



VENTURA COLLEGE
Student Health and Psychological Services

2008 -- 2009



STUDENT
SATISFACTION SURVEY

Presented to

Elaine Tennen

Professor

and

Coordinator

Student Health and Psychological Services

Prepared by

Michael J. Callahan

Office of Research and Evaluation

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Student Satisfaction Survey	

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■ **PREFACE**

• **Background**

The **2008 – 2009 Student Satisfaction Survey** was conducted during the **fall 2008** and **spring 2009** terms. Ventura College **Student Health and Psychological Services (SHPS)** provides both medical services and psychological counseling to VC students. Students who received medical services (**not including therapy with counseling interns**) were asked to complete the Satisfaction Survey after they had been seen by an SHPS healthcare provider.

Survey questions were adapted from a survey developed by the VCCCD Office of Institutional Research in April 2001 and last administered in fall 2003. Elaine Tennen, Coordinator of SHPS, requested several modifications to survey content to update the survey's relevance by reflecting current healthcare issues and concerns. A hardcopy version of the approved survey (August 14, 2008) is **attached**.

• **Survey Respondents**

The survey was administered in an electronic format via SurveyMonkey. (SurveyMonkey is an internet-based company which provides its clients with the ability to administer surveys on-line.) After receiving services, students were asked to complete the survey using a PC located in the Student Health Center.

A total of **112** surveys were completed during the survey period (October 7, 2008 through May 7, 2009). Over the course of the 2008 – 2009 academic year, SHPS has received **4,035** visits related to medical concerns: **2,389** visits in fall 2008 and **1,646** visits in spring 2009, as of April 30. Although many students visit the VC Student Health Center more than once per term, SHPS staff have ensured that individual students did not complete more than one survey each. SHPS tracks the number of office visits and the types of medical procedures performed at the Center; however, a count of individual students is not maintained (to obtain that datum, medical charts would need to be consulted). The number of individual students (**survey population**) who received medical services at SHPS is likely to be between **2,018** (average of 2 visits per student) and **3,025** (average of 1½ visits per student). These estimates are based partially on percentage responses to Question 5 (approximate number of visits to SHPS per semester).

• **Survey Highlights**

From a statistical perspective, the sample size is too small to meet educational research standards which usually require a **95%** confidence level and $\pm .05$ confidence interval. However, for questions where **90%** or more of the **112** respondents chose a particular answer, it is reasonable to say that at least **80%** of the survey population would have chosen that answer (**95%** confidence level and $\pm .09$ confidence interval). Questions receiving a very high percentage of responses for a particular answer are highlighted below.

Question 3. How helpful were the office staff?

91% responded ***Very Helpful***

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

95% responded ***Very Helpful***

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

97% answered ***Yes***

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

99% answered ***Yes***

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

95% responded ***Very Satisfied***

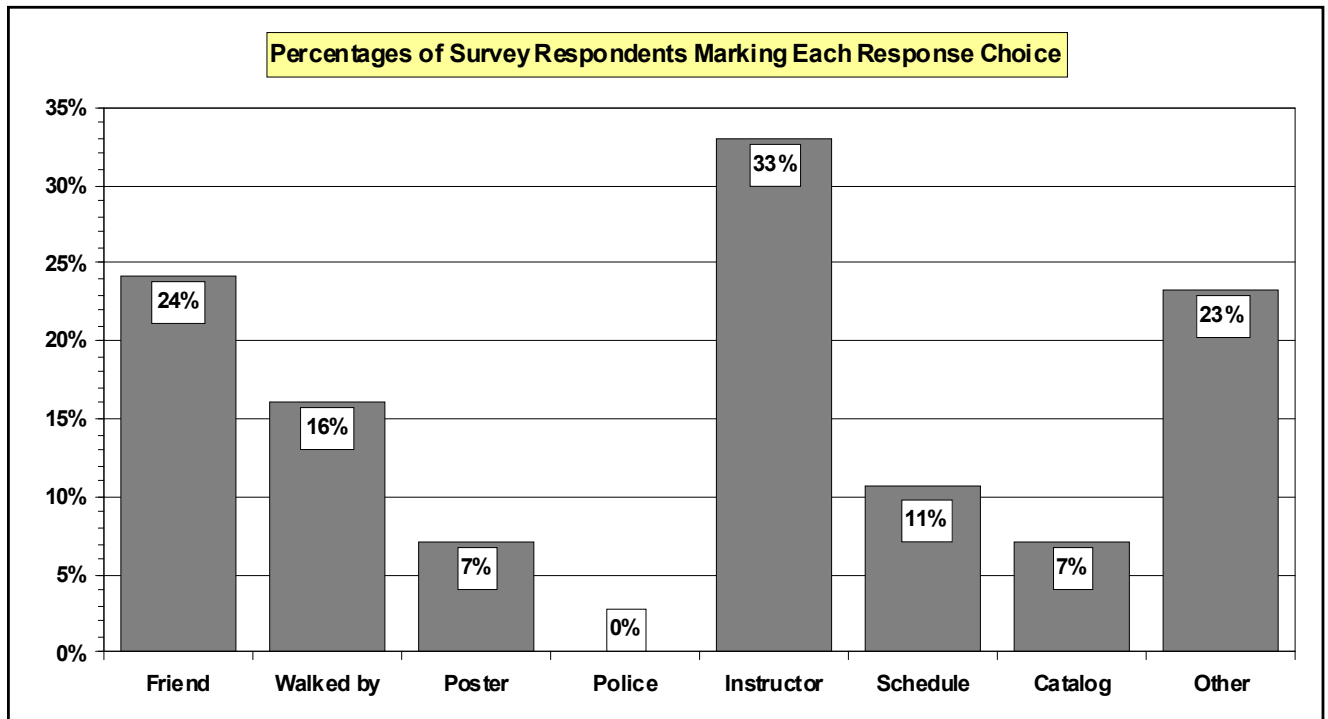
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■ **SURVEY RESULTS**

