During the Spring 2011 semester, 21 postsecondary institutions self-selected to participate in the ACHA Patient Satisfaction Assessment Service (ACHA-PSAS). PSU-UHS results are compared to the reference group average for each question on the survey. It is important to note that only respondents that rated question 5, 6, 7, 8, 9, 12, and 15 with scores of 0-3 were given the choice to further elaborate in questions 5a, 6a, 7a, 8a, 9a, 12a, and 15a.

1. Gender:

![Gender Distribution Graph]

<table>
<thead>
<tr>
<th>Gender</th>
<th>PSU</th>
<th>Reference Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>30.4%</td>
<td>27.5%</td>
</tr>
<tr>
<td>Female</td>
<td>69.2%</td>
<td>72.5%</td>
</tr>
<tr>
<td>Trans.</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

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

![Ethnicity Racial Background Graph]

- White-not Hispanic: 76.4% PSU, 77.8% Reference
- Black-not Hispanic: 3.3% PSU, 4.4% Reference
- Hispanic or Latino: 15.3% PSU, 14.2% Reference
- Asian of Pacific Islander: 0.1% PSU, 0.2% Reference
- American Indian/Alaskan: 0.1% PSU, 0.2% Reference
- Other: 5% PSU, 3% Reference

3. Student Status:

![Student Status Graph]

<table>
<thead>
<tr>
<th>Status</th>
<th>PSU</th>
<th>Reference Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>63.5%</td>
<td>70.4%</td>
</tr>
<tr>
<td>Graduate</td>
<td>29.4%</td>
<td>27.5%</td>
</tr>
<tr>
<td>Professional</td>
<td>3.5%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Non-degree</td>
<td>3.5%</td>
<td>2.6%</td>
</tr>
</tbody>
</table>

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

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

5a. Ease of scheduling an appointment that meets your needs: (select all that apply):
6. Satisfaction with amount of time needed in the health service to complete your appointment:

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

7. Satisfaction with efficiency of the check-in and check-out process:
7a. Efficiency of the check-in and check-out process: (select all that apply):

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

8a. Friendliness, courtesy, and helpfulness of the registration staff: (select all that apply)
9. Satisfaction with friendliness, courtesy, and helpfulness of the staff assisting your provider:

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

10. The provider listened carefully to your concerns:
11. Amount of time spent with the provider:

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

12a. Quality of the explanations and advice you were given for your condition and the recommended treatment: (select all that apply)
13. I received information during my visit that I will use to improve my health:

14. How well did your provider address your pain:

15. Satisfaction with explanations given about payment and billing issues:
15a. Explanations given about payment and billing issues: (select all that apply)

16. Your confidentiality and privacy were carefully protected:

17. Cleanliness and general appearance of the health center:

18. Did your health care provider wash his/her hands or use an alcohol based hand sanitizer?
19. Your overall satisfaction with your visit:

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