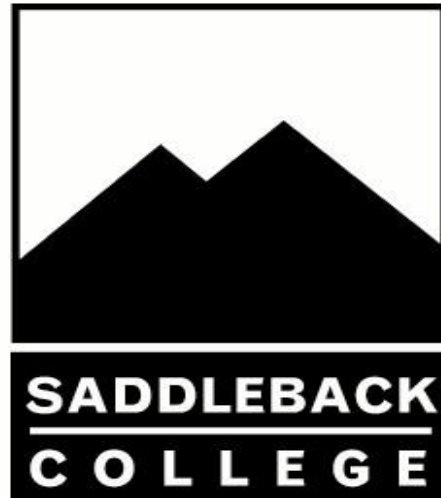


# **SADDLEBACK COLLEGE**

Student Health Services



## **Program Review 2003-2004**

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## Executive Summary

Basic health care services have been provided to Saddleback College students since 1975. The Student Health Center has performed many internal studies and reviews in its 20 year history in an effort to ensure student success by providing health services and activities designed to enhance the physical and mental well-being of each student served.

Changes in student demographics, decreasing availability of community-based public health care services, and increasing cost of health insurance and health care services have increased utilization of the Student Health Services programs. These changes and the resulting increased demand for health services make program review critical to the successful continuation of program services.

This is Student Health Services first formally documented program review. The purpose of this review was to examine current services for appropriateness and effectiveness in relation to the needs of the college community.

### Overview of the program review process used

The program review process began in Fall 2002. The first action taken in this process involved evaluation of the data collected by the Student Health Center for accuracy and information value. Identified, required changes to data collection were implemented beginning with the Spring 2003 semester.

Next, the Mission Statement and primary goals were reviewed and re-written to accurately present the intentions, values, goals, and vision of the department's program as well as to ensure their alignment with the Mission and goals of the Division, College, and District.

A Health Services Association of California Community Colleges' Student Satisfaction Survey was adapted for on-campus use. This survey collected information related to basic demographics, types of services utilized, service satisfaction, and student perceived health care services needs.

The last step in this program review process involved interpretation of statistical data collected and student satisfaction survey results. Input was received from both department professional and clerical staff.

### *Findings – Program Strengths*

- Health services are easily accessed.
- Student users are very satisfied with services offered by, and obtained from, the Health Center and its staff.
- 2003-2004 outreach and health promotion activities were successful in increasing both employee and student awareness of available services.

*Findings – Program Weaknesses/Areas of Improvement*

- The general student community remains unaware of the scope of health services available on-campus.
- General physician service hours are currently insufficient to meet the daily needs of students.
- The total numbers of available psychological counseling hours are currently insufficient to meet student demand.
- The adopted Student Satisfaction Survey requires revision to improve accuracy and relevancy of collected data.

*Recommendations*

The Program Review recommendations will serve as a platform for the development of goals and action plans that will be designed to ensure the visibility of campus health services and provide appropriate levels of physical and psychological support to every student.

## Program Description

### *Historical Overview*

The students of Saddleback College voted in favor of establishing an on-campus student health center funded by a mandatory health fee in the Spring Quarter of 1975. With the approval of the Board of Trustees, the Student Health Center opened its doors September 4, 1975 in Building C on lower campus.

Statistical data collected between September 1975 and August 1976 fixed the total number of student visits to the center's health care providers at 3,210. Services provided by the registered nurses during this period were limited to first aid, health counseling, public health surveillance activities, and referrals to community health agencies. A family practice physician provided 10 service hours per week, treating students requiring acute, non-emergent, non-chronic illnesses and injuries. Individual and group psychological counseling services were provided by a psychiatrist 6 hours per week. This compilation of services adhered to Title V Regulations §54702 Health Supervision & Services Fee Regulations, Section 54702 of Subchapter 7 of Chapter 5 of Division 6 of Title 5 of the California Code of Regulations (Appendix A).

Today, the Student Health Center is located in the Student Services Building on upper campus and is expanding its nursing, public health, primary care, and psychological counseling services to meet the growing needs of our student population. Statistical data collected during the academic year 2003-2004 fixed the total number of student visits at 7,990.

### *Staffing*

Student Health Services is currently staffed with the following positions:

#### Permanent Full-time Staff

1 Director  
1 Health Center Nurse  
1 Senior Health Office Assistant

#### Permanent Part-time Staff

1 Health Center Nurse (vacant) (50% time)  
1 Health Office Assistant (vacant) (50% time, 10 month position)

#### Part-time, non-teaching Academic Staff

2 Family Practice Physicians (total: 55% time, Fall/Spring Semesters)  
2 Gynecologists (total: 10% time, Fall/Spring Semesters)  
1 Clinical Psychologist (25%time, Fall/Spring Semesters)

Temporary, Part-time Staff

5 Volunteer Marriage Family Therapy and  
 Doctorate of Psychology intern candidates from  
 Alliant International University (total: 100% time, Fall/Spring Semesters)

1 Federal Work Study student (total: 42.5% time, Fall/Spring Semesters)

Job Descriptions for the permanent positions in Student Health Services and the organizational chart are contained in Appendix B.

**Facility, Equipment and Hours of Operation**

Student Health Services is located in the Student Services Center, Room 177. The floor plan allows for a student reception area, a clerical front office, three examination rooms, two mental health interview/therapy rooms, one observation/rest area for ill or injured students, a laboratory, a handicap accessible bathroom/shower, a physicians’ office, and an administrative office.

Student Health Services maintains the following equipment for the physical and psychological assessment and treatment of individual students, and the confidential maintenance of individual private health information and medical records:

- |                                      |   |
|--------------------------------------|---|
| 5 seven-shelf, locking lateral files | 1 wheelchair  |
| 1 fax machine                        | 1 pocket chem ua analyzer                                     |
| 1 copier                             | 4 oto/ophthalmoscopes   |
| 3 standard college computers         | 2 audiograph units  |
| 1 paper shredder                     | 1 wood’s lamp   |
| 1 autoclave                          | 1 glucometer  |
| 1 centrifuge                         | 1 campus emergency transport vehicle                          |
| 1 medication refrigerator            | 1 campus police scanner                                       |
| 2 automatic external defibrillators  | 1 weight scale  |
| 1 electrocardiograph unit            | 1 medication/laboratory refrigerator                          |
| 2 examination tables                 | various durable medical assessment and treatment instruments. |
| 1 venipuncture chair                 | various single use medical supplies,                          |
| 1 pulse oximeter                     | including but not limited to, prescription and                |
| 2 peak flow meters                   | OTC medications, venipuncture, and                            |
| 1 nebulizing compressor              | specimen collection supplies                                  |
| 2 oxygen tanks                       |   |

The Student Health Center is open Mondays through Thursdays 8:00 am to 7 p.m. and Fridays 8:00 a.m. to 3 p.m. The Student Health Center is closed Saturdays, Sundays, and when classes are not in session.

**Mission Statement**

The mission of Student Health Services is to enhance the educational potential of Saddleback College students by promoting wellness and addressing the physical and psychological health concerns that create barriers to learning.

Through early illness intervention, psychological counseling, health education, preventative services, and collaboration with community resources, students will learn to participate in their healthcare, make healthy lifestyle choices, and achieve their optimum health which will contribute to both retention and academic success. All services will be accessible, affordable, cost-effective, and designed to help students minimize or avoid interruptions in their academic and career pursuits.

**Philosophy**

We realize that students are the focus of the college and we operate with the philosophy that good health is essential to student success.

We understand the students' right to privacy, dignity and quality care and this theme is central to our service.

We recognize that each student is unique and we treat every student with compassion, integrity, and respect, assuring all services are provided within an environment of caring, and with the non-judgmental approach essential for establishing levels of confidentiality, trust and comfort.

We strive to integrate care for the physical, psychological, and social aspects of an individual student's health problem(s) with sensitivity to the student's cultural diversity, and within the practical limits of the circumstances, in all health interactions.

**Primary Goals and Objectives**

The primary goals and objectives of Student Health Services are designed to enhance the educational process. These goals and objectives are to:

1. help students attain and maintain an optimum health status so that they may receive maximum benefit from their educational experiences,
2. encourage and assist students in the development of positive health attitudes and practices,
3. provide Public Health prevention and surveillance services adhering to the recommended guidelines of the Centers for Disease Control, the United States and California Departments of Public Health, and Orange County Public Health,
4. provide basic first aid services to protect the health of the entire campus community,
5. maintain and use private medical and psychological health information in compliance with Public Law 104-191 Health Insurance Portability and Accountability Act of 1996 and,
6. conduct on-going evaluation of Student Health Services programs and service.

### **Program Components**

The Saddleback College Student Health Services program includes three major components: clinical care, mental health counseling, and special program services. All program components adhere to the description of approved services outlined in California Code of Regulations Title V §54702. Services are available to students enrolled in at least one on-campus class and have paid the health fee or have had the health fee waived by the Board of Governors under a financial aid program.

Health care services are limited for college employees to district-required tuberculosis skin testing, annual flu vaccinations, first aid, and nursing consultation. Services offered to the general community are limited to tuberculosis skin testing and first aid for illnesses or injuries occurring while visitors on the Saddleback College campus.

Student Health Services program components are funded with health fees imposed each semester and summer session, and with minimal, additional revenues from fee-based services provided to students, employees, the District, and the general community.

#### **Clinical Care Services**

Clinical care services provided by the department include both acute health care activities (intervention) and health promotion/outreach activities (prevention). These services are provided by licensed registered nurses, and licensed physicians specializing in family practice and gynecology.

Services provided by registered nurses and physicians include the assessment and treatment of acute, stable medical and mental health conditions, basic first aid and emergency care, immunizations, communicable disease evaluations, reproductive health evaluations, and general health appraisals, including cholesterol screening and nutritional consultations. The center's professional staff is responsible for the development and implementation of on-campus outreach and health promotion activities as well as ensuring health counseling and education is integrated into every student encounter. While chronic, long-term health conditions (diabetes, hepatitis C, cancer, etc.) might be diagnosed by the health center's physicians during the course of a health assessment, on-going clinical care for these chronic conditions is not provided and students are referred to the appropriate community based specialty.

Registered Nurses function within the confines of written Standardized Policies and Procedures as required by the Board of Registered Nursing. Saddleback College Student Health Center's Standardized Policies and Procedures were developed by the Director of Student Health Services and the department's physicians. They include specific parameters for the implementation of approved procedures, laboratory testing, and the dispensing of prescription and non-prescription medications. Standardized Procedures are reviewed annually and updated as required.

During the 2003-2004 academic year, physician services were available 18 hours each week and nursing services were available during all operational hours. Pre-scheduled appointments were recommended for all services, except emergency care and crisis intervention.

