1. Approximately how many times have you EVER visited the Student Health Center?
   - 1-2 times
   - 3-4 times
   - 5-6 times
   - 7-8 times
   - 9 times or more
   - 2.65

2. For your most recent visit, how satisfied were you with the ease of getting the appointment?
   - Not at all satisfied
   - Somewhat satisfied
   - Satisfied
   - Very satisfied
   - Extremely satisfied
   - 4.12

3. How would you rate the care and service provided by the following during your most recent visit? (For each category A-I, please put an “X” in the appropriate box. Mark only ONE box per category.)

<table>
<thead>
<tr>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Very Good 4</th>
<th>Excellent 5</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Receptionist</td>
<td></td>
<td></td>
<td></td>
<td>4.28</td>
<td></td>
</tr>
<tr>
<td>B. Nursing Staff</td>
<td></td>
<td></td>
<td></td>
<td>4.49</td>
<td></td>
</tr>
<tr>
<td>C. Physician/Nurse Practitioner</td>
<td></td>
<td></td>
<td></td>
<td>4.53</td>
<td></td>
</tr>
<tr>
<td>D. Laboratory</td>
<td></td>
<td></td>
<td></td>
<td>4.42</td>
<td></td>
</tr>
<tr>
<td>E. X-Ray Department</td>
<td></td>
<td></td>
<td></td>
<td>4.19</td>
<td></td>
</tr>
<tr>
<td>F. Pharmacy</td>
<td></td>
<td></td>
<td></td>
<td>4.10</td>
<td></td>
</tr>
<tr>
<td>G. Health Educator</td>
<td></td>
<td></td>
<td></td>
<td>4.44</td>
<td></td>
</tr>
<tr>
<td>H. Physical Therapist</td>
<td></td>
<td></td>
<td></td>
<td>4.55</td>
<td></td>
</tr>
<tr>
<td>I. Nutritionist</td>
<td></td>
<td></td>
<td></td>
<td>4.56</td>
<td></td>
</tr>
</tbody>
</table>

4. How satisfied were you with your overall waiting time for services after you arrived for your most recent visit?
   - Not at all satisfied
   - Somewhat satisfied
   - Satisfied
   - Very satisfied
   - Extremely satisfied
   - 3.92

5. During your most recent visit with a health care provider (e.g. physician, nurse practitioner, physical therapist, nutritionist, etc.), please rate the following

<table>
<thead>
<tr>
<th>Poor 1</th>
<th>Fair 2</th>
<th>Good 3</th>
<th>Very Good 4</th>
<th>Excellent 5</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Their explanation of your condition</td>
<td></td>
<td></td>
<td></td>
<td>4.17</td>
<td></td>
</tr>
<tr>
<td>B. Their concern for your condition</td>
<td></td>
<td></td>
<td></td>
<td>4.23</td>
<td></td>
</tr>
<tr>
<td>C. Your understanding of the medical advice</td>
<td></td>
<td></td>
<td></td>
<td>4.27</td>
<td></td>
</tr>
</tbody>
</table>

6. Overall, how satisfied were you with your most recent visit to the Student Health Center?
   - Not at all satisfied
   - Somewhat satisfied
   - Satisfied
   - Very satisfied
   - Extremely satisfied
   - 4.15

7. How important is it for you to have health services available for you on the campus?
   - Extremely unimportant
   - Somewhat important
   - Important
   - Very important
   - Extremely important
   - 4.73
Student Health Center – San José State University
2010 Patient Satisfaction Survey

8. What can the Student Health Center do to improve the services you receive?

9. Do you live on or off campus? On-Campus □ (43) 21% Off-Campus □ (160) 78% No Answer (3) 1%

10. Additional Comments:

The following questions are for demographic purposes.

11. How old are you? __________ Average Age: 23

□ Female (122) 60% □ Male (77) 37% No Answer (7) 3%

12. How do you describe your ethnicity? (Check all that apply)
   □ Black, having origins in any black racial groups of Africa. (19)
   □ Asian, having origins in Japan, China, Korea, Vietnam, Asian India. (62)
   □ Hispanic, having origins in Puerto Rico, Cuba, Central or South America or Other Spanish
culture except Mexican, regardless of race. (20)
   □ Mexican American, having origins in Mexico. (25)
   □ Native American, having origins in or cultural identification through tribal affiliation or
community recognition of the original peoples. (8)
   □ Pacific Islander, having origins in the Pacific Islands, such as Hawaii, Samoa, Guam
   (Chamorro). (4)
   □ Filipino, having origins in the Philippines. (5)
   □ Other Non-White, having origins in areas not covered elsewhere. (5)
   □ White, having origins in any of the original peoples of Europe, North Africa, the Indian Subcontinent, or
   the Middle East. (84)

13. What is your academic year?
   □ Freshman 1 □ Sophomore 2 □ Junior 3 □ Senior 4 □ Graduate 5 □ Other 6

14. What is your college major?

Thank you for taking the time to respond to this survey!