• **Question 1**

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

(Please mark all that apply)



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

All of the **112** total respondents marked **one** or more of the **eight** response choices. Data in the **Percent** column in the table below indicate the percentages of the **112** respondents that chose each of the response categories. Since some respondents marked more than one response category, the sum of the percentages exceed 100%.

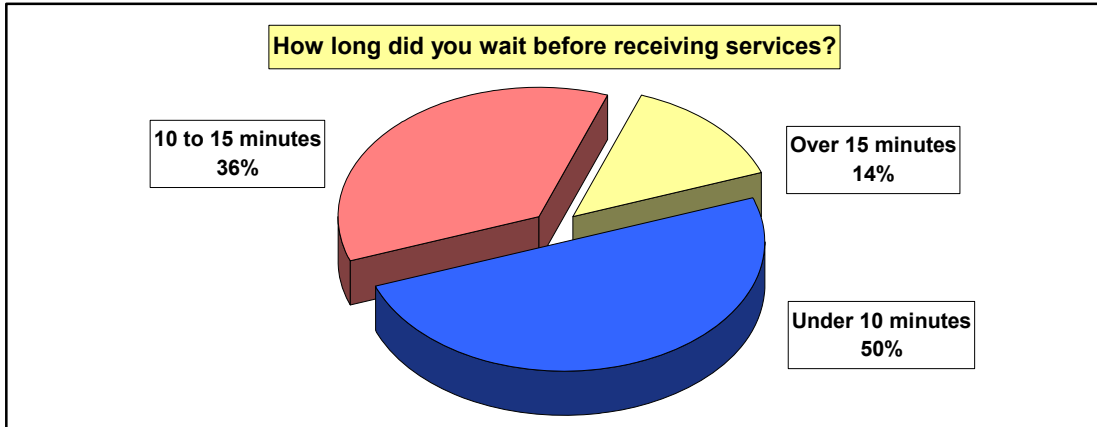
Question 1. Distribution of Survey Respondents

How did you become aware of SHPS? (Please mark all that apply.)	Respondents	
	Number	Percent
Friend	27	24.1%
Walked by the Office	18	16.1%
Poster	8	7.1%
Campus Police	-0	0.0%
College Instructor or Staff Member	37	33.0%
VC Class Schedule	12	10.7%
VC Catalog	8	7.1%
Other	26	23.2%

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• **Question 2**

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

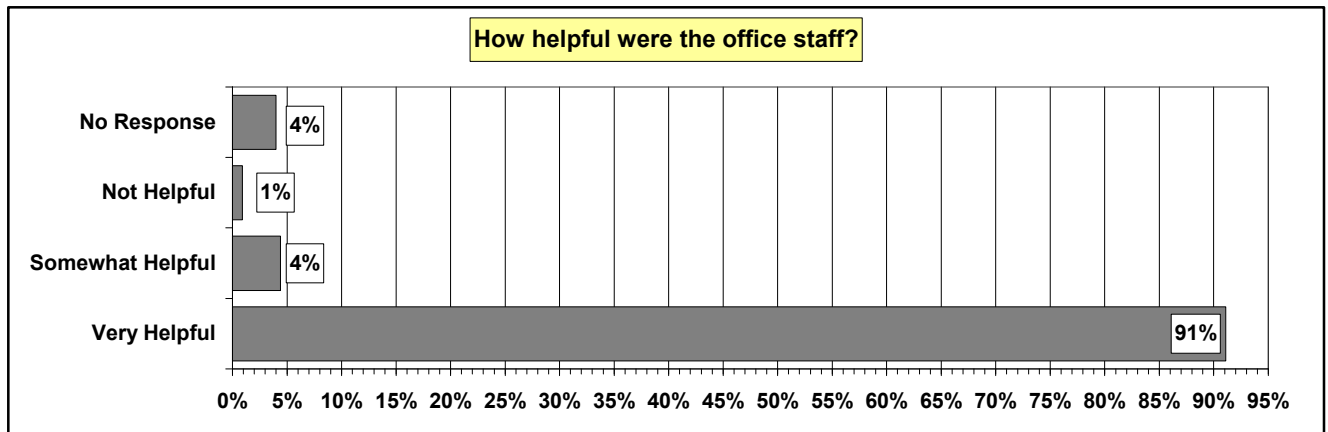


Question 2. Distribution of Survey Respondents

How long did you have to wait in the office before receiving services?	Total Respondents	
	Number	Percent
Under 10 minutes	56	50.0%
Between 10 and 15 minutes	40	35.7%
More than 15 minutes	16	14.3%
Totals	112	100.0%

• **Question 3**

How helpful were the office staff?