Physician and nursing services are provided free of charge to all enrolled students. Minimal charges are incurred by the student only when their individual health care needs require outside purchased services such as laboratory testing or prescription antibiotics. Student Health Services contracts with Council Connections, a group purchasing organization serving community health centers and other non-profit organizations. This affiliation allows the Health Center to purchase medical supplies and laboratory testing at significant savings and to provide students with physician ordered laboratory testing and prescription antibiotics at a minimum 70% discount over community-based fee scales.

### **Mental Health Services**

The mental health services component is structured as a supervised psychology internship program under the direction of a district employed, licensed clinical psychologist who must be an approved supervisor as determined by the American Association of Marriage and Family Therapy, the California Association of Marriage and Family Therapy, and Alliant International University.

Graduate psychology interns from Alliant International University provide short-term individual, couple/family, and group counseling to Saddleback College students under the direct supervision of the health center's psychologist. Interns assess students who self-refer or are referred by college staff. Student needs are evaluated and may include stress management, crisis intervention and suicide prevention, counseling for drug and alcohol addictions, eating disorders, and other psychological conditions that negatively affect their ability to perform academically or remain in school. Psychological testing is provided as requested by the Department of Disabled Student Programs and Services or the health center clinical psychologist. The length of treatment is considered a clinical decision that is based on the specific needs of an individual student. Direct care for diagnosed, chronic, long-term conditions such as schizophrenia, bipolar disorder, etc., is not provided and students are referred to appropriate community based resources.

During the 2003-2004 academic year, the Health Center offered 40 counseling service hours each week. Pre-scheduled appointments are required for individual and couple/family counseling services. Topic specific group counseling sessions are advertised and remain open throughout their prescribed timeline to all students.

All counseling services are provided free of charge to enrolled Saddleback College students.

### **Special Program Services**

#### *Crisis Intervention*

Student Health Services is the first line of intervention for on-campus psychological emergency calls and collaborates with Counseling and Matriculation professionals to provide crisis intervention services to students. Faculty and staff are advised to notify the Student Health Center directly in the event a student in crisis is identified. A Health Center registered nurse provides the initial interview and evaluation of the student, formulating an appropriate course of action. This action usually involves an in-depth interview and evaluation by a department counseling intern and/or clinical psychologist. Counseling and Matriculation professionals develop an on-call schedule every Fall and Spring semester to serve as back-up for crisis intervention when the Student Health Center's counseling professionals are not on duty.

Student Health Services collaborates with Orange County Mental Health Psychiatric Emergency Team when a student has been identified as suicidal or unable to meet one or more activities of daily living in order to protect the student by securing appropriate mental health hospitalization and treatment.

#### *Medical Emergencies and Accidents*

Student Health Center personnel monitor campus police radio communications and co-respond with campus police to medical emergencies and accidents involving bodily harm. Health center nurses provide either triage and transfer to the Student Health Center for treatment or, triage and stabilization services until transfer to an appropriate off-site medical facility for specialized treatment. All department personnel are CPR/AED certified, additionally, unlicensed personnel are certified in First Aid.

A portion of the student health fees collected each semester and summer session fund approximately 52% of the Districts' Student Accident Insurance. Student Health Services provides assistance to students filing claims against the policy due to injuries incurred during college sponsored activities. Communications with the student accident insurance carrier are conducted on behalf of the student when requested and as needed until the student is discharged from medical care and the claim is settled. Records are maintained for a period of seven years.

An Automatic External Defibrillator Program for targeted responders was developed in 2004. Oversight of this campus program is the responsibility of the Student Health Center's Physician and Director. Initial implementation of the program began that same year. Automatic external defibrillators were placed in service in the Student Health Center and the Physical Education/Athletics department after personnel in these areas were trained and certified in the use of these emergency rescue units. Full implementation of the Program is anticipated in mid-2005 after training of Campus Police personnel and Fine Arts volunteers has been completed.

The Director of the Student Health Center is designated as the site coordinator at Saddleback College for the District Blood Borne Pathogen Program and is responsible for providing guidance, resources, and assistance with the development of department specific guidelines.

#### *Health Education and Outreach*

Classroom presentations on a variety of health related topics are available upon faculty request and as health center resources permit. Professional health center personnel are also available to present topic specific in-service training sessions to staff and faculty. A wide selection of health information pamphlets and other health related media materials are maintained in the health center offices and made available to students, faculty and college staff as requested. The department's web page allows students to access information regarding current hours of operation and program services as well as health oriented websites that are both reliable and current.

The Student Health Center participates in all campus special events (such Clubs Day and Transfer Day) by maintaining an information booth in proximity of the event site in an effort to increase awareness of the program's services.

*Specific Health Evaluation Services*

Certain educational programs and other situations require health verification/clearance services. Student Health Services provides physical examinations, immunization history review and updates, clearance for communicable diseases, and maintenance of health records for the following programs and situations as required:

- Students entering Health Sciences Programs,
- District required employee tuberculosis testing/clearance including recommended Hepatitis B vaccinations for Category 1 employees as defined in the Districts Blood Borne Pathogen Program,
- International Student intake,
- Athletic Program health clearances, and
- University health requirements for transfer students.

*Public Health Activities*

Student Health Services implemented both a six and nine month treatment program for students with latent tuberculosis infections to diminish the occurrence of active tuberculosis infection. Development of this program was prompted by the reduction in Orange County Public Health's Tuberculosis Services in 2003 secondary to state budget cuts.

Student Health Services continues to collaborate with the Community Alliance Network /Tobacco Free Communities efforts to assess alcohol, drug and tobacco use by college students and to provide students with free education and prevention materials.

The Student Health Center collaborates with Associated Student Government to provide free educational material concerning sexually transmitted disease prevention and condoms to any interested student.

Flu vaccine is available annually to students and employees requesting this vaccine in an effort to safeguard the health of the general campus community.

Student Health Services' professional personnel maintain compliance with Orange County Public Health's mandatory reporting regulations for communicable diseases and ensure students diagnosed with these diseases receive appropriate treatment and follow-up evaluations.

*Quality Assurance Activities*

Written department policies and procedures incorporate the standards of care for health issues most often implemented within Student Health Services. Standardized Procedures are written for particular health care interventions as required by the California Board of Registered Nursing.

Annual staff review for compliance with mandatory licensing, continuing education, and CPR/AED certification is conducted through an on-going Quality Assurance program. Quarterly department in-service meetings provide the opportunity for staff development and training updates concerning issues such as confidentiality and HIPAA compliance, infection control procedures, and mandatory communicable disease reporting among others.

The Public Health Service Act of 1988, section 353 requires certification from the California Department of Health Services/Laboratory Field Services to ensure the quality and reliability of on-site laboratory testing. All professional personnel have been trained according to Clinical Laboratory Improvement standards and the Student Health Center will be certified by CLIA to perform limited laboratory testing by December 2004.

*Mandatory Reporting and Confidentiality of Records*

All contacts with the Student Health Center are kept confidential with the three exceptions required by law: when the student is determined to be a threat to self or others, when information is revealed to a staff member about an incident of child, domestic, or elder abuse, and to report a diagnosed communicable disease.

The Student Health Center is fully compliant with the mandated regulations of the Health Insurance Portability and Accountability Act (HIPAA). This federal law regulates the maintenance and transmission of personally identified health information.

**Program Evaluation**

**Utilization Data Review**

The Student Health Center implemented an in-house software system in Spring 2003 that allowed for the creation of a detailed health services user database and the collection of accurate student utilization data for academic year Fall 2003 through Summer 2004. Prior to the implementation of this software system, all records were kept by hand and data collection was minimal.

7,990 student contact visits were documented during the academic year 2003-2004.

<b>Total Number of Visits by Semester</b>	<b>Counts</b>	<b>Percentage</b>
Fall 2003	3,534	44.3%
Spring 2004	3,190	39.9%
Summer 2004	1,266	15.8%
<b>Total</b>	<b>7,990</b>	<b>100.0%</b>

The total number of students without medical insurance increased 8.4% between Fall 2003 and Spring 2004. Local government sponsored health care agencies have reduced services secondary to recent budget cuts. Uninsured students report increasing difficulty accessing affordable health care. The percentage of students with health insurance declined slightly. Many insured students consider themselves underinsured, reporting deductibles of \$5000 per annum and co-pays of \$40 per visit. These students report three primary reasons for using the programs services:

- they prefer the convenience of on-campus services,
- they can usually be seen in the health center sooner than they can see their primary physician, and
- there are no co-pays.

<b>Insurance Type</b>	<b>Fall 2003</b>	<b>Spring 2004</b>	<b>Summer 2004</b>
Government Funded (Medi-Cal, MSI, MediCare)	6.9%	8.8%	6.8%
Private Insurance	39.2%	38.6%	39.9%
Uninsured	30.8%	39.2%	30.7%
Unidentified	23.1%	13.4%	22.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Demographic information concerning the ethnicity and age of health center student users compare favorably with the same markers of general student demographics collected by Saddleback College for the Fall 2003 semester. This similarity may indicate that department outreach efforts are successfully targeting this complement of Saddleback College’s student population.

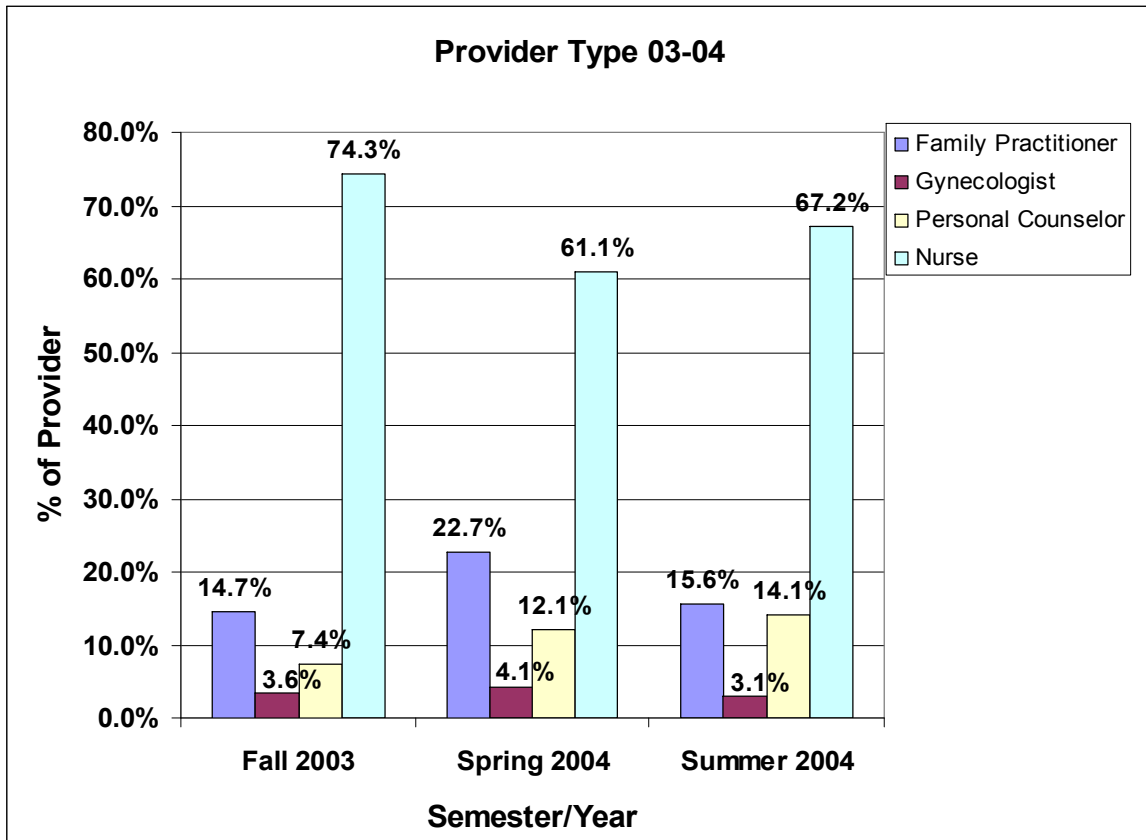
<b>Ethnicity</b>	Asian	African Am.	Hispanic	Native Am.	Pacific Isl.	White	Other
SC Student Population Fall '03	7.80%	1.70%	11.40%	0.50%	0.50%	67.10%	10.90%
SHS Users Fall'03	8.70%	1.90%	12.20%	1.00%	0.80%	58.80%	16.60%

