



Research Briefs from Crafton Hills Office of Research and Planning

Health and Wellness Center Point of Service Evaluation Results Fall 2009

Overview: In the fall of 2009, the Crafton Hills College Health and Wellness Center (HWC) administered a Point of Service (POS) evaluation to gain “customer satisfaction” feedback from the students they serve. While the POS evaluation was available to all students visiting the HWC from October 1, 2009 through October 30, 2009, not all students completed it. Additionally, because no identifying information is collected there is no way to know if students completed the survey more than once. The purpose of this report is to disseminate findings of the fifty-six participants who submitted the half page evaluation.

Methodology: The POS evaluation included seven questions using a five point Likert scale with choices ranging from *Strongly Agree* to *Strongly Disagree*, and three open-ended questions. The first open-ended question asked students the reason for their visit to the office. Following the Likert scale questions, the second open-ended question asked for any additional comments or questions they might have. The final open-ended question asked for students’ contact information if they wanted to further discuss their comments, questions, or concerns.

RESULTS

Sample: The Point of Service (POS) evaluation was completed by 56 participants who received services from the Health and Wellness Center (HWC). As shown in Table 1, 19% of the respondents indicated they were visiting the HWC to receive a flu shot, while 8% received a blood lipid profile/glucose analysis.

Table 1: What was the reason for your visit?

%	N		%	N	
19%	11	Flu shot	1%	1	Counseling and breast exam
8%	5	Blood lipid profile/glucose analysis	1%	1	Infection
5%	3	Birth Control	1%	1	STD check
5%	3	TB test	1%	1	Talk to someone
5%	3	Medical Question/Advice	1%	1	Flu symptoms
3%	2	Physical	1%	1	Therapy
1%	1	Rash on Knee	1%	1	Vaccines, weight management
1%	1	Flu, therapy sessions, back pain	1%	1	Wrist pain
1%	1	Second opinion re: would care and surgery	1%	1	Meds
1%	1	Eye infection	73%	41	Total

Findings: As Table 2 indicates, respondents were more likely to agree or strongly agree with all of the Likert scale questions. When asked to rate their level of agreement with the following statement; “If I had to do it over, I would choose to access this service again”, 99% of the respondents agreed or strongly agreed. In addition, none of the respondents disagreed or strongly disagreed with the statement “The services/information that I received will help me maintain or pursue my academic goals”.

Table 2	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	%	N	%	N	%	N	%	N	%	N
This is a high quality service	2	1	0	0	2	1	18	10	79	44
I believe my needs were met	2	1	0	0	2	1	16	9	80	45
I would recommend this service to a friend or fellow student	2	1	0	0	2	1	11	6	86	48
I received exactly the services/information that I needed	2	1	0	0	2	1	18	10	79	44
The services/information that I received will help me maintain or pursue my academic goals	0	0	0	0	11	6	18	10	71	40
In general, I am satisfied with this service	2	1	0	0	2	1	11	6	86	48
If I had to do it over, I would choose to access this service again	2	1	0	0	0	0	8	4	91	48

When given the opportunity to leave additional comments, questions, or concerns 32% chose to do so.

The following eighteen statements were offered:

- Convenient and good price.
- Cool people.
- Do more to let the students know it is available. A lot of students don't know it is here.
- Everyone here is professional, helpful, and friendly.
- Everyone is so nice and helpful. Good job!
- Great customer service and very friendly people.
- Great job!
- Great service.
- I am thankful for this service.
- I did not know this service was available until recently. It has been immensely helpful. I am a single mom with no insurance.
- (Name) is wonderful!
- Keep up the good service people.
- (Name) is great!
- Maybe more help less wait time.
- Nice staff, friendly and professional, their student worker was very helpful as well.
- Very helpful and friendly.
- Wonderful care.
- You are really good and kept me calm.