
Totals	111	100.0%

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

• **Question 4**

How helpful was the healthcare provider (doctor or nurse practitioner)?

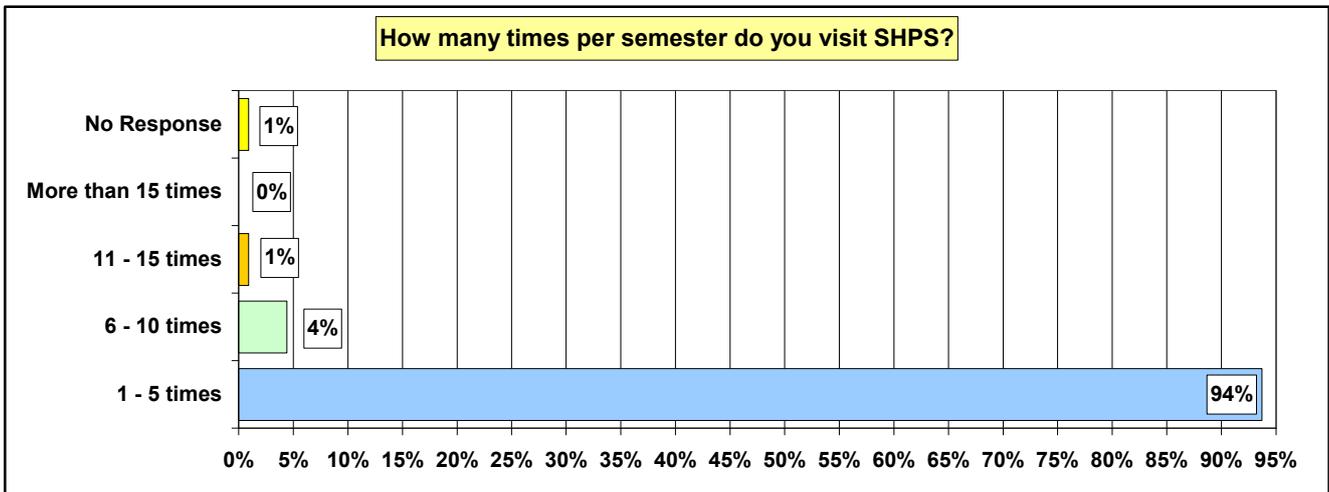


Question 4. Distribution of Survey Respondents

How helpful was the healthcare provider?	Respondents	
	Number	Percent
Very Helpful	106	95.5%
Somewhat Helpful	0	0.0%
Not Helpful	0	0.0%
No Response	5	4.5%
Totals	111	100.0%

• **Question 5**

Approximately how many times per semester do you visit Student Health and Psychological Services?



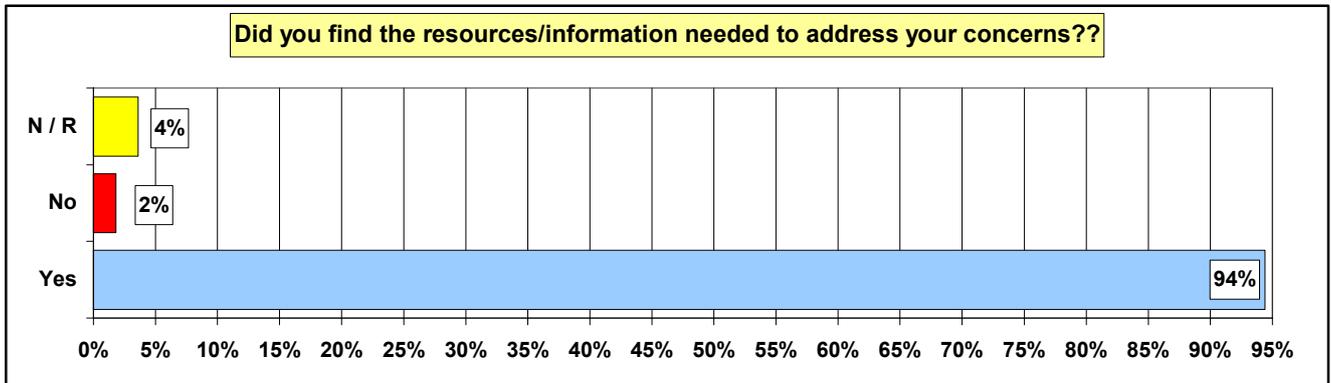
Question 5. Distribution of Survey Respondents

Approximately, how many times per semester do you visit SHPS?	Total Respondents	
	Number	Percent
1 - 5 visits	104	93.7%
6 - 10 visits	5	4.5%
11 - 15 visits	1	0.9%
More than 15 visits	0	0.0%
No Response	1	0.9%
Totals	111	100.0%

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

• **Question 6**

Did you find the resources or information you needed to address your healthcare concerns?