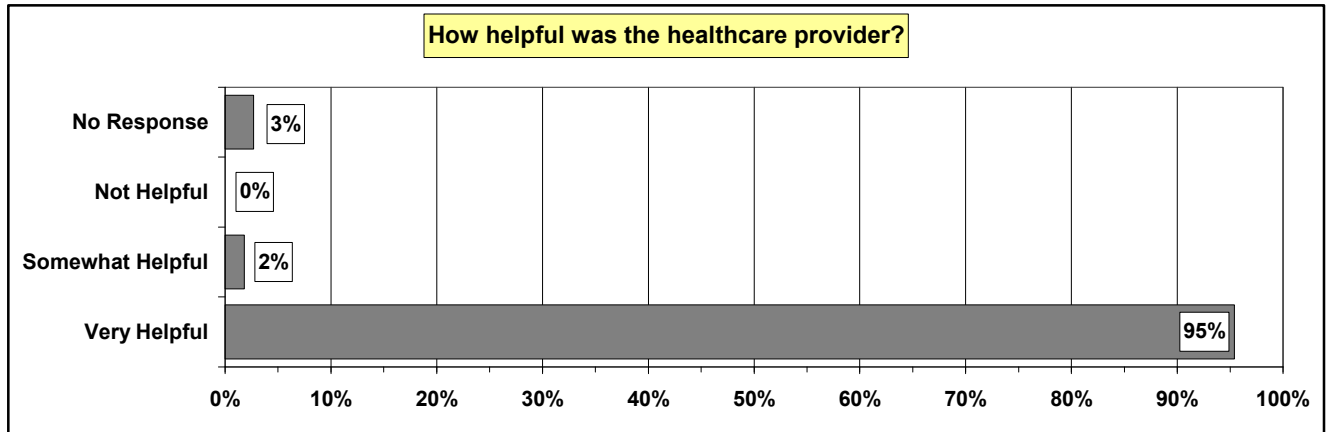
Question 3. Distribution of Survey Respondents

How helpful were the office staff?	Respondents	
	Number	Percent
Very Helpful	102	91.1%
Somewhat Helpful	5	4.4%
Not Helpful	1	0.9%
No Response	4	3.6%
Totals	112	100.0%

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• **Question 4**

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

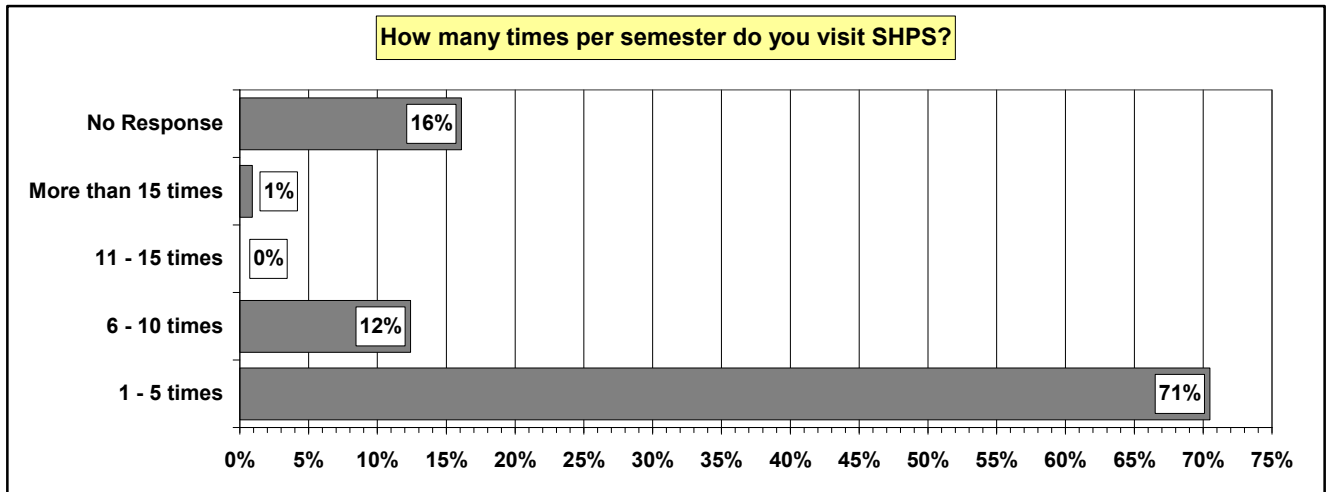


Question 4. Distribution of Survey Respondents

How helpful was the healthcare provider?	Respondents	
	Number	Percent
Very Helpful	107	95.5%
Somewhat Helpful	2	1.8%
Not Helpful	-0	-0.0%
No Response	3	2.7%
Totals	112	100.0%

