



FLORIDA ATLANTIC
UNIVERSITY

Student Health Services
Division of Student Affairs

STUDENT HEALTH SERVICES

ANNUAL REPORT

2010-2011

**STUDENT HEALTH SERVICES
ANNUAL REPORT
2010-2011**

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STUDENT HEALTH SERVICES ANNUAL REPORT 2010 – 2011

I. Department Mission, Vision, Core Values

Please see Appendix A for our Mission, Vision and Core Values Statement

II. Organizational Chart and List of Staff Members

Please see Appendix B for Organizational Chart and List of Staff Members

III. Accomplishments for 2010-2011

Campus clinic	Total visits	Unduplicated headcount/ students served
Boca	10,624	6,480
Broward	582	466
MacArthur	361	245
Treasure Coast (Off-campus contracted)	25	10
Totals	11,592	7,201

All Campuses:

- Operational and fiscal management for all SHS campus clinics and services were centralized this academic year.
- 94% of 365 student respondents ranked their most recent visit as “very good” to “excellent” on student satisfaction surveys for Jupiter, Broward, Boca and Treasure Coast services.
- We serve our diverse student body at all three campus clinics: 67% of visits were by women and 33% by men; 53% of visits were by white students, 19% by black, 18% by Hispanic, 4% by Asian and 2% by American Indian students. International students comprised 15% of all visits, up from 7% last year.
- “Same Day” appointments (students seen the same day as they requested to be seen) made up 44% of all clinic visits. The average time a student

spent per visit in our clinics remains at a respectable 46 minutes this year.

- The unduplicated headcount utilization for all on-campus health services was 25% of the entire student population.
- SHS website page views are up 17% over last year.
- The FAU AIDS Committee met throughout fall and spring. HIV prevention programs included: 1) World AIDS Day Program, including literary/visual art competitions by students, poster displays on various campuses and presentations from student group RCP Movement@FAU and Waiting With Hope organization, 2) Florida AIDS Walk in Broward, 3) Sexually Responsible Bed Race, 4) Wellness Expo and 5) Safer Spring Break Festival. Five hundred fourteen (514) pounds of food and toiletry items were collected university wide during the annual Have-a-Heart Food Drive benefiting COMPASS in West Palm Beach, the Poverello Center in Broward and Project Response in the Treasure Coast.
- Two hundred twenty two (222) HIV antibody tests were provided in all three clinics, up 15% over last year, with 16% at no charge to students through our State HIV testing contract.
- A university-wide committee, including students, reviewed 2011-2012 student health insurance plan proposals, including a SUS Student Insurance Consortium proposal. The current underwriter, United Healthcare, was chosen to continue with the same benefit package as this year, with a minimal 10% increase in premium rate. Director participated in the SUS Student Insurance Work Group this year.
- SHS and Counseling and Psychological Services were successful in receiving FAU Board of Trustee and Health Fee Committee approval for a 5% increase in the Student Health Fee beginning Fall 2011. The new health fee of \$9.42 per credit hour, up from \$8.97, will fund additional services to students and our transition to an electronic health record.
- Automated reconciliation processes recommended by the FAU Inspector General from the 2009 SHS Operational Audit are operational and will be re-audited August 2011.

Boca Campus:

The FAU Pharmacy filled 10,504 prescriptions, a 2.5% decrease over last year. 94% of prescriptions were for students, 2.6% for faculty/staff, 3.1% for community individuals/others. Cash/credit card sales accounted for 54%; 46% were filled under insurance, with 26% of those being the FAU student insurance plan. Utilization by individuals living in zip code 33431 was 15%, off-campus customers 85%. Year-end balance was a net revenue gain of \$25,175, up from a net loss of \$101,296 last year.

Several State, FAU and internal audits were completed or followed-up this year. An additional full inventory count was performed January 22, 2011 as follow-up for the June 2010 inventory count.

In this year's Pharmacy Satisfaction Survey (N-58), 91% of respondents reported customer service as excellent or very good; 82% reported medication prices were what was expected or lower; 96% rated staff politeness and professionalism very good to excellent; 100% would recommend the FAU Pharmacy to others (up 6% over last year); 33% were uninsured. (See Appendix C for further details.)

The total number of Boca clinic visits for all clinics for the year was 10,624, serving 6,480 students, or 23% of the entire student population. Medical Clinic visits (including all medical providers and nurse visits) totaled 7,727. Women's clinic visits totaled 1,230, a 15.6% increase over last year.

The Dental Clinic had 1,667 total visits, up 1.3% over last year, but year-end balance was a net loss of \$16,124, a 37% improvement over last year's net loss of over \$25,000. New fee for service charges, designed to decrease dental clinic losses, were not approved by the University and implemented until November, 2011.

Our Student Satisfaction survey (N-300) of Boca SHS patients had the following highlights for students who answered specific questions:

91% waited less than 10 minutes to be seen for their appointment;
97% reported the quality of care by nurses was "very good" to "excellent";
94% reported the explanation of their diagnosis and treatment by our physicians/nurse practitioners was "very good" to "excellent";
97% rated their most recent visit to SHS as "very good" to "excellent";
89% said availability of appointments was "very good" to "excellent";
99% would recommend our services to other students;
97% stated they received prompt service from our reception staff; and
33% reported they were *uninsured*. (See Appendix D for further details.)

Prior to registration, non-registered students in Boca received 204 immunizations, down 45% over last year and 1,177 blood titers to assess their immunity, down 31% over last year. These decreases appear to be due to more students coming to FAU with required immunizations in place.

The Student Health Advisory Council (S.H.A.C.), comprised of all student members, continued its advisory work for its fifth year, holding 16 meetings. SHAC sponsored a table/game at the October Wellness Expo and Safer Spring Break festival and held other outreach events in the breezeway promoting SHS services. SHAC members served on the SHS QMI Committee, Health Fee Committee and the Student Health Insurance Committee.

Jupiter: This campus clinic provided 361 visits for medical/women's healthcare on the Jupiter campus, a 12% decrease over last year,

attributed to reduced campus enrollment and reduction in academic programs in Jupiter. Unduplicated headcount for services was 245 students.

In a student satisfaction survey (N-35) of students who used this clinic during spring, 100% indicated their most recent clinic visit was “very good” to “excellent” - up 6% over last year; 100% said availability of appointments was “very good” to “excellent” - up 27% over last year; 49% were *uninsured* - up 10% over last year (see Appendix E for further details). Staff provided stress-less week and a health fair, coordinated CPR classes and Veterans reception, participated in training, open houses, orientations, AIDS Committee food drive, midnight breakfasts, homecoming and Luna Fest.

Broward: The Davie SHS provided 582 primary care visits, a decrease of 5% over last year, serving 466 unduplicated students.

In a student satisfaction survey (N-28), 100% indicated their most recent clinic visit at SHS Davie was “very good” to “excellent”; 89% said their diagnosis and treatment was “very good” to “excellent”; 62% were *uninsured* (see Appendix F for further details). Collaboration with other departments allowed staff to participate in transfer and graduate orientations, Weeks of Welcome activities, HIV testing, Career Fair, Safety Month, and ethnicity health lunch and learn. The Assistant Director served on the search committee for the Broward CAPS Associate Director.

Treasure Coast: Linda Delo, D.O., the Treasure Coast contracted health care provider, provided 25 medical office visits, up 8% over last year. In a student satisfaction survey (N-3) of students who used this service, one indicated the most recent clinic visit was “average”, one indicated the visit was “excellent” (see Appendix G for further details).

IV. Goals and Objectives for 2010-2011

Goal 1. All campuses: Centralize operational and fiscal management for all campus health services. **Accomplished.** Supporting FAU Strategic Plan Goal 1: Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 2. Boca Campus – Increase the average number of prescriptions filled monthly at the FAU Pharmacy by 5%. **Partially accomplished:** Average number of prescriptions filled increased by 3.5%. Supporting FAU Strategic Plan Goal 1: Objective 12 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 3. All campuses – Implement and evaluate reconciliation processes for bursar and insurance billing. **Accomplished.** Supporting FAU Strategic Plan Goal 1: Objective 2 and Student Affairs Strategic Plan Goal 1: Objective A: A-2 and Objective B.

Goal 4. Treasure Coast – Patient visits to Treasure Coast contracted physician will increase by 10% over this year's level. **Partially accomplished:** Appointments only increased 8% this year. Supporting FAU Strategic Plan Goal 1: Objectives 2 and 3 Plan Goal 1: Objective 12 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 5. Jupiter Campus – Maintain on-campus student clinic visits at the same rate as 2009-10. **Not accomplished.** Visits were down 12% this year. Supporting FAU Strategic Plan Goal 1: Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 6. Davie Campus - Increase on-campus student clinic visits by 2%. **Not accomplished.** Visits decreased by 5%. Supporting FAU Strategic Plan Goal 1: Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 7. All campuses: Continue planning for 2012 SHS accreditation by Accreditation Association for Ambulatory Health Care (AAAHC). **Accomplished.** Supporting FAU Strategic Plan Goal 1: Objectives 2, 3 and 12 and Student Affairs Strategic Plan Goal 1: Objective A: A-3.

Goal 8. All campuses: Implement student-learning outcomes for assessment data collection. **Accomplished.** Supporting FAU Strategic Plan Goal 1: Objective 2 and Student Affairs Strategic Plan Goal 1: Objective A: A-1.

Goal 9. Boca campus - End of year balance sheets will demonstrate 10% improvements in deficits for Dental and Pharmacy operations. **Accomplished.** Dental clinic deficits improved by 37%, but still a net loss. Pharmacy deficit was eliminated. Supporting FAU Strategic Plan Goal 1: Objectives 2, 12 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 10. All campuses – Receive approval for and implement a standardized formula for laboratory fees-for-service. **Accomplished** Supporting FAU Strategic Plan Goal 1: Objectives 2 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

V. How Major Accomplishments Advance the University and Student Affairs Strategic Plans

Student health, prevention and wellness services are provided in support of the University's Strategic Plan, Goal 1, Objectives 2, 3 and 12, providing services that contribute to the retention and academic success of students and promote a more traditional campus environment. Services also support Student Affairs Strategic Plan Goal 1: Providing quality of campus life experiences that enhance student learning and development.

Student Health Services provides health services and dental services that support FAU Strategic Plan Goal 1: Objective 3: Promote the academic success and improve the retention rate of FTIC students. Also supports the Student Affairs Strategic Plan Goal 1: Providing quality of campus life experiences that enhance student learning and development. Keeping students healthy keeps them in class and allows them to become and stay academically successful.

Student Health Services satisfaction survey data indicate: a) 97% of responding students who used Boca campus service b) 100% of students who use Broward campus services and c) 100% who used Jupiter campus services this year rated their most recent visit "very good" to "excellent", d) one student who used Treasure Coast services rated the most recent visit as "excellent", supporting FAU Strategic Plan Goal 1: Increase access to higher education. Our spring student satisfaction surveys, incorporating the assessment of student learning outcomes, supports the Student Affairs Strategic Plan Goal 1: Objective A: Assess student needs and student learning that facilitates programs, services and facilities.

Hired a full-time pharmacy technician. Supports Student Affairs Strategic Plan Goal 1: Objective B: Improve and expand services at the Boca Raton campus.

Planning for 2012 AAAHC accreditation: National accreditation for programs and services will increase FAU's visibility, supporting FAU Strategic Plan Goal 7 and Student Affairs Strategic Plan Goal 1: Objective A: A-2: We will conduct on-going program reviews to assess professional and national standards.

VI. Relevant Data That Demonstrates Goals/Accomplishments and the Advancement of the Strategic Plan

(See Appendix H for relevant data.)