<b>Age</b>	<20	20-24	25-29	30-34	35-39	40-49	50+
SC Student Population Fall '03	21.40%	23.10%	8.20%	6.10%%	5.00%	9.80%	26.30%
SHS Users Fall'03	14.20%	27.50%	14.40%	7.50%	7.80%	12.30%	16.30%

Demographic comparisons for gender indicate female students utilize campus health services at a significantly higher rate than males. This greater utilization rate may simply correspond with Department of Health and Human Services statistics that demonstrate women as the greater consumers of health care in the United States. Despite this DHHS statistic, health center personnel must evaluate this difference in program utilization to determine any potential cause and correct any contributing weaknesses or oversights in its’ outreach efforts.

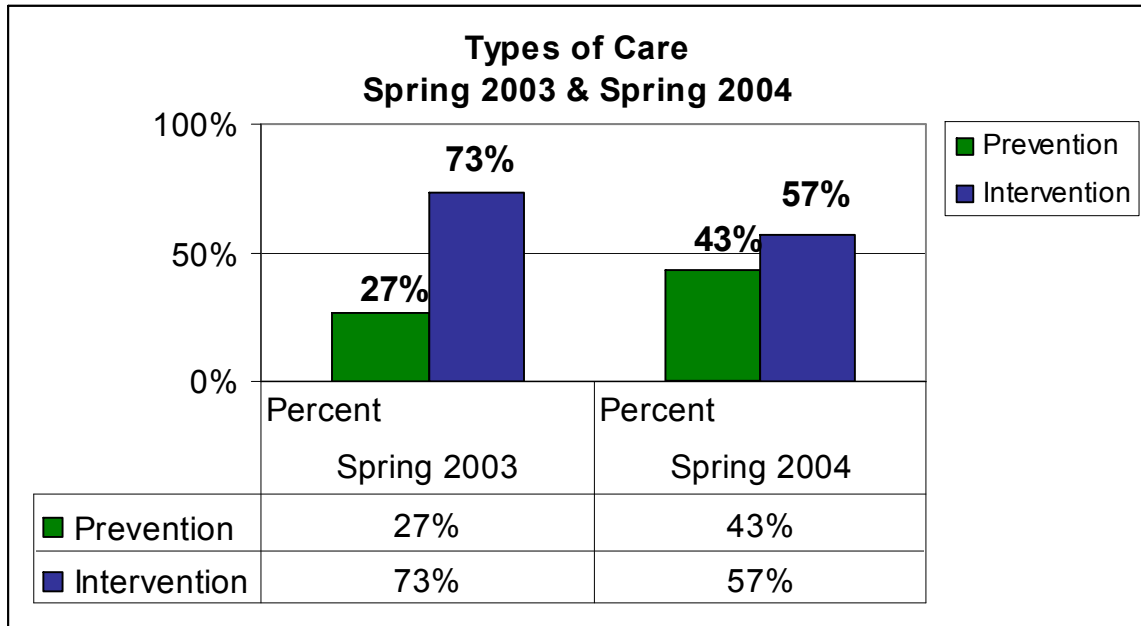
<b>Gender</b>	Male	Female
SC Student Population Fall '03	39.30%	60.70%
SHS Users Fall'03	26.40%	73.60%

Most health care services continue to be provided by the department’s Registered Nurses. However, as shown in Graph 1 below, Family Practice physician and psychological counseling service needs increased 8 % and 4.7 % respectively from Fall 2003 to Spring 2004 even though spring semester contact visits are traditionally lower than fall semester counts. A small increase (0.5%) was also noted in the access of gynecological services. These increases reflect an escalating student need for health care services.



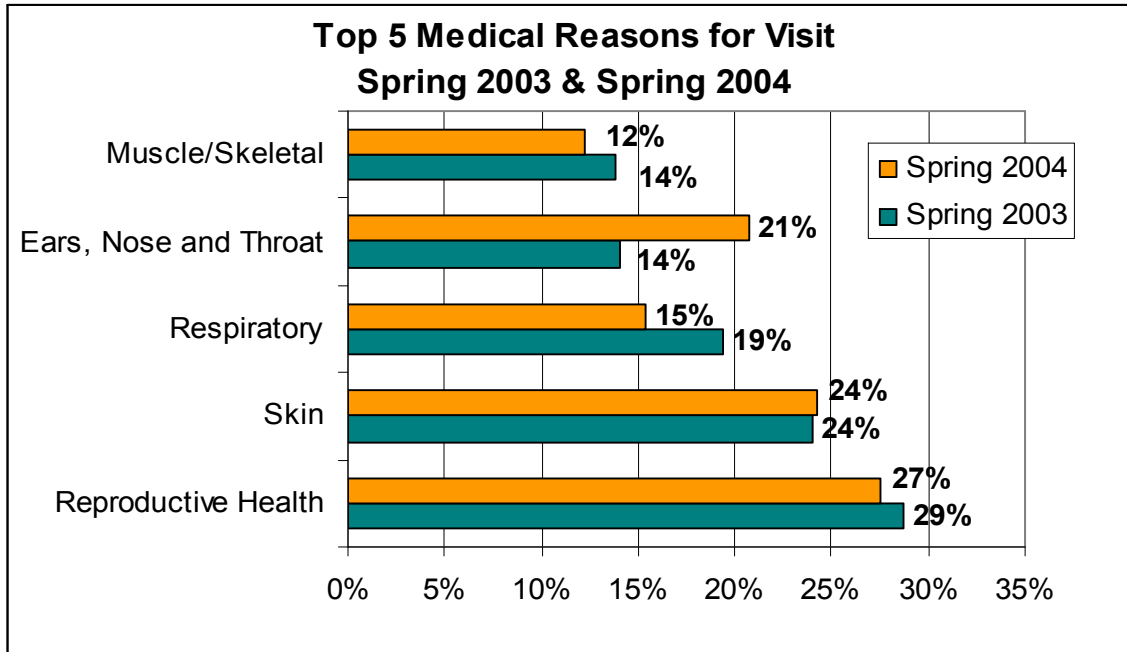
Graph 1

Student health care is divided into two broad categories: intervention and prevention services. Intervention services encompass the assessment and treatment of psychological issues, and physical illnesses or injuries. Prevention services are elective and are designed to encourage students to become agents of their own health by choosing healthy lifestyles.



**Graph 2**

Student Health Services’ personnel initiated a wellness campaign in Fall 2002. This campaign was designed to encourage students to evaluate the effectiveness of their lifestyle choices with input from health center professionals. Individualized programs addressing weight control and healthy eating, healthy interpersonal relationships, and smoking cessation were developed, advertised, and implemented. These programs were established to improve student utilization of prevention services and, by Spring 2004, a 16% increase was realized (Graph 2).



**Graph 3**

Intervention services continue to be accessed most frequently by students. Students accessed services in the health center at a higher rate when they experienced disruptions in the normal functioning of the body systems shown in Graph 3. Diagnosis in each of these system categories ranged from minor, readily treated disruptions to serious disruptions requiring specialized services.

1.64% of the students seeking health services in Spring 2003 and 3.29% in Spring 2004 presented with complex health issues that required specialized care. After initial evaluation and stabilization treatment in the health center, these students were referred to community agencies.

The unduplicated number of students accessing mental health services increased 9.53% from Spring 2003 to Spring 2004. The tables below show the top five identified diagnoses. The total number of students seeking counseling has increased. Depression and family relationship problems continue to be the major presenting complaints. These mental health issues may place students at risk for delaying or abandoning their educational goals.

Spring 2003	Percent
<b>Top 5 Psychological Reasons for Visit</b>	
<b>Depression/Other Mood Disorders</b>	37%
<b>Family Relationship Problems</b>	27%
<b>Anxiety</b>	26%
<b>Eating Disorders</b>	6%
<b>Adjustment Disorders</b>	4%
<b>Total</b>	100%

Spring 2004	Percent
<b>Top 5 Psychological Reasons for Visit</b>	
<b>Family Relationship Problems</b>	45%
<b>Depression/Other Mood Disorders</b>	22%
<b>Psychological Assessments</b>	17%
<b>Anxiety</b>	10%
<b>Chemical Dependency</b>	6%
<b>Total</b>	100%

## Student Satisfaction Survey

### *Design and Implementation*

The instrument used for this survey process was initially developed by the Health Services Association of California Community Colleges. Saddleback College Student Health Services' director, physicians, nurses and clerical staff actively participated in the adaptation and adoption of this survey (Appendix C). The survey contained basic demographic information in order to ensure the sampled population was representative of the general student population. The survey was designed to obtain information concerning student satisfaction for the purpose of assessing and re-designing current program services as indicated and, designing future program services that best meet student health care needs. Additionally, the survey contained four open-ended questions allowing participants opportunity to describe student health center experiences and make suggestions for program improvement and/or additional types of health care service.

The paper survey was offered in three different campus settings between Fall 2003 and Spring 2004. This distribution plan was designed to target a pool of students that would fairly represent the general student demographics. Phase 1 of this distribution plan occurred in the student health center. All students seen in the center during the third week of September 2003 were asked to participate in the survey on discharge from the student center. Phase 2 occurred on the Associated Student Governments' Clubs Fair Day in early Spring 2004. Two student workers were assigned to distribute the survey to all students attending the event. The final phase of survey distribution occurred in April 2004 during the Transfer Center's College Fair. Student workers were assigned the same task as described in Phase 2. In each of these instances, students were given the paper survey and asked to return the completed forms to the Student Health Center.