• **Question 5**

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



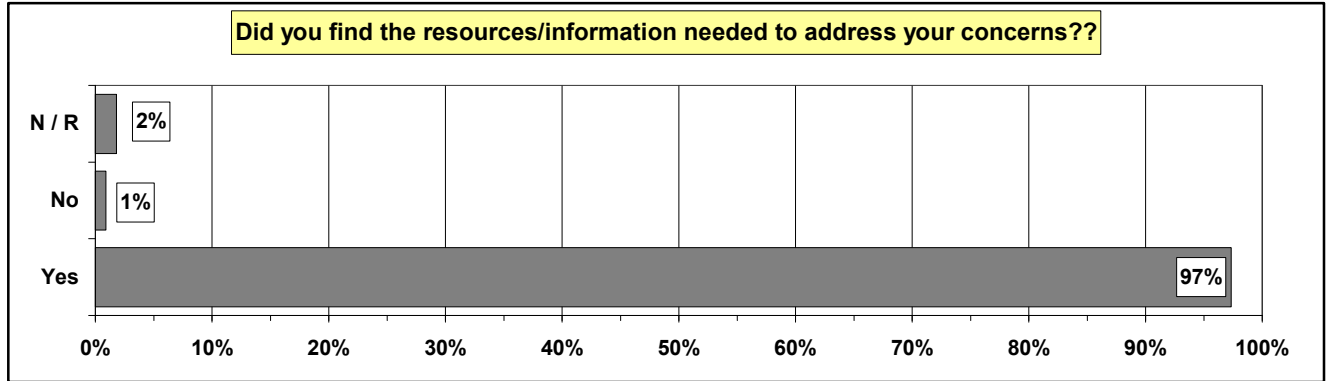
Question 5. Distribution of Survey Respondents

Approximately, how many times per semester do you visit SHPS?	Total Respondents	
	Number	Percent
1 - 5 times	79	70.5%
6 - 10 times	14	12.5%
11 - 15 times	-0	-0.0%
More than 15 times	1	0.9%
No Response	18	16.1%
Totals	112	100.0%

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• **Question 6**

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



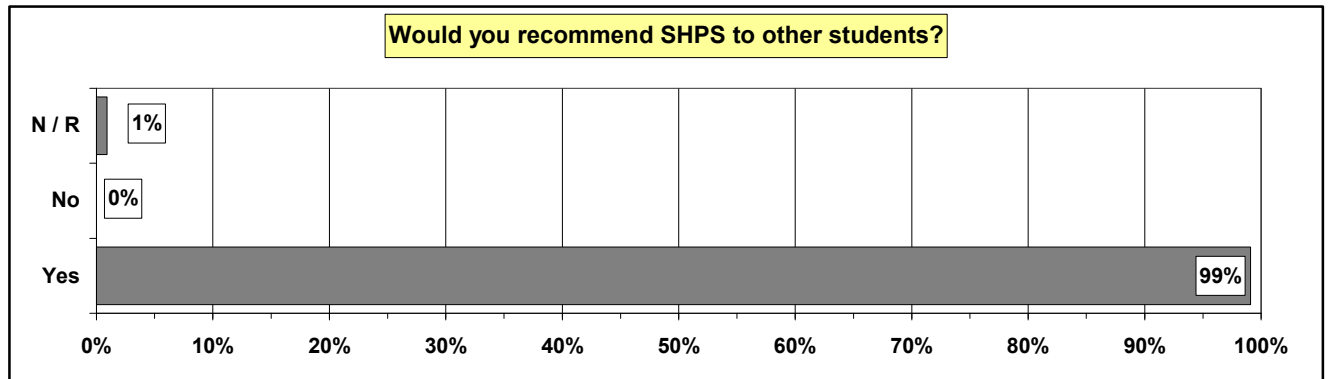
The **one** respondent who answered “no” did not want to state his/her reason for the “no” answer.

Question 6. Distribution of Survey Respondents

Did you find the resources or information you needed to address your concerns?	Respondents	
	Number	Percent
Yes	109	97.3%
No	1	0.9%
No Response (N / R)	2	1.8%
Totals	112	100.0%

• **Question 7**

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



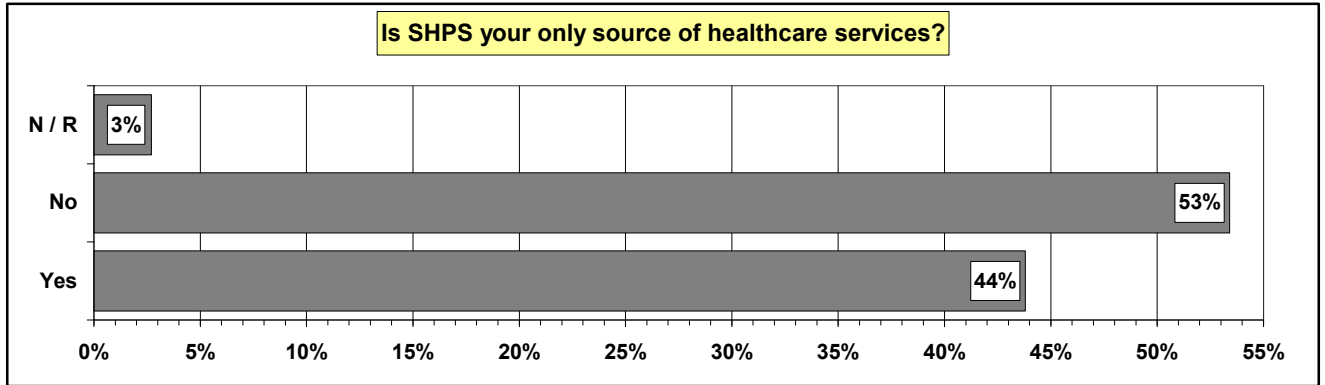
Question 7. Distribution of Survey Respondents