VII. Goals for 2011-12

Goal 1. Boca Campus – Increase the average number of prescriptions filled monthly at the FAU Pharmacy by 5%. Supporting FAU Strategic Plan Goal 1, Objective 12 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 2. Treasure Coast – Patient visits to Treasure Coast contracted physician will increase 5% over this year. Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 3. Jupiter Campus – Increase on-campus student clinic visits by 2%. Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 4. Davie Campus - Increase on-campus student clinic visits by 2%. Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 5. All campuses: Apply for SHS accreditation by Accreditation Association for Ambulatory Health Care (AAAHC) in 2012. Supporting FAU Strategic Plan Goal 1 and Student Affairs Strategic Plan Goal 1: Objective A: A-3.

Goal 6. Use student-learning outcomes to revise SHS programs/services as indicated by assessment reporting database. Supporting FAU Strategic Plan Goal 1, Objective 2 and Student Affairs Strategic Plan Goal 1: Objective A: A-1.

Goal 7. Year-end balance sheets will demonstrate no deficits for Dental and Pharmacy operations. Supporting FAU Strategic Plan Goal 1, Objectives 2, 12 and Student Affairs Strategic Plan Goal 1: Objective A: A-2.

Goal 8. Implement an Electronic Health Record (EHR) system for use in all clinics. Supporting FAU Strategic Plan Goal 5 and Student Affairs Strategic Plan Goal 1, A.3.

Goal 9. Begin third party insurance billing, implementing courtesy insurance billing for Fall 2011, hire an Insurance Coordinator and contract with a third party billing company. Supporting FAU Strategic Plan Goal 1, Objective 2 and Student Affairs Plan Goal 1, A.3.

VIII. Budget Summary Supporting Goals for 2011-12

(See Appendix I)

IX. Contributions to the University, Division and Professional Committees, Initiatives and Projects

SHS staff have participated in the following this year:

University:

BOG Mental Health Issues Sub-Committee, alternate member
BOG/State Legislative/SUS Committees regarding student insurance consortium and insurance billing, member (i.e. SUS Student Insurance Work Group)
Athletics Insurance Committee, member
Safety Committee
Safety Month Planning Committee, member
Boca Campus Safety Fair, Co-Chair
Admissions Review Board, member
AIDS Committee, Chair and members
Title IX Committee, Chair
Study Abroad Safety and Security Committee, member
Athletics Drug Testing Committee, Chair and member
Athletics Drug Testing Appeals Sub-committee, Chair and member
Nursing Alumni Society, Executive Board member
Komen Race for the Cure Walk
Late Night Breakfasts, Boca and Jupiter
Orientations for freshmen, transfers, graduate and Honors College
Homecoming activities/department decorating and parade
Weeks of Welcome events
Wellness/Health Promotion events
Broward Achievement Awards

Divisional:

Strategic Planning Sub-Committee
Orientation Committee
Weeks of Welcome Committee
Staff Development Committee
Wellness Task Force
Student Health Insurance Committee
Health Fee Committee
OSD Scholarship Committee
Student Crisis Awareness Committee
Exceptional Circumstances Withdrawal Committee
Medical Advisory Committee
Resident Association Training
Health Fairs/Expo (Boca, Broward, Jupiter)
Graduate School Fair (Broward)
Career Fairs (Boca, Broward)
Business Etiquette Luncheon (Broward)
Movember event (Broward)
Know Your Numbers (Broward)

Your Ethnicity, Your Health (Broward)
Student Government elections
Search Committees: Chair: CAPS Director
Members: Broward CAPS Associate Director

Professional:

American College Health Association (ACHA), Advocacy Committee
Florida College Health Nurses Association, By-laws Chair
Florida College Health Alliance (SUS SHS directors)
Florida Nurses Association/American Nurses Association, members
American College of Nurse Practitioners, member
Broward Nurse Practitioner Council, member
American Academy of Family Physicians, member
American Board of Family Medicine, Diplomat
Assistant Professor of Family Medicine, University of Miami Miller
School of Medicine
Affiliate Assistant Professor, FAU Charles E. Schmidt College of
Medicine

2010-2011 Student Health Services Executive Summary

Accomplishments/Goals Achieved

- 94% of 365 students responding to the SHS student satisfaction surveys for Jupiter, Broward, Boca and Treasure Coast rated their latest visit as “very good” to “excellent”.
- Planning has intensified for anticipated 2012 national accreditation by Accreditation Association for Ambulatory Health Care (AAAHC).
- Five (5) % increase approved for the Student Health Fee for 2011-2012, allowing for future growth in health and counseling services.
- SHS provided clinical services to 25% of the entire student population this year.
- Pharmacy operations demonstrate a positive net revenue this year.
- Increased patient visits were documented in the following categories this year:
 - Dental visits up 1.3%
 - Women’s Health visits up 16%
 - Treasure Coast visits up 8%

Major Challenges

- Marketing health services to all students on all campuses to improve utilization of services.
- Year-end balance (net loss) for the Dental Clinic remains a major concern.
- Decreasing patient visits for partner campus clinics.

Goals and Objectives for 2011-2012

Goal 1. Boca Campus – Increase the average number of prescriptions filled monthly at the FAU Pharmacy by 5%. Supporting FAU Strategic Plan Goal 1, Objective 12 and Student Affairs Strategic Plan Goal 1: Objective B.

Goal 2. Treasure Coast – Patient visits to Treasure Coast contracted physician will increase 5% over this year. Supporting FAU Strategic Plan Goal 1, Objective 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A.

Goal 3. Jupiter Campus – Increase on-campus student clinic visits by 2%. Supporting FAU Strategic Plan Goal 1, Objective 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A.

Goal 4. Davie Campus - Increase on-campus student clinic visits by 2%. Supporting FAU Strategic Plan Goal 1, Objective 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A.

Goal 5. All campuses: Apply for SHS accreditation by Accreditation Association for Ambulatory Health Care (AAAHC) in 2012. Supporting FAU Strategic Plan Goal 7 and Student Affairs Strategic Plan Goal 1.

Goal 6. All campuses: Use student-learning outcomes to revise SHS programs/services as indicated by assessment data collection.

Supporting FAU Strategic Plan Goal 1 and Student Affairs Strategic Plan Goal 1: Objective A.

Goal 7. Year-end balance sheet will demonstrate no deficits for Dental and Pharmacy operations. Supporting FAU Strategic Plan Goal 1 and Student Affairs Strategic Plan Goal 1: Objective B.

Goal 8. Implement an Electronic Health Record (EHR) system for use in all clinics. Supporting FAU Strategic Plan Goal 5 and Student Affairs Strategic Plan Goal 1, Objective B.

Goal 9. Begin third party insurance billing, implementing courtesy insurance billing for Fall 2011, hire an Insurance Coordinator and contract with a third party billing company. Supporting FAU Strategic Plan Goal 1 and Student Affairs Strategic Plan Goal 1, Objective A.



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MISSION STATEMENT

Florida Atlantic University Student Health Services, staffed by a team of dedicated professionals, provides healthcare, prevention, education, outreach and public health services to a diverse student population in a safe, caring and supportive environment.

We promote university-wide wellness, encouraging healthy lifestyles and personal responsibility to enhance students' capacity for reaching academic and personal goals, thereby enhancing their overall learning experiences.

VISION

Student Health Services will be an outstanding resource committed to meeting the changing health and wellness needs of the university community.

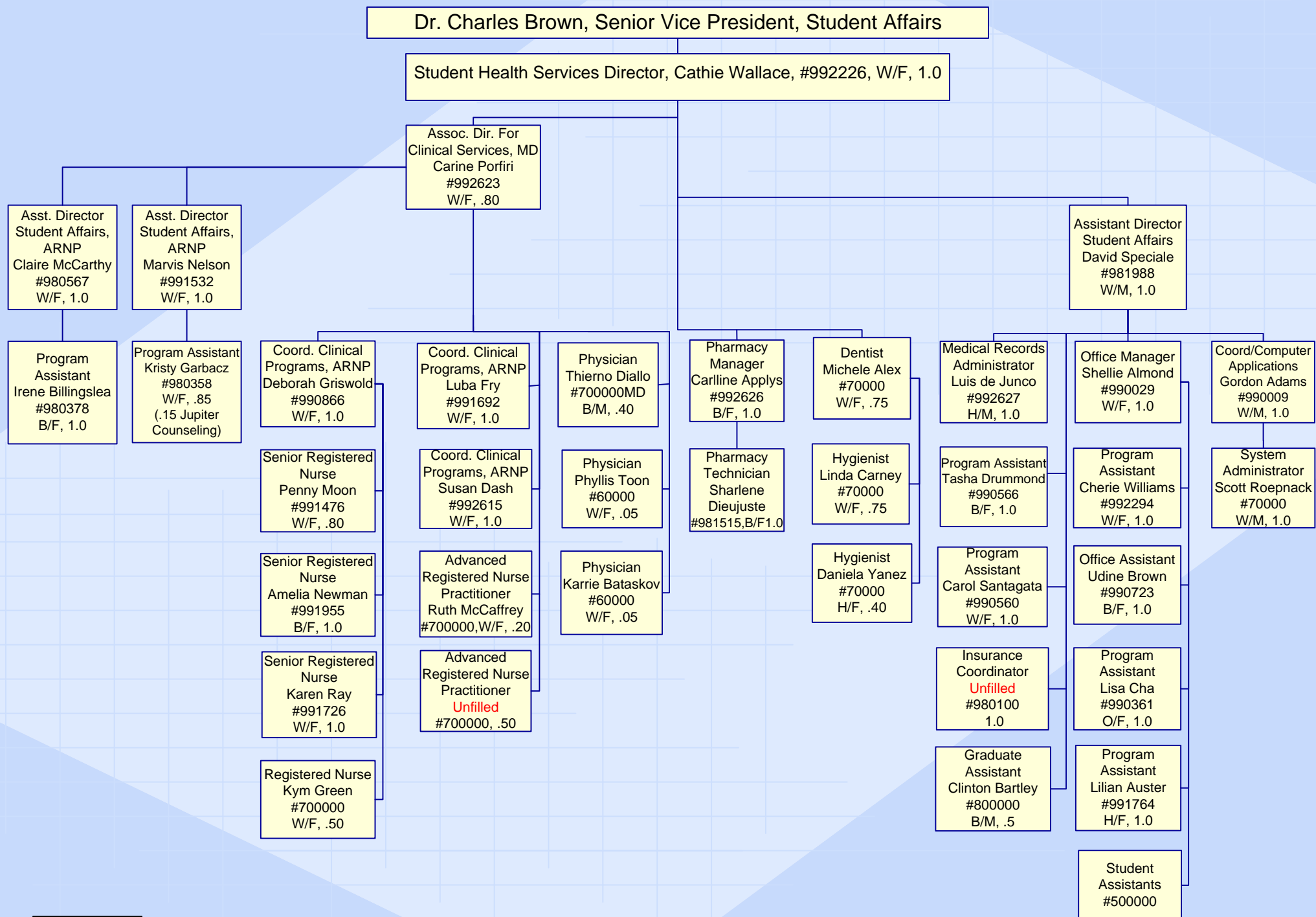
VALUES

1. Our spectrum of services supports the academic mission of Florida Atlantic University and health in its broadest sense.
2. Student Health Services values its connection with the Division of Student Affairs and their unwavering concern for student life on our campuses.
3. We pursue excellence by delivering quality, efficient and cost-effective services that meet professional and accreditation standards as well as relevant Federal and State regulations.
4. We provide easy access to affordable, multidisciplinary professional services.
5. We are committed to ethical practices and to our unique responsibility to protect patient confidentiality.
6. The learning environment and health of our students are enhanced by our collaboration and partnership with students, the community and other campus health-related programs and services.
7. We value individual diversity, providing care that respects personal values, integrity and beliefs in a fair and honest manner.
8. We design and implement innovative and creative responses to current and changing health care needs and characteristics of our student population.