### *Results*

A total of 317 surveys were returned to the health center. Actual collections rates were 102 surveys during Phase 1, 116 surveys during Phase 2, and 99 surveys during Phase 3. Ninety students participating in the survey stated they had never used any health center services leaving a total of 227 surveys that would specifically address health center programs. Appendix C shows count and percentage results as well as the listing of student responses for each query.

1. 28.4% of students completing this survey reported they have never used any campus health center service:
  - 18.8% of these non-users reported being unaware of campus health services.
  - 4.4% believed they needed health insurance to access care.
2. The remaining 71.6% of participating students reported using at least one student health service in the past year.
  - 40.6% presented for routine health examinations and other prevention services.
  - 23.2% accessed intervention services for illnesses and injuries.
  - 9.6% required psychological counseling services.
  - 26.6% of students indicated that the service they required did not fit into the listed choices. These students chose "other" and provided written responses.

3. Satisfaction with service factors concerning availability, wait times, and access were targeted:
  - 90.4% of participants reported being satisfied to very satisfied.
  - 0.4% reported dissatisfaction.
  - 9.2% did not respond.
4. Satisfaction with services provided by health center clerical and professional staff were measured:
  - 92.3% of participants reported being satisfied to very satisfied.
  - 3.4% reported very dissatisfied.
  - 4.3% did not respond.
5. Written responses were obtained to identify any dissatisfaction with services and to elicit suggestions for improvement of services. 126 responses were collected. 67.7% of the respondents claimed no dissatisfaction with services and had no suggestion for improvements. The responses of the remaining 32.3% students could be organized into 4 service improvement categories:
  - Increase the numbers of appointments available with family practice physicians, gynecologists, psychologists, and counseling interns.
  - Improve general student population awareness of healthcare services.
  - Extend hours of operation to include week-ends.
  - Add specialty services: psychiatry, urology, orthopedics, dermatology, and dentistry.

The Student Satisfaction Survey provided the department with some valuable information regarding services. However, after data analysis, this adopted survey was determined to be flawed in its design:

- Survey instructions were unclear. Students who had never used any program service were to complete only questions 1 through 9 and 11. Students who had used any program service should have been instructed to complete all questions except 11. The sequence of the queries may have been the primary cause for many students' incomplete survey responses. Questions # 10 and #11 should have been reversed.
- In some questions, answer options may have been redundant or ambiguous. Terminology, such as "neither" and "does not apply" should have been refined or eliminated.

The raw data reported in Appendix C for questions #10 through #14 does not represent a normal distribution. They include a numerical value and a percentile calculation for non respondents. For example, the number of respondents answering questions about gynecological services was different from the number of respondents answering questions about psychological services. These totals were adjusted for accuracy.

### **Discussion and Recommendations**

Student Health Services is experiencing considerable growth in utilization of all services. Most student users report satisfaction with services offered by and received from the health center. Still, a large number of students surveyed outside the health center are either unaware of campus health services or express misconceptions about access and scope of services. This coupled with rapid turnover in the student population demands Student Health Services engage in repetitive and frequent outreach services. Ensuring every student, each semester, has a basic understanding of available campus health services must be a primary goal for the program if it is to support student learning and retention.

Information gathered during this program review period triggered the development of the following recommendations for academic year 2004 – 2005:

- Increase student awareness of campus health services through regularly occurring outreach activities.
- Expand and improve Student Health Services webpage to provide students with complete information regarding all available health programs and service access.
- Refine the current Student Satisfaction Survey and develop additional survey tools to ensure collected data is useful and accurate.
- Improve utilization of office space to allow multi-functional uses and efficient work flow.
- Fill two part-time classified positions: Health Center Nurse and Health Office Assistant to increase the number of available nursing appointments and to provide the necessary support for an increase in medical and psychological services.
- Increase available appointments with physicians, psychologist, and counseling interns.

**Appendix A****TITLE V REGULATIONS - §54702  
HEALTH SUPERVISION & SERVICES FEE REGULATIONS****1. Section 54702 of Subchapter 7 of Chapter 5 of Division 6 of Title 5 of the  
*California Code of Regulations* is amended (March 4, 1997) to read:****54702. Proper Use of Funds.**

The health supervision and services fee which the governing board of a district may require students to pay shall be expended only to cover the direct and indirect costs necessary to provide any, all of, or a portion of the student health programs and services approved by the governing board for offering within the district, which may include the following:

**(a) Clinical Care Services**

- (1) assessment, intervention, and referral for health services
- (2) first aid and basic emergency care
- (3) health appraisal
- (4) communicable disease control

**(b) Mental Health Services**

- (1) crisis management
- (2) short-term psychological counseling
- (3) alcohol/drug counseling
- (4) eating disorders counseling
- (5) stress management
- (6) suicide prevention
- (7) sexual harassment/assault recovery counseling program
- (8) mental health assessment

**(c) Support Services**

A variety of services supporting the clinical and mental health efforts including, but not limited to: maintenance of health records in a confidential and ethical manner, laboratory, radiology, and/or pharmacy services.

**(d) Special Services**

- (1) health education and promotion
- (2) teaching and research
- (3) student insurance programs
- (4) environmental health and safety, including illness and injury prevention programs. The local district governing board establishing a health supervision and services fee shall decide what scope and level of services will be provided. The board policy will be available to all students. When the burden of supporting a student health program is shared by all students through a general fee, the programs and services for which the funds are expended must be sufficiently broad to meet health care needs of the general student body. Those programs and services directed at meeting the health care needs of a select few to the exclusion of the general student body shall not be supported through student health fees. Nothing within these provisions shall prevent an exclusive service to a select group of students or services to the college faculty or staff; however, these services must be supported from sources other than the student fee.

*NOTE:* Authority cited: Sections 70901, Education Code. Reference: Section 76355, Education Code.

## Appendix A

### **2. Section 54704 of Subchapter 7 of Chapter 5 of Division 6 of Title 5 of the *California Code of Regulations* is amended to read:**

#### **54704. Allowable Charges.**

Those identifiable expenses incurred which directly benefit the student health service program, as defined in Section 54708, are allowable charges to the student health fund for the health services authorized by the district governing board pursuant to Section 54702. Where the expense is not exclusively for the student health program, only the prorated portion applicable to the student health services program may be charged against this fund.

*NOTE:* Authority cited: Sections 70901, Education Code. Reference: Section 76355, Education Code.

### **3. Section 54708 of Subchapter 7 of Chapter 5 of Division 6 of Title 5 of the *California Code of Regulations* is amended to read: 54708. Fundable Expenses.**

Student health fees may be expended for the following costs related to the provision of health services authorized by the governing board pursuant to Section 54702:

- (a) Costs incurred in the planning, supervision, and evaluation of student health programs and services;
- (b) Administrative salaries (below the level of assistant dean or its equivalent);
- (c) Cost of instructional materials for health education;
- (d) Consultants directly involved in student health service programs;
- (e) Rental and lease of space for the conduct of student health programs and services;
- (f) Cost of equipment and medical supplies;
- (g) Salaries of student health personnel directly involved in the delivery of student health services (including fringe benefits);
- (h) Student health and/or hospitalization insurance;
- (i) Travel with student health services funds is limited to student health personnel and only for student health related activities.

*NOTE:* Authority cited: Sections 70901, Education Code. Reference: Section 76355, Education Code.

**Appendix B**

Saddleback College  
South Orange County Community College District

## DIRECTOR OF STUDENT HEALTH CENTER - ID #186 - (Range 230)

DEFINITION

To plan, organize, direct and supervise the Health Center programs including physician coverage, medical clinics, health promotion, emergency intervention, and care to students, employees and visitors; perform other related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Vice President for Student Services.

Exercises direct supervision over Health Center staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Plan, organize, coordinate and direct the day to day clinical activities of the Health Center, including health promotion and education.

Provide health care to students in a clinical setting; assist in coordinating medical and nursing services for assessment, testing, treatment and referral.

Assess medical symptoms and exercise sound judgment in responding to students' health and medical emergency needs; administer appropriate treatment according to legal guidelines found in the California Nurse Practice Act and within the written protocols, policies and procedures of the Health Center and/or refer to various community and/or health-related resources as needed.

Provide emergency medical and crisis intervention care to students, staff and visitors as needed.

Assist in the selection, scheduling, and orientation of health services personnel.

Remain current on clinical health and safety issues; present recommendations to improve operations.

Revise protocol, policies and procedures; develop materials for health center programs and activities.

Review literature to update current knowledge regarding lab tests and medications; recommend lab testing and procedural changes as needed; administer medications according to written protocol.

Prepare and maintain a variety of records and reports related to assigned activities; complete health, safety, accident and other health-related records and statistics.

EXAMPLES OF DUTIES

Supervise inventory; order medical and office supplies and health education materials.

Coordinate health services operations with college departments and personnel to assure smooth department services and operations and to obtain assistance with the development and promotion of health programs and services.

Coordinate health services operations and programs with a variety of outside organizations and health services.

Operate a variety of medical and office equipment; perform lab tests, health examinations and other health-related services.

Develop marketing plans and communications to promote health and wellness programs.

Maintain an adequate inventory of medical and informational supplies, materials and equipment; research best source of supply and order needed supplies; monitor and control assigned budgets.

Maintain on-going communications with staff, faculty, students and professional associations.

Maintain health and wellness programs to assist students and staff in health related issues such as smoking cessation programs and other substance abuse.

Perform related duties as assigned.

**Appendix B**

South Orange County Community College District  
Page 2 – Director of Student Health Center

QUALIFICATIONSKnowledge of:

Principles, practices, methods and procedures of nursing.  
Marketing, budgeting, administration, public relations, negotiation and public speaking techniques.  
Clinical records maintenance and report writing techniques.  
Oral and written communication skills.  
Medical records maintenance.  
Laws, rules and regulations related to assigned activities.

Knowledge of:

Research methods and report writing techniques.  
Principles and practices of administration, supervision and training.  
Budget preparation and control.

Ability to:

Plan, organize, coordinate and direct a variety of health services programs.  
Provide emergency and crisis care intervention to students, employees and visitors.  
Establish and maintain cooperative and effective working relationships with others. Prioritize and schedule work. Administer treatment.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Maintain records and prepare reports.  
Prioritize and schedule work.  
Train, supervise and evaluate personnel.  
Maintain current knowledge of program rules, regulations, requirements and restrictions.  
Meet schedules and timelines; plan and organize work.