Would you recommend SHPS to other students?	Total Respondents	
	Number	Percent
Yes	111	99.1%
No	-0	-0.0%
No Response (N / R)	1	0.9%
Totals	112	100.0%

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• **Question 8**

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

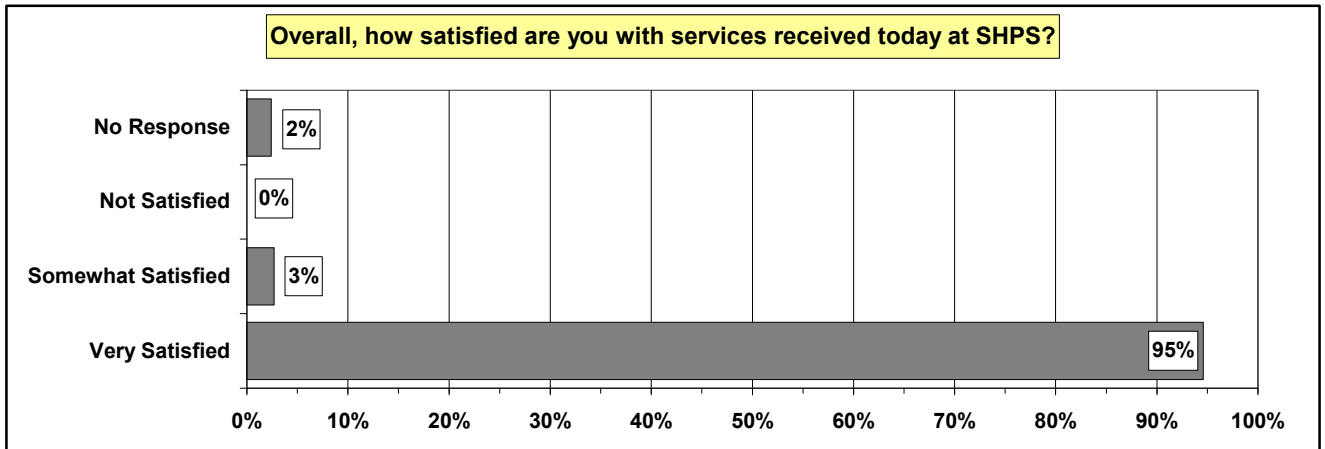


Question 8. Distribution of Survey Respondents

Is SHPS your only source for obtaining healthcare services?	Total Respondents	
	Number	Percent
Yes	49	43.8%
No	60	53.5%
No Response (N / R)	3	2.7%
Totals	112	100.0%

• **Question 9**

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



Question 9. Distribution of Survey Respondents

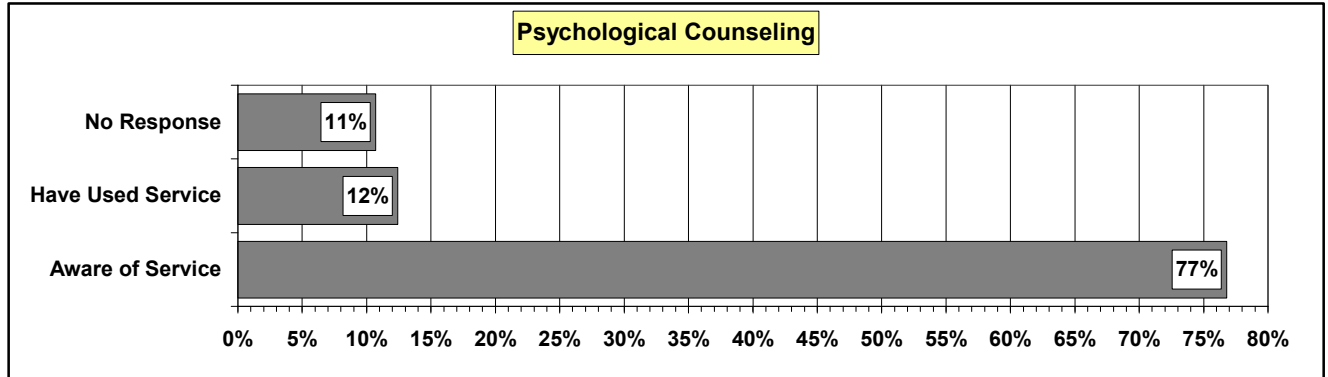
Overall, how satisfied are you with the services received today at SHPS?	Total Respondents	
	Number	Percent
Very Satisfied	106	94.6%
Somewhat Satisfied	3	2.7%
Not Satisfied	-0	0.0%
No Response	3	2.7%
Totals	112	100.0%