Boca Raton • Dania Beach • Davie • Fort Lauderdale • Harbor Branch • Jupiter • Treasure Coast
An Equal Opportunity/Equal Access Institution

9. We serve as advocates for a healthy campus by providing leadership on health policy issues and as leaders during health-related crises.
10. We foster a positive work environment where the values of respect and accountability are understood and demonstrated by our staff.
11. We strive to ensure a non-judgmental, safe and secure environment for students and employees.
12. Student Health Services values learning and supports opportunities for professional and personal development.

Student Health Services Organizational Chart



FLORIDA ATLANTIC UNIVERSITY
STUDENT HEALTH SERVICES
STAFF LIST

June 14, 2011

Boca Campus Clinic

Adams, Gordon (Coordinator/Computer Applications)

Alex, Michele (Dentist)

Almond, Shellie (Office Manager)

Applys, Carline (Pharmacy Manager, Pharmacist)

Auster, Lilian (Program Assistant, Immunization)

Bartley, Clinton (Graduate Assistant)

Bataskov, Kerrie (Physician)

Brown, Udine (Office Assistant)

Carney, Linda (Dental Hygienist)

Cha, Lisa (Program Assistant, Immunization)

Dash, Susan (Coord. Clinical Programs, ARNP)

de Junco, Luis (Medical Records Administrator)

Diallo, Thierno (Physician)

Dieujuste, Sharlene (Pharmacy Technician)

Drummond, Tasha (Program Assistant, Receptionist)

Fry, Luba (Coord. Clinical Programs, ARNP)

Green, Kym (RN)

Griswold, Deborah (Coord. Clinical Programs, ARNP)

McCaffrey, Ruth (ARNP)

Moon, Penny (Senior RN)

Newman, Amelia (Senior RN)

Porfiri, Carine (Associate Director, Physician)

Ray, Karen (Senior RN)

Roepnack, Scott (System Administrator)

Santagata, Carol (Program Assistant, Scheduler)

Speciale, David (Assistant Director)

Toon, Phyllis (Physician)

Wallace, Cathie (Executive Director)

Williams, Cherie (Program Assistant)

Yanez, Daniela (Dental Hygienist)

Broward Campus Clinic

Billingsley, Irene (Program Assistant, Scheduler)

McCarthy, R. Claire (Assistant Director, ARNP)

Jupiter Campus Clinic

Garbacz, Kristy (Program Assistant, Scheduler)




Nelson, Marvis (Assistant Director, ARNP)

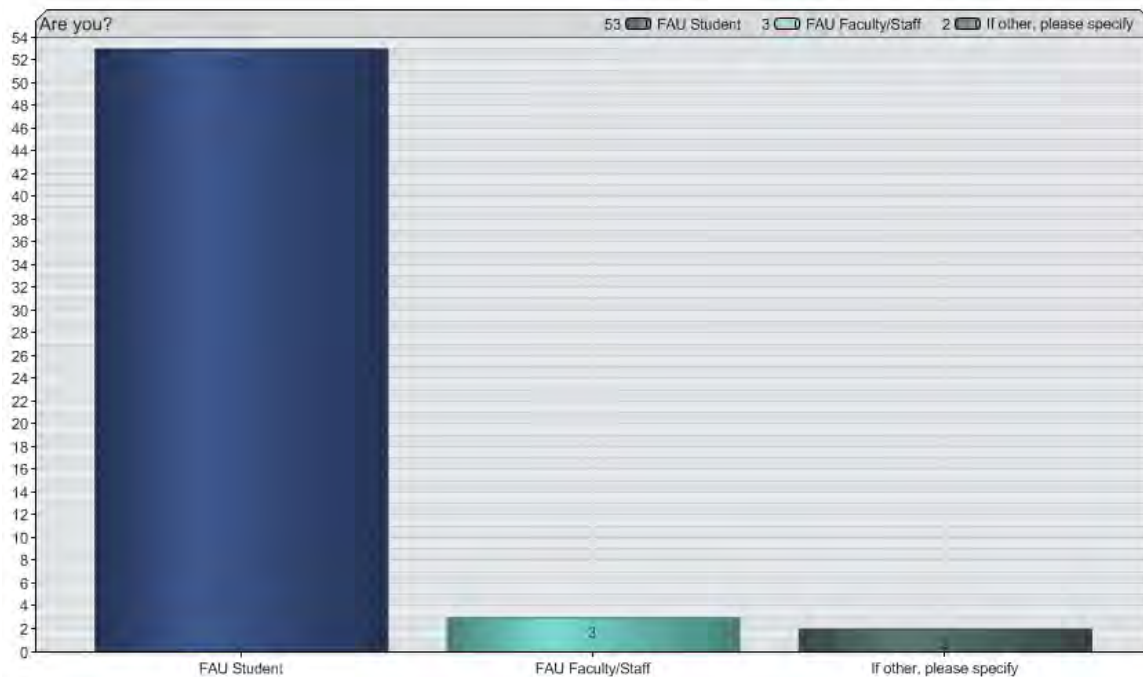
Survey: Pharmacy Customer Satisfaction Survey 2011

Report: Default Report

Survey Status		Respondent Statistics	Points Summary
Status:	Closed	Total Responses: 58	No Points Questions used in this survey.
Deploy Date:	02/24/2011	Completes: 58	
Closed Date:		Partials: 0	

1. Are you?







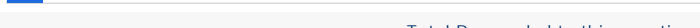
	Responses	Percent
FAU Student: 	53	91.38%
FAU Faculty/Staff: 	3	5.17%
If other, please specify: 	2	3%
Total Responded to this question:	58	100%
Total who skipped this question:	0	0%
Total:	58	100%

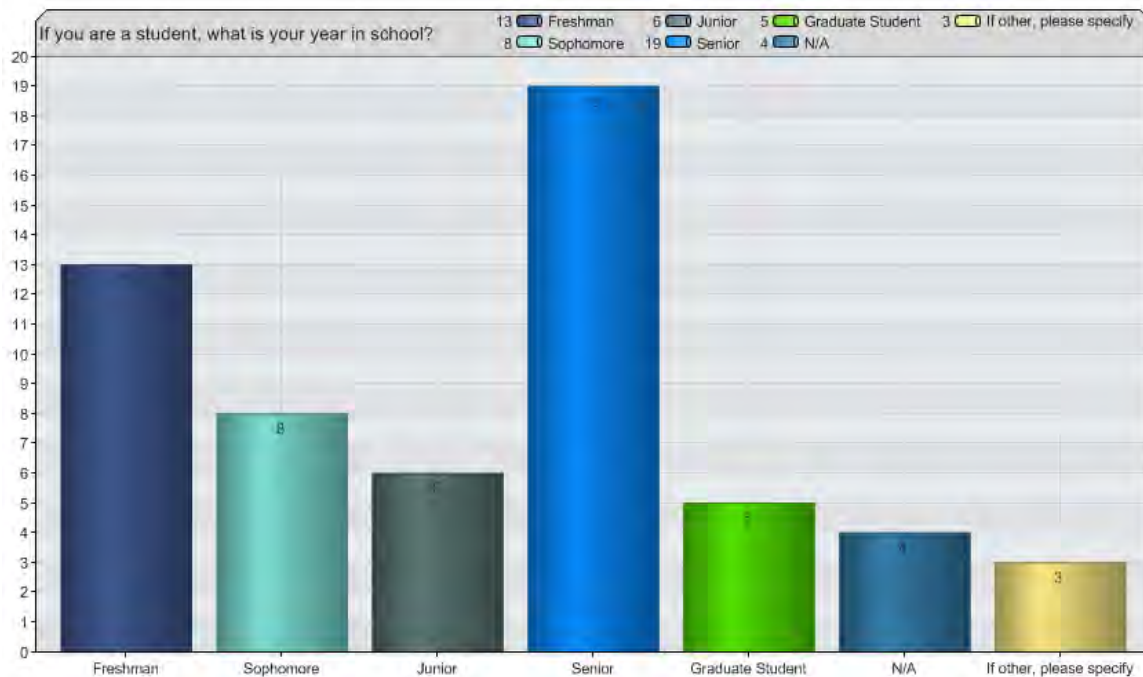


1. Are you?

Response	Comments
1	University of Miami medical student
2	Visitor/ relative to a student

2. If you are a student, what is your year in school?



	Responses	Percent
Freshman: 	13	22.41%
Sophomore: 	8	13.79%
Junior: 	6	10.34%
Senior: 	19	32.76%
Graduate Student: 	5	8.62%
N/A: 	4	6.9%
If other, please specify: 	3	5.17%
Total Responded to this question:	58	100%
Total who skipped this question:	0	0%
Total:	58	100%

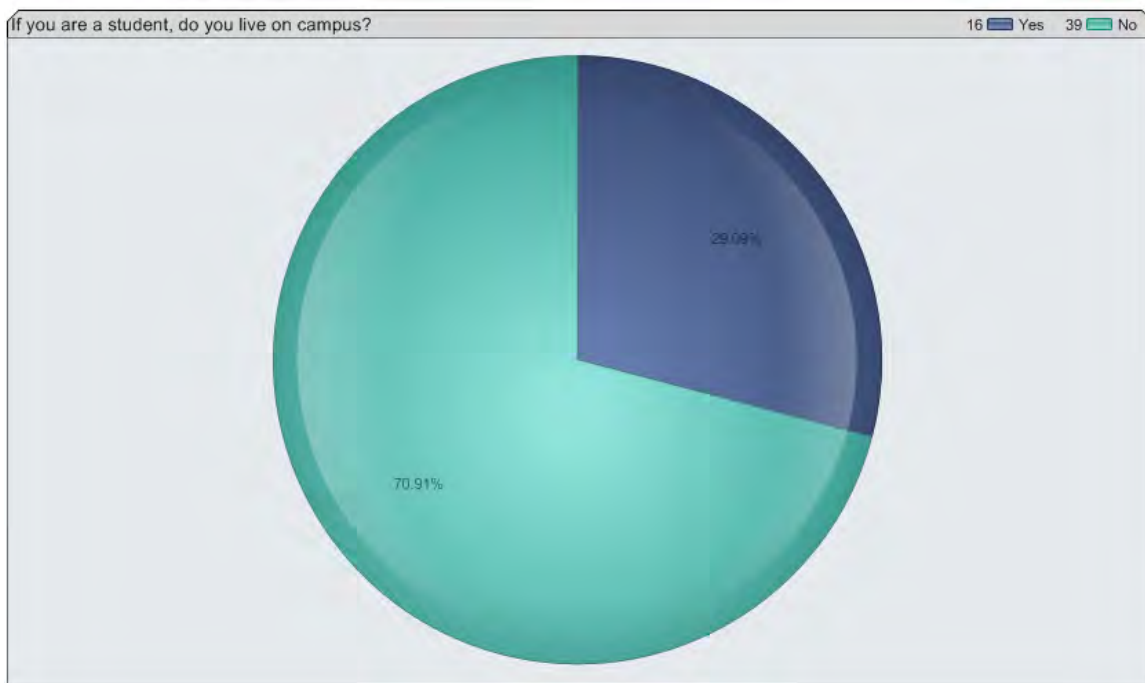


2. If you are a student, what is your year in school?



Response	Comments
1	staff
2	second degree student
3	Medical Student

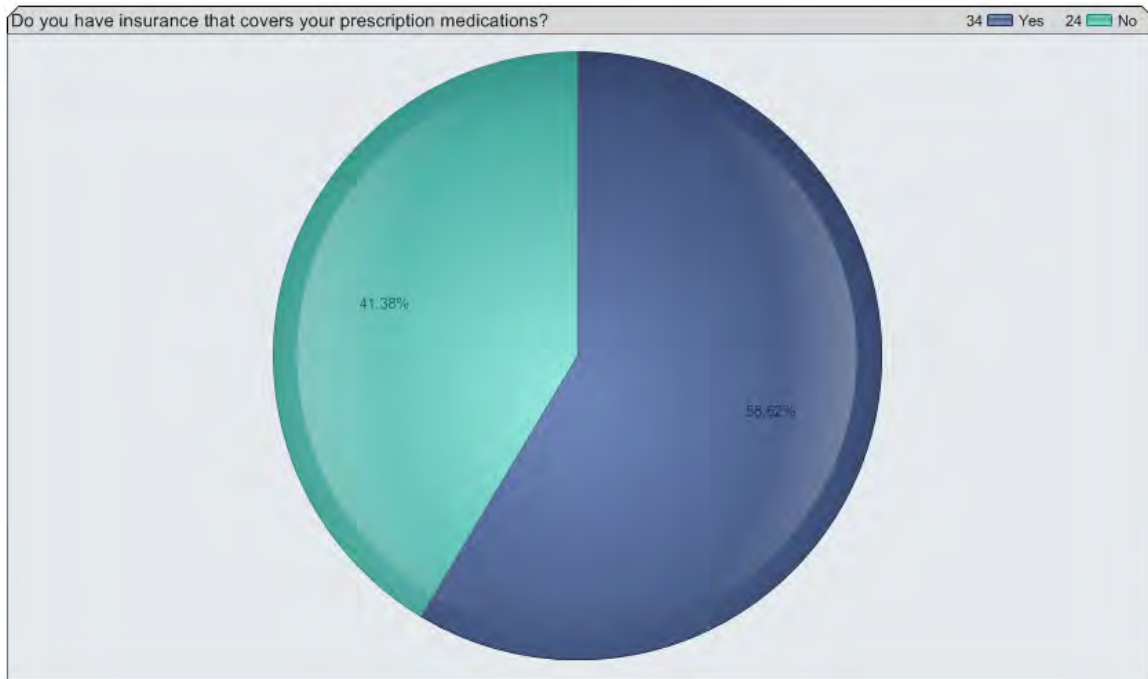
3. If you are a student, do you live on campus?

