### Patient Satisfaction Survey FA 11

**Q1 Age:**
- [Code = 1] [Textbox - Numeric]
  - Required answers: 0
  - Allowed answers: 1

**Q2 Sex:**
- Male [Code = M]
- Female [Code = F]
- Transgender [Code = T]
  - Required answers: 0
  - Allowed answers: 1

**Q3 Ethnicity:**
- African-American/Black [Code = 1]
- American Indian or Alaskan Native [Code = 2]
- Asian American/Asian [Code = 3]
- Caucasian/White [Code = 4]
- Hispanic/Latino/a [Code = 5]
- Native-Hawaiian or Pacific Islander [Code = 6]
- Other [Code = 7] [Textbox]
  - Required answers: 0
  - Allowed answers: 1

**Q4 Indicate your primary affiliation with the University of Utah:**
- Undergraduate student [Code = 1]
- Graduate/professional student [Code = 2]
- Spouse of a student [Code = 3]
- International Student [Code = 5]
- U.S. Veteran [Code = 6]
- Other [Code = 4]
  - Required answers: 0
  - Allowed answers: 1

**Q5 What, if any, health insurance do you have?**
- GM Southwest (student health insurance) [Code = 1]
- Other insurance [Code = 2]
- No insurance (self pay) [Code = 3]
  - Required answers: 1
  - Allowed answers: 1

**Q6 What was the purpose of your most recent visit?**
- Regular check-up/wellness care [Code = 1]
- One-time injury or illness [Code = 2]
- Lab work [Code = 3]
- Vaccinations [Code = 4]
- Travel Clinic [Code = 5]
- Other [Code = 6] [Textbox]
  - Required answers: 0
  - Allowed answers: 6

**Q7 Including your most recent visit, how many times have you been seen at the Student Health Center?**
- [Code = 1] [Textbox - Numeric]
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<td>Q8 The length of time between requesting my appointment and my visit was reasonable.</td>
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<td>Q9 When making my appointment, the staff was professional, courteous, and attentive.</td>
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<td>Q10 The front desk check-in process was efficient.</td>
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<td>Q11 Adequate explanations were given to me about insurance and billing policies when checking in.</td>
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<td>Q12 I felt that my privacy and confidentiality were respected and protected during check-in.</td>
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<td>Q13 The Nursing staff was professional, courteous, and attentive.</td>
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</table>
Q14 The Nursing Staff washed/sanitized their hands prior to any interactions with me (ie, taking my blood pressure, drawing blood, giving me a shot).
- Yes [Code = 1]
- No [Code = 2]
- Unsure [Code = 3]

Required answers: 0  Allowed answers: 1

Q15 The Provider was professional, courteous, and attentive.
- Strongly Agree [Code = 5]
- Agree [Code = 4]
- Neutral [Code = 3]
- Disagree [Code = 2]
- Strongly Disagree [Code = 1]

Required answers: 0  Allowed answers: 1

Q16 The Provider washed/sanitized their hands prior to examining me.
- Yes [Code = 1]
- No [Code = 2]
- Unsure [Code = 3]

Required answers: 0  Allowed answers: 1

Q17 The Provider listened carefully to my concerns and I was satisfied with the advice and explanations that were given.
- Strongly Agree [Code = 5]
- Agree [Code = 4]
- Neutral [Code = 3]
- Disagree [Code = 2]
- Strongly Disagree [Code = 1]

Required answers: 0  Allowed answers: 1

Q18 Overall, I had a positive experience at the Student Health Center.
- Strongly Agree [Code = 5]
- Agree [Code = 4]
- Neutral [Code = 3]
- Disagree [Code = 2]
- Strongly Disagree [Code = 1]

Required answers: 0  Allowed answers: 1

Q19 I would recommend the Student Health Center to my peers.
- Strongly Agree [Code = 5]
- Agree [Code = 4]
- Neutral [Code = 3]
- Disagree [Code = 2]
- Strongly Disagree [Code = 1]

Required answers: 0  Allowed answers: 1

Q20 Have you ever used the Student Health Center website as a resource for frequently asked questions or information about your services? If yes, any suggestions for improvement?
- Yes [Code = 1] [Textbox]
- No [Code = 2]
- Unsure [Code = 3]
<table>
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<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<td>Q21 If given the opportunity for free counseling, would you be interested in meeting with a Health Educator to further discuss health concerns such as smoking, diet and nutrition, birth control, sexual health, or body image? If yes, what topics would be of interest to you?</td>
<td>Yes (please explain)</td>
<td>No</td>
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| Q22 Please list any other comments or suggestions for improvement of the Student Health Center. | | |

[Code = 1] [Textbox]