Question 6. Distribution of Survey Respondents

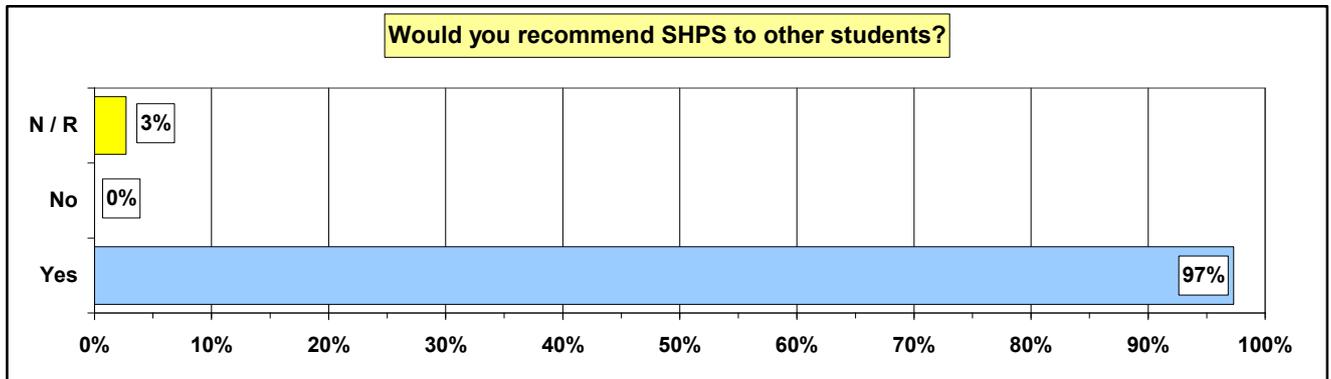
Did you find the resources or information you needed to address your concerns?	Respondents	
	Number	Percent
Yes	105	94.6%
No (<i>Explanations appear below</i>)	2	1.8%
No Response (N / R)	4	3.6%
Totals	111	100.0%

Explanation # 1: I need a pap and now it's not available, I think they should still help students that way

Explanation # 2: They no longer can treat for my situation

• **Question 7**

Would you recommend Student Health and Psychological Services to other students?



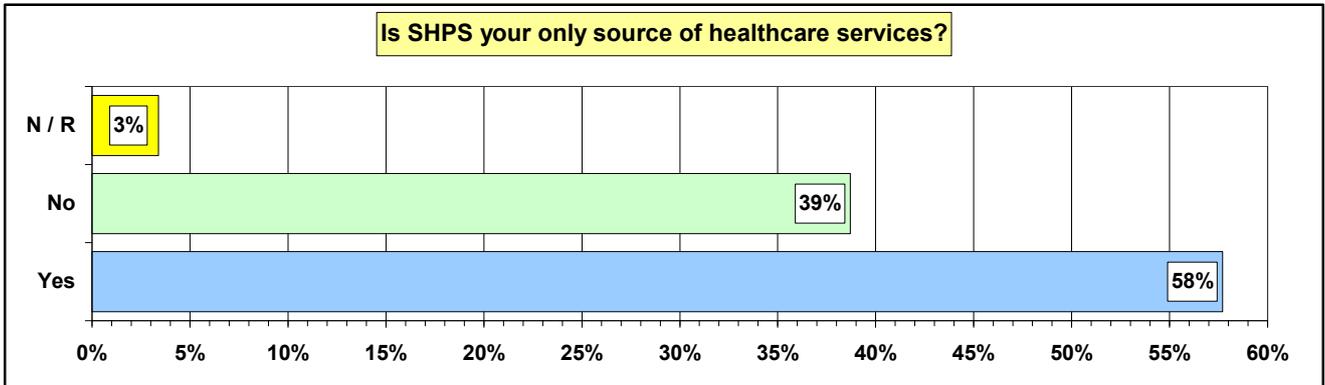
Question 7. Distribution of Survey Respondents

Would you recommend SHPS to other students?	Total Respondents	
	Number	Percent
Yes	108	97.3%
No	0	0.0%
No Response (N / R)	3	2.7%
Totals	111	100.0%

VENTURA COLLEGE
 Student Health and Psychological Services
 Spring 2011 -- STUDENT SATISFACTION SURVEY

• **Question 8**

Is Student Health and Psychological Services your only source for obtaining healthcare services?