	Responses	Percent
Yes: 	16	29.09%
No: 	39	70.91%
Total Responded to this question:	55	94.83%
Total who skipped this question:	3	5.17%
Total:	58	100%



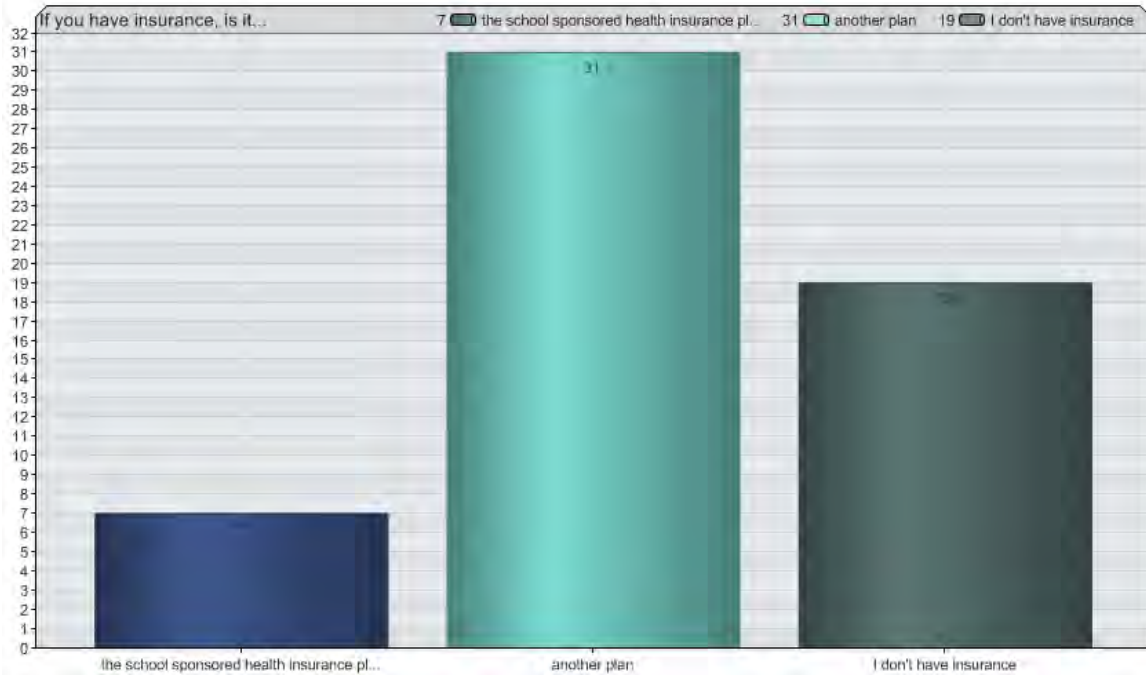
4. Do you have insurance that covers your prescription medications?

	Responses	Percent
Yes: 	34	58.62%
No: 	24	41.38%
Total Responded to this question:	58	100%
Total who skipped this question:	0	0%
Total:	58	100%



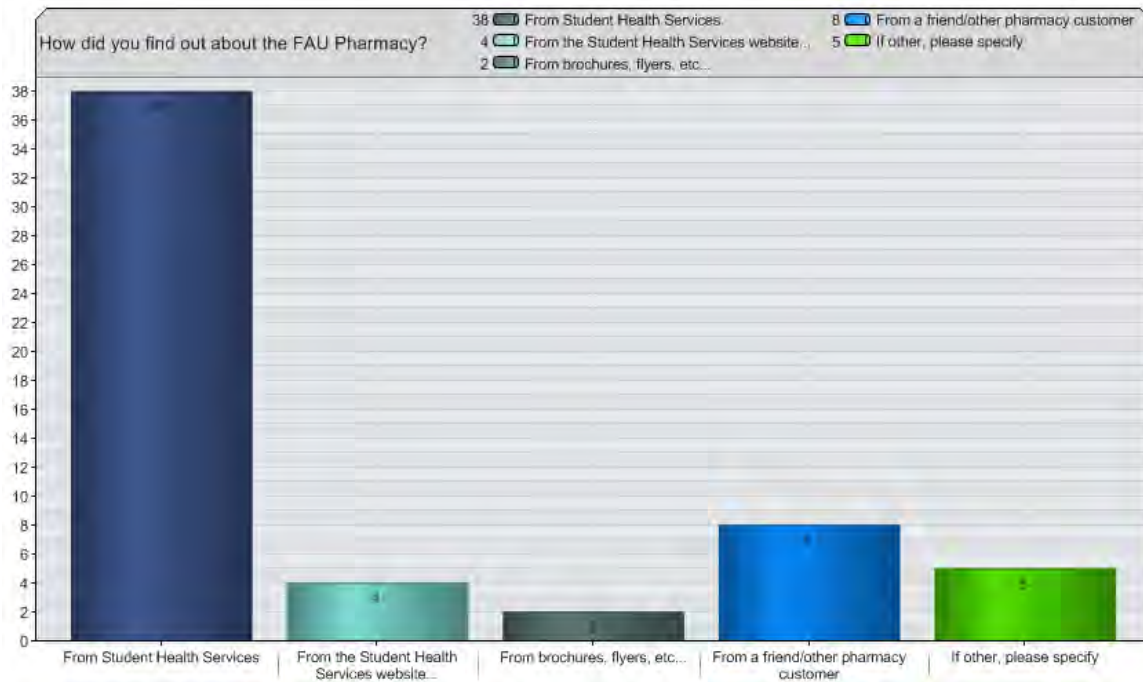
5. If you have insurance, is it...

	Responses	Percent
the school sponsored health insurance plan:	7	12.28%
another plan:	31	54.39%
I don't have insurance:	19	33.33%
Total Responded to this question:		57
Total who skipped this question:		1
Total:		58
		98.28%
		1.72%
		100%



6. How did you find out about the FAU Pharmacy?



	Responses	Percent
From Student Health Services:	38	66.67%
From the Student Health Services website:	4	7.02%
From brochures, flyers, etc...:	2	3.51%
From a friend/other pharmacy customer:	8	14.04%
If other, please specify:	5	8.77%
Total Responded to this question:	57	98.28%
Total who skipped this question:	1	1.72%
Total:	58	100%

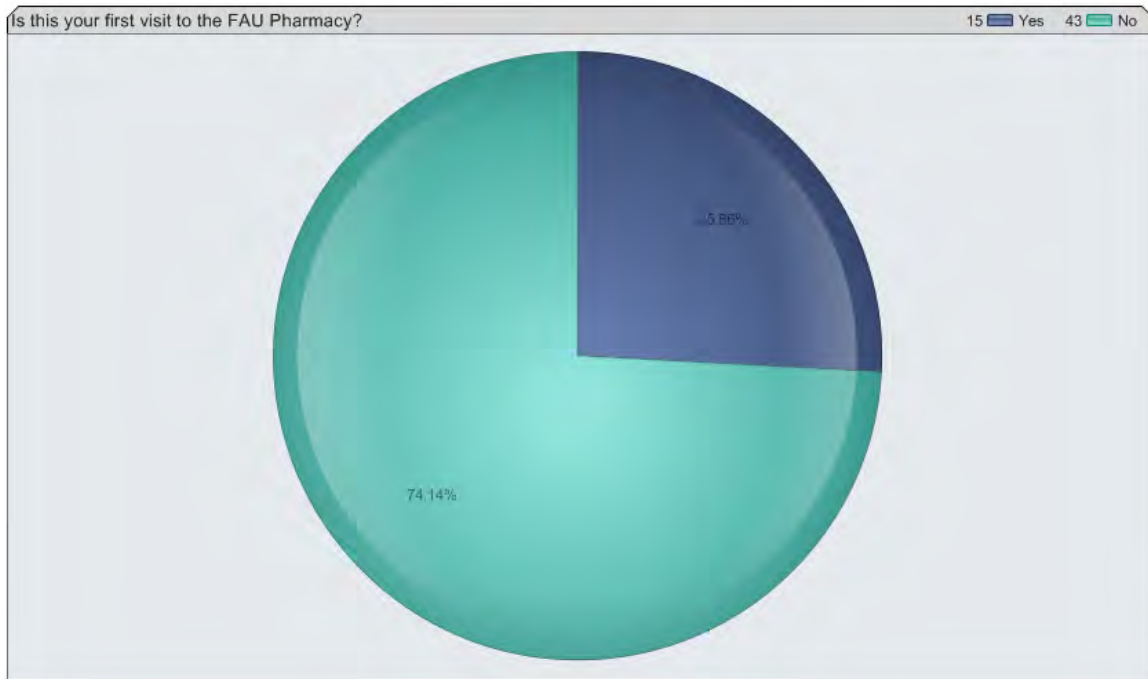


6. How did you find out about the FAU Pharmacy?



Response	Comments
1	fau football
2	from my sister who was also a student
3	Brother took me to it
4	signs
5	orientation
6	Counceling center

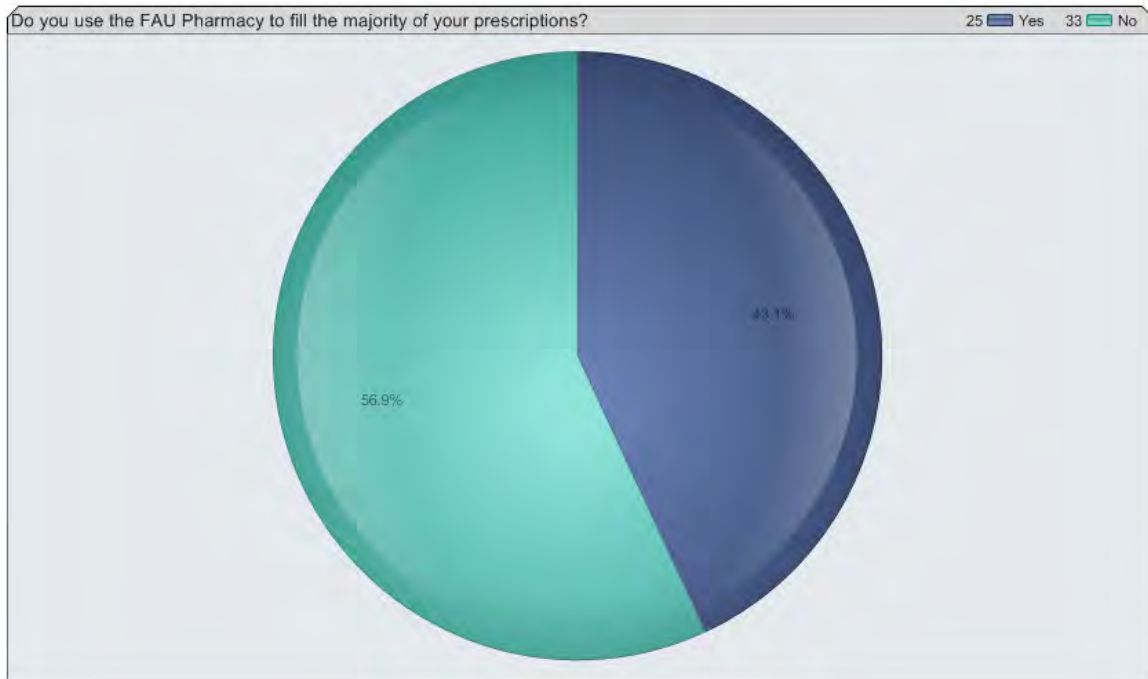
7. Is this your first visit to the FAU Pharmacy?

