



Reference Group 36 participating schools

Data Report

Fall 2019-Spring 2020

The ACHA-PSAS supports the health of the campus community by fulfilling the academic mission, supporting short- and long-term healthy behaviors, and gaining a current profile of health trends within the campus community.

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AMERICAN COLLEGE HEALTH ASSOCIATION

American College Health Association-Patient Satisfaction Assessment Service (ACHA-PSAS)

Reference Group Data Report - Fall 2019/Spring 2020

American College Health Association

8455 Colesville Road, Suite 740

Silver Spring, MD 20910

(410) 859-1500




www.acha.org

June 23, 2020

FREQUENCY REPORT



Number of Surveys (n) = 26,619 Web Surveys

RSEX. Recoded Sex Variable based on 1A, 1B and 1C:

	Female		Male		Non-Binary		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Female	18,227	100	0	0	0	0	18,227	68.8	
2 Male	0	0	7,377	100	0	0	7,377	27.8	
3 Non-Binary	0	0	0	0	904	100	904	3.4	
Valid responses =	18,227	69	7,377	28	904	3	26,508	99.6	



Invalid responses include no response or multiple responses.

1A. Sex assigned at birth, such as on an original birth certificate:

	Female		Male		Non-Binary		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Female	18,227	100	0	0	650	72	18,910	71.2	
2 Male	0	0	7,377	100	254	28	7,654	28.8	
Valid responses =	18,227	69	7,377	28	904	3	26,564	99.8	







Invalid responses include no response or multiple responses.

1B. Identify as transgender:

	Female		Male		Non-Binary		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 No	18,227	100	7,377	100	282	31	25,920	97.6	
2 Yes	0	0	0	0	622	69	625	2.4	
Valid responses =	18,227	69	7,377	28	904	3	26,545	99.7	







Invalid responses include no response or multiple responses.

1C. Term to describe gender identity?:

	Female		Male		Non-Binary		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Woman	18,227	100	0	0	242	27	18,481	69.7	
2 Man	0	0	7,377	100	125	14	7,506	28.3	
3 Trans woman	0	0	0	0	44	5	44	0.2	
4 Trans man	0	0	0	0	78	9	78	0.3	
5 Genderqueer	0	0	0	0	210	23	211	0.8	
6 Another identity	0	0	0	0	205	23	210	0.8	
Valid responses =	18,227	69	7,377	28	904	3	26,530	99.7	





Invalid responses include no response or multiple responses.

2. Ethnic/ racial background: (select all that apply)

	Female		Male		Non-Binary		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 White-not Hispanic	11,581	64	4,376	59	602	67	16,590	62.3	
2 Black-not Hispanic	1,272	7	380	5	67	7	1,722	6.5	
3 Hispanic or Latino	2,054	11	766	10	108	12	2,936	11.0	
4 Asian or Pacific Islander	3,736	21	1,936	26	148	16	5,832	21.9	
5 American Indian or Alaska Native	190	1	54	1	14	2	258	1.0	
6 Other	446	2	221	3	46	5	715	2.7	

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

3. Student Status:

	Female		Male		Non-Binary		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Undergraduate	11,867	66	4,151	57	572	64	16,626	63.1	
2 Graduate	5,452	30	2,824	39	293	33	8,591	32.6	
3 Professional school	598	3	220	3	24	3	843	3.2	
4 Non-degree	160	1	103	1	12	1	277	1.1	
Valid responses =	18,077	69	7,298	28	901	3	26,337	98.9	

Invalid responses include no response or multiple responses.

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FREQUENCY REPORT

Number of Surveys (n) = 26,619 Web Surveys

4. Is the Student Health Center your usual source of care and/ or primary care provider while enrolled?

	Female		Male		Non-Binary		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
1 Yes	15,605	86	6,410	87	782	87	22,856	86.2	
2 No	2,587	14	944	13	121	13	3,665	13.8	
Valid responses =	18,192	69	7,354	28	903	3	26,521	99.6	

5. Satisfaction with ease of scheduling an appointment that meets your needs:

	Female		Male		Non-Binary		Total		
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	
0 Very dissatisfied	214	1	98	1	8	1	322	1.2	
1	288	2	91	1	9	1	390	1.5	
2	566	3	179	3	40	5	787	3.0	
3	1,365	8	504	7	78	9	1,951	7.5	
4	3,369	19	1,441	20	169	19	4,996	19.1	
5 Very satisfied	12,056	68	4,951	68	586	66	17,643	67.6	
Valid responses =	17,858	68	7,264	28	890	3	26,089	98.0	

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.44	5.00	1.01	0.0	5.0
Male	4.47	5.00	0.98	0.0	5.0
Overall	4.45	5.00	1.00	0.0	5.0

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5A. Ease of scheduling an appointment that meets your needs: (select all that apply)

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Difficult to reach appointment staff	172	1	59	1	12	1	243	0.9
2 Appt. not available time needed	465	3	155	2	21	2	642	2.4
3 Had to wait too long	517	3	176	2	25	3	720	2.7
4 Not able to get provider I wanted	109	1	19	0	4	0	133	0.5
5 Other (please specify)	251	1	98	1	14	2	367	1.4

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

6. Satisfaction with amount of time needed in the health service to complete your appointment:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	325	2	118	2	19	2	466	1.8
1	351	2	112	2	22	3	489	1.9
2	694	4	254	4	30	3	984	3.7
3	1,938	11	677	9	77	9	2,696	10.2
4	3,753	21	1,615	22	202	23	5,582	21.2
5 Very satisfied	10,968	61	4,527	62	545	61	16,089	61.2
Valid responses =	18,029	69	7,303	28	895	3	26,306	98.8

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.29	5.00	1.12	0.0	5.0
Male	4.35	5.00	1.06	0.0	5.0
Overall	4.31	5.00	1.10	0.0	5.0

6A. Amount of time needed in the health service to complete your appointment: (select all that apply)

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Wait too long registration	202	1	67	1	9	1	279	1.0
2 Wait too long placed examine room	725	4	235	3	31	3	998	3.7
3 Wait too long provider	652	4	188	3	37	4	886	3.3
4 Wait too long after additional steps	258	1	96	1	15	2	373	1.4
5 Other (please specify)	174	1	78	1	15	2	269	1.0

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

7. Satisfaction with efficiency of the check-in and check-out process:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	117	1	54	1	6	1	178	0.7
1	120	1	42	1	6	1	169	0.6
2	314	2	130	2	20	2	467	1.8
3	1,157	6	436	6	74	8	1,670	6.3
4	3,228	18	1,430	20	148	16	4,816	18.2
5 Very satisfied	13,200	73	5,255	72	646	72	19,163	72.4
Valid responses =	18,136	69	7,347	28	900	3	26,463	99.4

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.58	5.00	0.83	0.0	5.0
Male	4.57	5.00	0.83	0.0	5.0
Overall	4.58	5.00	0.83	0.0	5.0

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7A. Efficiency of the check-in and check-out process: (select all that apply)

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Check-in process too long	272	2	118	2	12	1	404	1.5
2 Check-out process too long	57	0	33	0	5	1	95	0.4
3 Not understand check-in process	81	0	34	1	5	1	120	0.5
4 Not understand check-out process	68	0	27	0	7	1	102	0.4
5 Other (please specify)	153	1	48	1	9	1	213	0.8

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

8. Satisfaction with friendliness, courtesy, and helpfulness of the registration staff:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	153	1	55	1	11	1	220	0.8
1	182	1	53	1	6	1	243	0.9
2	422	2	117	2	25	3	566	2.1
3	1,272	7	338	5	56	6	1,669	6.3
4	3,034	17	1,076	15	159	18	4,278	16.1
5 Very satisfied	13,097	72	5,712	78	643	71	19,516	73.7
Valid responses =	18,160	69	7,351	28	900	3	26,492	99.5

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.54	5.00	0.90	0.0	5.0
Male	4.65	5.00	0.81	0.0	5.0
Overall	4.57	5.00	0.88	0.0	5.0

8A. Friendliness, courtesy, and helpfulness of the registration staff: (select all that apply)

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Staff was unfriendly	461	3	129	2	22	2	614	2.3
2 Staff was not courteous	281	2	74	1	13	1	368	1.4
3 Staff was unprofessional	120	1	41	1	9	1	171	0.6
4 Staff did not appear competent	118	1	44	1	7	1	169	0.6
5 Staff was not helpful	133	1	53	1	14	2	202	0.8
6 Other (please specify)	205	1	64	1	13	1	283	1.1

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

9. Satisfaction with friendliness, courtesy, and helpfulness of the staff assisting your provider:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	134	1	44	1	5	1	183	0.7
1	112	1	38	1	7	1	161	0.6
2	207	1	59	1	12	1	280	1.1
3	859	5	239	3	40	5	1,140	4.3
4	2,550	14	966	13	134	15	3,659	13.9
5 Very satisfied	14,205	79	5,978	82	693	78	20,941	79.4
Valid responses =	18,067	69	7,324	28	891	3	26,364	99.0

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.67	5.00	0.78	0.0	5.0
Male	4.73	5.00	0.70	0.0	5.0
Overall	4.68	5.00	0.76	0.0	5.0

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9A. Friendliness, courtesy, and helpfulness of the staff assisting your provider:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Staff was unfriendly	237	1	60	1	10	1	308	1.2
2 Staff was not courteous	170	1	43	1	7	1	221	0.8
3 Staff was unprofessional	127	1	32	0	8	1	167	0.6
4 Staff did not appear competent	95	1	36	1	6	1	138	0.5
5 Staff was not helpful	121	1	35	1	13	1	170	0.6
6 Other (please specify)	160	1	32	0	8	1	202	0.8

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

10. The provider listened carefully to your concerns:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	245	1	78	1	10	1	335	1.3
1	204	1	70	1	15	2	290	1.1
2	366	2	93	1	13	2	473	1.8
3	788	4	197	3	34	4	1,021	3.9
4	1,862	10	725	10	105	12	2,703	10.3
5 Very satisfied	14,537	81	6,109	84	716	80	21,428	81.6
Valid responses =	18,002	69	7,272	28	893	3	26,250	98.6

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.63	5.00	0.92	0.0	5.0
Male	4.72	5.00	0.82	0.0	5.0
Overall	4.66	5.00	0.89	0.0	5.0