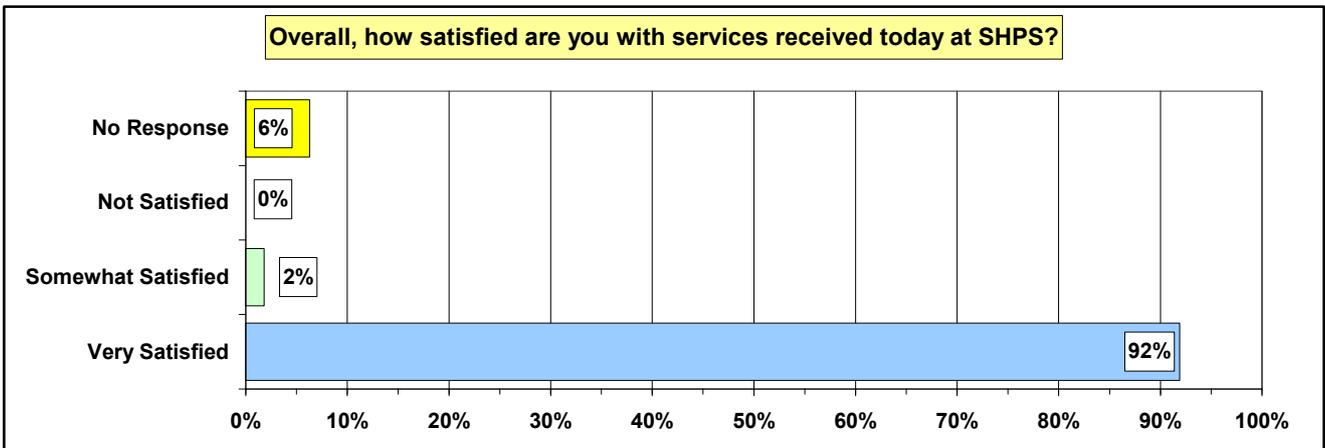


Question 8. Distribution of Survey Respondents

Is SHPS your only source for obtaining healthcare services?	Total Respondents	
	Number	Percent
Yes	64	57.7%
No	43	38.7%
No Response (N / R)	4	3.6%
Totals	11	100.0%

• **Question 9**

Overall, how satisfied are you with the services that you received here today?



Question 9. Distribution of Survey Respondents

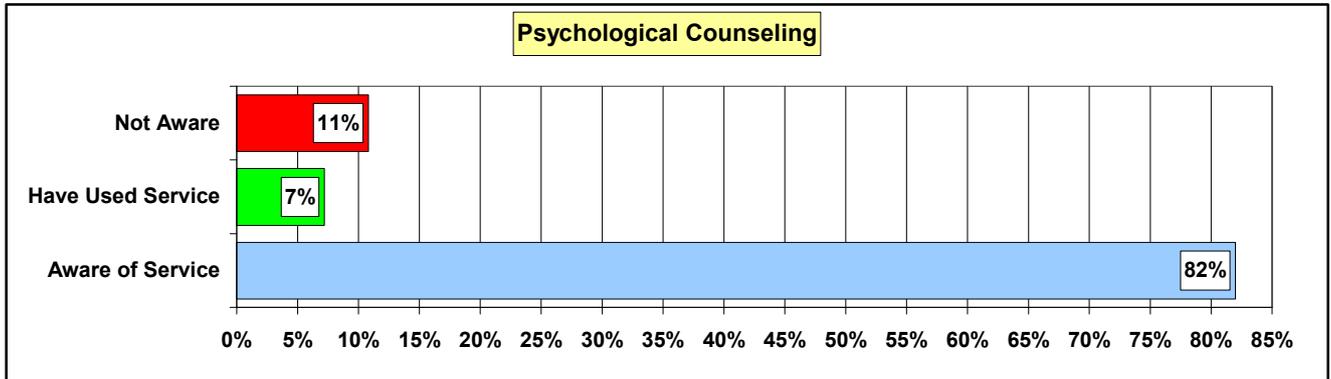
Overall, how satisfied are you with the services received today at SHPS?	Total Respondents	
	Number	Percent
Very Satisfied	102	91.9%
Somewhat Satisfied	2	1.8%
Not Satisfied	0	0.0%
No Response	7	6.3%
Totals	111	100.0%