Experience and Training Guidelines

Minimum of a Bachelor's degree in Nursing or related degree; California Registered Nurse; CPR certification. Minimum of three years of Registered Nurse experience in clinical nursing to include experience in acute care and/or public health and/or student health. Preferred: Master's Degree in Nursing or related degree, and experience with clinic management and supervision of registered nurses.

Licenses and Other Requirements:

Valid California driver's license; CPR and First Aid certification; documentation of three hepatitis immunizations or immune titer; documentation of TB skin test within the last year; rubella titer or documentation of the immunizations.

9-14-98 New Position

**Appendix B**

South Orange County Community College District

HEALTH CENTER NURSE - ID #599 - RANGE-131

DEFINITION

To perform a variety of clinical skills in health assessment, triage, nursing diagnosis and treatment, counseling and referral in delivery of episodic health care and promotion as part of a team of Registered Nurses, part-time Physicians and Clinical Psychologists.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Student Health Center.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Provide emergency medical and crisis intervention care to students, staff and visitors as needed.

Conduct common screening tests: visual acuity, audiometry, electrocardiography, pulse oximetry, vital sign measurements.

Assist in diagnostic tests such as venipuncture, collection and preparation of patient specimens as directed by the Student Health Center Physician.

Determine and provide appropriate treatment of common acute illnesses, first aid and urgent care injuries.

Perform direct clinical assessments and establish acuity of health condition. Triage and refer students to appropriate health care provider for definitive care of chronic, serious and suspicious health complaints.

Provide health education and counseling on a wide variety of topics to student.

Assist in the preparation and maintenance of various reports and records related to the Student Health Center.

Monitor stock levels of medical supplies and medications.

Assist in the development and presentation of on-campus health education/ promotion programs.

Responsible for cleaning and maintaining examination rooms, equipment, and sterilizing instruments as needed.

Attend meetings and conferences relative to student health as directed.

Perform other duties reasonably related to the job classification.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Work Environment***

Standard clinic setting. Occasional response to any on-campus site during clear or inclement weather. Exposure to communicable diseases and other illnesses.

Physical Demands

Occasional trips to various sites on campus, where injuries may have occurred, to care for or retrieve an injured or ill student. In office care may require your assistance to help patients to the rest area or exam room and may require assisting in lifting and moving patients. Moderate lifting equipment weighing up to 50 lbs.

**Appendix B**

South Orange County Community College District  
Health Center Nurse - Page 2

QUALIFICATIONSKnowledge of:

Current techniques and practices in advanced first aid and cardiopulmonary resuscitation.  
General nursing skills required of a Registered Nurse.  
Knowledge of a wide variety of health issues such as nutrition, stress management, reproductive health, mental health, communicable diseases, alcohol and substance abuse.  
Assessment techniques and nursing interventions for chronic and acute physical, mental, social and emotional problems.  
Familiar with local health and human care resources.

Ability to:

Correctly assess the severity of and adopt an efficient and effective course of action for illnesses, injuries and emergencies.  
Provide accurate health information.  
Maintain control in emergency situations.  
Perform basic statistical calculations.  
Communicate effectively orally and in writing.  
Understand oral and written directions.  
Work independently with minimal supervision.  
Establish and maintain cooperative and effective working relationships with others.

Experience and Education Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

A minimum of three years experience as a clinician in a school/college, community health, acute/urgent or emergency care setting. Emergency care experience preferred.

Education:

An Associate Degree in Nursing or completion of educational coursework leading to licensure a Registered Nurse in the State of California. BSN or higher in Professional Nursing and Public Health Certification preferred.

Current valid Registered Nurse license issued by the Board of Nurse Examiners of the State of California Board of Nursing Education and Nurse Registration. Current CPR/AED (Cardiopulmonary Resuscitation/Automatic External Defibrillation) Certificate. Current ACLS (Advanced Cardiac Life Support) Certification preferred.

Board Approved 04/29/02 (Grodt)

**Appendix B****South Orange County Community College District  
SENIOR HEALTH OFFICE ASSISTANT – ID #601 – Range 124****DEFINITION**

To coordinate, manage and perform the administrative office duties and activities which support the Health and Wellness Center; train and provide work direction to evening staff and students as assigned; assist medical staff and provide support in health-related programs.

**SUPERVISION RECEIVED AND EXERCISED**

Receive direction from the Dean of Student Services and supervision from the Director of the Student Health Center.

Exercise functional and technical supervision over Health Center Assistant and student assistants.

**EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

Organize, coordinate and manage both the front office and back office functions of the student health center; ensure appropriate staffing and optimum service to students, staff, faculty, staff and visitors to the college; participate in developing policies and procedures.

Train and provide work direction to evening staff and student workers as assigned; prioritize and coordinate clerical assignments and projects; ensure compliance with established health and safety regulations and administrative policies.

Participate in administration of the health center; compile statistics, balance assigned accounts, and deposit fees collected for medication and laboratory tests as required; audit invoices from vendors to ensure proper tests were administered and charges are accurate.

Communicate with laboratory personnel, pharmaceutical company representatives, suppliers and others to order medication, supplies and other medical office equipment.

Ensure proper maintenance of front office, examination rooms and other health center areas; monitor radio transmission to maintain contact with safety personnel and medical staff and ensure equipment operates properly.

Maintain records and prepare reports related to health center activities and payroll; design and revise forms for efficient office use.

Screen calls, visitors, students, staff and patients for medical needs; respond to difficult and sensitive needs and requests, including those of individuals with disabilities; provide information and interpret and apply health center policies and procedures; collect fees for services requiring payment.

Provide clerical assistance and administrative support to medical staff; maintain a variety of files including confidential medical, immunization and health information; input, retrieve and maintain data and reports using computer equipment; purge and shred old medical records according to established retention schedules.

**EXAMPLES OF DUTIES**

Schedule appointments with medical staff based on information provided by the patient; respond to immediate health needs, provide minor first aid and dispense over-the-counter medications; drive a mini-ambulance to pick up or escort ill or injured individuals to the health center.

Participate in and coordinate health center programs, activities and clinics, using knowledge of medical terminology and procedures; assist nurses as needed; plan and coordinate efforts of the health center with other departments and student services; maintain supplies of health information packets, pamphlets, health insurance information, medication samples and other materials.

Maintain cleanliness of the health center including examination rooms and other areas; order and stock medical supplies and equipment; ensure blood and tissue samples, cultures and other items are sent to the lab in a timely manner and in accordance with established health and safety procedures.

Type a variety of reports, letters and memos; respond to routine correspondence; maintain records of health center inventory, purchases and other administrative functions.

Assist in compiling and assembling data for special projects and reports; verify and review forms for completeness and conformance with established regulations and procedures.

Perform other duties reasonably related to the job classification.

**Appendix B**

South Orange County Community College District

Senior Health Office Assistant - Page 2

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

Standard office setting. At least minimal environmental controls to ensure health and comfort. May be required to drive a mini-van to transport ill or injured students in the case of an emergency.

PHYSICAL DEMANDS

Desk work. Insignificant effort other than normal movement and occasional driving to transport ill or injured students.

QUALIFICATIONSKnowledge of:

Medical assistant skills.

Office management techniques specific to a large medical office.

Confidentiality requirements applicable to patient health reports and records.

Medical terminology, practices and procedures.

Health and safety precautions applicable to a health services center.

First aid procedures used to assist ill and injured individuals.

Emergency procedures and proper radio communication.

Principles of providing work direction to staff and student workers.

Modern office procedures, methods and computer equipment.

English usage, spelling, grammar and punctuation.

Recordkeeping methods and practices.

Operation of office and computer equipment including word processing, database management, spreadsheet and scheduling software.

Financial and statistical recordkeeping techniques.

Ability to:

Manage the front and back office functions in a student health center.

Organize, coordinate, perform and oversee clerical and administrative activities that support the health center.

Train and provide work direction to others.

Prepare and maintain procedure manuals.

Perform a variety of medical office duties including screening callers and visitors, scheduling appointments and maintaining health records and information.

Perform minor first aid in emergency situations.

Operate and ensure proper functioning of two-way radio equipment used to communicate with nursing staff and campus safety.

Respond appropriately to the health needs and requests of students, faculty and staff.

Remain calm and efficient in emergency situations.

Interpret, apply and explain the policies and procedures of the Health and Wellness Center.

Ensure cleanliness of health center facilities.

Compile and maintain records.

Type at a speed necessary for successful job performance.

Operate a variety of office equipment including computer equipment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative and effective working relationships with those contacted in the course of work.

## Appendix B

### Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### Experience:

Two years of medical or health-related clerical experience including responsibility for scheduling appointments, ordering medical and office supplies, maintaining patient accounts, and providing secretarial/clerical support to medical staff.

#### Training:

Equivalent to completion of the twelfth grade including or supplemented by coursework or on-the-job training in medical office practices and procedures, including bookkeeping and medical terminology or other directly-related coursework or training.

#### Licenses and Certificates:

*Possess or obtain valid First Aid and CPR Certificates and California driver's license within probationary period.*

Effective 07-01-01 (Grodt)

**Board Appd 09-30-02**

**Appendix B**

South Orange County Community College District

HEALTH OFFICE ASSISTANT – ID #597 – Range 114

**DEFINITION**

To perform confidential office assistance duties in support of the Health and Wellness Center during late afternoon and evening hours; screen callers and visitors, schedule appointments, maintain patient records, and assist medical staff in health-related programs.

**SUPERVISION RECEIVED AND EXERCISED**

Receive direction from the Dean of Student Services and supervision from the Director of the Student Health Center.

May exercise functional and technical supervision over student assistants as assigned.

**EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:**

Screen calls, visitors, students, staff and patients for medical needs; respond to difficult and sensitive needs and requests, including those of individuals with disabilities; provide information and interpret and apply health center policies and procedures; collect fees for services requiring payment.

Provide clerical assistance and support to medical staff; maintain a variety of files including confidential medical, immunization and health information; input, retrieve and maintain data and reports using computer equipment; purge and shred old medical records according to established retention schedules.

Schedule appointments with medical staff based on information provided by the patient; respond to immediate health needs, provide minor first aid and dispense over-the-counter medications; drive a mini-ambulance to pick up or escort ill or injured individuals to the health center.

Maintain examination rooms and other health center areas as assigned; monitor radio transmission to maintain contact with safety personnel and medical staff.

Assist with health center programs, activities and clinics, using knowledge of medical terminology and procedures; assist nurses as needed; coordinate efforts of the health center with other departments and student services; maintain supplies of health information packets, pamphlets, health insurance information, and other materials.

Maintain cleanliness of the health center including examination rooms and other areas; order and stock medical supplies and equipment; ensure blood and tissue samples, cultures and other items are sent to the lab in a timely manner and in accordance with established health and safety procedures.

**EXAMPLES OF DUTIES**

Type a variety of reports, letters and memos; respond to routine correspondence; maintain records and reports as assigned.