11. Amount of time spent with the provider:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	218	1	75	1	12	1	306	1.2
1	228	1	73	1	12	1	315	1.2
2	453	3	133	2	19	2	608	2.3
3	1,087	6	382	5	49	6	1,525	5.8
4	2,533	14	1,043	14	145	16	3,727	14.1
5 Very satisfied	13,553	75	5,592	77	658	74	19,866	75.4
Valid responses =	18,072	69	7,298	28	895	3	26,347	99.0

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.55	5.00	0.95	0.0	5.0
Male	4.61	5.00	0.88	0.0	5.0
Overall	4.57	5.00	0.94	0.0	5.0

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12. Satisfaction with quality of the explanations and advice you were given for your condition and the recommended treatment:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	445	3	131	2	17	2	595	2.3
1	310	2	94	1	18	2	423	1.6
2	507	3	119	2	31	4	660	2.5
3	1,078	6	359	5	53	6	1,498	5.7
4	2,384	13	966	13	129	15	3,489	13.3
5 Very satisfied	13,325	74	5,623	77	643	72	19,650	74.7
Valid responses =	18,049	69	7,292	28	891	3	26,315	98.9

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.47	5.00	1.11	0.0	5.0
Male	4.58	5.00	0.98	0.0	5.0
Overall	4.50	5.00	1.08	0.0	5.0

12A. Quality of the explanations and advice you were given for your condition and the recommended treatment: (select all that apply)

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Not understand explanations	157	1	43	1	9	1	210	0.8
2 Not feel confident explanation	615	3	172	2	29	2	819	3.1
3 Not understand treatment plan	123	1	34	1	6	1	165	0.6
4 Not feel confident in treatment plan	606	3	157	2	26	3	794	3.0
5 Other (please specify)	353	2	105	1	24	3	483	1.8

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

13. I received information during my visit that I will use to improve my health.

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very much not so	609	3	212	3	32	4	855	3.3
1	397	2	94	1	17	2	510	1.9
2	624	4	183	3	33	4	840	3.2
3	1,766	10	671	9	74	8	2,520	9.6
4	3,278	18	1,351	19	183	20	4,822	18.4
5 Very much so	11,318	63	4,771	66	557	62	16,702	63.6
Valid responses =	17,992	69	7,282	28	896	3	26,249	98.6

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.26	5.00	1.24	0.0	5.0
Male	4.36	5.00	1.14	0.0	5.0
Overall	4.29	5.00	1.21	0.0	5.0

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14. How well did your provider address your pain:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	355	2	108	2	15	2	482	1.8
1	224	1	53	1	10	1	287	1.1
2	360	2	99	1	26	3	486	1.8
3	872	5	295	4	35	4	1,205	4.6
4	1,863	10	791	11	69	8	2,726	10.4
5 Very satisfied	7,605	42	3,291	45	333	37	11,264	42.9
Not applicable	6,720	37	2,664	37	407	46	9,826	37.4
Valid responses =	17,999	68	7,301	28	895	3	26,276	98.7

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.35	5.00	1.20	0.0	5.0
Male	4.48	5.00	1.05	0.0	5.0
Overall	4.38	5.00	1.16	0.0	5.0

15. Satisfaction with explanations given about payment and billing issues:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	558	3	158	2	34	4	753	3.0
1	538	3	165	2	28	3	734	2.9
2	939	5	349	5	55	6	1,344	5.3
3	2,667	15	1,051	15	129	15	3,858	15.1
4	2,823	16	1,123	16	114	13	4,068	16.0
5 Very satisfied	9,929	57	4,253	60	503	58	14,731	57.8
Valid responses =	17,454	68	7,099	28	863	3	25,488	95.8

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.09	5.00	1.31	0.0	5.0
Male	4.19	5.00	1.21	0.0	5.0
Overall	4.12	5.00	1.29	0.0	5.0

15A. Explanations given about payment and billing issues: (select all that apply)

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Not receive clear explanations cost	1,354	7	448	6	72	8	1,879	7.1
2 Not receive explanations insurance	770	4	214	3	45	5	1,033	3.9
3 Not understand much need to pay	918	5	333	5	60	7	1,314	4.9
4 Other (please specify)	411	2	135	2	31	3	580	2.2

Valid responses = all responses and blanks: since multiple responses were possible, more than 100% may be included.

16. Your confidentiality and privacy were carefully protected:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	81	0	26	0	5	1	113	0.4
1	35	0	14	0	4	0	53	0.2
2	110	1	43	1	7	1	161	0.6
3	546	3	214	3	30	3	796	3.0
4	1,995	11	829	11	105	12	2,934	11.2
5 Very satisfied	15,259	85	6,150	85	743	83	22,217	84.6
Valid responses =	18,026	69	7,276	28	894	3	26,274	98.7

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.78	5.00	0.62	0.0	5.0
Male	4.78	5.00	0.60	0.0	5.0
Overall	4.78	5.00	0.62	0.0	5.0

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17. Cleanliness and general appearance of the health center:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	34	0	14	0	2	0	52	0.2
1	26	0	12	0	1	0	39	0.1
2	98	1	26	0	7	1	133	0.5
3	524	3	188	3	21	2	734	2.8
4	2,059	11	875	12	115	13	3,059	11.6
5 Very satisfied	15,340	85	6,189	85	751	84	22,346	84.8
Valid responses =	18,081	69	7,304	28	897	3	26,363	99.0

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.80	5.00	0.55	0.0	5.0
Male	4.80	5.00	0.54	0.0	5.0
Overall	4.80	5.00	0.55	0.0	5.0

18. Did your health care provider wash his/her hands or use an alcohol based hand sanitizer?

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Yes	9,469	53	4,008	55	417	47	13,936	53.0
2 No	353	2	75	1	10	1	441	1.7
3 Not sure	5,130	28	1,903	26	235	26	7,287	27.7
4 Not applicable	3,099	17	1,292	18	227	26	4,635	17.6
Valid responses =	18,051	69	7,278	28	889	3	26,299	98.8

Invalid responses include no response or multiple responses.

19. Your overall satisfaction with your visit:

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very dissatisfied	354	2	110	2	18	2	483	1.8
1	289	2	82	1	16	2	390	1.5
2	564	3	140	2	26	3	732	2.8
3	1,132	6	380	5	59	7	1,575	6.0
4	3,011	17	1,241	17	144	16	4,409	16.7
5 Very satisfied	12,790	71	5,374	73	635	71	18,857	71.3
Valid responses =	18,140	69	7,327	28	898	3	26,446	99.4

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Female	4.45	5.00	1.07	0.0	5.0
Male	4.55	5.00	0.95	0.0	5.0
Overall	4.48	5.00	1.04	0.0	5.0

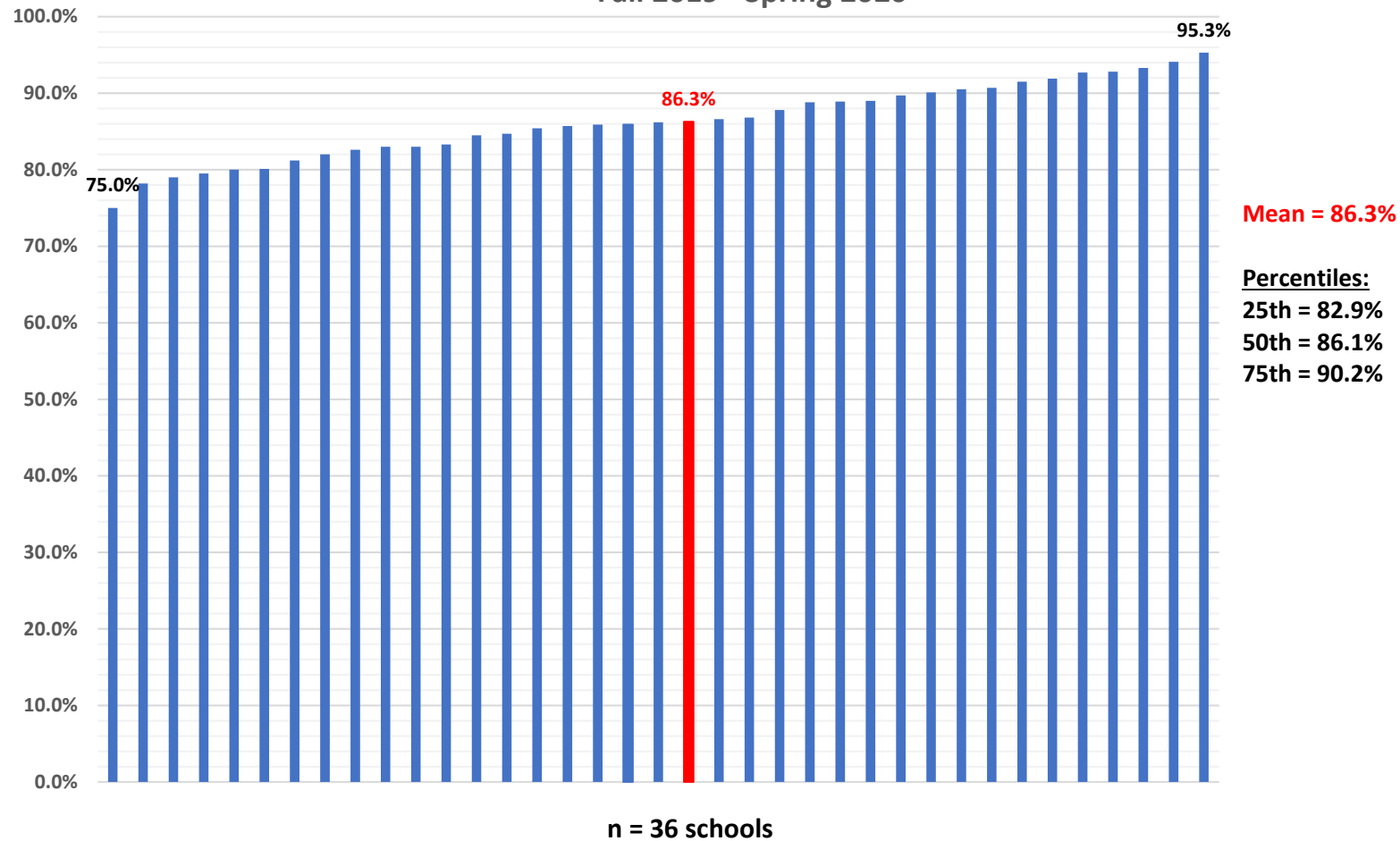
20. How likely are you to recommend the health service to another student?