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

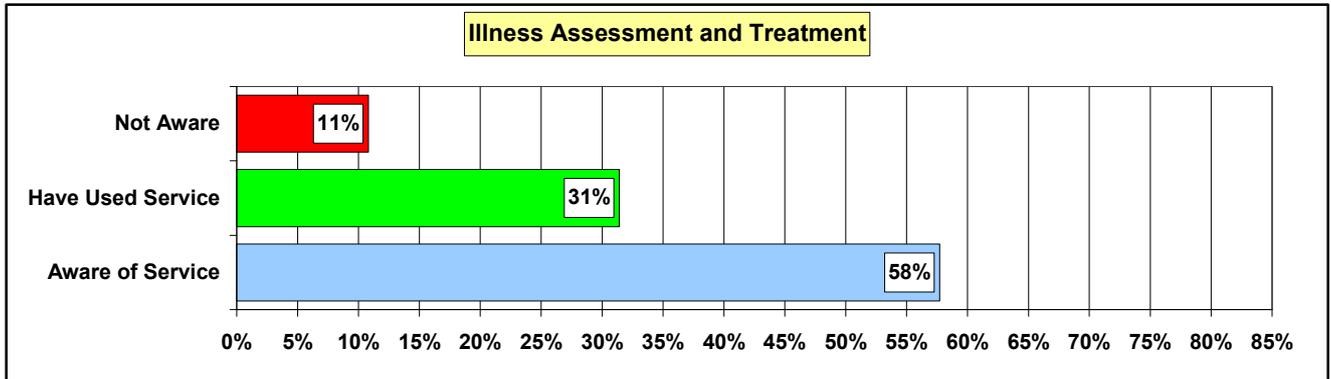
• Question 10

Please indicate the Student Health and Psychological Services you are aware of or have used:

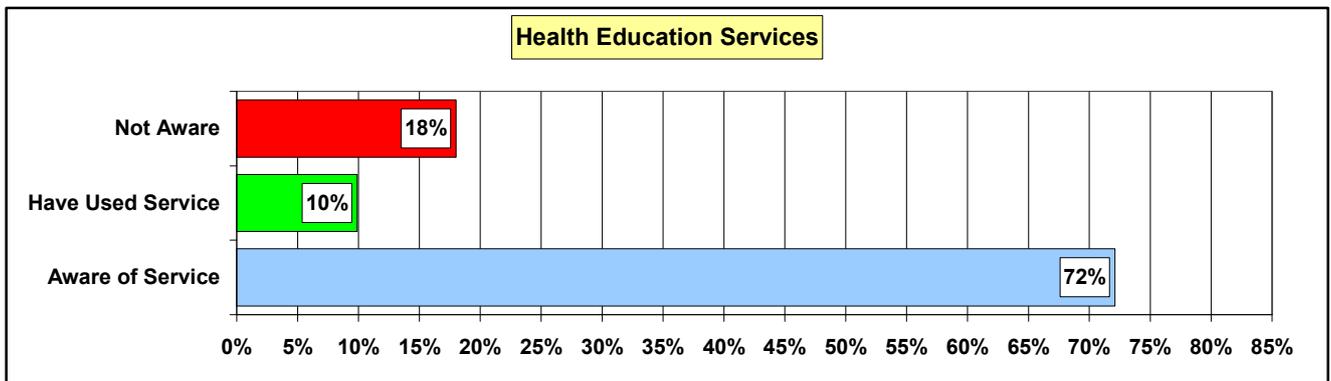
a. Psychological counseling



b. Illness assessment and treatment



c. Health education services



Question 10. Distribution of Survey Respondents

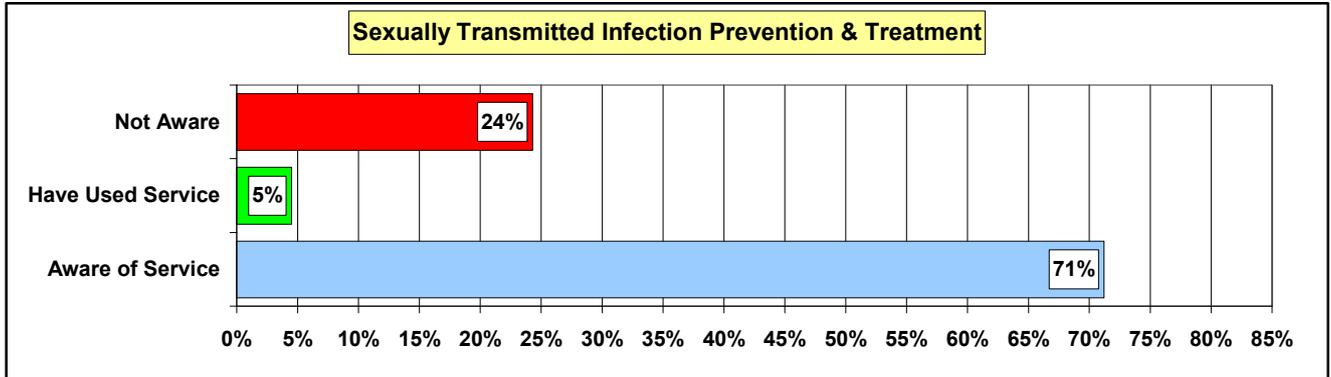
Awareness or Use of Service	a. Psychological counseling		b. Illness assessmnt / treatmnt		c. Health education services	
	Number	Percent	Number	Percent	Number	Percent
Aware of Service	91	82.0%	64	57.7%	80	72.1%
Have Used Service	8	7.2%	35	31.5%	11	9.9%
Not Aware	12	10.8%	12	10.8%	20	18.0%
Totals	111	100.0%	111	100.0%	111	100.0%

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

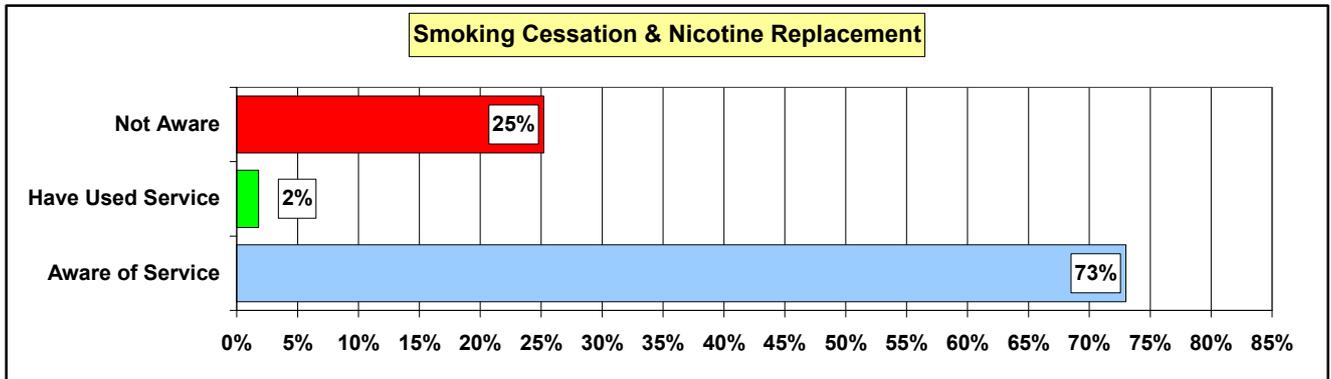
• **Question 10 (Continued)**

Please indicate the Student Health and Psychological Services you are aware of or have used:

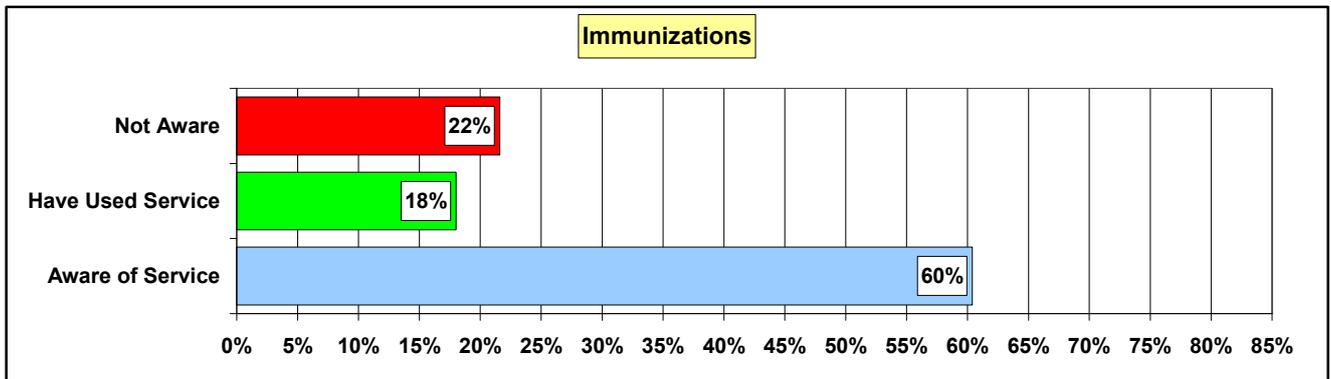
d. Sexually transmitted infection prevention and treatment