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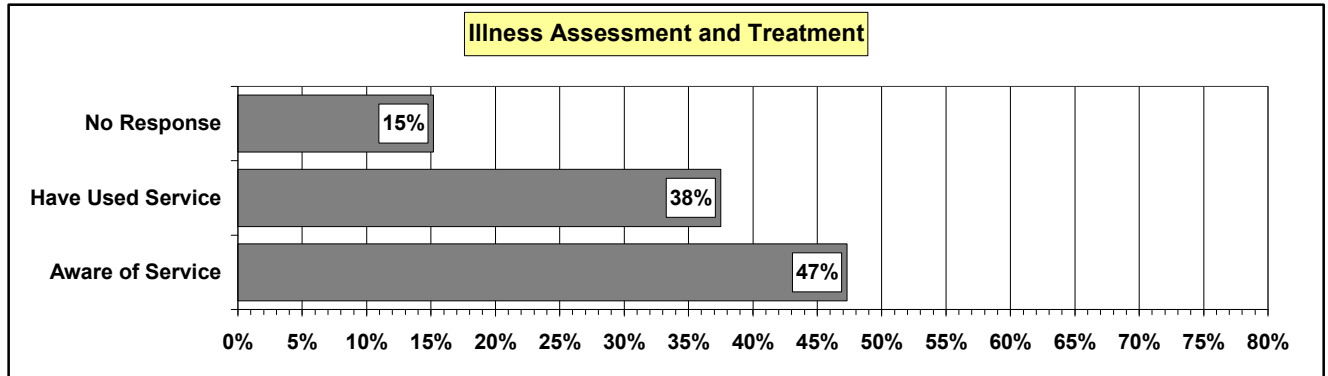
• **Question 10**

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

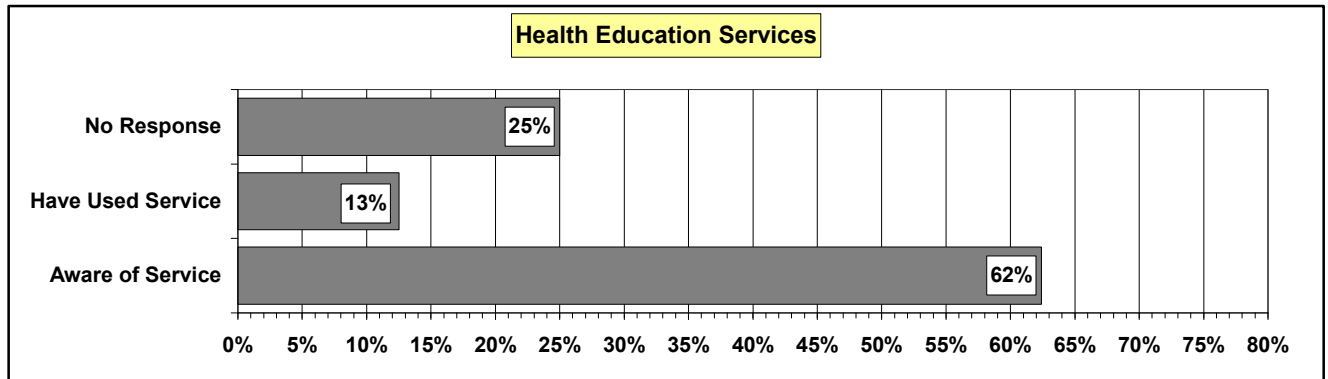
a. Psychological counseling



b. Illness assessment and treatment



c. Health education services



Question 10. Distribution of Survey Respondents

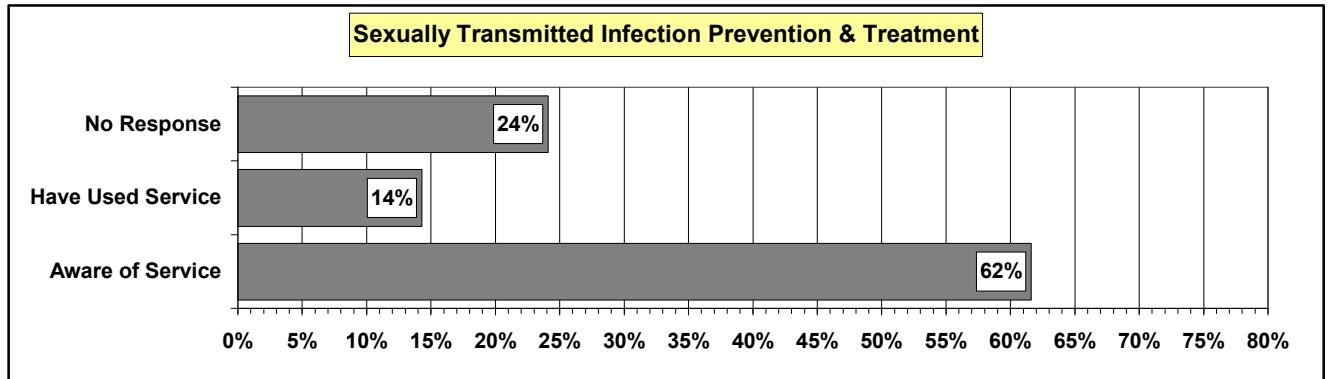
Awareness or Use of Service	a. Psychological counseling		b. Illness assessmnt / treatmnt		c. Health education services	
	Number	Percent	Number	Percent	Number	Percent
Aware of Service	86	76.8%	53	47.3%	70	62.5%
Have Used Service	14	12.5%	42	37.5%	14	12.5%
No Response	12	10.7%	17	15.2%	28	25.0%
Totals	112	100.0%	112	100.0%	112	100.0%