	Female		Male		Non-Binary		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Very unlikely	560	3	186	3	25	3	773	2.9
1	290	2	58	1	15	2	367	1.4
2	474	3	137	2	32	4	643	2.4
3	1,315	7	430	6	61	7	1,812	6.9
4	2,626	15	1,125	15	145	16	3,908	14.8
5 Very likely	12,810	71	5,369	74	619	69	18,852	71.5
Valid responses =	18,075	69	7,305	28	897	3	26,355	99.0

Invalid responses include no response or multiple responses.

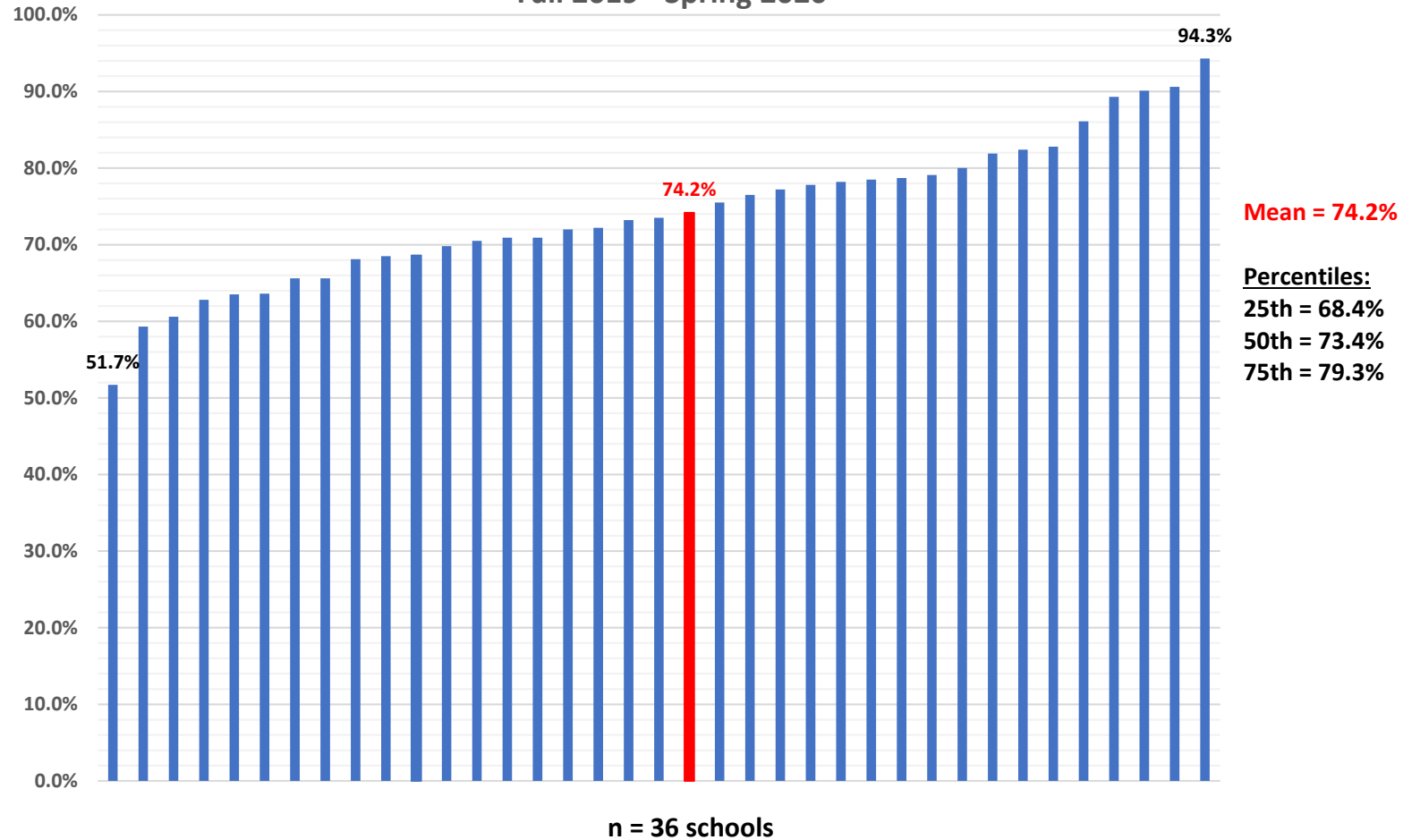
	Mean	Median	Std Dev	Min	Max
Female	4.41	5.00	1.17	0.0	5.0
Male	4.51	5.00	1.04	0.0	5.0
Overall	4.44	5.00	1.13	0.0	5.0

PS16 Your confidentiality and privacy were carefully protected
% Very satisfied by school
Fall 2019 - Spring 2020



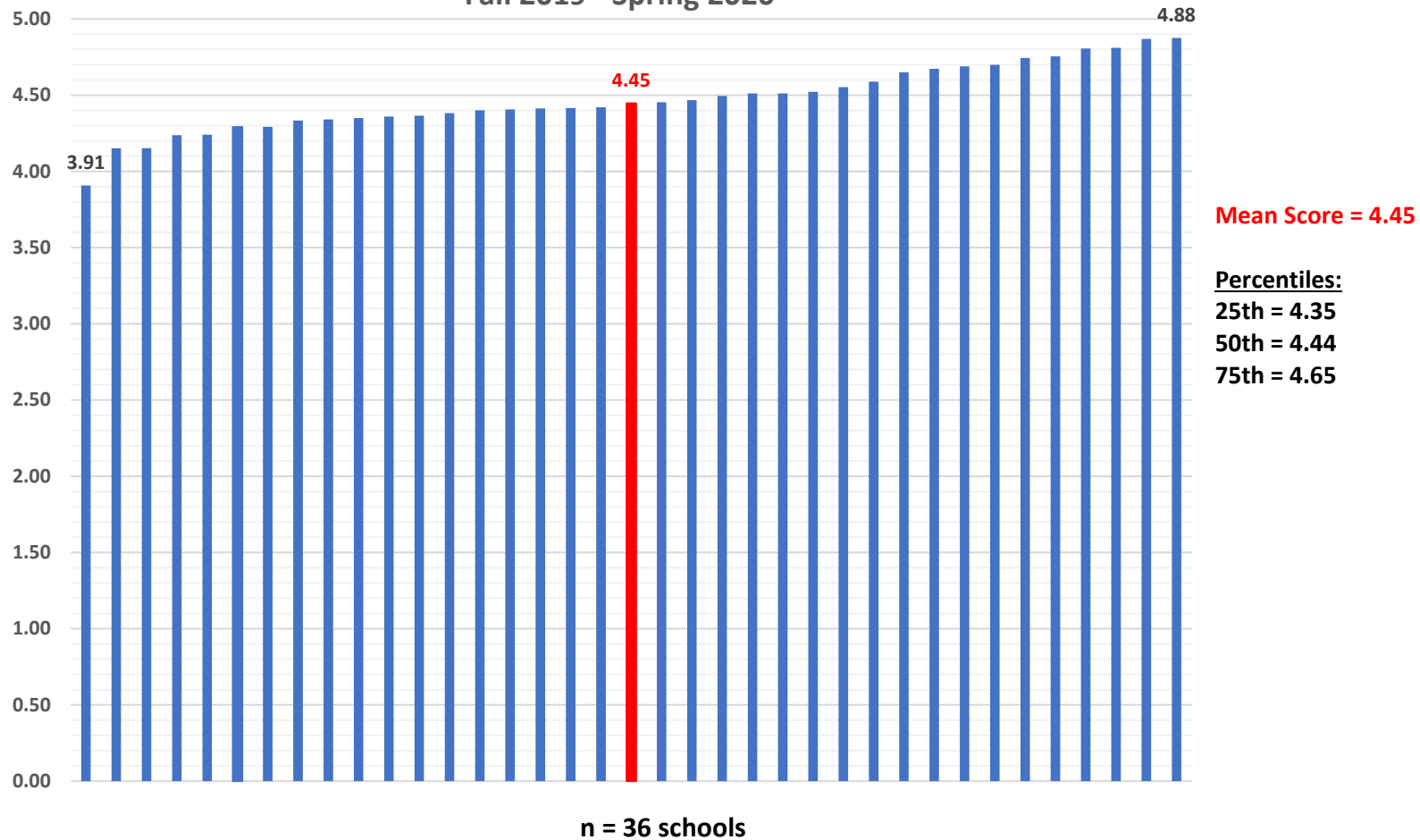
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS19 Overall satisfaction with your visit
% Very satisfied by school
Fall 2019 - Spring 2020