Assist in compiling and assembling data for special projects and reports; verify and review forms for completeness and conformance with established regulations and procedures.

Perform other duties reasonably related to the job classification.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The work environment and physical demands described here are representative of those required by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

Standard office setting. At least minimal environmental controls to ensure health and comfort. May be required to drive a mini-van to transport ill or injured students in the case of an emergency.

**PHYSICAL DEMANDS**

Desk work. Insignificant effort other than normal movement and occasional driving to transport ill or injured students.

**Appendix B**

South Orange County Community College District  
Health Office Assistant - Page 2

**QUALIFICATIONS**

Knowledge of:

Office assistance and support duties applicable to a medical office.

Confidentiality requirements applicable to patient health reports and records.

Medical terminology, practices and procedures.

Health and safety precautions applicable to a health services center.

First aid procedures used to assist ill and injured individuals.

Emergency procedures and proper radio communication.

Modern office procedures, methods and computer equipment.

English usage, spelling, grammar and punctuation.

Recordkeeping methods and practices.

Operation of office and computer equipment including word processing, database management, spreadsheet and scheduling software.

Ability to:

Provide clerical and administrative support in a student health center.

Perform a variety of medical office duties including screening callers and visitors, scheduling appointments and maintaining health records and information.

Perform minor first aid.

Operate two-way radio equipment used to communicate with nursing staff and campus safety.

Respond appropriately to the health needs and requests of students, faculty and staff.

Remain calm and efficient in emergency situations.

Learn, apply and explain the policies and procedures of the Health and Wellness Center.

Ensure cleanliness of health center facilities.

Compile and maintain records.

Type at a speed necessary for successful job performance.

Operate a variety of office equipment including computer equipment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative and effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of clerical experience including at least six months in a medical or health-related office scheduling appointments, ordering medical and office supplies, and providing clerical support.

Training:

Equivalent to completion of the twelfth grade field including or supplemented by clerical training, including operation of a computer.

Licenses and Certificates:

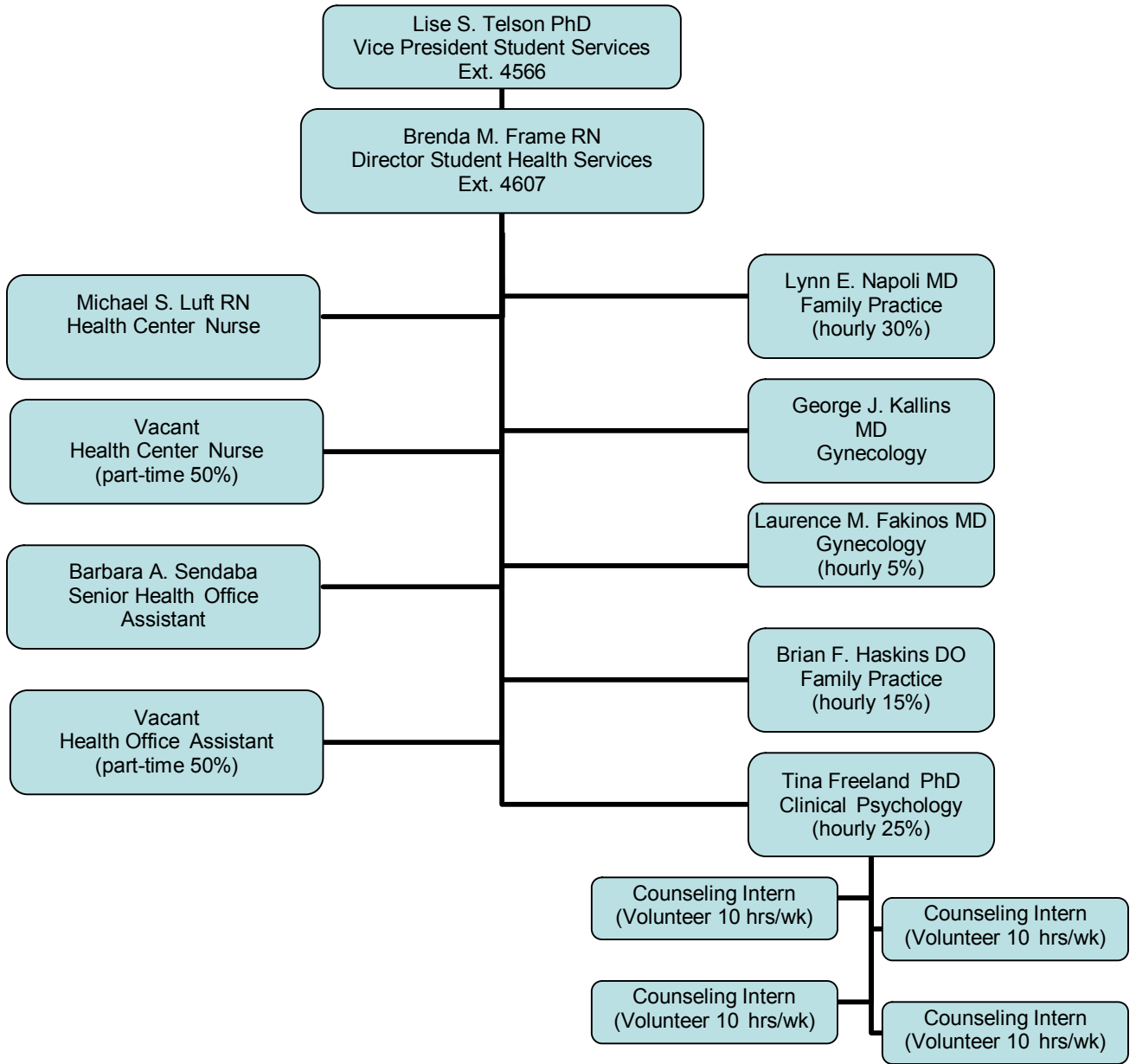
Possess or obtain valid First Aid and CPR Certificates and California driver's license within probationary period.

Effective 07-01-01 (Grodt)

Board Appd 09-30-02

**Appendix B**

**OFFICE OF STUDENT HEALTH SERVICES  
Organizational Chart 2003-2004**



Appendix C

Saddleback College  
Student Health Services

Student Satisfaction Survey • Fall 2003  
Confidentiality Assured

Student ID (optional) \_\_\_\_\_

- 1. Gender
  - Male
  - Female
- 2. Age
  - Under 18
  - 18-24
  - 25-29
  - 30-39
  - 40-49
  - 50-64
  - Over 65
- 3. Ethnicity
  - American Indian/Alaskan Native
  - Asian
  - African American
  - Filipino
  - Hispanic
  - White
  - Pacific Islander
  - Other, Non-White
  - Decline to state
- 4. Is English your first language?
  - Yes
  - No. My first language is \_\_\_\_\_
- 5. When do you attend classes? Mark all that apply.
  - Day
  - Evening
  - Week-end
- 6. Fee Payment Status
  - Health Fee Paid
  - Board of Governor Waived (Financial Aid Waived)
- 7. Do you carry any form of medical insurance?
  - Yes
  - No
- 8. Have you used any campus health center services within the past 12 months?
  - Yes
  - No

**If you marked "No", please mark all of the possible reasons listed below that apply to you.**

- Haven't needed to use it.
- Didn't know about it.
- Used my own medical provider.
- Thought I had to have insurance to use it.
- Had a bad experience in the Health Center in the past.
- Have heard bad things about it from others.
- Had to wait too long to see a provider.
- Office hours are not compatible with my schedule.
- Other: \_\_\_\_\_

**Please return your completed survey to Student Health Services by mail or by depositing in the locked box in the Health Center reception room: SSC177.**

**If you answered "Yes", please continue the survey on the back of this page.**

## Appendix C

9. Please rate your level of satisfaction with the following items:

<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Doesn't Apply</i>
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- a. Ease of getting an appointment.
- b. Overall wait time for services after your arrival when you had no appointment.
- c. Overall wait time for services after your arrival at your most recent scheduled visit.
- d. Your most recent visit as a whole.

10. For each provider, rate your satisfaction with the service provided during **your most recent** visit.

<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Doesn't Apply</i>
-----------------------	------------------	----------------	---------------------	--------------------------	----------------------

- a. Receptionist
- b. Registered Nurse
- c. Family Practice Physician
- d. Gynecologist
- e. Psychologist
- f. Counseling Intern
- g. Health Center Director

11. If you saw a Physician, Registered Nurse, Psychologist or Counseling Intern during your **most recent visit**, rate your satisfaction with how well they....

<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Doesn't Apply</i>
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- a. Explained your health condition or concern.
- b. Provided written information about your health condition or concern.

12. What was the reason for your last visit to the Student Health Center?

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13. Please comment on one thing you liked most about the services provided by the Student Health Center.

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14. If you were dissatisfied with any service in the Student Health Center, what suggestions would you offer for improvement?

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15. Do you have any other suggestions for improvement of services in the Student Health Center?

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**Please return your completed survey to Student Health Services by mail or by depositing in the locked box in Health Center reception room: SSC 177.**

RESPONSES ARE STRICTLY CONFIDENTIAL

## Appendix C

### Count and Percent for Student Survey

### Student Satisfaction Survey 2003-2004

	Raw Data		Adjusted for Accuracy	
	Count	Percent	Count	Percent
<b>1. Student ID Number</b>	data not shown			
<b>2. Gender</b>	Respondents: 293		No Change	
(Not Answered)	6	2.05 %		
Male	94	32.08 %		
Female	193	65.87 %		
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>		
<b>3. Age</b>	Respondents: 293		No Change	
(Not Answered)	9	3.07 %		
Under	18	10.34 %		
18-24	143	48.81 %		
25-29	42	14.33 %		
30 -39	43	14.68 %		
40-49	31	10.58 %		
50-64	20	6.83 %		
Over 65	4	1.37 %		
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>		
<b>4. Ethnicity</b>	Respondents: 293		No Change	
(Not Answered)	5	1.71 %		
American Indian/Alaskan Native	5	1.71 %		
Asian	28	9.56 %		
African American	14	4.78 %		
Filipino	5	1.71 %		
Hispanic	44	15.02 %		
Pacific Islander	1	0.34 %		
White	168	57.34 %		
Other, Non-White	15	5.12 %		
Decline to state	8	2.73 %		
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>		

## Appendix C

### Count and Percent for Student Survey

### Student Satisfaction Survey 2003-2004

	Raw Data		Adjusted for Accuracy	
	Count	Percent	Count	Percent
<b>5. Is English your first language?</b>	Respondents: 293		No Change	
(Not Answered)	7	2.39 %		
Yes	220	75.09 %		
No. My first language is	66	22.53 %		
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>		

