

SHWC Annual User/Non-User Survey (Fall 2016)

Executive Summary

Introduction

In order to maximize patient service, the Student Health and Wellness Center (SHWC) annually distributes a survey for SHWC participants and individuals identified as “users” and “non-users.” The purpose of this survey is to collect data about the health and wellness of the UNT student population as well as their experience at the SHWC. Information collected will help direct services offered and university program initiatives by the SHWC Management Team.

Methodology

Upon completing a clinical, pharmaceutical, or health resource visit, students were directed to complete the survey at a terminal station near Billing, Pharmacy, or the Meadows Center for Health Resources (MCHR), or were given the survey site information to be able to complete the survey once they returned home.

Additionally, an e-mail was sent to all UNT students by the Vice President of Student Affairs office requesting students to take the survey regarding their personal experience with the SHWC or the awareness of non-users of available SHWC services.

The survey was available for response from October 17, 2016, through October 28, 2016, and was IRB approved. The questions included basic demographic and health insurance information, sexual health information, and questions judging users’ satisfaction with the SHWC and non-users’ awareness of offered services.

Of the 1,068 valid responses, 569 indicated that they had used the SHWC at some point in the last year. There were also 364 identified non-users who responded to the survey.

The results of the Fall 2016 survey (n=1,068) are compared to the results of the Spring 2014 survey (n=681), the Fall 2014 survey (n=380), and the Fall 2015 survey (n=1,128). All surveys used Qualtrics to collect results.

Results

	Spring 2014		Fall 2014		Fall 2015		Fall 2016		UNT Factbook Fall 2015
Male	206	32.2%	112	29%	232	23%	236	24.0%	48.2%
Female	422	65.9%	273	71%	784	76%	722	74.5%	51.8%
Genderqueer							19	1.9%	
Decline to State	3	0.5%	0	0%	12	1%	6	0.6%	
Domestic	525	90.5%	327	92%	908	94.6%	852	93.0%	
International	55	9.5%	29	8%	74	5.4%	64	7.0%	
Undergraduate							803	82.6%	
Graduate							169	17.4%	

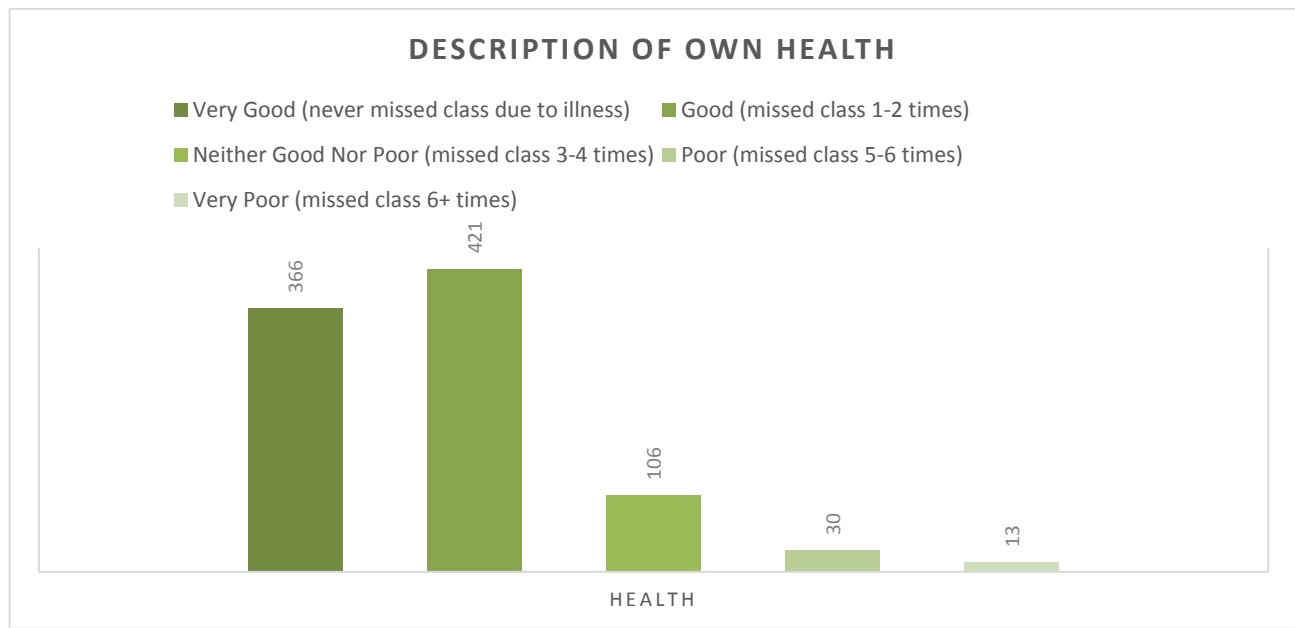
Demographic Information from Spring 2014, Fall 2014, Fall 2015, and Fall 2016 Surveys.