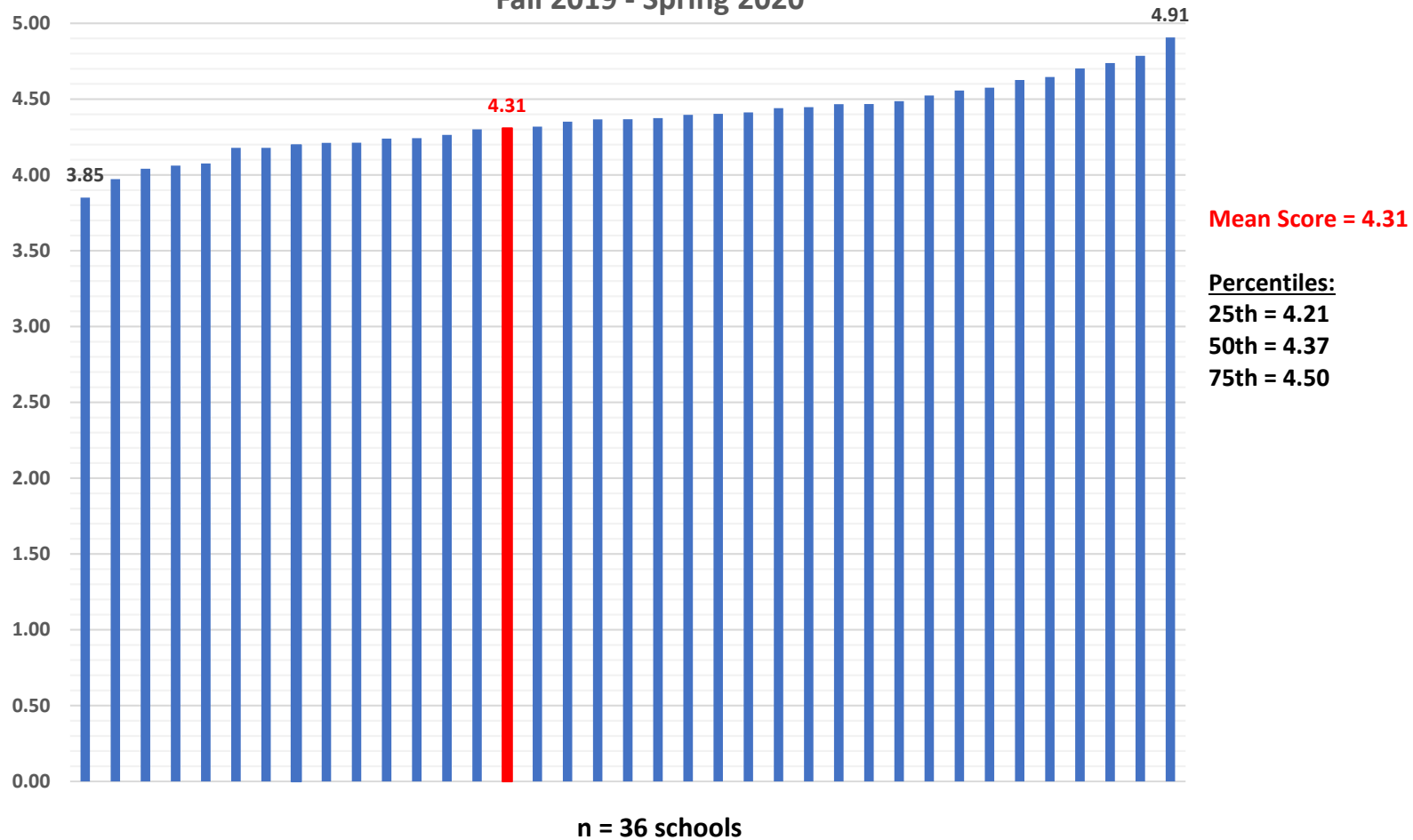
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS5 Ease of scheduling an appointment that met your needs
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



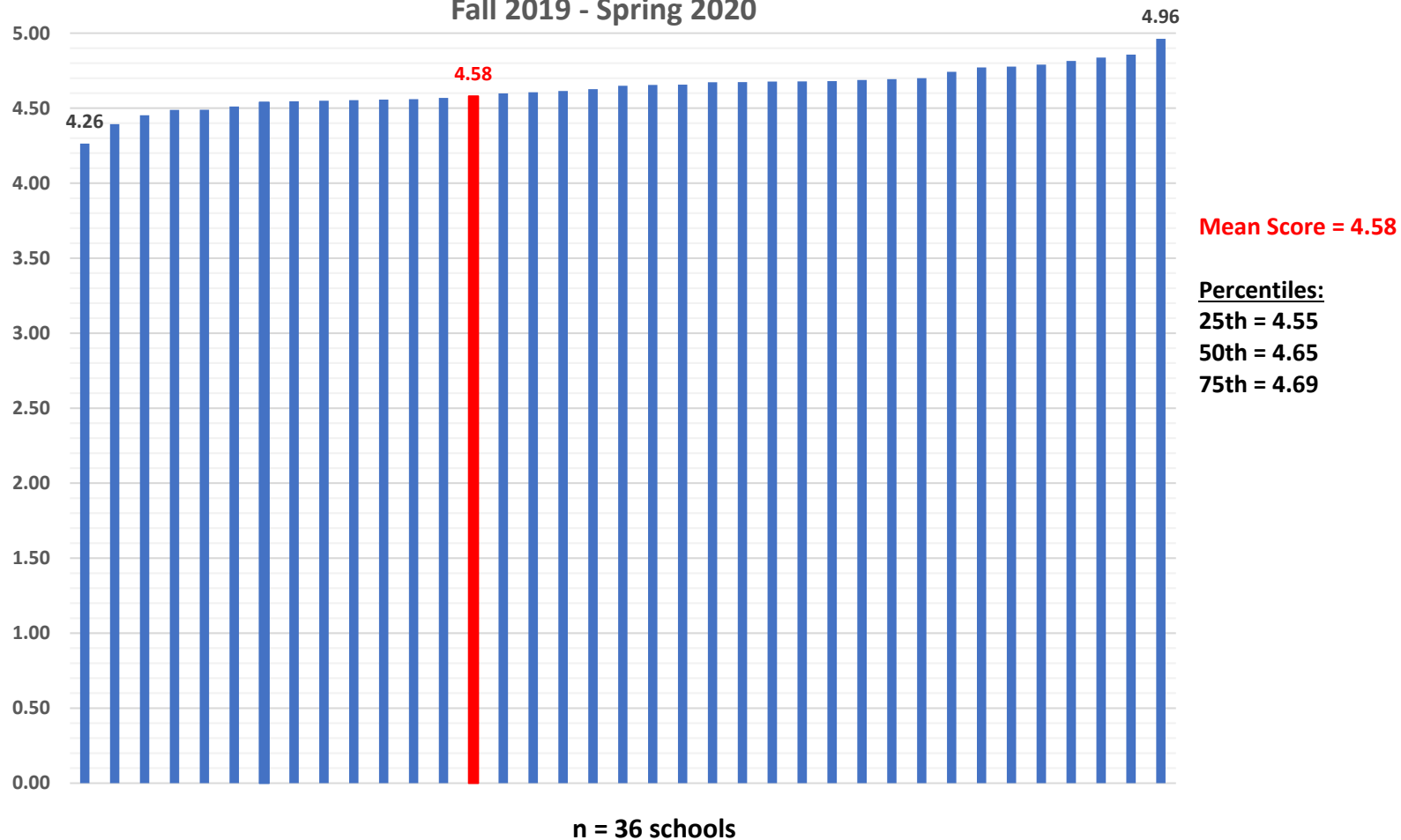
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS6 Amount of time needed in the health service to complete your appointment
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



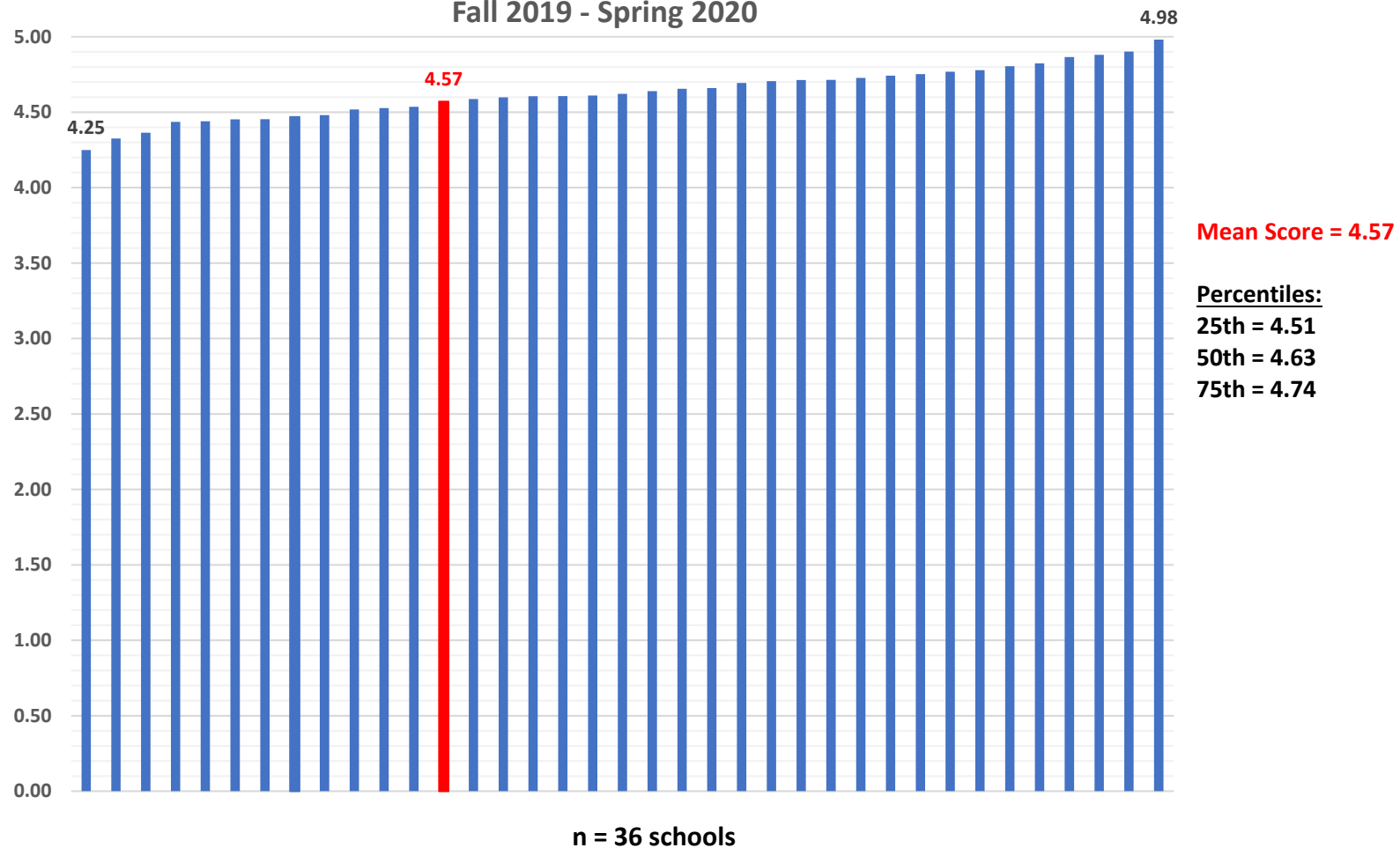
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS7 Efficiency of the check in and check out process
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