#### Listing of Responses to Question 5

Spanish	Farsi
Malaysian	Spanish
Farsi	Spanish
Berberi	Farsi
Spanish	Gujarat
Spanish	Spanish
Spanish	Farsi
Persian	Persian Farsi
Norwegian	Czech
Japanese	Farsi
Farsi	Japanese
Vietnamese	Spanish
Tagalong	Spanish
Spanish	Spanish
Farsi	Urdu
Spanish	Farsi
Taiwanese	2nd
German	Spanish
Spanish	Japanese
Portuguese	Korean
Tagalong	Spanish
Spanish	French
Farsi	Spanish
Persian (Farsi)	Spanish
Chinese	Spanish
Filipino	Danish
Spanish	Vietnamese
Spanish	Swedish
Farsi	Japanese
Persian	Spanish
Farsi	
Spanish	
Spanish	
Farsi	
Farsi	

## Appendix C

### Count and Percent for Student Survey

### Student Satisfaction Survey 2003-2004

	Raw Data		Adjusted for Accuracy	
	Count	Percent	Count	Percent
<b>6. When do you attend classes (mark all that apply)?</b>	Respondents: 293		No Change	
(Not Answered)	10	3.41 %		
Day	219	74.74 %		
Evening	156	53.24 %		
Weekend	26	8.87 %		
<b>Total Responses</b>	<b>411</b>	<b>100 %</b>		
 <b>7. Fee Payment Status</b>	 Respondents: 293		 No Change	
(Not Answered)	22	7.51 %		
Health Fee Paid	213	72.70 %		
Board of Governor Waived (Financial Aid Waived)	58	19.80 %		
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>		
 <b>8. Do you carry any form of medical insurance?</b>	 Respondents: 293		 No Change	
(Not Answered)	11	3.75 %		
Yes	148	50.51 %		
No	134	45.73 %		
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>		
 <b>9. Have you used any campus health services within the past 12 months?</b>	 Respondents: 293		 No Change	
(Not Answered)	9	3.07 %		
Yes	213	72.70 %		
No	71	24.23 %		
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>		

## Appendix C

### Count and Percent for Student Survey

### Student Satisfaction Survey 2003-2004

	Raw Data		Adjusted for Accuracy	
	Count	Percent	Count	Percent
<b>10. What was the reason for your last visit to the Student Health Center?</b>	Respondents: 293		Respondents: 271	
(Not Answered)	63	21.50 %	-----	
Injury	11	3.75 %	11	4.06%
Illness or infection	52	17.75 %	52	19.19%
Routine Health Examination or Testing	79	26.96 %	79	29.15%
Birth Control	13	4.44 %	13	4.79%
STD Testing	14	4.78 %	14	5.17%
Health Counseling, e.g. Weight loss, health concerns/questions smoking cessation.	4	1.37 %	4	1.48%
Personal/Psychological Counseling	26	8.87 %	26	9.59%
Other, please specify	72	24.57 %	72	26.57%
<b>Total Responses</b>	<b>334</b>	<b>100 %</b>	<b>271</b>	<b>100%</b>

#### Listing of Responses Question 10

Palpitation	First visit, fatigue and tiredness
This is my first visit	Acne
Flu shot	Pain in the base—bottom—of my lungs
Physician's excuse from nursing rotation: illness.	Tinnitus, blood tests, warts
Immunizations	First visit today
Blood draw for bio class	Eye problem
Fill out accident claim	Rectal bleeding
Extra credit blood analysis	Getting bruises on my body
Immunization	Headaches, dizziness
Nursing pre-reqs-blood work	First visit; sick
1 <sup>st</sup> visit-flu shot	First visit for blood test for biology class
1 <sup>st</sup> visit —depression	First visit
1 <sup>st</sup> visit today- toe injury	First visit
Acne	First visit
1 <sup>st</sup> visit- flu shot	Pregnancy
Lab work for nursing program	First visit: blood test for biology
1 <sup>st</sup> visit	Headaches, dizziness
Hypertension reading	Rib pain
ADD	Patient teaching birth control
1 <sup>st</sup> visit- tb test	First visit
1 <sup>st</sup> visit- flu shot	Sea sickness/ needed doctor's note first visit
Flu shot	Numbness/dizziness with face
Blood drawn, blood work	First visit dermatitis
1 <sup>st</sup> visit	First visit check-up
1 <sup>st</sup> visit	First visit rash
Vaccine	Rash
Nursing program shots	Prescription medication
RN program	First visit tb test
Flu shot	Abdominal pain
Flu vaccination	Possible hair loss
Male organ problems	Anxiety
Nursing program requirements	Check x-rays
Flu shot	EMT prep
Flu shot	Tb test was 1 <sup>st</sup> visit
First visit	1 <sup>st</sup> visit for health evaluation
Asthma	
Fainting spell	

## Appendix C

### Count and Percent for Student Survey

### Student Satisfaction Survey 2003-2004

	Raw Data		Adjusted for Accuracy	
	Count	Percent	Count	Percent
<b>11. If you HAVE NOT used any campus health center services, please mark all of the possible reasons listed below that apply to you.</b>	Respondents: 293		Respondents: 90	
(Not Answered)	227	77.47%	-----	
Haven't needed to use it	47	16.04 %	47	52.23%
Didn't know about it	17	5.80 %	17	18.88%
Used my own medical provider	21	7.17 %	21	23.33%
Thought I needed to have insurance to use it	4	1.37 %	4	4.45%
Other, please specify	1	0.34 %	1	1.11%
<b>Total Responses</b>	<b>317</b>	<b>100%</b>	<b>90</b>	<b>100%</b>

**12. If you have used Student Health services in the past, answer all items below regarding your experience with Student Health Services.**

<b>a. Ease of getting an appointment</b>	Respondents: 293		Respondents: 247	
(Not Answered)	46	15.70 %	-----	
Very Satisfied	184	62.80 %	184	74.49%
Somewhat Satisfied	51	17.41 %	51	20.65%
Neither	10	3.41 %	10	4.04%
Dissatisfied	1	0.34 %	1	0.41%
Doesn't Apply	1	0.34 %	1	0.41%
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>247</b>	<b>100%</b>

<b>b. Overall wait time for services after your arrival</b>	Respondents: 293		Respondents: 243	
<b>when you walked in or had no appointment</b>				
(Not Answered)	50	17.06 %	-----	
Very Satisfied	133	45.39 %	133	54.73%
Somewhat Satisfied	60	20.48 %	60	24.70%
Neither	14	4.78 %	14	5.76%
Doesn't Apply	36	12.29 %	36	14.81%
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>24</b>	<b>100%</b>

## Appendix C

### Count and Percent for Student Survey

### Student Satisfaction Survey 2003-2004

	Raw Data		Adjusted for Accuracy	
	Count	Percent	Count	Percent
<b>c. The overall wait time for services after your arrival at your most recent visit</b>	Respondents: 293		Respondents: 237	
(Not Answered)	51	17.41 %	-----	
Very Satisfied	150	51.19 %	150	63.29%
Somewhat Satisfied	64	21.84 %	64	27.00%
Neither	22	7.51 %	22	9.28%
Dissatisfied	1	0.34 %	1	0.43%
Doesn't Apply	5	1.71 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>237</b>	<b>100%</b>

<b>d. Your most recent visit as a whole</b>	Respondents: 293		Respondents: 236	
(Not Answered)	56	19.11 %	-----	
Very Satisfied	168	57.34 %	16	71.18%
Somewhat Satisfied	60	20.48 %	60	25.42%
Neither	8	2.73 %	8	3.40%
Doesn't Apply	1	0.34 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>236</b>	<b>100%</b>

**13. For each provider, rate your satisfaction with the service provided during YOUR MOST RECENT visit.**

<b>e. Receptionist</b>	Respondents: 293		Respondents: 239	
(Not Answered)	50	17.06 %	-----	
Very Satisfied	191	65.19 %	191	79.93%
Somewhat Satisfied	45	15.36 %	45	18.82%
Neither	3	1.02 %	3	1.25%
Doesn't Apply	4	1.37 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>239</b>	<b>100%</b>

## Appendix C

### Count and Percent for Student Survey

### Student Satisfaction Survey 2003-2004

	Raw Data		Adjusted for Accuracy	
	Count	Percent	Count	Percent
<b>f. Registered Nurse</b>	Respondents: 293		Respondents: 222	
(Not Answered)	57	19.45 %	-----	
Very Satisfied	184	62.80 %	184	82.88%
Somewhat Satisfied	36	12.29 %	36	16.22%
Neither	2	0.68 %	2	0.90%
Doesn't Apply	14	4.78 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>222</b>	<b>100%</b>
<b>g. Family Practice Physician</b>	Respondents: 293		Respondents: 143	
(Not Answered)	83	28.33 %	-----	
Very Satisfied	108	36.86 %	108	75.52%
Somewhat Satisfied	27	9.22 %	27	18.88%
Neither	7	2.39 %	7	4.91%
Very Dissatisfied	1	0.34 %	1	0.69%
Doesn't Apply	67	22.87 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>143</b>	<b>100%</b>
<b>h. Gynecologist</b>	Respondents: 293		Respondents: 70	
(Not Answered)	104	35.49 %	-----	
Very Satisfied	52	17.75 %	52	74.30%
Somewhat Satisfied	12	4.10 %	12	17.14%
Neither	5	1.71 %	5	7.14%
Very Dissatisfied	1	0.34 %	1	1.42%
Doesn't Apply	119	40.61 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>	<b>70</b>	<b>100%</b>
<b>i. Psychologist</b>	Respondents: 293		Respondents: 52	
(Not Answered)	102	34.81 %	-----	
Very Satisfied	37	12.63 %	37	71.16%
Somewhat Satisfied	7	2.39 %	7	13.46%
Neither	8	2.73 %	8	15.38%
Doesn't Apply	139	47.44 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>52</b>	<b>100%</b>

## Appendix C

### Count and Percent for Student Survey

### Student Satisfaction Survey 2003-2004

	Raw Data		Adjusted for Accuracy	
	Count	Percent	Count	Percent
<b>j. Counseling Intern</b>	Respondents: 293		Respondents: 64	
(Not Answered)	102	34.81 %	-----	
Very Satisfied	45	15.36 %	45	70.32%
Somewhat Satisfied	12	4.10 %	12	18.75%
Neither	7	2.39 %	7	10.93%
Doesn't Apply	127	43.34 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>64</b>	<b>100%</b>

<b>k. Health Center Director</b>	Respondents: 293		Respondents: 58	
(Not Answered)	102	34.81 %	-----	
Very Satisfied	44	15.02 %	44	75.86%
Somewhat Satisfied	10	3.41 %	10	17.25%
Neither	4	1.37 %	4	6.89%
Doesn't Apply	133	45.39 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>58</b>	<b>100%</b>

**14. If you saw a Physician, Registered Nurse, Psychologist or Counseling Intern during your MOST RECENT VISIT, rate your satisfaction with how well they...**

<b>I. Explained your health condition or concern</b>	Respondents: 293		Respondents: 220	
(Not Answered)	73	24.91 %	-----	
Very Satisfied	145	49.49 %	145	65.91%
Somewhat Satisfied	46	15.70 %	46	20.91%
Neither	7	2.39 %	7	3.18%
Doesn't Apply	22	7.51 %	22	10.00%
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>220</b>	<b>100%</b>

<b>m. Provided written information about your health condition or concern</b>	Respondents: 293		Respondents: 157	
(Not Answered)	84	28.67 %	-----	
Very Satisfied	109	37.20 %	109	69.43%
Somewhat Satisfied	35	11.95 %	35	22.29%
Neither	13	4.44 %	13	8.28%
Doesn't Apply	52	17.75 %	-----	
<b>Total Responses</b>	<b>293</b>	<b>100%</b>	<b>157</b>	<b>100%</b>

## Appendix C

### Text and Paragraph Responses by Question

### Student Satisfaction Survey 2003-2004

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**15. Please comment on one thing that you liked most about the services provided by the Student Health Center.**

No appointment, fast service/very personalized service

It feels like a real doctor's office

Walk in and out within 15 min

It's convenient

We are always welcome, they are always smiling-

I appreciate the ease and efficiency with making an appointment and getting attention.