e. Smoking cessation and nicotine replacement



f. Immunizations



Question 10. Distribution of Survey Respondents

Awareness or Use of Service	d. STI prevention & treatmnt		e. Smoking cess. & nicotine rplmnt		f. Immunizations	
	Number	Percent	Number	Percent	Number	Percent
Aware of Service	79	71.2%	81	73.0%	67	60.4%
Have Used Service	5	4.5%	2	1.8%	20	18.0%
Not Aware	27	24.3%	28	25.2%	24	21.6%
Totals	111	100.0%	111	100.0%	111	100.0%

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

• **Question 11**

What health topics or services are most important to you?

To answer **Question 11**, students were asked to type-in their responses from the computer keyboard. The **67** written responses (which represent **60%** of all respondents) are reproduced verbatim in the table below (on **pages 9 and 10**). The Reference Number is a unique number that SurveyMonkey automatically assigns to each of the surveys.

Reference Number	Responses
1324035409	the health services that are important to me are the check ups for blood pressure, temp, eye, ear, etc.
1324044140	my health physically and emotionally stable
1324046964	all
1324050451	no idea
1324052112	healthy diet, exercise
1324054236	illness assessment and treatment
1324059796	i really like medicine so anything that falls into this field
1324061443	SEXUAL HEALTH
1324084293	HOW TO FEEL BETTER IN ALL OCCASSIONS
1324085832	MY HEALTH
1324089945	ACURAT DIAGNOSIS AND TREATMENT
1324091299	UNKNOWN
1324100239	PREVENTION
1324100969	STD AND EDUCATION THEY AFFECT EVERYONE AND PEOPLE NEED TO UNDERSTAND TO PROTECT THEMSELVES BETTER
1324102480	ILLNESS AND TREATMENT
1324102680	All there services are helpful
1324108667	ILLNESS ASSESMENT AND TREATMENT, PSYCOLOGICAL SERVICES
1324112239	IMMUNIZATIONS
1324113951	QUICK CHECK ON NON ACUTE ISSUES
1324116757	ILLNESS ASSESSMENT AND TREATMENT PSCHOLOGICAL SERVICE
1324117820	HEALTH EDUCATION
1324119663	THE MOST INTERESTING IS THE HEALTHY WEIGHT CONTROL.
1324123614	PREVENTING DISEASE, KEEPING MYSELF HEALTHY THROUGH EXERCISE AND DIET
1324125448	Flu shots and therapy also now that I know they test for STD I will come for that
1324126654	THE GET MOVING PROGRAM
1324129548	counseling general medical treatment
1324132986	WEIGHT MAINTAINANCE AND HOW IT AFFECTS ONE SELF
1324137300	SEXUAL SERVICES
1324139390	diet and exercise
1324139773	HOW TO PREVENT THE COMMON FLU
1324143320	ANYTHING IS WORTH KNOWING ABOUT BUT I LIKE THAT WE CAN GET CHECKED OUT HERE WHEN WE GET SICK. I ALSOO LIKE THAT THEY HAVE A GET HEALTHY PROGRAM (NUTRITION & DIET)
1324144415	I like breathing
1324150710	PHYSICALS
1324151427	Women's well health and yearly paps
1324152895	Illness treatment
1324154009	IT'S PREVENTATIVE
1324154835	General Health care illness
1324157909	What's in our food
1324160583	at the moment sexually transmitted infections

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

• **Question 11 (Continued)**

What health topics or services are most important to you?