Demographic Information from Fall 2016 Survey.

The average age of survey takers was 21.2 years of age.

Of the 971 respondents to the insurance question, only 81.9% claimed to be covered by health insurance. Of this 81.9%, 92 respondents had United Healthcare Student Resources, the university-endorsed student health insurance plan, 223 had Blue Cross/Blue Shield, 174 had United Healthcare, and 110 had Aetna. 69.5% of students say they currently pay a copay when visiting their primary care doctor.

Additionally, 47.1% of respondents claimed to have heard of the SHWC from Orientation, 28.8% from a campus tour, while another 46.2% heard of the SHWC from advertisements in UNT publications. 16.4% claimed to be unaware of the SHWC entirely.



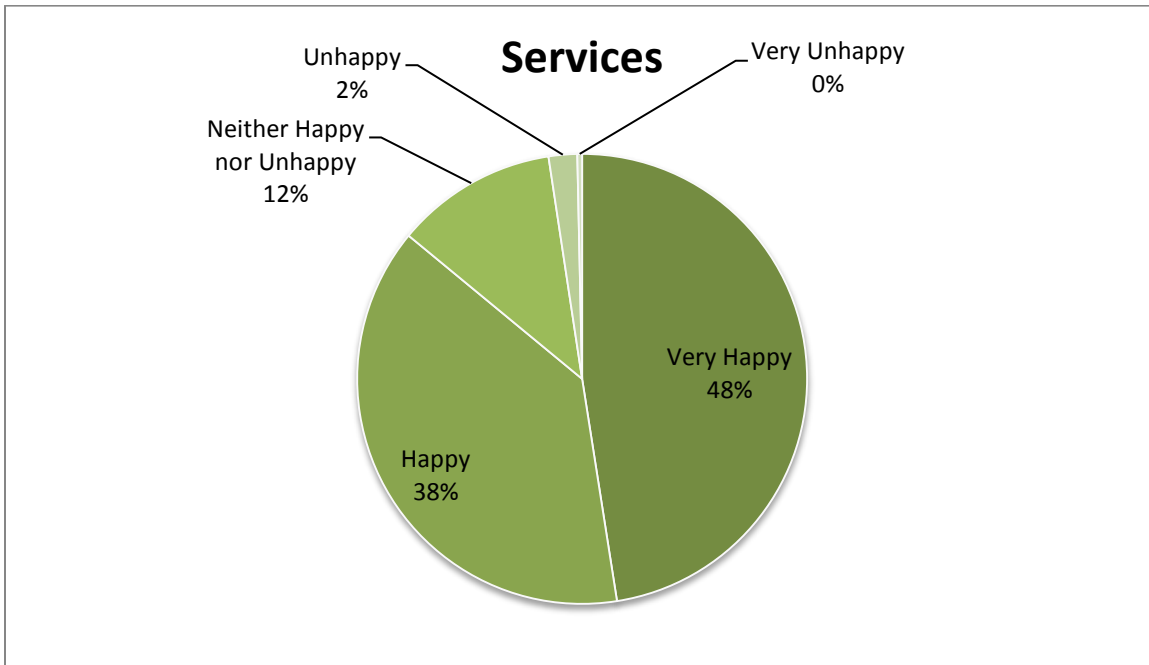
User Satisfaction Rates

427 SHWC users reported visiting 1-2 times in the past semester.

Most appointments marked were on Monday morning, approximately 9am, and Tuesday before and after lunch, approximately 10:30am and 2:30pm.

User respondents were asked to rate their overall impression of the services provided at the SHWC during their most recent visit. Respondents could indicate a response of “Very Unhappy” to “Very Happy”.

#	Answer	Response	%
1	Very Happy	278	47.5%
2	Happy	225	38.5%
3	Neither Happy or Unhappy	68	11.6%
4	Unhappy	12	2.1%
5	Very Unhappy	2	0.3%
	Total	585	100%



Responses from “Please rate your overall impression of the services you received.”

User respondents were then asked to rate satisfaction of “Very Satisfied” to “Very Unsatisfied” on the services they had utilized in the past twelve months. The highest scoring services were “Care Received from Nurse” at 1.35 and “Radiological Services” at 1.36. The lowest scoring services were “Paying for Any Charges Incurred” at 1.64 and “Picking Up My Prescription at the On-Site Pharmacy” at 1.57.