	Responses	Percent
Yes: 	15	25.86%
No: 	43	74.14%
Total Responded to this question:	58	100%
Total who skipped this question:	0	0%
Total:	58	100%



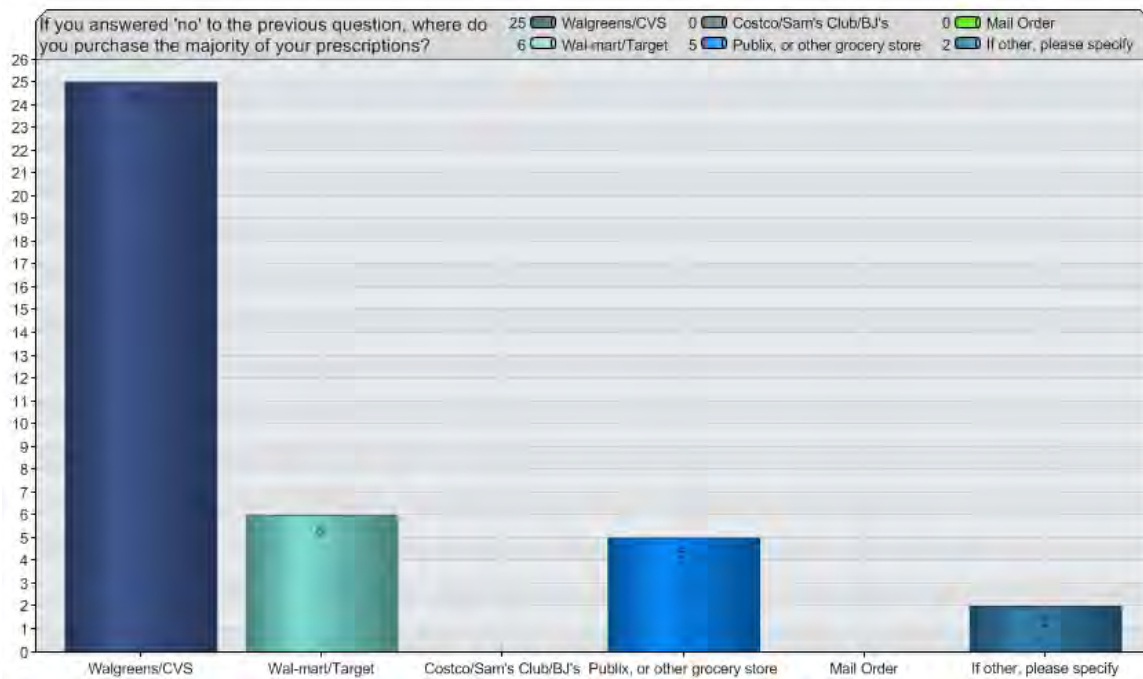
8. Do you use the FAU Pharmacy to fill the majority of your prescriptions?

	Responses	Percent
Yes: 	25	43.1%
No: 	33	56.9%
Total Responded to this question:	58	100%
Total who skipped this question:	0	0%
Total:	58	100%



9. If you answered 'no' to the previous question, where do you purchase the majority of your prescriptions?

	Responses	Percent
Walgreens/CVS:	25	65.79%
Wal-mart/Target:	6	15.79%
Costco/Sam's Club/BJ's:	0	0%
Publix, or other grocery store:	5	13.16%
Mail Order:	0	0%
If other, please specify:	2	5.26%
Total Responded to this question:	38	65.52%
Total who skipped this question:	20	34.48%
Total:	58	100%

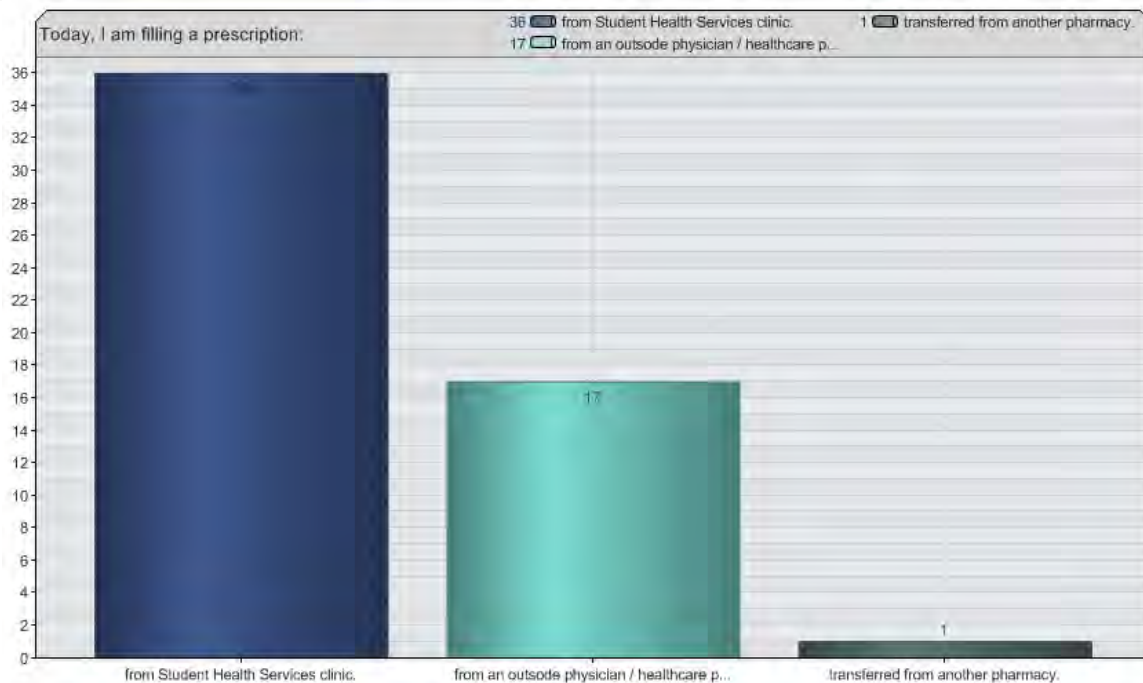


9. If you answered 'no' to the previous question, where do you purchase the majority of your prescriptions?

Response	Comments
1	dont have a presc
2	Don't really have prescription medicine to pick up

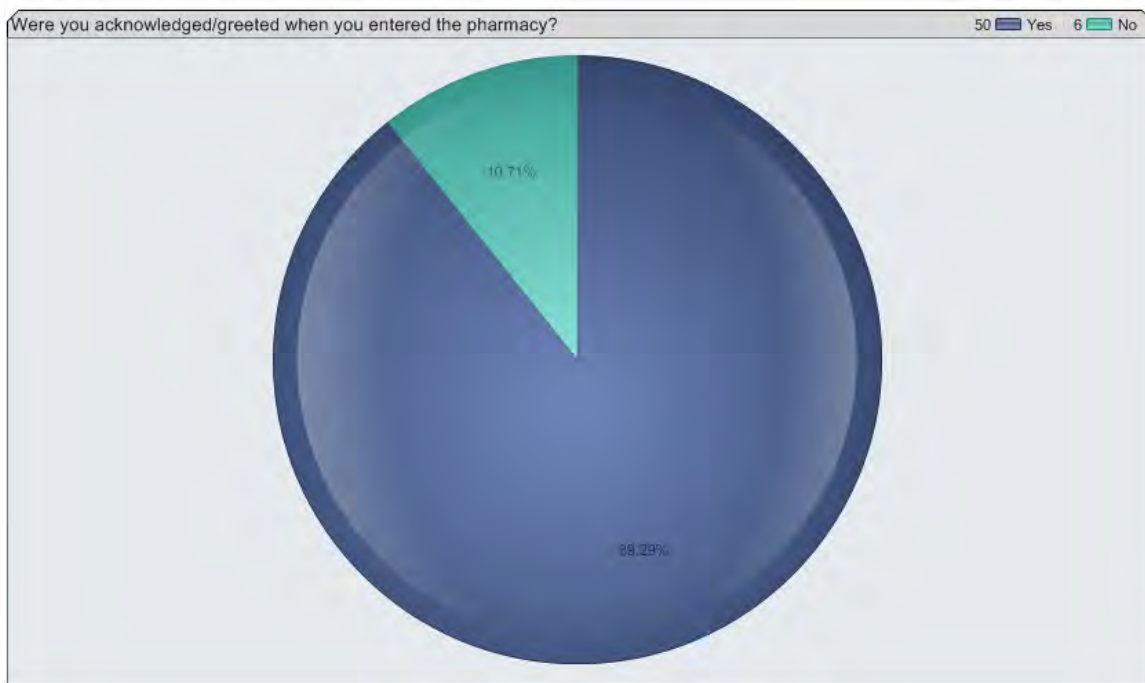
10. Today, I am filling a prescription:

	Responses	Percent
from Student Health Services clinic.:	36	66.67%
from an outside physician / healthcare provider.:	17	31.48%
transferred from another pharmacy.:	1	1.85%
Total Responded to this question:	54	93.1%
Total who skipped this question:	4	6.9%
Total:	58	100%



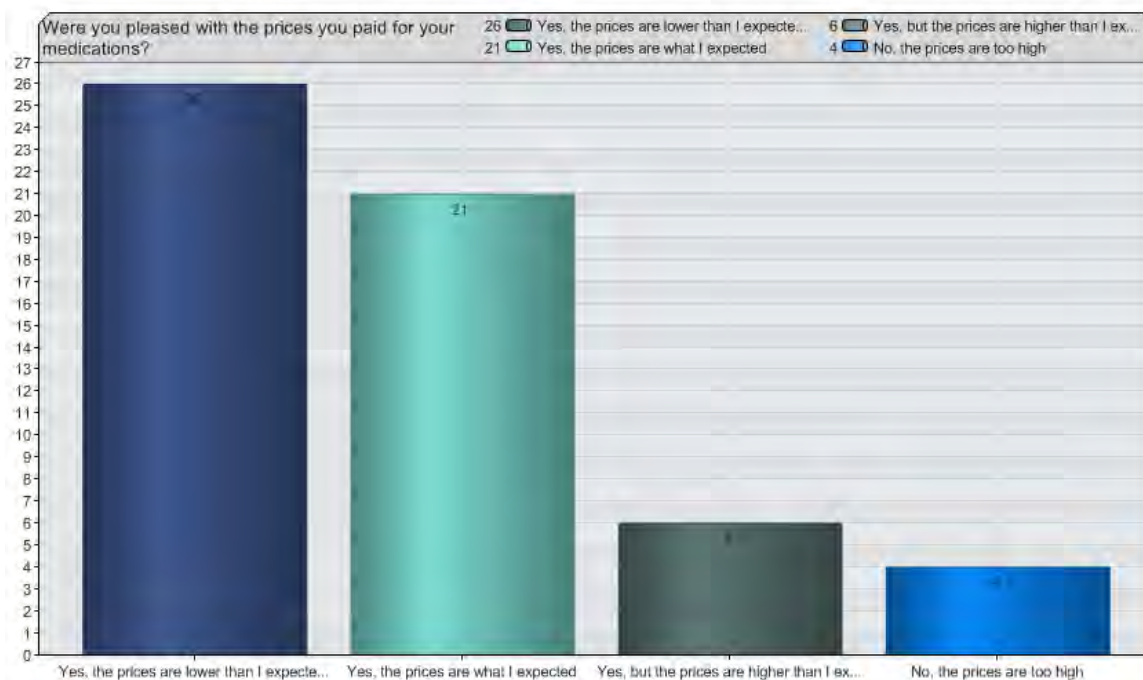
11. Were you acknowledged/greeted when you entered the pharmacy?