Reference Number	Responses
1324165326	ALL
1324173344	it would definitely have to be sti's because there a lot of crazy things out there you only get 1 body so treat it right
1324178570	Sexually transmitted prevention
1324179722	CARDIO
1324181304	all of them
1324182432	its all very important
1324183942	weight loss and cholesterol
1324185953	MENTAL HEALTH AND PHYSICAL HEALTH
1325700268	general health maintenance
1325704761	general health such as physical
1325706053	my stress and concentration with school
1325708374	mental health
1325708550	physical health
1325709637	me
1325710515	doctor visits
1325712192	i had a cough
1325714961	maintain a good health so immunization, get moving, health education
1325715758	using to maintain basic well being and receive tests that are needed
1325716786	nutrition
1325720267	sexual illness treatment diagnosis
1325720656	general health and the availability of affordable health care
1325721558	nutrition class
1325723969	receiving medication when needed
1325726358	smoking cessation is very important counseling is very important
1325727751	nutrition is most important to me
1325727753	quitting smoking
1325730689	skin problems
1325731561	heart

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

• **Question 12**

How could Student Health and Psychological Services be more helpful to you?

To answer **Question 12**, students were asked to type-in their responses from the computer keyboard. The **50** written responses (which represent **45%** of all respondents) are reproduced verbatim in the table below (on **pages 11** and **12**). The Reference Number is a unique number that SurveyMonkey automatically assigns to each of the surveys.

Reference Number	Responses
1325731561	keep giving more facts
1325730689	i think is perfect the way it is
1325727751	by having an office staff more friendly and concerned. otherwise everything is pretty great.
1325726358	could be better if continuation of counseling was offered
1325723969	nicer girls up front
1325720656	i don't know they are good now
1325720267	appropriately diagnose increase knowledge of illnesses more accurate test
1325716786	outstanding they do a great job
1325714961	they do the best they can but if they had more money they can achieve more areas if they can implement dentist at low price it would be great
1325712192	very helpful thank you
1325710515	recommend services for low income health
1325709637	they were great
1325708374	get Dr Pollack back!!! we need him!!!
1325706053	by bringing back the psychological help aspect of treatments
1325704761	already have been very helpful
1325700268	come in at 12:30 Monday and no one could see me until 2pm Tuesday more nurses would help
1324185953	I DONT KNOW BUT I WOULD LIKE TRY TO COME SEE SOMEONE
1324183942	I'm ok with the services
1324182432	i think its fine
1324181304	its perfect
1324179722	CHECK MY HEALTH ONCE IN A WHILE
1324178570	Earlier appt 8:00
1324176033	BE ABLE TO PROVIDE ON GOING PERSCRIPTIONS SINCE I AM ON MAINTENANCE MEDICATION AND DONT HAVE HEALTH INS. I CANT AFFORD GOING TO MY PRIMARY PROVIDER WHILE I AM A FULL TIME STUDENT
1324173344	I've only used the health services once and haven't had a complaint and cant think of anything on how it can be more helpful
1324165326	HELP WITH MEDICATION LONG TERM
1324160583	Not sure seemed helpful
1324154835	The program is great and very accommodating
1324151427	have as many services as can
1324144415	Telling students about affordable health insurance for students on student budget
1324143320	THEY ARE DOING EXCELLENT
1324139773	PLACE POSTERS OR SEND THE MESSAGE THROUGH THE SCHOOL NEWSPAPER
1324137300	IT IS HELPFUL ALREADY
1324132986	THEY DO A GREAT JOB ALREADY
1324125448	I think if they visited all the class at the beginning of the semester & let everyone know about the services you provide more students would use it similar to the tutor center
1324123614	I THINK THEY ARE WONDERFUL AND THERE IS NO ROOM FOR IMPROVEMENT
1324116757	THEY ARE GREAT IVE BEEN SATISFIED
1324112239	COULDNT BE MORE HELPFUL, THEYRE GREAT
1324108667	I CAN THINK OF NO WAY

VENTURA COLLEGE
Student Health and Psychological Services
Spring 2011 -- STUDENT SATISFACTION SURVEY

• **Question 12 (Continued)**

How could Student Health and Psychological Services be more helpful to you?

Reference Number	Responses
1324102680	Dental Assistance
1324102480	THEY WERE GREAT
1324100969	ALOT OF STUDENTS DONT REALIZE THAT WE HAVE THESE RESOURCES ON CAMPUS THE INFO NEEDS TO BE PUT OUT THERE MORE :)
1324100239	NOT SURE
1324091299	UNKNOWN
1324089945	THE DOCTORS NEED BETTER "BED-SIDE MANOR" BUT THE NURSE PRACTITIONERS ARE AWESOME.
1324084293	IT IS ALREADY HELPFUL WITH THE FAST AND NICE SERVICE
1324059796	HONESTLY THEY'RE REALLY HELPFULL ALREADY I CANT THINK OF ANYTHING ELSE
1324050451	no idea
1324050400	bullies on campus
1324044140	they are helpful enough by just providing me with enough information of my needs
1324035409	the student health center is good as it is

• **Estimate of Individual Students in Spring 2011**

Month	Instructional Days	
January	15	
February	18	
Total	33	Total instructional days in spring 2011: 84

$33 \div 84 = .393$ **39.3%** of the 84 instructional days in **spring 2011** are in **January** and **February 2011**.