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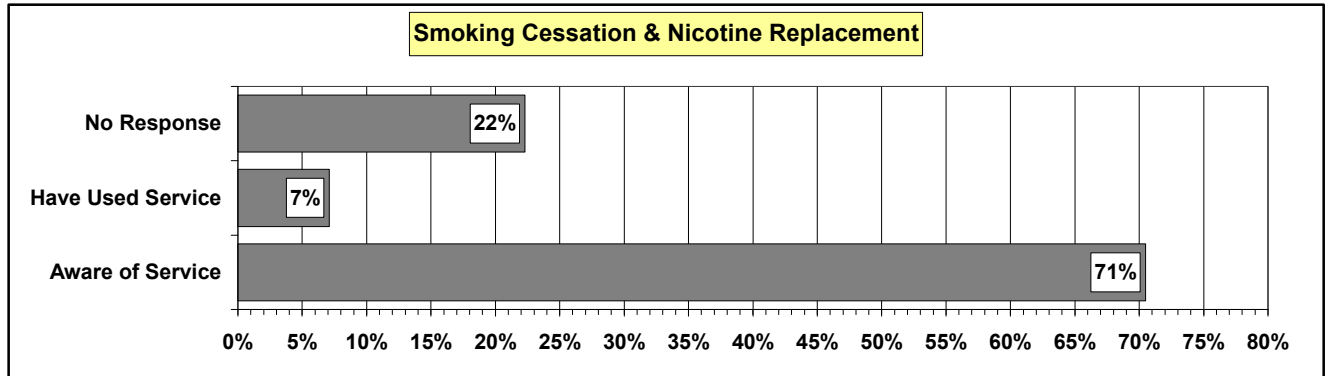
• **Question 10 (Continued)**

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

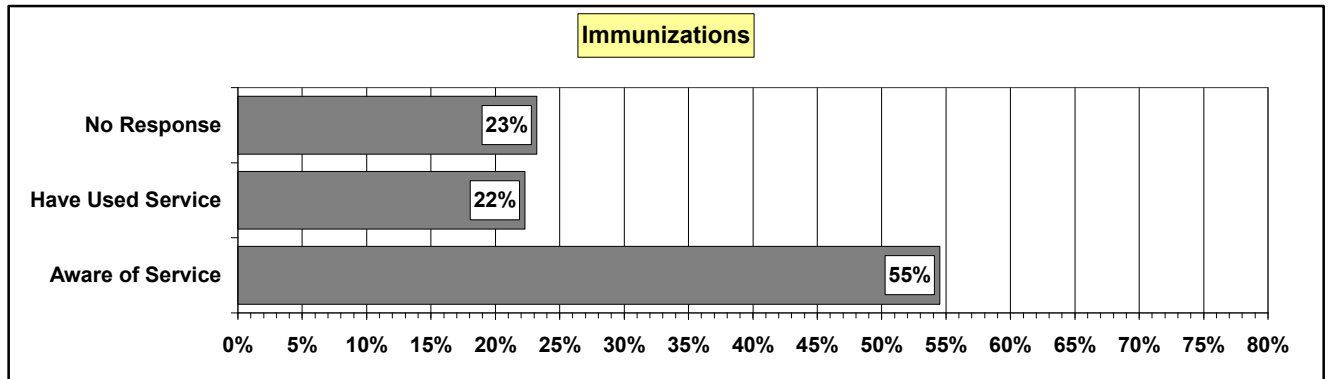
d. Sexually transmitted infection prevention and treatment



e. Smoking cessation and nicotine replacement



f. Immunizations



Question 10. Distribution of Survey Respondents

Awareness or Use of Service	d. STI prevention & treatmnt		e. Smoking cess. & nicotine rplmnt		f. Immunizations	
	Number	Percent	Number	Percent	Number	Percent
Aware of Service	69	61.6%	79	70.5%	61	54.5%
Have Used Service	16	14.3%	8	7.2%	25	22.3%
No Response	27	24.1%	25	22.3%	26	23.2%
Totals	112	100.0%	112	100.0%	112	100.0%

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• **Question 11**

What health topics or services are most important to you?

To answer **Question 11**, students were asked to type-in their responses from the computer keyboard. The **54** written responses (which represent **48%** of all respondents) are reproduced verbatim in the table below (on **pages 9** and **10**). The Reference Number is a unique number that SurveyMonkey automatically assigns to each of the surveys.

