

# ACHA-PSAS

American College Health Association   
**Patient Satisfaction Assessment Service**

## SAMPLE REFERENCE GROUP REPORT

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**American College Health Association-Patient Satisfaction Assessment Service (ACHA-PSAS)  
Institutional Data Report - Spring 2008**

American College Health Association  
P.O. Box 28937  
Baltimore, MD 21240-8937  
(410) 859-1500  
[www.acha.org](http://www.acha.org)

Reference Group  
July 10, 2008  
FREQUENCY REPORT  
Number of Surveys (n) = 3,387 Web Surveys

**1. Gender:**

	Male		Female		Transgender		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Male	999	100	0	0	0	0	999	29.6
2 Female	0	0	2,366	100	0	0	2,366	70.1
3 Transgender	0	0	0	0	11	100	11	0.3
Valid responses =	999	30	2,366	70	11	0	3,376	99.7

Invalid responses include no response or multiple responses.

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

	Male		Female		Transgender		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 White-not Hispanic	741	74	1,866	79	9	82	2,618	77.3
2 Black-not Hispanic	32	3	72	3	1	9	105	3.1
3 Hispanic or Latino	52	5	157	7	0	0	209	6.2
4 Asian or Pacific Islander	142	14	240	10	1	9	384	11.3
5 American Indian or Alaska Native	11	1	40	2	0	0	51	1.5
6 Other	42	0	69	3	0	0	111	3.3
Valid responses =	all responses and blanks: since multiple responses were possible, more than 100% may be included.							

**3. Student Status:**

	Male		Female		Transgender		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Undergraduate	566	57	1,447	62	7	70	2,022	60.1
2 Graduate	368	37	754	32	2	20	1,128	33.5
3 Professional school	54	5	137	6	1	10	192	5.7
4 Non-degree	5	1	16	1	0	0	21	0.6
Valid responses =	993	30	2,354	70	10	0	3,363	99.3

Invalid responses include no response or multiple responses.

**4. Were you referred to health care provider outside of your college/university?**

	Male		Female		Transgender		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Yes	135	14	246	10	1	10	382	11.3
2 No	781	78	1,920	81	9	90	2,715	80.5
3 Not applicable	81	8	195	8	0	0	277	8.2
Valid responses =	997	30	2,361	70	10	0	3,374	99.6

Invalid responses include no response or multiple responses.

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

	Male		Female		Transgender		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
1 Yes	703	87	1,697	85	9	90	2,414	85.6
2 No	106	13	299	15	1	10	407	14.4
Valid responses =	809	29	1,996	71	10	0	2,821	83.3

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

	Male		Female		Transgender		Total	
	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.	Freq.	Pct.
0 Not at all satisfied	12	1	34	2	0	0	46	1.4
1	25	3	70	3	0	0	95	2.9
2	45	5	136	6	1	9	182	5.6
3	111	12	326	14	1	9	440	13.5
4	290	30	720	32	4	36	1,017	31.1
5 Very satisfied	484	50	995	44	5	46	1,485	45.5
Valid responses =	967	30	2,281	70	11	0	3,265	96.4

Invalid responses include no response or multiple responses.

	Mean	Median	Std Dev	Min	Max
Male	4.17	5.00	1.10	0.0	5.0
Female	4.02	4.00	1.15	0.0	5.0
Overall	4.06	4.00	1.14	0.0	5.0



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6A. Ease of scheduling an appointment that meets your needs: (select all that apply)

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows include: 1 Difficult to reach appointment staff, 2 Appt. not available time needed, 3 Had to wait too long, 4 Not able to get provider I wanted, 5 Other (please specify).

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

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

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows include: 0 Not at all satisfied, 1, 2, 3, 4, 5 Very satisfied.

Invalid responses include no response or multiple responses.

Summary table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall.

7A. Amount of time needed in the health service to complete your appointment: (select all that apply)

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows include: 1 Wait too long registration, 2 Wait too long placed examine room, 3 Wait too long provider, 4 Wait too long after additional steps, 5 Other (please specify).

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

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

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows include: 0 Not at all satisfied, 1, 2, 3, 4, 5 Very satisfied.

Invalid responses include no response or multiple responses.