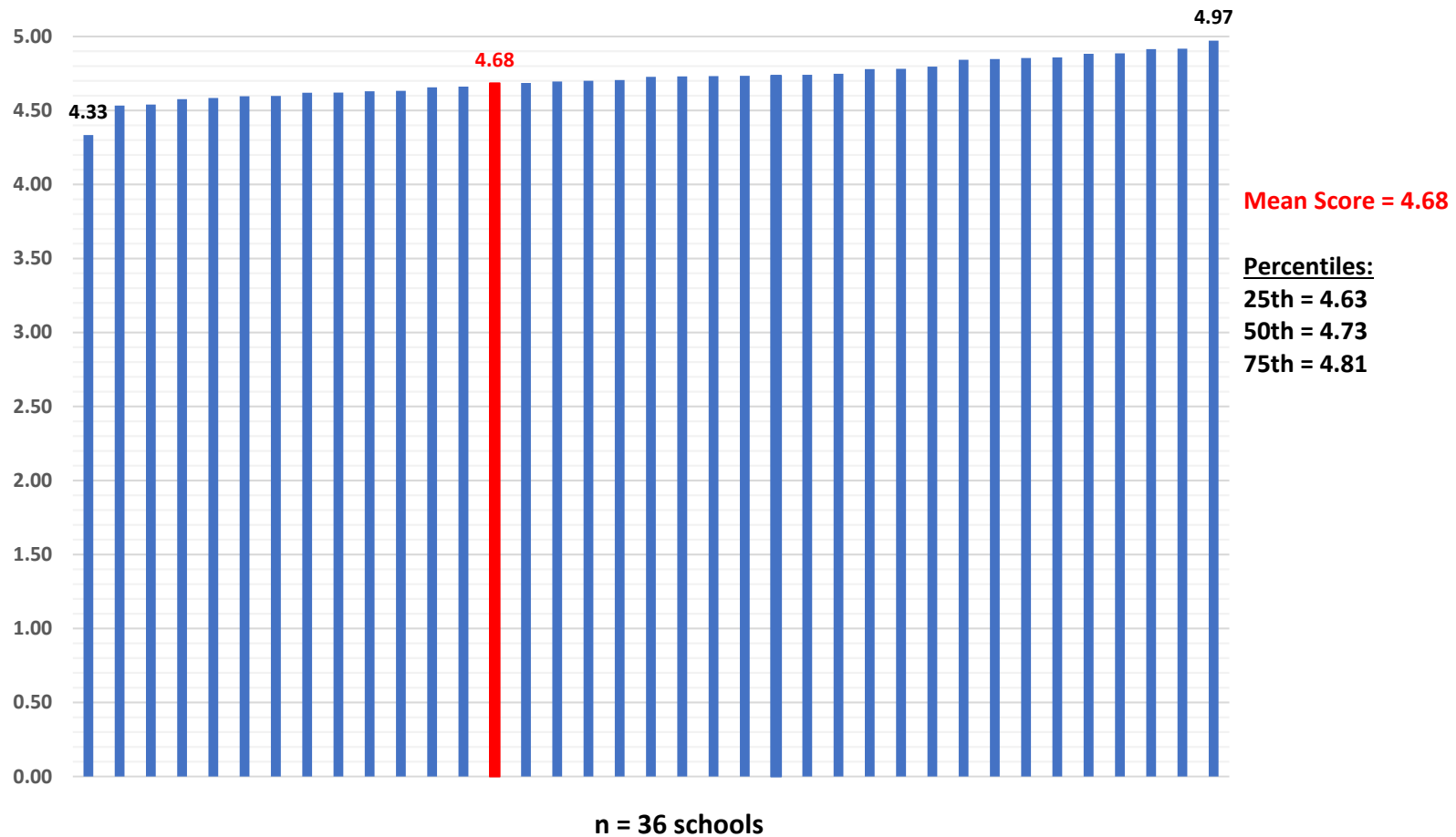
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS8 Friendliness, courtesy, and helpfulness of the registration staff
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



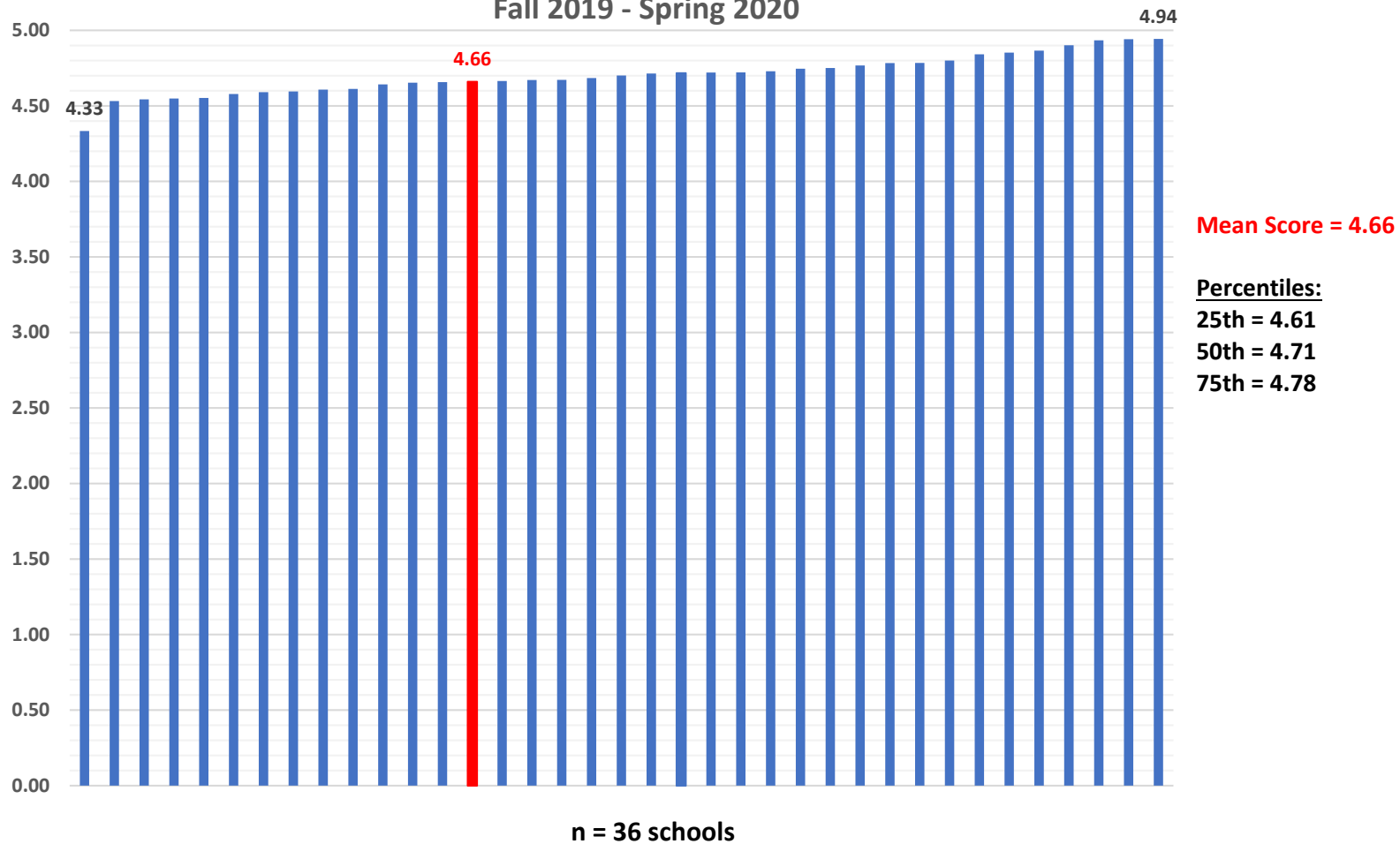
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS9 Friendliness, courtesy, and helpfulness of the staff assisting your provider
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



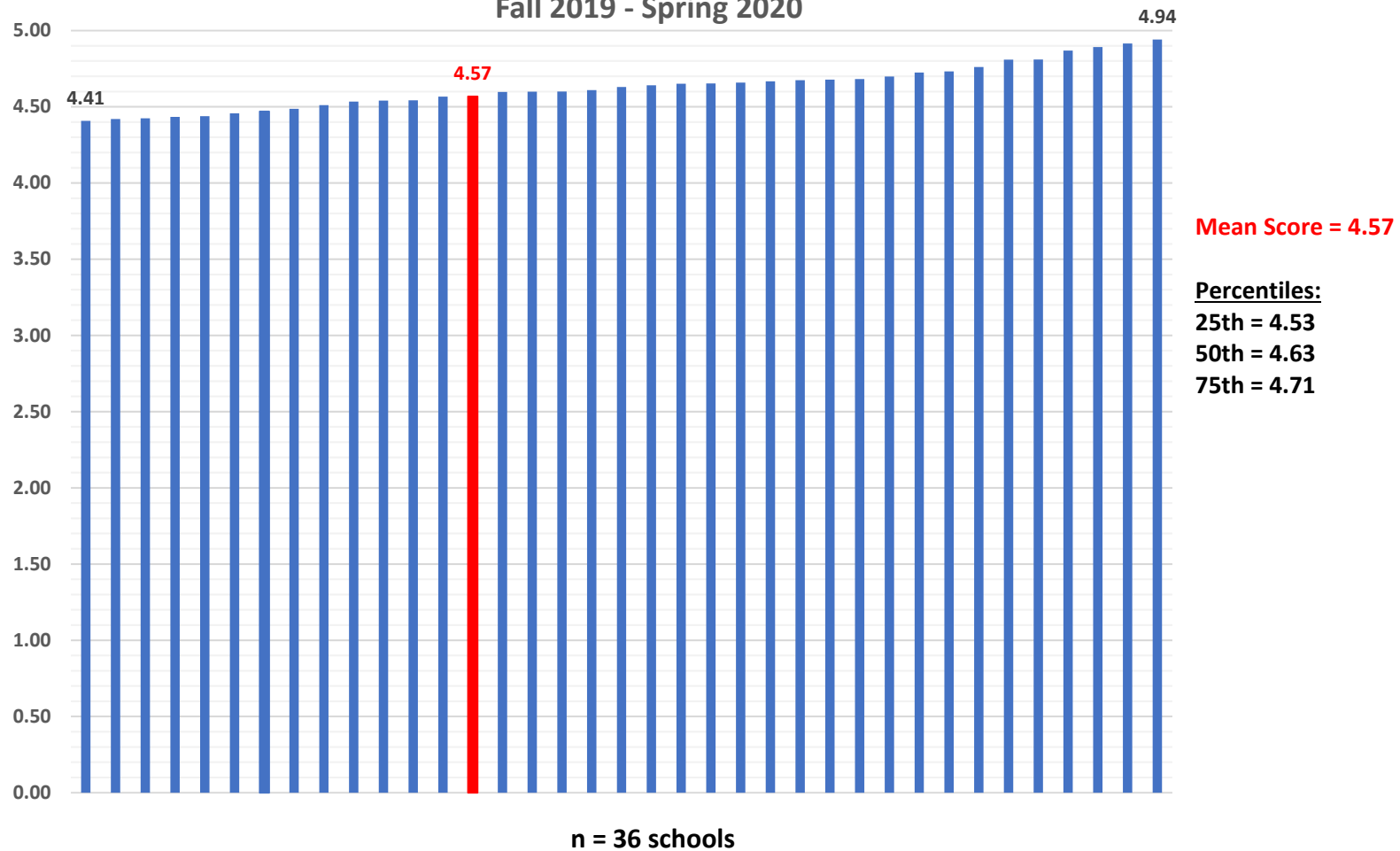
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS10 Provider listed carefully to your concerns
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



