



**UNIVERSITY OF NORTH DAKOTA
Student Health Services
McCannel Hall
P.O. Box 9038
Grand Forks, North Dakota 58202
701.777.4500 Fax: 701.777.4835**

UND STUDENT HEALTH SATISFACTION SURVEY

Thank you for visiting UND Student Health Services.
Please take a few moments to rate our services.

Age:

Gender:

Year in College

Race

Approximate # of visits to student health per year

Type of visit:

Do you have medical insurance?

If so, please indicate whose policy you are covered under:

If so, who is your insurance provider:

Who is your primary health care provider?

Rate your Appointment

1. Appointment available within reasonable amount of time
2. Waiting time in reception area reasonable
3. Waiting time in exam room reasonable
4. Easy to make appointment by telephone
5. Waiting time at the pharmacy reasonable

Comments:

Rate our Facility

1. Hours of operation were convenient
2. Facility was clean and comfortable
3. Health informational materials were available
4. Privacy and confidentiality were respected
5. Cost of services were reasonable
6. Cost of prescriptions were reasonable

Comments:

Rate our Staff

1. Scheduling staff were polite
2. Receptionist(s) were friendly and courteous
3. Nurses and other medical staff were professional and competent
4. Pharmacists were professional and competent

Comments:

Rate your visit with the health care provider. The provider...

1. Was professional and competent
2. Made me feel comfortable with the examination process
3. Listened to and addressed my concerns
4. Exam was thorough
5. Explained and recommended tests in terms I understood
6. Explained treatment and options
7. Took time to answer my questions
8. Spent sufficient time with me overall
9. Referral to a specialist was offered in a timely manner
10. Understood what I said
11. Was helpful in addressing my health concern

Comments:

Rate your overall satisfaction with your visit

1. I was satisfied with my health center experience
2. I will return to the health center in the future
3. I would recommend student health to others

Comments:

Rate your experience with billing and insurance

1. Billing and ins. personnel willingly provided assistance
2. Billing and ins. matters were handled in a courteous manner
3. Help with billing and ins. claims processing was easily available
4. Billing and ins. options were clearly explained to me

Comments:

Please list any final comments you feel are important that were not indicated elsewhere in this survey:

Thank you!