



A survey created by the American College Health Association was given to students who have used the UNI Student Health Clinic in order to assess their satisfaction with their experiences at UNI's Student Health Center.

85% of respondents to this survey stated that the Student Health Center is their usual source of care and/or primary care provider while enrolled at UNI.

### Satisfaction with Experiences

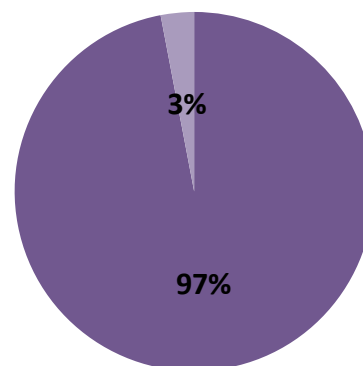
- 98% of students are satisfied with the ease of scheduling an appointment to meet their needs
- 93% of students are satisfied with the amount of time needed to complete their appointment
- 99% of students are satisfied with the efficiency of the check-in and check-out process
- 98% of students say the registration staff are friendly, courteous, and helpful
- 99% of students say the staff assisting their doctor are friendly, courteous, and helpful
- 97% of students say their doctor listened carefully to their concerns
- 97% of students were satisfied with the amount of time they were able to spend with their doctor
- 95% of students were satisfied with the quality of the explanations and advice they were given for their condition and recommended treatment
- 91% of students felt that they received information from their visit that they will use to improve their health
- 96% of students say their pain was well addressed by their doctor

- 99% of students feel their confidentiality and privacy are carefully protected
- 99% of students are satisfied with the cleanliness and general appearance of the health center

### Overall Satisfaction

Overall, students are very satisfied with their experiences at the UNI Student Health Center. Students were asked to rate their satisfaction from 0-5 with 5 being very satisfied. 97% of respondents gave a rating of 3, 4, or 5 which means they are satisfied, and 60% say they are very satisfied.

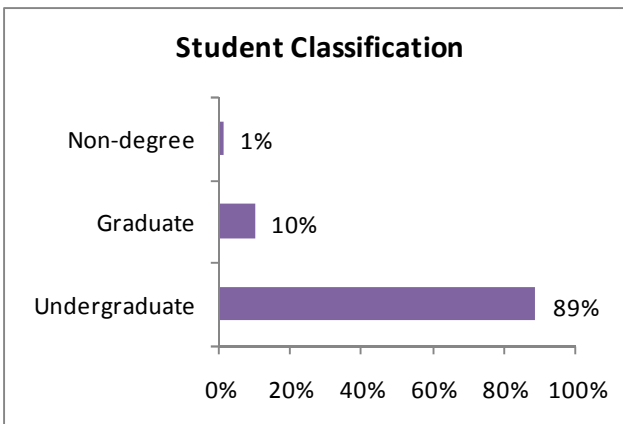
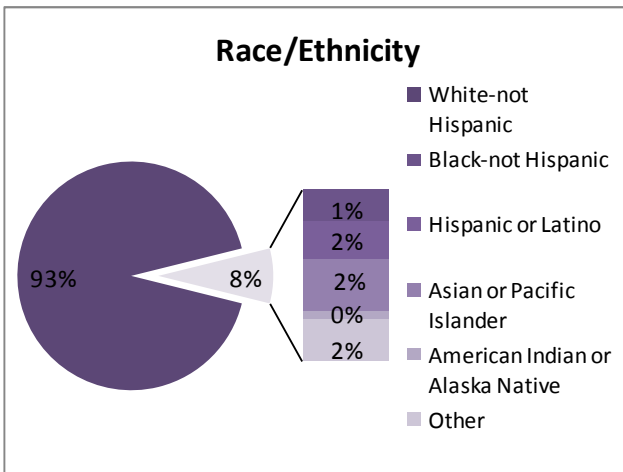
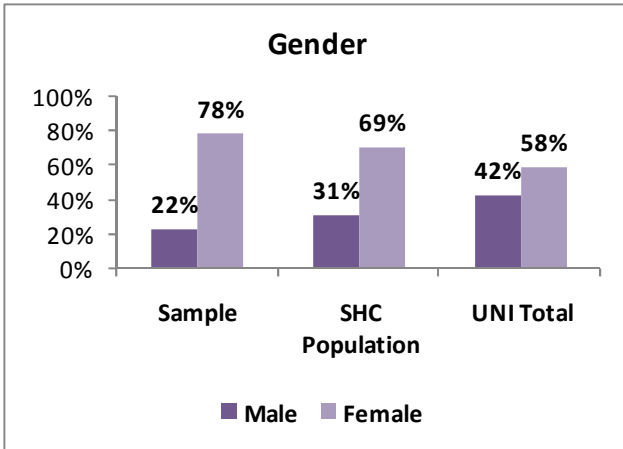
**Overall Student Satisfaction**



■ Satisfied ■ Not satisfied

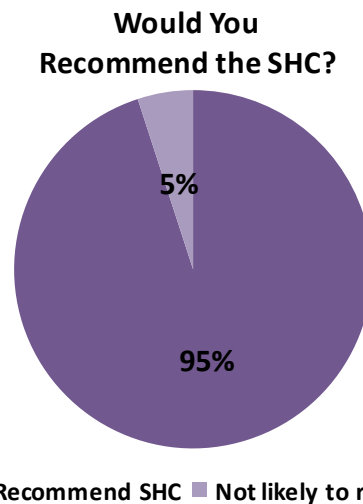
### Demographics

The demographic information of the participants of the survey are presented by Gender, Race, and Student Status. Gender is presented with a comparison to the SHC population as well as the total UNI population.



### Students Recommend the Student Health Clinic

Students are very likely to recommend the Student Health Clinic to other students. 95% of students say they are likely to recommend the Student Health Center to other students and 66% say they are very likely to recommend the Student Health Clinic to other students.



Questions? Please contact:  
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