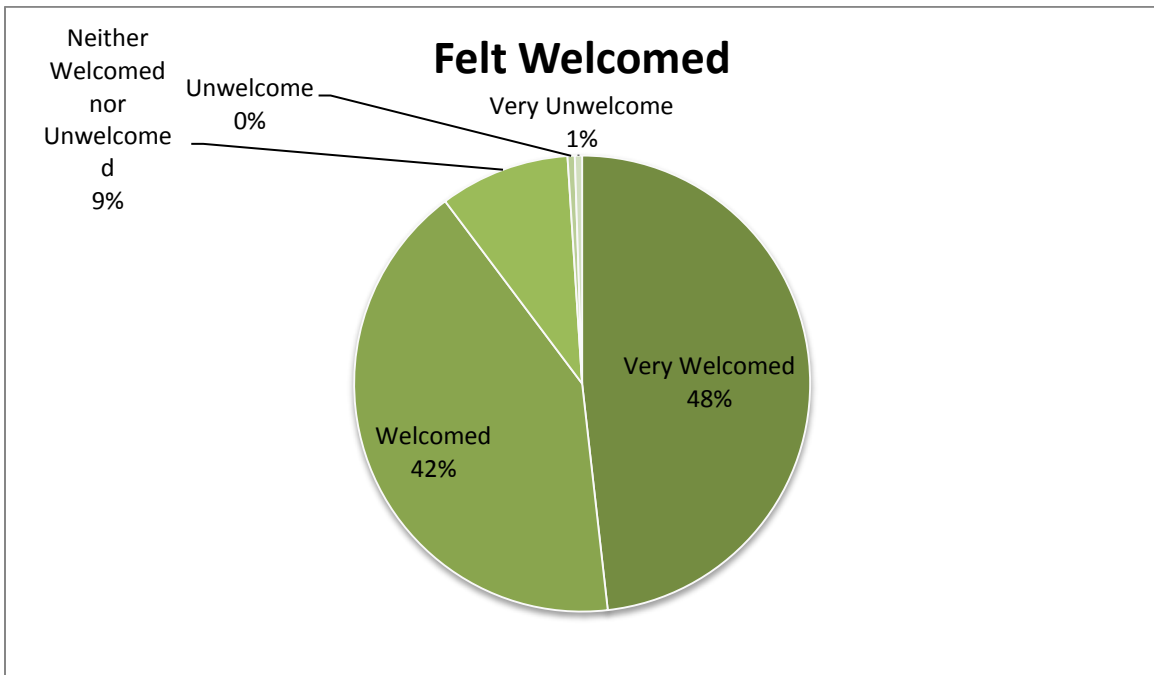
#	Question	Very Satisfied (1)	Satisfied (2)	Unsatisfied (3)	Very Unsatisfied (4)
1	Making an appointment	233	215	19	5
2	Checking in for my appointment	252	199	10	2
3	Care received from a nurse	279	145	10	7
4	Care received from a doctor, PA, or NP	238	153	20	8
5	Laboratory services	114	86	4	2
6	Gynecological services	70	58	3	2
7	Radiological Services	26	34	2	2
8	Psychiatric Services	57	59	7	6
9	Dietitian Services	29	35	2	1
10	Picking up over-the-counter items at the on-site Pharmacy	74	69	4	4
11	Picking up my prescription at the on-site Pharmacy	99	97	7	6
12	Health education consultations and programs, including Condom Club	76	63	0	2
13	Mean Green Screen (free, rapid HIV screening)	33	37	0	2
14	Massage Therapy	46	31	3	2
15	Walk-in STD testing	32	36	1	2
16	Checking out for my appointment	213	162	2	4
17	Paying for any charges incurred	146	154	10	6

The services with the best average scores were Health Education consultations and programs, checking out for my appointment, and checking in for my appointment. The lowest average score was psychiatric services.