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8A. Efficiency of the check-in and check-out process: (select all that apply)

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows include: 1 Check-in process too long, 2 Check-out process too long, 3 Not understand check-in process, 4 Not understand check-out process, 5 Other (please specify).

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 registration staff:

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows include: 0 Not at all satisfied, 1, 2, 3, 4, 5 Very satisfied.

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall.

9A. Friendliness, courtesy, and helpfulness of the registration staff: (select all that apply)

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows include: 1 Staff was unfriendly, 2 Staff was not courteous, 3 Staff was unprofessional, 4 Staff did not appear competent, 5 Staff was not helpful, 6 Other (please specify).

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

10. Satisfaction with friendliness, courtesy, and helpfulness of the non-provider medical staff (nurses, laboratory, medical assistants etc.):

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows include: 0 Not at all satisfied, 1, 2, 3, 4, 5 Very satisfied.

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall.



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10A. Friendliness, courtesy, and helpfulness of the non-provider medical staff (nurses, laboratory, medical assistants etc.): (select all that apply)

Table with 9 columns: Response, Male Freq., Male Pct., Female Freq., Female Pct., Transgender Freq., Transgender Pct., Total Freq., Total Pct. Includes horizontal bar chart for Total Pct.

11. The provider listened carefully to your concerns:

Table with 9 columns: Response, Male Freq., Male Pct., Female Freq., Female Pct., Transgender Freq., Transgender Pct., Total Freq., Total Pct. Includes horizontal bar chart for Total Pct.

Summary statistics table for section 11: Mean, Median, Std Dev, Min, Max for Male, Female, and Overall.

12. Amount of time spent with the provider:

Table with 9 columns: Response, Male Freq., Male Pct., Female Freq., Female Pct., Transgender Freq., Transgender Pct., Total Freq., Total Pct. Includes horizontal bar chart for Total Pct.

Summary statistics table for section 12: Mean, Median, Std Dev, Min, Max for Male, Female, and Overall.



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

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows: 0 Not at all satisfied, 1, 2, 3, 4, 5 Very satisfied, Valid responses =.

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall.

13A. Quality of the explanations and advice you were given for your condition and the recommended treatment: (select all that apply)

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows: 1 Not understand explanations, 2 Not feel confident explanation, 3 Not understand treatment plan, 4 Not feel confident in treatment plan, 5 Other (please specify), Valid responses =.

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

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

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows: 0 None at all, 1, 2, 3, 4, 5 Very much so, Valid responses =.

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall.

15. How well did your provider address your pain:

Table with columns: Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Rows: 0 Not all satisfied, 1, 2, 3, 4, 5 Very satisfied, Valid responses =.

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall.



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

Table with columns: Male, Female, Transgender, Total. Sub-columns: Freq., Pct. Rows: 0 Not at all satisfied, 1, 2, 3, 4, 5 Very satisfied, Valid responses =

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall

16A. Explanations given about payment and billing issues: (select all that apply)

Table with columns: Male, Female, Transgender, Total. Sub-columns: Freq., Pct. Rows: 1 Not receive clear explanations, 2 Not receive explanations insurance, 3 Not understand much need to pay, 4 Other (please specify), Valid responses =

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

17. Your confidentiality and privacy were carefully protected:

Table with columns: Male, Female, Transgender, Total. Sub-columns: Freq., Pct. Rows: 0 Not at all satisfied, 1, 2, 3, 4, 5 Very satisfied, Valid responses =

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall

18. Cleanliness and general appearance of the health center:

Table with columns: Male, Female, Transgender, Total. Sub-columns: Freq., Pct. Rows: 0 Not at all satisfied, 1, 2, 3, 4, 5 Very satisfied, Valid responses =

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max. Rows: Male, Female, Overall



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

Table with 9 columns: Response, Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Includes horizontal bar chart for Total Pct.

Invalid responses include no response or multiple responses.

20. Your overall satisfaction with your visit:

Table with 9 columns: Response, Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Includes horizontal bar chart for Total Pct.

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max for Male, Female, Overall.

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

Table with 9 columns: Response, Male (Freq., Pct.), Female (Freq., Pct.), Transgender (Freq., Pct.), Total (Freq., Pct.). Includes horizontal bar chart for Total Pct.

Invalid responses include no response or multiple responses.

Summary statistics table with columns: Mean, Median, Std Dev, Min, Max for Male, Female, Overall.