	Responses	Percent
Yes: <div><div></div></div>	50	89.29%
No: <div><div></div></div>	6	10.71%
Total Responded to this question:	56	96.55%
Total who skipped this question:	2	3.45%
Total:	58	100%



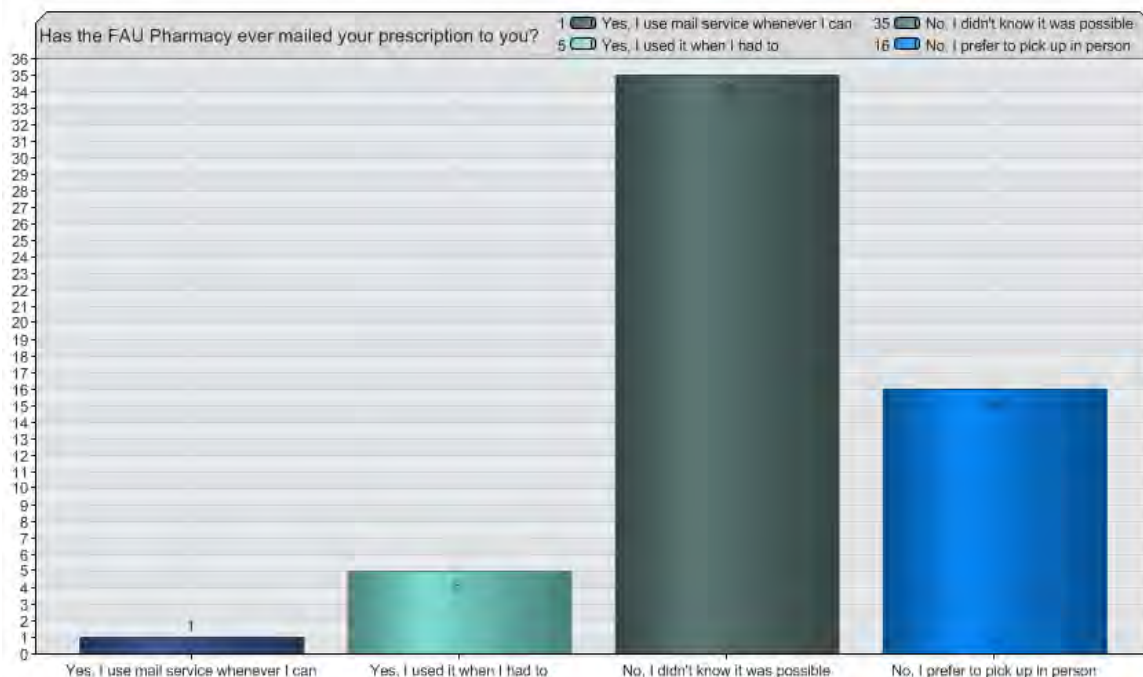
12. Were you pleased with the prices you paid for your medications?

	Responses	Percent
Yes, the prices are lower than I expected:	26	45.61%
Yes, the prices are what I expected:	21	36.84%
Yes, but the prices are higher than I expected:	6	10.53%
No, the prices are too high:	4	7.02%
Total Responded to this question:	57	98.28%
Total who skipped this question:	1	1.72%
Total:	58	100%



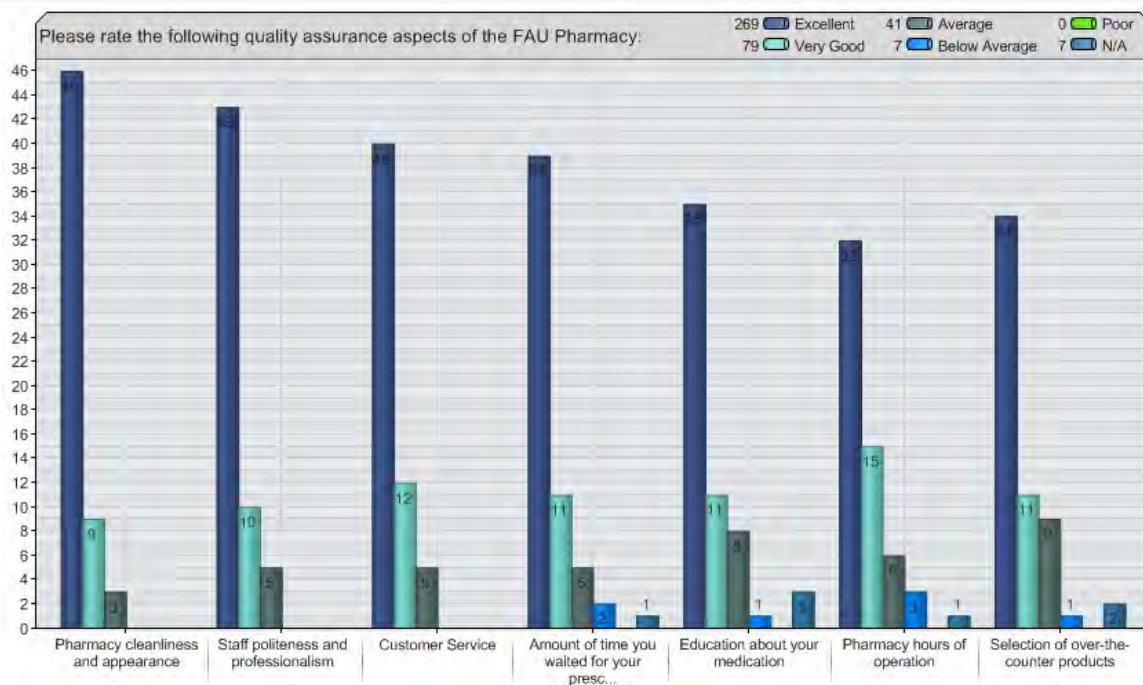
13. Has the FAU Pharmacy ever mailed your prescription to you?

	Responses	Percent
Yes, I use mail service whenever I can:	1	1.75%
Yes, I used it when I had to:	5	8.77%
No, I didn't know it was possible:	35	61.4%
No, I prefer to pick up in person:	16	28.07%
Total Responded to this question:	57	98.28%
Total who skipped this question:	1	1.72%
Total:	58	100%





14. Please rate the following quality assurance aspects of the FAU Pharmacy:

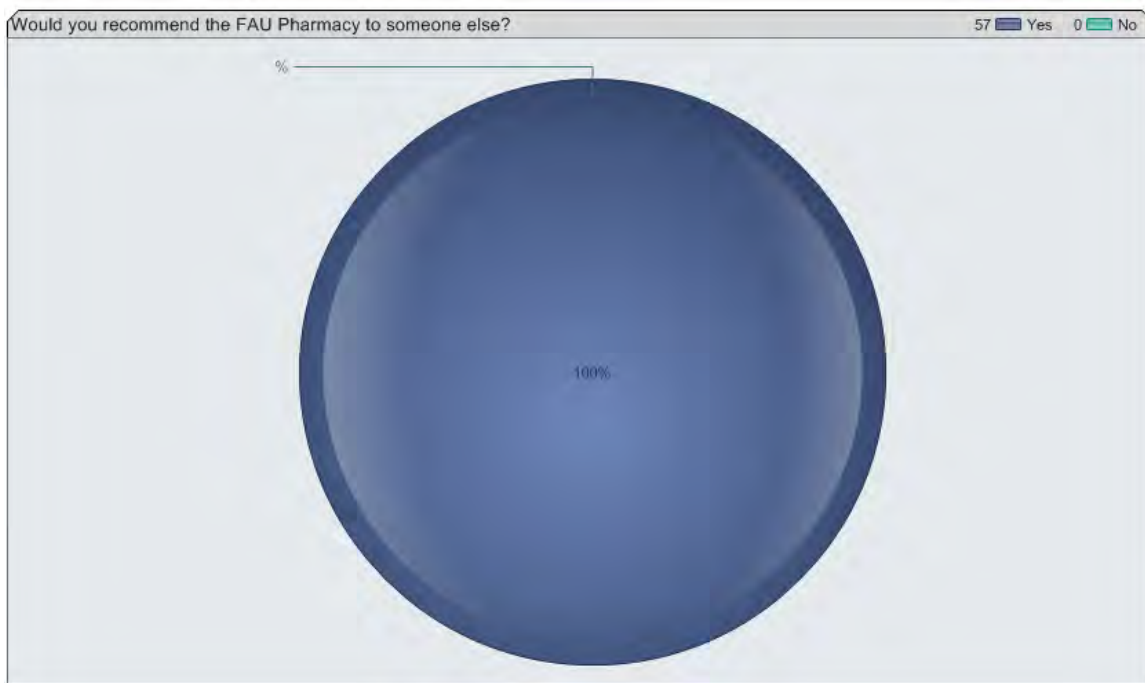
	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Pharmacy cleanliness and appearance:	46(79.31%)	9(15.52%)	3(5.17%)	0(0%)	0(0%)	0(0%)	58
Staff politeness and professionalism:	43(74.14%)	10(17.24%)	5(8.62%)	0(0%)	0(0%)	0(0%)	58
Customer Service:	40(70.18%)	12(21.05%)	5(8.77%)	0(0%)	0(0%)	0(0%)	57
Amount of time you waited for your prescription:	39(67.24%)	11(18.97%)	5(8.62%)	2(3.45%)	0(0%)	1(1.72%)	58
Education about your medication:	35(60.34%)	11(18.97%)	8(13.79%)	1(1.72%)	0(0%)	3(5.17%)	58
Pharmacy hours of operation:	32(56.14%)	15(26.32%)	6(10.53%)	3(5.26%)	0(0%)	1(1.75%)	57
Selection of over-the-counter products:	34(59.65%)	11(19.3%)	9(15.79%)	1(1.75%)	0(0%)	2(3.51%)	57
Total Responded to this question:						58	100%
Total who skipped this question:						0	0%
Total:						58	100%




15. Additional Comments				
		Responses	Percent	
Responses:		<div><div></div></div>	8	100%
		Total Responded to this question:	8	13.79%
		Total who skipped this question:	50	86.21%
		Total:	58	100%
Graph/Chart function not relevant for this question type.				
15. Additional Comments				
Response	Response Text			
1	the staff is very professional			
2	Great place to get everything needed all in one place			
3	none			
4	good job son			
5	I wish the pharmacy were open on weekends.			
6	Good service.			
7	Suggestion to increase customer frequency, frequent visit cards so can receive price incentives!! PLEASE!! Or, lower prices...			
8	Very helpful in first aid.			

16. Would you recommend the FAU Pharmacy to someone else?

	Responses	Percent
Yes: 	57	100%
No: 	0	0%
Total Responded to this question:	57	98.28%
Total who skipped this question:	1	1.72%
Total:	58	100%



17. What else can we do to make your pharmacy experience more enjoyable?

	Responses	Percent
Responses: 	17	100%
Total Responded to this question:	17	29.31%
Total who skipped this question:	41	70.69%
Total:	58	100%

Graph/Chart function not relevant for this question type.

