

## Patient Satisfaction Survey

The patient satisfaction survey was conducted early November at the peak of the H1N1 activity. Despite the increased flow of patients being seen at the time, and additional job duties taken on by staff members we found our overall approve ratings remained consistent with prior surveys during slower times.

We found that students are still not using our website as a resource for information on SHC. Our graphic artist is in the process of reworking the website to make it more appealing and useful. SHC has also created a Face Book and Twitter Account to both attract more students to our site as well as relay pertinent health information.

We also found that many students access SHC by public transit and campus shuttle; though many wished a campus shuttle stop were closer to the clinic and wondered why it did not stop at the actual clinic building. We would like to encourage the campus shuttle to alter its route to a stop closer to our clinic's entrance, but realize that with current budgetary restrictions that this may not be possible.

We also noted that we have seen a slight increase in the amount of undergraduate students being seen at SHC. Past surveys have indicated our main population is graduate students and their dependants.