Reference Number	Responses
664625815	Psychological services
664641947	I am happy with your services and staff so I can't think of other topics or services that should be added. In general, I like to take good care of my health therefore all health topics are important to me.
664646404	Education
664656883	Education
665896934	For CNA Class
669552261	preventative care...i.e flu shots, mental health
676222141	immunizations sexually transmitted disease womans health services and prevention
676227805	flu shots Any information I can pass along to my students
683785823	Illness assessment and treatment
722958037	stis, basic health topics
759384182	every type
759398315	STD awareness
759430571	women's health and mental health
764098610	basic health items
764110897	smoking
773410476	Orthopidics
773412290	You have all the sevicess that i require.
773414813	Health promotion, illnes prevention
773439931	immunizations and phsicals
773442458	immunizations check ups
778275272	ILLNES ASSESSMENT AND TREATMENT SERVICES
778277432	GENERAL, EVERYDAY THINGS
778281746	STDS FEELING LIKE MY BODY IS HEALTHY AGAIN.
778286482	PERSONAL AGE RELATED ILLNESSES
778288141	STAYING HEALTHY
778298009	PSYCH DOCTER
778300921	ILLNESS TREATMENT AND PSYCHOLOGICAL COUNSELING.....
778458088	VACCINES, AND MEDICAL NEEDS
778461933	WEIGHT MANEGMENT
786769120	transmitted infections
786771538	immunizations
786773153	sti testing
786776169	psychological and health treatment

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• **Question 11 (Continued)**

What health topics or services are most important to you?

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Reference Number	Responses
786778897	stis. hiv testing
786780820	safe sex services , body examination
786782128	mental health
786784292	illness assessment and the psychological counseling
786785721	pap and sti screening
786788081	basic health care smoking cessation treatment
786789167	sti health disease prevention
786791910	womens health
786823548	all
786823617	all
786824758	just the basic
786826058	none
786829779	treatment for the most common illness. flu anxiety
787648377	general health check up
787650189	mental health and services for illness cold and flu
787651879	over all health
787656223	counseling
787658126	I dont go to the doctor often, if im not in pain I dont go . I do not have mone for other things like that.
787660353	illness assesment
787663151	Physical being an athletec
788529002	birth control

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• **Question 12**

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

To answer **Question 12**, students were asked to type-in their responses from the computer keyboard. The **42** written responses (which represent **38%** of all respondents) are reproduced verbatim in the table below (on **pages 11** and **12**). The Reference Number is a unique number that SurveyMonkey automatically assigns to each of the surveys.

Reference Number	Responses
664625815	more appointments when needed people feel they need it and have to wait sometimes they makes it worse
664641947	I think they do an excellent job. Thank you!!!
665896934	I am impressed with the service and care.
669552261	Stop handing out condoms
676222141	have more staff available hours of operation are sometime hard to work around since im a student and work full time
676227805	I can't think of anything at the moment. Thanks for being available!
683785823	All this office will ever need to do in order to be the best that it can be, is to simply continue to have their staff work just as they are. Everyone is great.
722958037	be open longer and more often.
759398315	Sometimes there is a long wait after I get in the examining room for the nurse practitioner (about 10-15 min). Also it would be nice if the psychiatrist was available to see student's directly, or consult more often with the nurse. But overall, I am very grateful and satisfied with the services I have recieved here. The nurse practitioners are very willing to listen and explain.
759430571	They are great. I really like that you don't have to wait so long to for an appointment. My docter 's office is a month of a wait before you get in to see a docer.
764110897	to offer support groups for moking
773410476	could not be more helpful
773412290	everyone had been extremely helpful.
773414813	couldnt be better!!
773439931	They have done a wounderful job!!!!
778275272	N/A
778277432	FREE CARE ! THAT WOULD BE RAD
778281746	EVERYTHING WAS GREAT
778286482	N/A
778298009	MORE HOURS OPENED. WORK TAKES ALOT OF MY TIME AND MY FREE TIME ISNT THE SAME AS HEALTH OFFICE.....
778300921	THEY ARE ALREADY (VERY) HELPFUL.....
778458088	THEY ARE THE BEST STAFF EXPRIENCE I HAVE HAD THEY REALLY CARE
786769120	providing health care
786771538	doing great!
786773153	coulnt be better
786776169	great
786778897	also open on friday !!!!!!!!!!!
786780820	already are!!!

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• **Question 12 (Continued)**

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

To answer **Question 12**, students were asked to type-in their responses from the computer keyboard. The **42** written responses (which represent **38%** of all respondents) are reproduced verbatim in the table below (on **pages 11** and **12**). The Reference Number is a unique number that SurveyMonkey automatically assigns to each of the surveys.

Reference Number	Responses
786782128	you a so helpful as can be.
786784292	everytime I have needed these service wether illness or psychological I have been very satisfied
786785721	open more hours possibley
786788081	I think its great very resourceful
786823548	just keep up the good work
786823617	just keep up the good work
786824758	it has been helpful
786826058	nothing
786829779	more open hours
787650189	great job keep it up!!!
787656223	they're doing a good job already!
787660353	Its Great already!
787663151	I think it has perfect
788529002	get better people at the fron dest because they are never helpful when I come in...

Ventura College
Student Health and Psychological Services

SATISFACTION SURVEY

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

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

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

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

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

3. How helpful were the office staff?

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

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

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

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

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

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

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

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

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

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

- a. Yes b. No

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

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

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

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

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

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

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