Very helpful and friendly

Efficiency

People are very nice and always have smiles.

Confidential

Very friendly doctor-seems concerned

Excellent service and same day help.

Very courteous

Very knowledgeable, friendly, and informative

Very friendly

Everyone friendly and generally accessible

Friendly and courteous

Very friendly

Everyone I have encountered so far has been extremely friendly and accommodating.

Ease of appointment

Convenience, price

Very professional and caring

Knowledgeable physician, answered all my questions

The politeness of the RN

Excellent service

Very nice people

The registered nurse was helpful, friendly, and comforted me.

Their upbeat attitudes

The staff

They were very kind

Everyone is concerned and caring

Everyone listens

Fast

Every easy to make appointment and very friendly and understanding

Cheery and fun

Low cost and fast

Friendly, attentive to needs

Very knowledgeable

The friendliness, they make you feel at ease and welcome

Efficiency

Cost

## Appendix C

### 15. Continued.

Friendly people and awesome care of you

The caring people

Courteous staff

Physician gave thorough explanation

Very warm people

The positive attitudes

Easily accessible

Personal and informative

Fast service

Low wait time

Friendly staff, convenient

Very friendly staff

Friendly

Accessibility

Prompt. Did not have to wait.

Friendliness. Knowledge.

The psychologist is very caring and helpful

There always their to help

Ease of getting in and out

Fast, HMO services, interest in maintaining health

Nice treatment and caring

It's on an as needed basis and student get medical treatment.

Friendly and affordable

Pleasant, professional RN, speed of delivery, I like all the pamphlets, too!

Made me feel very comfortable

Michael, the RN, is great!!

Easy to get appt. and friendly staff

They always know my name

Prompt attention

Professional, caring staff

I found the staff to be professional, compassionate, and perceptive.

I enjoyed the friendly staff

Very friendly and prompt

The doctor and nurse explained everything very well and went out of their way to help me.

Confidentiality, affordability and access

Very friendly

Keep up the good work

Less wait time

Convenient

## Appendix C

### 15. Continued.

Quick

Calm, relaxed environment. Very helpful.

Very quick

Very nice employees

Very nice, friendly and understanding

The student worker, Ciara Iglehart is a big help.

Everybody was nice.

Keep up the good work.

Everyone was so full of energy.

People r nice.

Staff seemed very nice.

Efficient and very friendly.

The doctor provided reassurance that I could receive attention for my medical need even though the receptionist had informed me that the health center would not provide care for a chronic condition.

Friendliness and care.

Very good overall.

Friendly and no cost.

Fast, easy

Everyone is happy

Great

Friendly people

Very nice and friendly atmosphere, made me feel very comfortable

That it's here!

Keep it around

Time spent explaining the injury to me and how it would heal. (healing process).

Great group.

Good job. Love the longer hours.

Very friendly

Everyone was very nice and I only had to wait about 15 minutes for a walk-in appointment.

Help!

Very personal and informational

The follow up call by the nurse

Free.

Everyone is very nice and helpful.

Nice people

Friendliness, care and no fee.

Very easy and cheap

They are really nice

Ability to get an appointment for the same day

## Appendix C

### 15. Continued.

Michael was very helpful and friendly  
ABO testing  
Doctor saw me even though I didn't have insurance  
The fee was:)  
Staff very nice  
Ease of getting appointments  
It is a friendly atmosphere  
Counseling intern (Brenda) was wonderful  
Friendliness of the staff  
Not too much waiting  
Very friendly and helpful  
Friendly, efficient  
Nice people  
I feel very welcomed....safe  
H.C. always makes you feel like you are #1  
They do a wonderful job  
They care so much and she tried so hard to help me (maryam)  
Availability, affordability, and supportive staff  
The way that my therapist listened to me  
Staff is very warm  
Brenda's awesome  
Mike's awesome  
Both very helpful w/ explaining my "issue"  
Very friendly, felt at home  
Nurses  
Courteous employees  
Availability  
Flexibility  
Friendly people and easy appointments  
Convenient  
Everyone was very pleasant  
Keep up the good work  
They were able to see me within an hour of my phone call when I had no appointment  
Convenience  
Very helpful and friendly  
Nurse was very kind  
Fast and friendly  
Doctor saw me even though I didn't have insurance  
Friendlessness of staff  
The comfort level

## Appendix C

**15. Continued.**

Very friendly

Friendly people and knowledgeable

Ease of appointment communication with doctor

Easy going- helpful, very kind

The friendless

Easy process in general

I wasn't immediately; it was easy to talk about my problems

Fast

Very polite people working here

Low cost of services

Working around my schedule with appointments

The doc

The staff and the doctor where very helpful they let me rest in a quiet room until my

Medication kicks in

Friendly receptionist

I can't think of anything that needs improvement everything has been perfect

Quick convenient and friendly staff

How friendly and helpful the staff is

Quick

It's cheap

All employees were friendly and helpful

Friendliness

Everyone is very helpful and personable.

Fast, friendly and efficient

Fast

Friendly environment

Friendly atmosphere, privacy and helpful

Friendly nursing staff

I liked the way everyone made you feel comfortable and explained what they were doing

A written description of the diagnoses and care

Very friendly people

Cleanliness

Professionalism

The doctor was very personable and concise

Friendly staff

Very attentive

Everyone is friendly while being professional

Kind employees

The kindness of the Staff/Personnel

Caring and efficiency

## Appendix C

### 15. Continued.

Very helpful

Efficient service and kind, caring staff

Overall good

Friendliness of staff

Fast service

Everyone is so friendly and my concerns were answered easily. Keep up the great work!!

You guys made me feel very comfortable. You're so friendly.

Friendly staff

Very patient, ready to help

People are really nice

Quick and cheap

Convenient

Usefulness of available services

RN was very nice

Very friendly and accommodating

The nurse was friendly and makes you feel comfortable and want to come back.

Everyone is very nice and friendly

Everybody is very pleasant!!! Great Job!! Thank You!

Friendly and genuine..... Everyone is the best that they can be

The prompt and courteous service

They were very friendly and nice

Very helpful and showed more concern for my health than I did

Very friendly and caring staff

Cheap

Kindness

Everyone is very friendly and helpful.

Very honest, to the point, gives more information about possibilities and future treatment.

Essential to monitoring my nutrition.

Friendly.

They are friendly.

How the health center makes you feel welcomed and willing to answer any questions I have.

Dr. Freeland

## Appendix C

**16. If you were dissatisfied with any services in the Student Health Center, what suggestions would you offer for improvement?**

n/a

n/a

n/a

Student health center needs more psychologists.

Have different kinds of pills

You're doing excellent keep good job.

More appointments for the counseling interns. It's difficult to wait 3 wks to see them about an ongoing problem

More available appointments

More appointments.

n/a

n/a

None

More information as to services available

Nothing

I can't think of right now, but keep up "good services"

Discuss with the person(s) involved for a solution

Keep up the superior services!

Happy holidays!

No

n/a

None

Keep up the good work

None

I have no problems

No, keep up the good job

None

More staff

No

Thank you very much

Listing the health service in the semester catalogue

Let students know your service listing

Sterile handling

Who is it? (refers to the Health Center Director, 10g.)

More appointment times

n/a

Continue with your good job!

None

## Appendix C

### 16. Continued.

No

n/a

Are you guys open on weekends?

Not at this visit

No. Increase hours.

None

No, everything's great

Offer psychiatrist so students can get a prescription for drugs.

Maybe have specialists we could see, like urologist and orthopedic surgeons.

No complaints

More funding of services

More availability of doctor in the sense that there is one here every day.

n/a

No

n/a

n/a

The gynecologist was pretty bad----it wasn't the most joyful experience----pretty bad.

Don't have any suggestions

None

Provide drug samples for indigent students

n/a

None/ haven't been dissatisfied

n/a

n/a

Not dissatisfied

The receptionist should try to be more considerate when a person calls for an appointment. I noticed a big improvement compared to that care I received in the Fall semester 2002.

No

No

Everything is good

No

Nope

Everything seems A OK

Needs newer magazines

Gynecology services more than 1 day a week.

Need a skin treatment specialist (dermatologist).

No

It would be nice if a doctor were available all days of the week.

## Appendix C

### Text and Paragraph Responses by Question

### Student Satisfaction Survey 2003-2004

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#### 16. Continued

None

n/a

n/a

No

No

I was satisfied

None

I can't think of any.

Very satisfied. Perfect.

No

n/a

None

Make it easier to get a blood test

I wish I didn't have to wait so long when I have an appointment

If it's not broke, don't fix it

n/a

n/a

Maybe longer hours

n/a

I don't know, I don't think so.

n/a

No, it's perfect

n/a

Needs more doctors

The only "problem" I personally have w/ information in the SHC are the pamphlets, etc.

on abortion, sex, emergency contraception. Only because I have a personal, vested interest in abortions...I've had numerous and they have deeply, emotionally scarred me.

I don't want the same thing to happen to another child or young woman. Thanks though.

Am

No

It would be nice if generic drugs were available

Needs dentist office

n/a

None

None

None ☺

Waiting time

More available hours

## Appendix C

**16. Continued.**

Provide general health exams for all students not only the ones in sports or in certain areas like that

Candy to snack on

N/A

NA

/

n/a

Appointments and wait time for appointments

Size of office and number of physicians

n/a

Give an approximate wait time for the doctor

Should have GYN in office more often

n/a

No

Please tell the governor that this service is very valuable!

Please don't cut!