17. What else can we do to make your pharmacy experience more enjoyable?

Response	Response Text
1	make it more colorful and appealing to the eye
2	More selection of cold/flu...such as soups to microwave
3	nothing, everything's good
4	its all good
5	nothing
6	Give me more free lollipops. :)
7	Decorations. maybe?
8	Everything is great!
9	nothing, it's wonderful the way it is.
10	Nothing. Every visit i have is a good one.
11	Nothing, it is already enjoyable!
12	be open on the weekends
13	nothing
14	Get more items for 50% off plus beverages that would be great :)
15	its perfect
16	The experience tht I have had so far is good.
17	My experience so far has been enjoyable



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Survey: Student Health Services Spring 2011 General Satisfaction Survey

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Individual Results

Survey Status

Status: Closed
Deploy Date: 01/31/2011
Closed Date: 03/04/2011

Respondent Statistics

Total Responses: 300
Completes: 300
Partials: 0

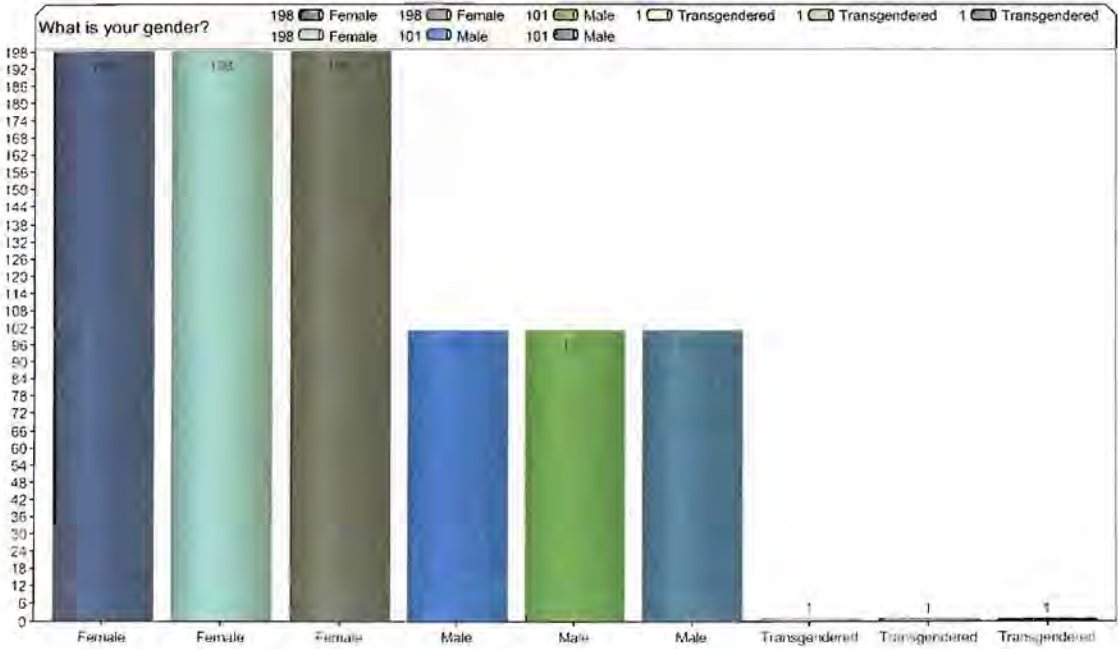
Points Summary

No Points Questions used in this survey.

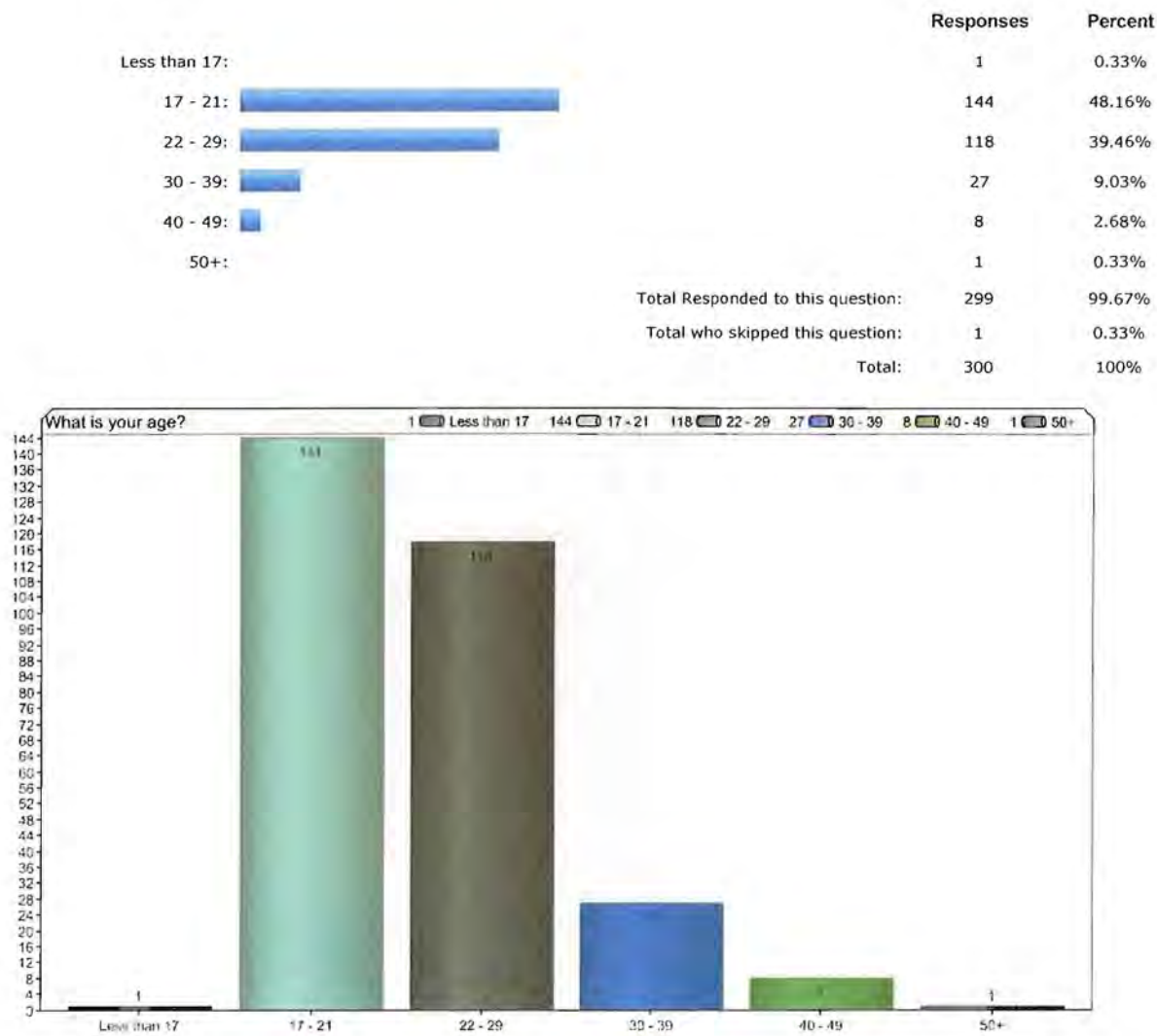
View Questions: 1 to 5

Summarized Data Report - Survey: Student Health Services Spring 2011 General Satisfaction Survey

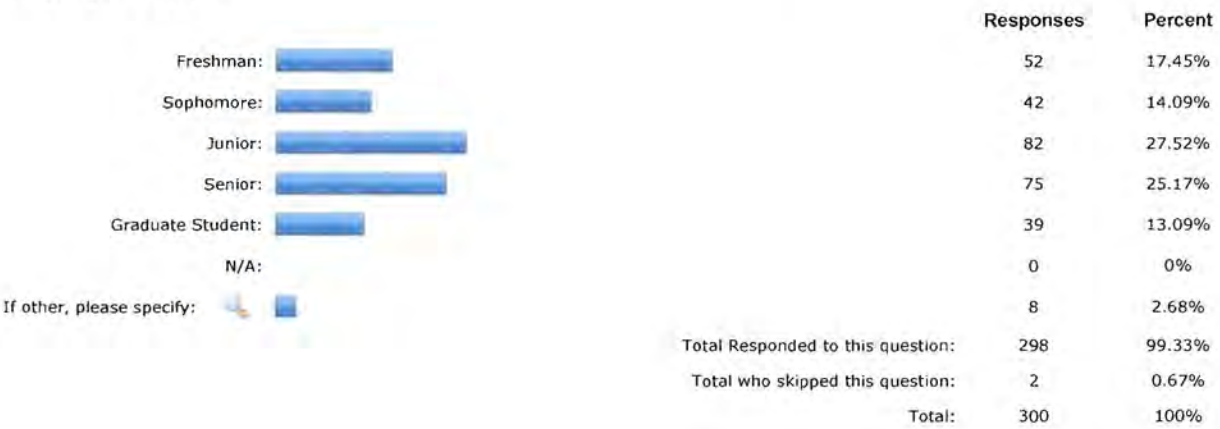
1. What is your gender?

