



Fall 2017 Health & Wellness Center Point of Service Survey Results

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Purpose of Brief

This brief illustrates the results from the Fall 2017 HWC service evaluations completed by 62 respondents.

Summary of Findings

- 47% of respondents visiting the HWC were between the ages of 20-24.
- 69% of respondents visiting the HWC were female.
- 34% of respondents reported visiting the HWC once during the Fall 2017 term. Another 23% visited twice.
- 28% of respondents heard about the HWC from an employer, friend, or student.
- 67% of respondents visited the HWC to receive emotional/health counseling.
- 95% of respondents strongly agreed with the statement, ***The Health & Wellness Center provides high quality service.***
- 77% of respondents who submitted additional comments complimented the HWC services and staff.

Overview

The Health and Wellness Center (HWC) at Crafton Hills College (CHC) administers service evaluations each term to collect information from students they serve. This brief illustrates the results from the Fall 2017 service evaluations completed by 62 respondents.

Methodology

The service evaluation was administered in paper to respondents by the HWC. The evaluation consisted of a multiple-choice question prompting respondents to indicate their demographic information (age and gender), frequency of visits during the term, how they heard about the HWC, and the reasons for visiting the HWC office. Open-ended questions were also incorporated which allowed respondents to provide other options for how they heard about the HWC, the reasons for their visit, or to comment about their experiences at the HWC. Their comments for the HWC were grouped into categories. The evaluation also included seven Likert-scale questions by which respondents were prompted to rate their level of agreement with statements regarding the quality of service they were provided. The following 4-point rating scale was utilized: 4=Strongly Agree, 3=Agree, 2=Disagree, and 1=Strongly Disagree. Individual names mentioned in the comments tables were replaced with “[Name]”. Finally, since the evaluation is completely anonymous and no identifying information was collected in the evaluation, it was also possible for the same student to complete multiple surveys.

Findings

Table 1 examines the age groups of the individuals visiting the HWC office. Forty-seven percent of respondents were between 20-24 years of age. Another 18% were under the age of 20 while an additional 18% were between the ages of 25-29.

Table 1. Age group of those visiting the HWC.

Age Group	#	%
Under 20	11	17.7
20-24	29	46.8
25-29	11	17.7
30-34	3	4.8
35-39	3	4.8
40-49	1	1.6
50+	4	6.5
Total	62	100.0

Table 2 provides more demographic data by examining the gender of the respondents. Females consisted of 69% of the respondents.

Table 2. Gender of those visiting the HWC.

Gender	#	%
Male	18	29.5
Female	42	68.9
Other	1	1.6
Total	61	100.0

Note: Missing responses were not included this table.

Table 3 captures the frequency that the respondents visited the HWC throughout the Fall 2017 term. Fifty-seven percent of respondents stated that they visited the HWC either once (34%) or twice (23%). Twenty-one percent of respondents visited the HWC at least five times during the term.

Table 3. Frequency of visits to the HWC in Fall 2017.

Times Visited	#	%
1	21	34.4
2	14	23.0
3	11	18.0
4	2	3.3
5 or more	13	21.3
Total	61	100.0

Respondents were asked to identify how they heard about the HWC. The results are detailed in Table 4. Twenty-eight percent of respondents noted that they had heard about the HWC from their employer, friend, or a student. Other prominent ways in which respondents heard about the HWC was through a previous visit (18%), a classroom presentation/orientation (13%), or from brochures/website/catalog/class schedule (13%).

Table 4. How respondents heard about the HWC.

How Respondent Heard about HWC	#	%
Poster/bulletin board/signs	8	10.5
Classroom presentation/orientation	10	13.2
Health fair/blood drive	1	1.3
Brochures/website/catalog/class schedule	10	13.2
Employer/friend/student	21	27.6
Previous visit	14	18.4
Other	12	15.8
Total	76	100.0

Note: It is possible respondents selected multiple reasons for visiting.

Respondents who selected “Other” provided the following responses:

- DSPS Office
- [Name]/Student Life
- Got lost finding a room
- Grief workshop
- [Name] DSPS
- Professor (n=2)
- Professor [Name]
- Program (medical imagining)/faculty/staff
- Stepmom (n=2)
- Student

Table 5 identifies the reason respondents went into the HWC. Sixty-seven percent of respondents reported visiting for emotional/health counseling. Another 10% visited to obtain birth control and 8% visited to get a physical exam.

Table 5. Reasons for visit to the HWC.

Reason for Visit	#	%
Immunization	1	2.1
Birth control	5	10.4
Physical exam	4	8.3
Health education/information	1	2.1
Emotional/health counseling	32	66.7
TB skin test	3	6.3
STD testing	2	4.2
Total	48	100.0

Note: Missing responses were not included this table.

14 respondents provided additional reasons for visiting the HWC. Below is a list of the responses provided:

- Ankle
- Consoling
- Foot injury
- Ibuprofen
- Knee (n=2)
- Knee check
- Medication for back pain, back throughout Saturday
- Personal
- Strep test
- Talk, need a lending ear
- Therapy
- Tonsils, sore throat
- Walk-in

Table 6 indicates respondents' level of agreement with various statements about their perceptions and satisfaction with HWC services. Respondents reported high levels of satisfaction with HWC services with 92% to 95% of respondents strongly agreeing with the following statements:

- I am satisfied with today's visit
- The Health & Wellness Center provides high quality service
- I would recommend the Health & Wellness Center to a friend or fellow student
- If I needed to, I would choose to access the Health & Wellness Center for this service again

Table 6. Respondents' level of agreement with various statements about HWC.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I am satisfied with today's visit	58	93.5	3	4.8	0	0.0	1	1.6
The Health & Wellness Center provides high quality service	59	95.2	2	3.2	0	0.0	1	1.6
I would recommend the Health & Wellness Center to a friend or fellow student	57	91.9	4	6.5	0	0.0	1	1.6
The services/information that I received will help me maintain or pursue my academic goals	51	83.6	9	14.8	0	0.0	1	1.6
If I needed to, I would choose to access the Health & Wellness Center for this service again	57	91.9	4	6.5	0	0.0	1	1.6

Note: Missing responses were not included this table.

When asked to provide additional comments, 30 respondents provided feedback. A full list of comments can be found in Table 7. Most of the feedback consisted of compliments to the staff and program (23) while one respondent provided a suggestion for the HWC. Six respondents indicated that they had no feedback.

Table 7. Additional Comments

Compliments about the Service/Staff (n=23)
Awesome as everything at Crafton
[Name] is the best! So helpful
Continue to assist students in need
Counselors are amazing. Great and nice front desk
Everyone is nice and informative
Great comforting staff. Very professional and informative
Great job
Great service
[Name] is amazing, thank you
Health and Wellness Center always provides good service!
I enjoy the service that the Center provides
I really loved it! I made a follow up!!
It was great
Ms. [Name] is very caring, sympathetic, helpful, listens, and more good things. Thank you and God Bless you all
Outstanding service
Really good listener
Thank you so much! (n=2)
The counselor was nice and helpful
The Health and Wellness Center has helped me improve my mental health, and I would recommend more students use this resource
The therapy I have received helps so much. My therapist is very encouraging and helps me with anxiety and OCD tendencies and gives great advice
Very friendly and accommodating
Very grateful that these people help me
Suggestions (n=1)
I would like the Health and Wellness Center to provide non-prescription medication like allergy pills.
No Suggestions (n=6)
N/A (n=2)
None (n=2)
Nothing
Nothing, really good listener