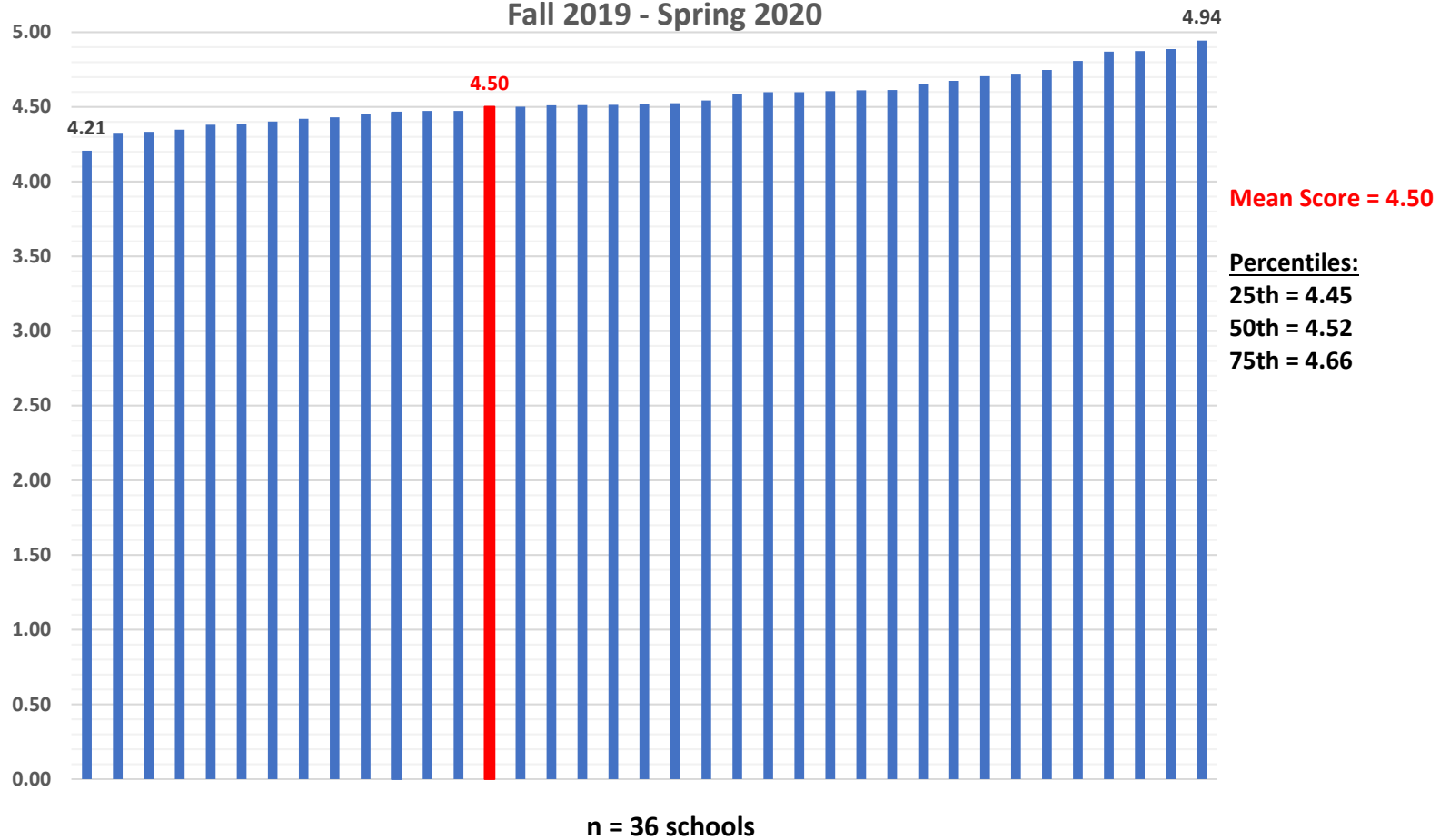
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS11 Amount of time spent with provider
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



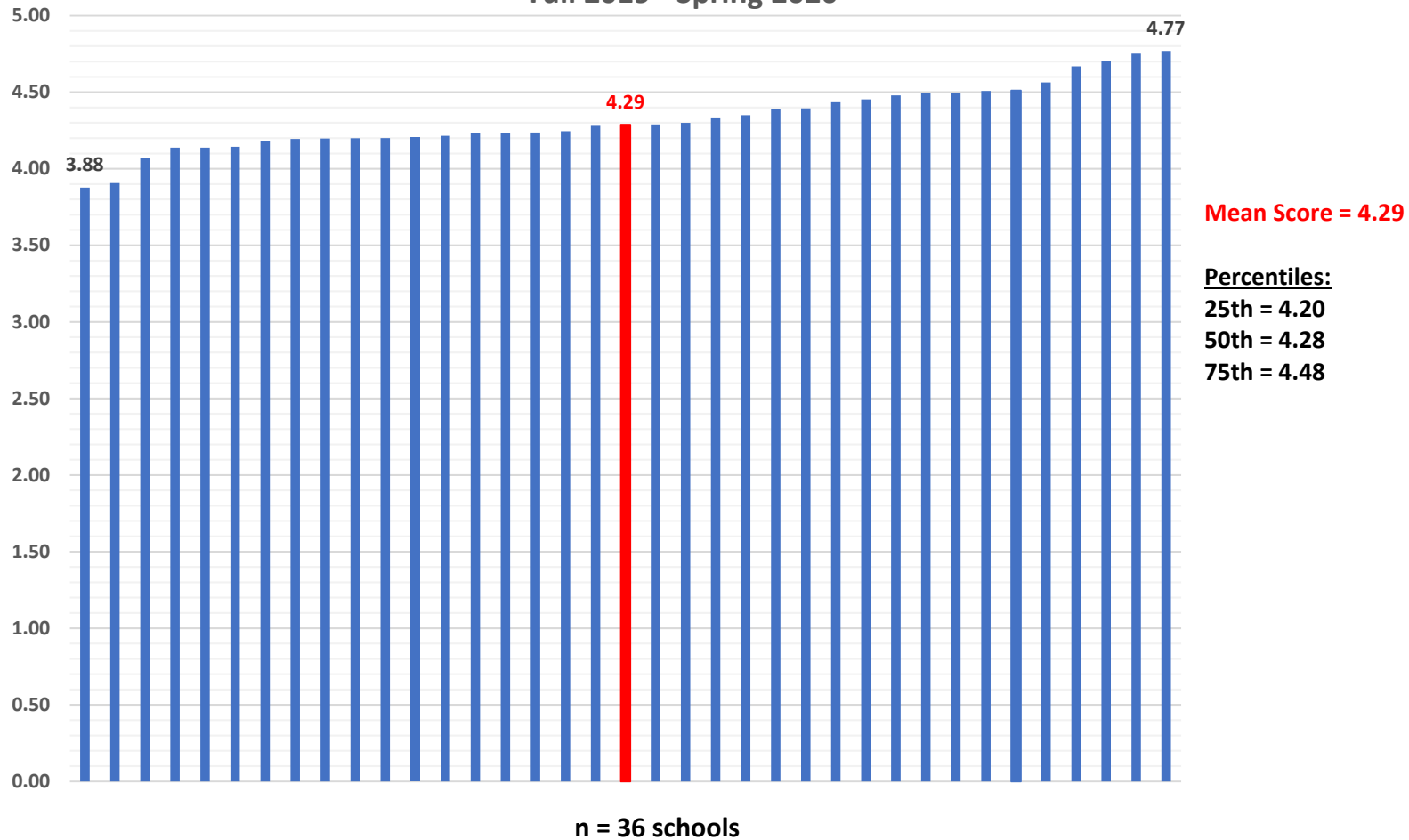
Please refer to your Institutional PSAS report to find the value for your school on this chart.

**PS12 Quality of explanations and advice you were given for
your condition and the recommended treatment**
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