Category	Number of Respondents	Percentage of Respondents	x	Total January & February Visits	=	Number of Visits by Category
1 – 5 visits	104	94.6%	x	765	=	724
6 – 10 visits	5	4.5%	x	765	=	34
11 – 15 visits	1	0.9%	x	765	=	7
Over 15 visits	0	0.0%	x	765	=	0
Totals	110	100.0%		-----		765

Note: The one student who did **not** respond to Question 5 is excluded from the calculations.

Category	Average Visits	x	Percent of Instructional Days	=	January & February Visits	÷	January & February Visits	=	Number of Students
1 – 5 visits	3	x	39.3%	=	1.18	÷	1.18	=	613
6 – 10 visits	8	x	39.3%	=	3.14	÷	3.14	=	11
11 – 15 visits	13	x	39.3%	=	5.11	÷	5.11	=	1
Totals	---		-----		-----		-----		625

625 individual students in January & February **divided by 39.3% equals 1,590** individual students in **spring 2011**

For a survey population of **1,590**, the sample size would need to be **310** to ensure a **95%** confidence level with a confidence interval of $\pm .05$.

Ventura College
Student Health and Psychological Services
SPRING 2011 – STUDENT SATISFACTION SURVEY

We are continually trying to improve our services to meet your needs. Before leaving the office, please take a few minutes to fill out this **anonymous** survey. To answer most of the questions, all you do is check off (✓) your answer.

1. How did you become aware of Student Health and Psychological Services? (Please mark all that apply)

- | | | |
|--|---|--|
| a. <input type="checkbox"/> Friend | d. <input type="checkbox"/> Campus police | g. <input type="checkbox"/> College instructor or staff member |
| b. <input type="checkbox"/> Walked by the office | e. <input type="checkbox"/> VC Class Schedule | h. <input type="checkbox"/> Internet/Online |
| c. <input type="checkbox"/> Poster | f. <input type="checkbox"/> VC Catalog | i. <input type="checkbox"/> Other |

2. How long did you have to wait in the office before receiving services?

- a. Under 10 minutes b. Between 10 and 15 minutes c. More than 15 minutes

3. How helpful were the office staff?

- a. Very helpful b. Somewhat helpful c. Not helpful

4. How helpful was the healthcare provider (doctor or nurse practitioner)?

- a. Very helpful b. Somewhat helpful c. Not helpful

5. Approximately how many times per semester do you visit Student Health and Psychological Services?

- a. 1 – 5 times b. 6 – 10 times c. 11 – 15 times d. More than 15 times

6. Did you find the resources or information you needed to address your health concerns?

- a. Yes b. No – Please explain: _____

7. Would you recommend Student Health and Psychological Services to other students?

- a. Yes b. No – Please explain: _____

8. Is Student Health and Psychological Services your only source for obtaining healthcare services?

- a. Yes b. No

9. Overall, how satisfied are you with the services that you received here today?

- a. Very satisfied b. Somewhat satisfied c. Not satisfied

10. Please indicate the Student Health and Psychological Services you are aware of or have used:

<u>Health and Psychological Services</u>	<u>Aware of Service</u>	<u>Have Used Service</u>
a. Psychological counseling	a. <input type="checkbox"/>	a. <input type="checkbox"/>
b. Illness assessment and treatment	b. <input type="checkbox"/>	b. <input type="checkbox"/>
c. Health education services	c. <input type="checkbox"/>	c. <input type="checkbox"/>
d. Sexually transmitted infection prevention and treatment	d. <input type="checkbox"/>	d. <input type="checkbox"/>
e. Smoking cessation and nicotine replacement	e. <input type="checkbox"/>	e. <input type="checkbox"/>
f. Immunizations	f. <input type="checkbox"/>	f. <input type="checkbox"/>

To answer Questions 11 and 12, please use the reverse side of this form.

11. What health topics or services are most important to you?

12. How could Student Health and Psychological Services be more helpful to you?