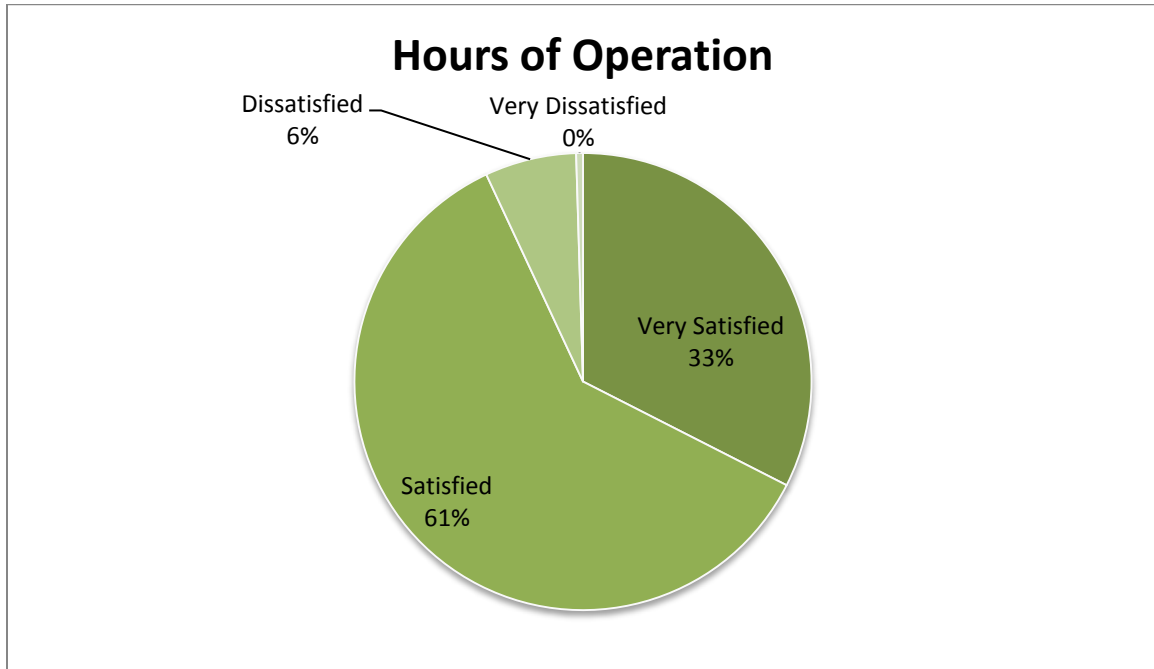
Asked why Users were unhappy with the services they received, responses ranged from wait time to not feeling heard by the provider.

Asked why Users were happy with the services they received, responses included friendly staff and quick turnaround. Specific compliments and expressions of gratitude were included toward Rae White, Jennifer DiVecchia, Sajid Surve, treatment nurses, lab technicians, Kathy Brewer, John Shelton, Joyce Livingston, Betsy Schenck, Joel Brady, and Pharmacy.

User respondents were also asked how welcomed they felt at the SHWC.



User respondents were asked how satisfied they were with the SHWC's hours of operation.



Asked what days and times the respondents would most likely prefer to use the SHWC, Thursday and Saturday received the most responses, with a higher proportion of votes for all week asking for hours from 6-8.

Non-User Information

Non-users were asked to determine which services they were aware were offered at the SHWC and their interest in utilizing the service.

Question	Aware	Unaware	Interested	Uninterested
Pharmacy services, including purchasing over-the-counter items	176	146	202	94
Receiving immunizations/vaccination shots	235	57	207	90
Mean Green Screen (free, rapid HIV testing)	150	172	164	132
Annual examination/physical	167	155	193	101
General appointment with a doctor, physician assistant, or nurse practitioner	220	100	201	93
Gynecological Services	146	176	155	140
Psychiatric Services	197	124	155	292
Consultation with a Registered Dietitian	127	196	173	119
Allergy injections	99	223	120	171
Health education consultations and programs, such as Condom Club	184	137	125	167
Free flu shots	213	108	195	100
Low cost laboratory services	128	193	175	119
Digital X-rays	106	215	149	144
Walk-in STD testing	135	185	155	141
Massage Therapy	177	144	276	21
Performing Arts Medicine	62	259	123	171

When asked what their main reason for not utilizing the SHWC was, the responses included “I was not aware of the services provided” (35.1%) and “I have not needed the services offered” (38.1%).

Corrective Action

To increase Non-User awareness, the SHWC will:

- Educate other departments and faculty/staff about our services for increased word of mouth awareness.
 - Staff Senate
 - Faculty Senate
 - DSA – present at a meeting to hit all departments
 - Regular email blast to students each long semester
 - Increased FB/Twitter activity
 - Advertising in the Union
 - Schedule presentations around campus
- Increased advertising specifically to:
 - Registered Dietician
 - Allergy Injections

- Digital X-rays
- Performing Arts
- Pharmacy Services (OTCs) – encourage utilization at each visit
- Immunizations/Vaccines – additionally, consistently offer these services to students here for something else
- General appointments
- Free flu shots – Invest in a large bold sign that can be used each year to advertise our flu shots
- Massage Therapy
- Create insurance tutorials that are available online or can be presented in a classroom setting & schedule some classes.
- Mail out to outside providers on being able to use SHWC Lab