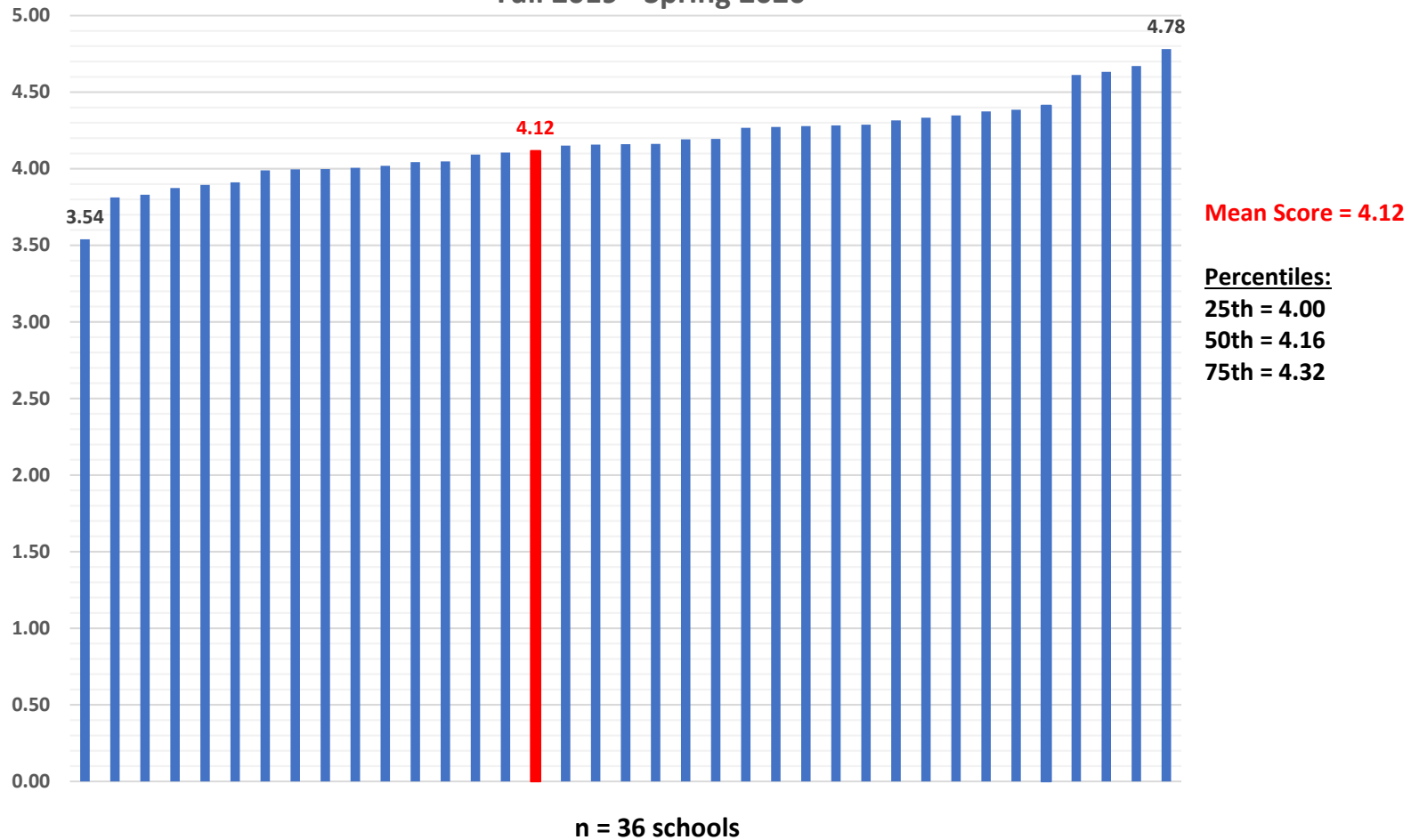
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS13 I received information during my visit that I will use to improve my health
Mean score by school on a scale of 0 (very much not so) to 5 (very much so)
Fall 2019 - Spring 2020



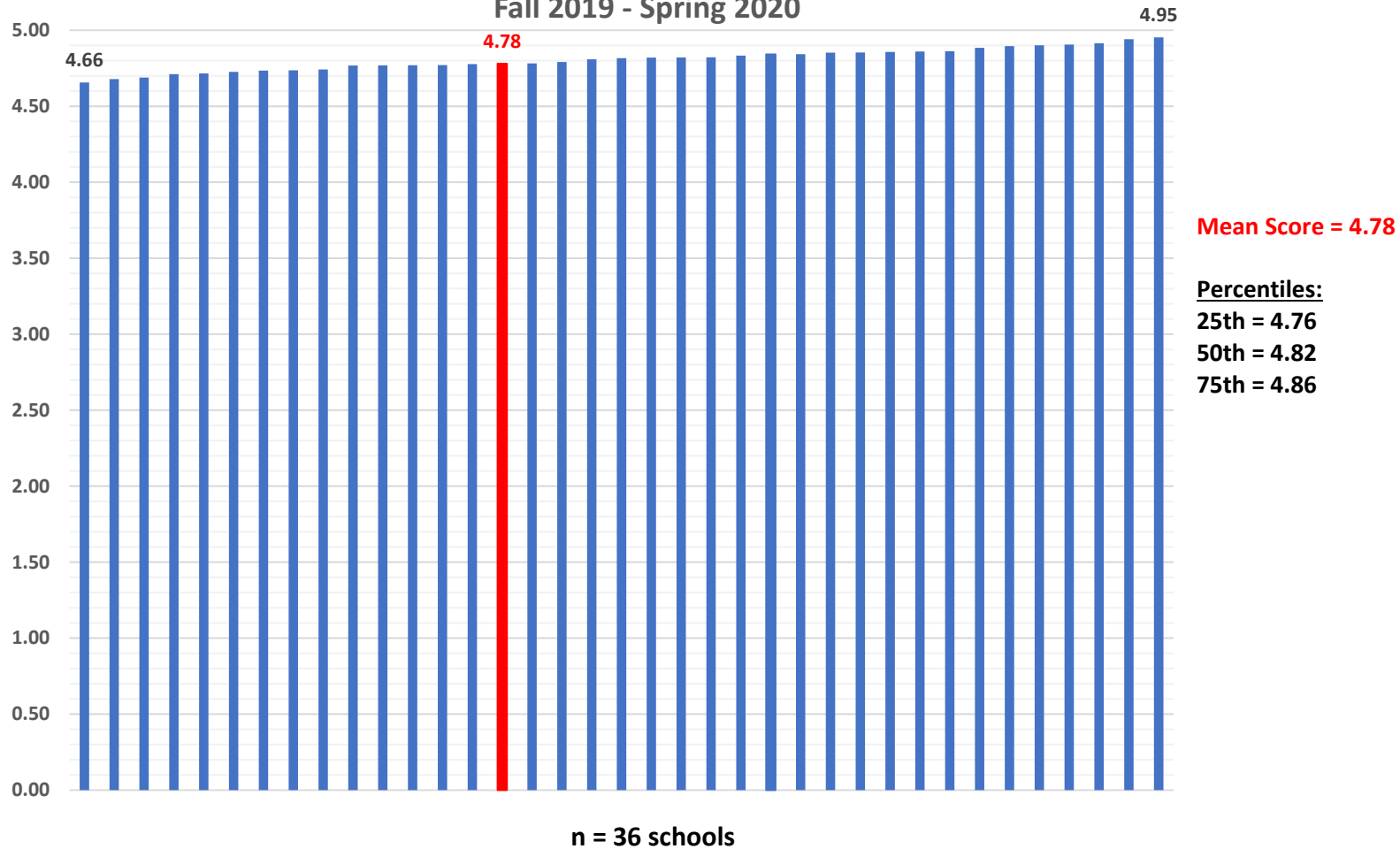
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS15 Explanations given about payment and billing issues
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



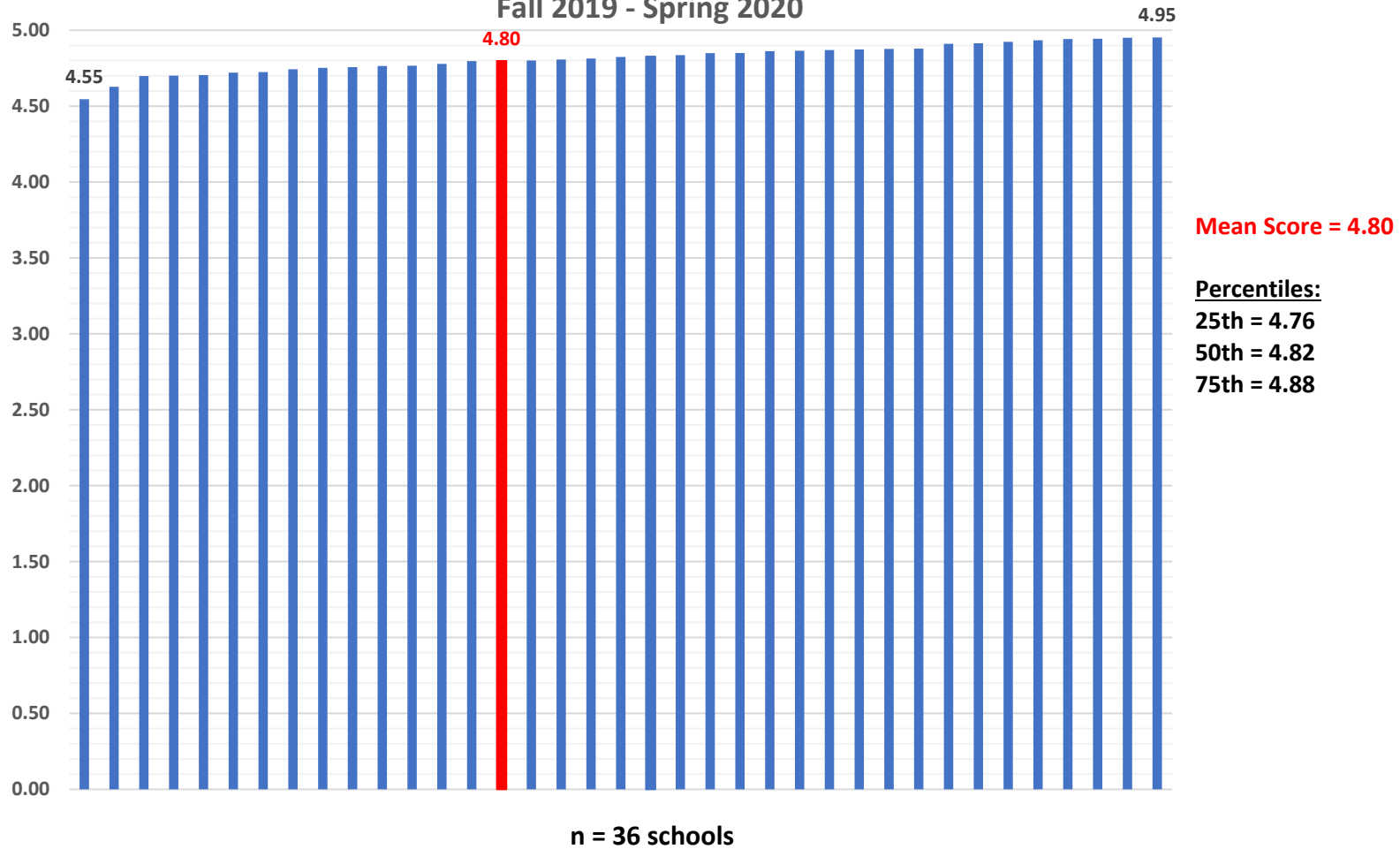
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS16 Your confidentiality and privacy were carefully protected
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



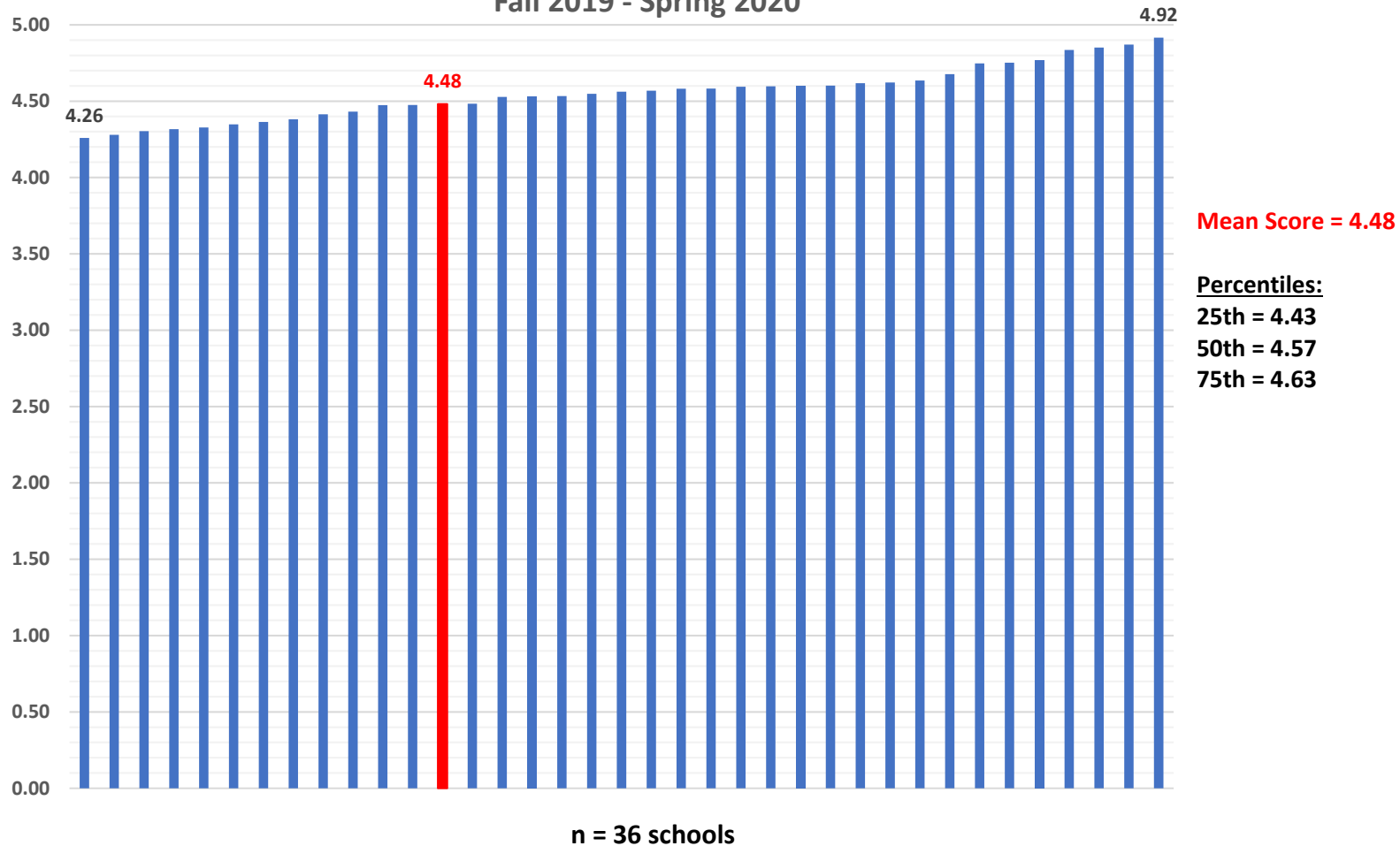
Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS17 Cleanliness and general appearance of the health center
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020



Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS19 Overall satisfaction with your visit
Mean score by school on a scale of 0 (very dissatisfied) to 5 (very satisfied)
Fall 2019 - Spring 2020

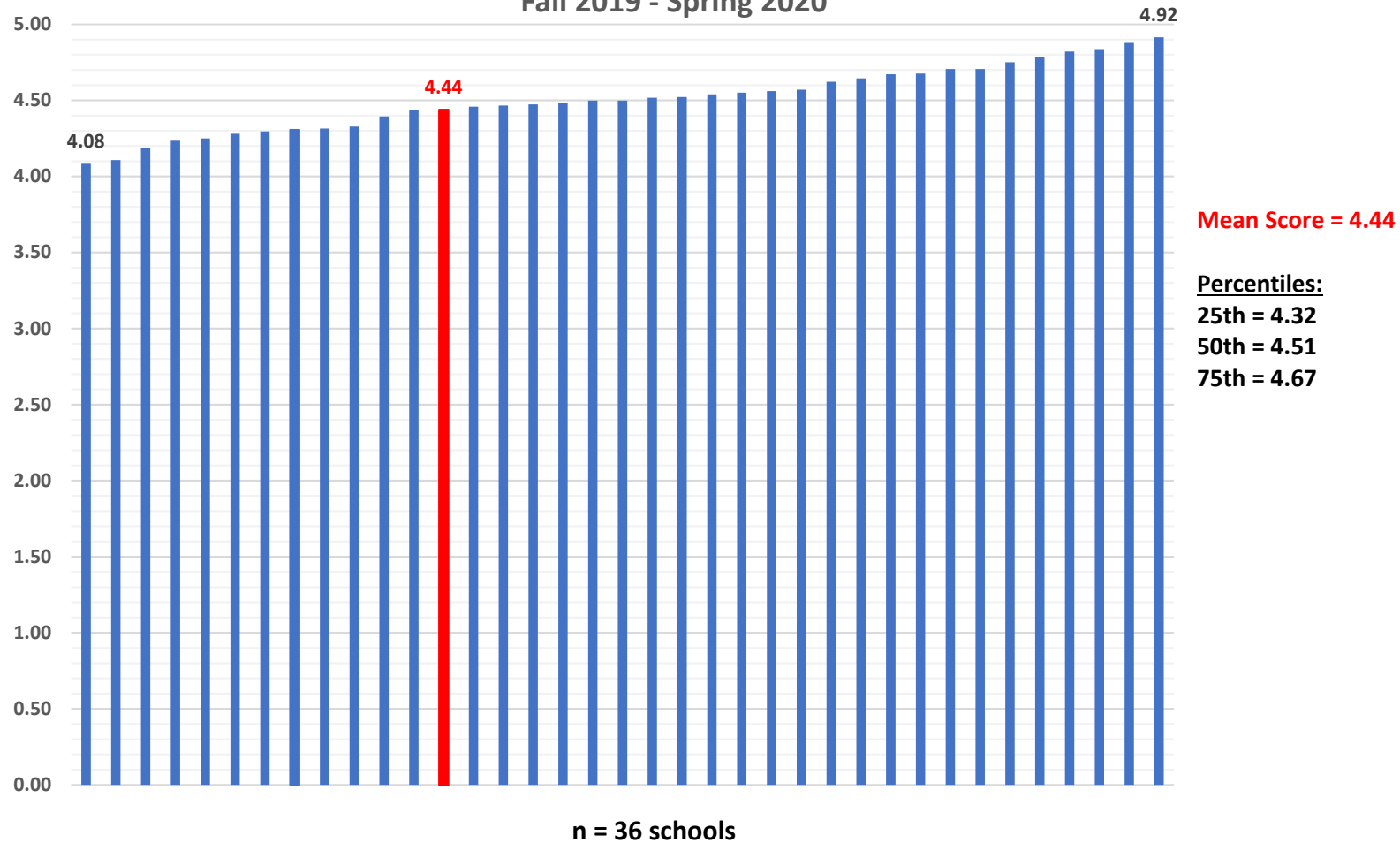


Please refer to your Institutional PSAS report to find the value for your school on this chart.

PS20 How likely are you to recommend the health service to another student?

Mean score by school on a scale of 0 (very unlikely) to 5 (very likely)

Fall 2019 - Spring 2020



Please refer to your Institutional PSAS report to find the value for your school on this chart.

Demographics of Participating Colleges and Universities

Thirty-six postsecondary institutions self-selected to participate in the Fall 2019-Spring 2020 ACHA Patient Satisfaction Assessment Service (ACHA-PSAS) and 26,619 surveys were completed by students on these campuses. Demographic characteristics of the 36 campuses follow:

Demographic characteristics of the 36 postsecondary institutions included in the Fall 2019-Spring 2020 ACHA-PSAS Reference Group.	
Campus Characteristic	<i>N</i>
Type of Institution	
Public	23
Private	13
2-year	0
4-year	36
Location of Campus	
Northeast (CT, ME, MA, NH, NJ, NY, PA, RI, VT)	8
Midwest (IL, IN, IA, KS, MI, MN, MO, NE, ND, OH, SD, WI)	6
South (AL, AR, DE, DC, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV)	17
West (AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY)	5
Outside US	0
Campus Size	
< 2,500 students	0
2,500 – 4,999 students	3
5,000 – 9,999 students	3
10,000 – 19,999 students	10
20,000 students or more	20
Campus Setting	
Very large city (population over 500,000)	10
Large city (population 250,000-499,999)	3
Small city (population 50,000-249,999)	13
Large town (population 10,000 – 49,999)	9
Small town (population 2,500-9,999)	1
Rural community (population under 2,500)	0
Carnegie Classification	
Associates Colleges	0
Baccalaureate Colleges	0
Masters Colleges and Universities	5
Research Institutions	30
Special Focus Institutions	1
Miscellaneous/Not Classified	0

Demographic characteristics of the 36 postsecondary institutions included in the Fall 2019 – Spring 2020 ACHA-PSAS Reference Group.	
Campus Characteristic	<i>N</i>
ACHA Membership Status	
Institutional Member	35
Nonmember	1
Religious Affiliation	
No	33
Yes	3
<u>If yes:</u>	
Catholic	3
Protestant or Other Christian	0
Postsecondary Minority Institution (US Department of Education)	
No	31
Yes	5
<u>*If yes:</u>	
Postsecondary Minority Institution	2
Historically Black College or University (HBCU)	0
High Hispanic Enrollment	2
Hispanic Serving Institution (HSI)	2
Indian Tribally Controlled College or University	0
Alaska Native-Serving Institution	0
Native Hawaiian-Serving Institution	0
*institutions may hold more than one type of minority status	