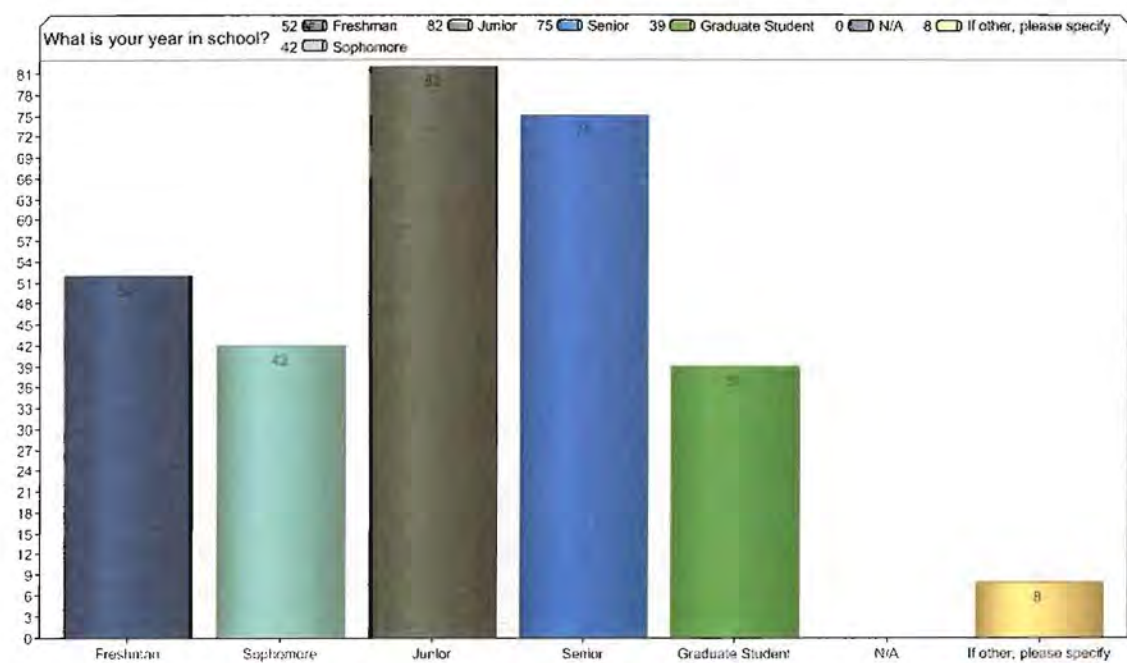


2. What is your age?



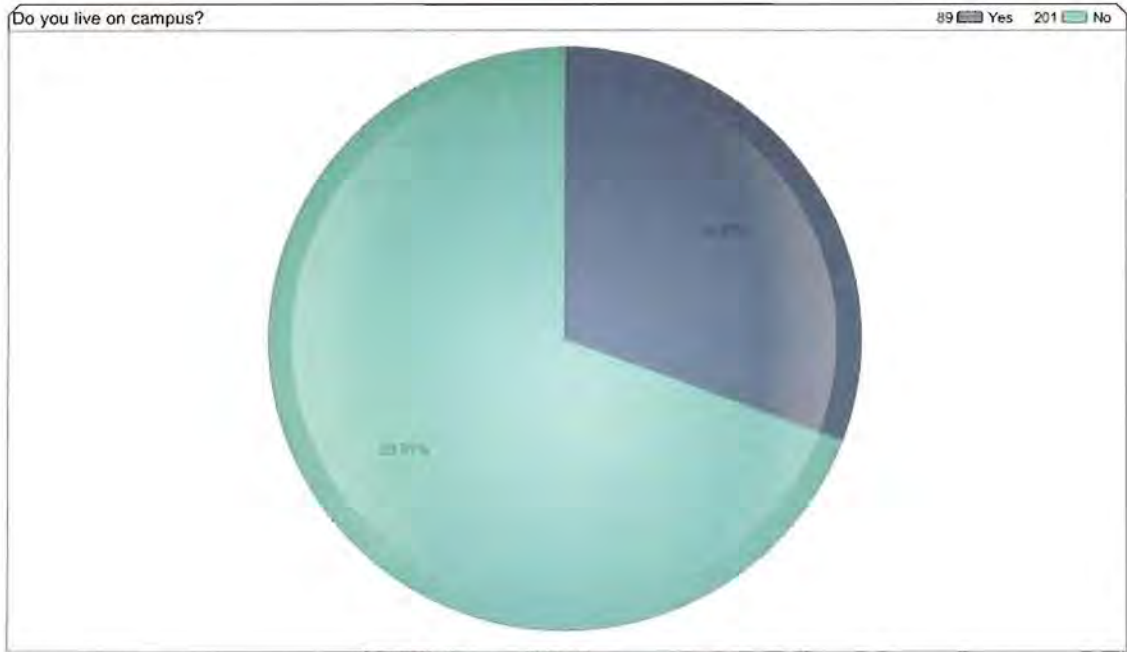
3. What is your year in school?



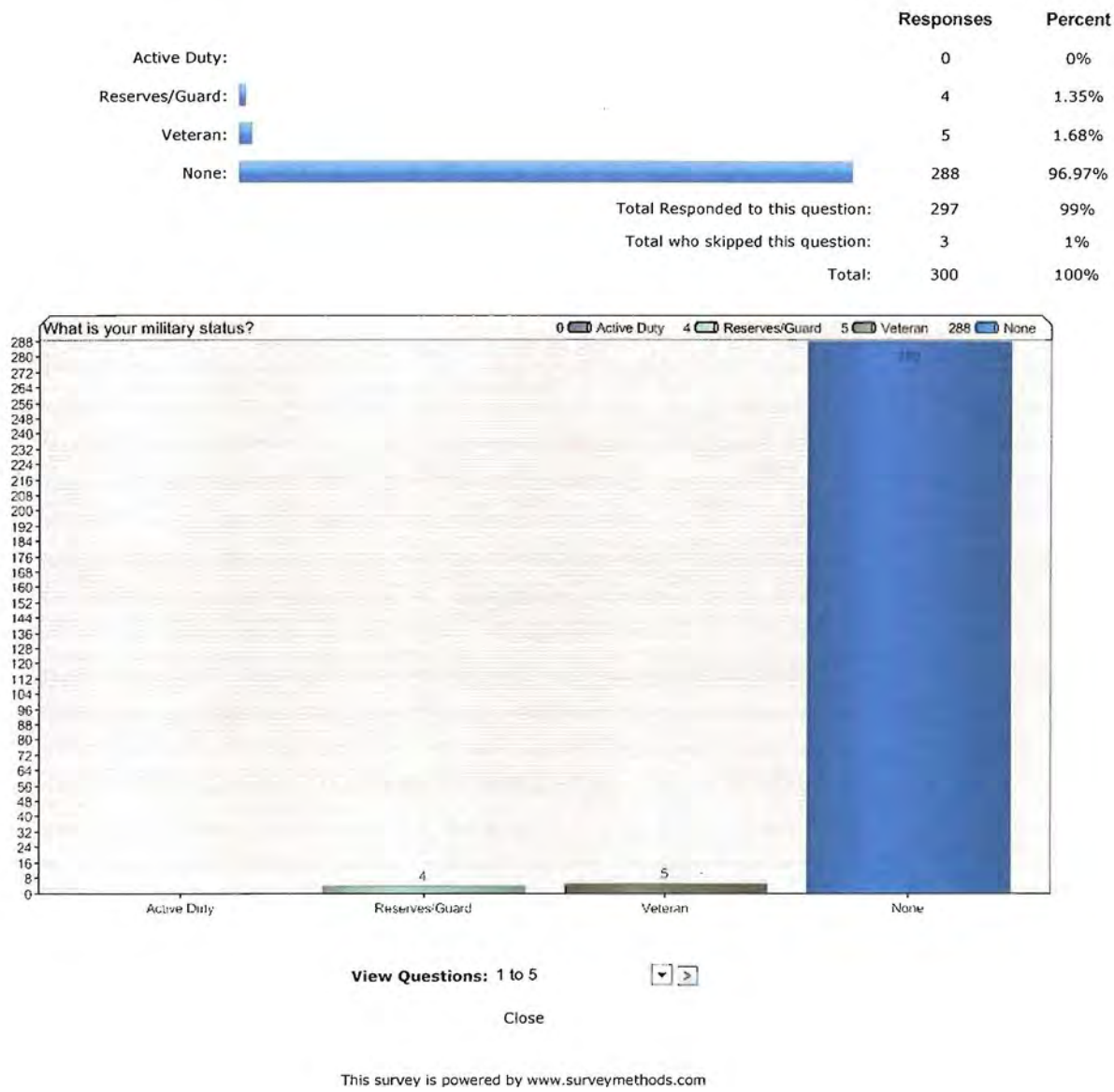


4. Do you live on campus?

	Responses	Percent
Yes:	89	30.69%
No:	201	69.31%
Total Responded to this question:	290	96.67%
Total who skipped this question:	10	3.33%
Total:	300	100%



5. What is your military status?





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Individual Results

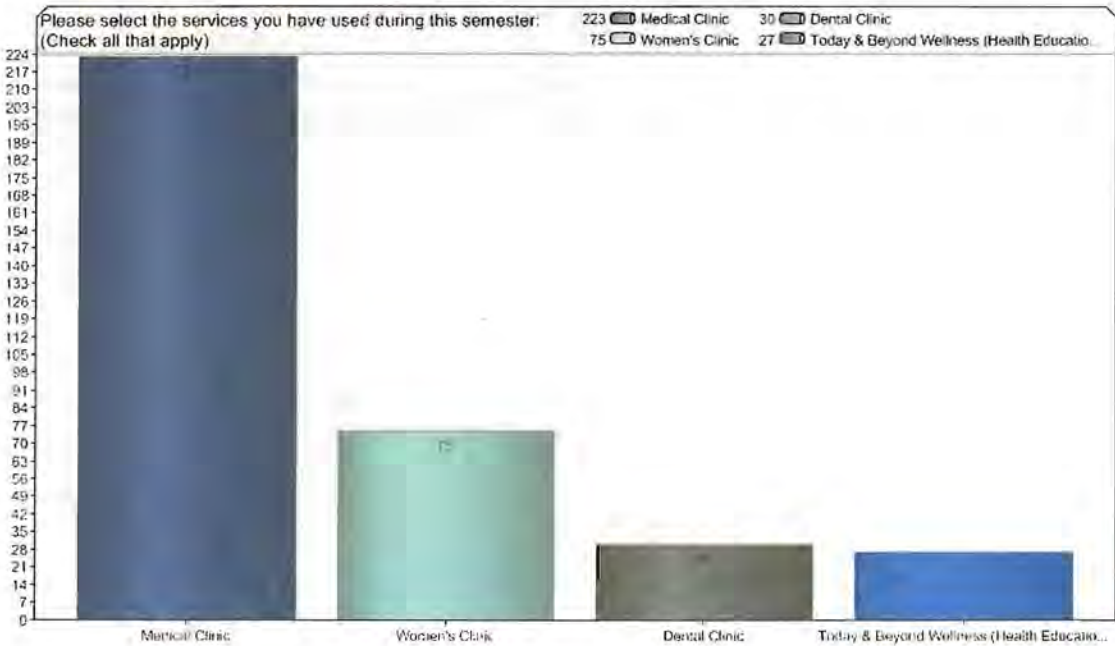
Survey Status		Respondent Statistics		Points Summary	
Status:	Closed	Total Responses:	300	No Points Questions used in this survey.	
Deploy Date:	01/31/2011	Completes:	300		
Closed Date:	03/04/2011	Partials:	0		

View Questions: 6 to 10

Summarized Data Report - Survey: Student Health Services Spring 2011 General Satisfaction Survey

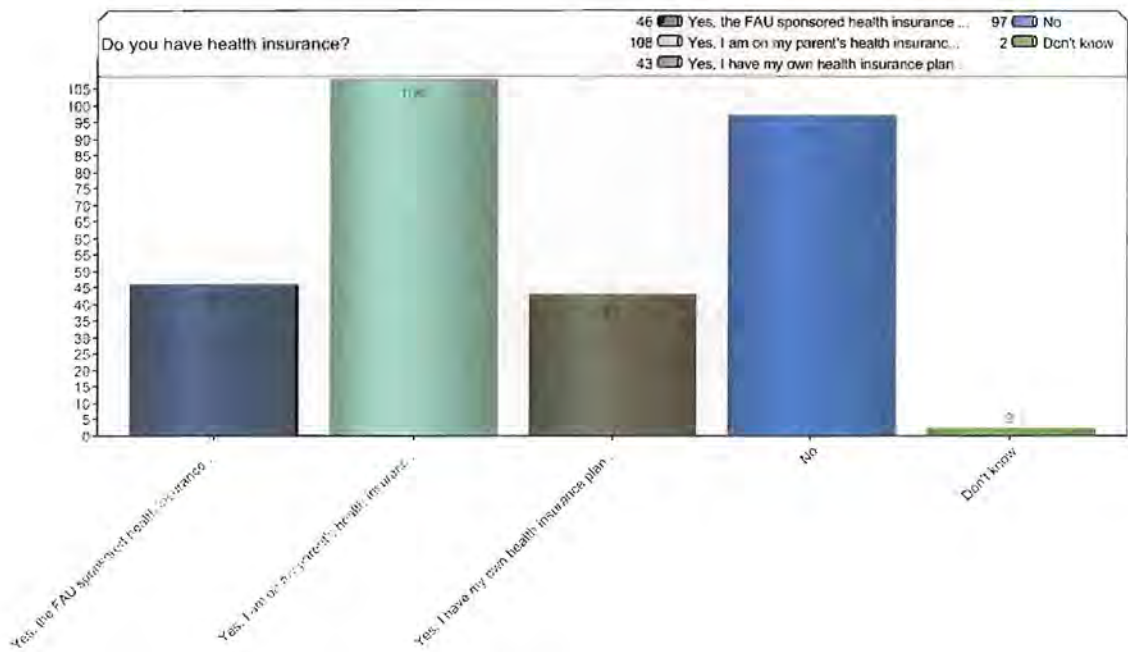
6. Please select the services you have used during this semester: (Check all that apply)

	Responses	Percent	
Medical Clinic:	223	77.16%	
Women's Clinic:	75	25.95%	
Dental Clinic:	30	10.38%	
Today & Beyond Wellness (Health Education):	27	9.34%	
Total Responded to this question:		289	96.33%
Total who skipped this question:		11	3.67%
Total:		300	100%



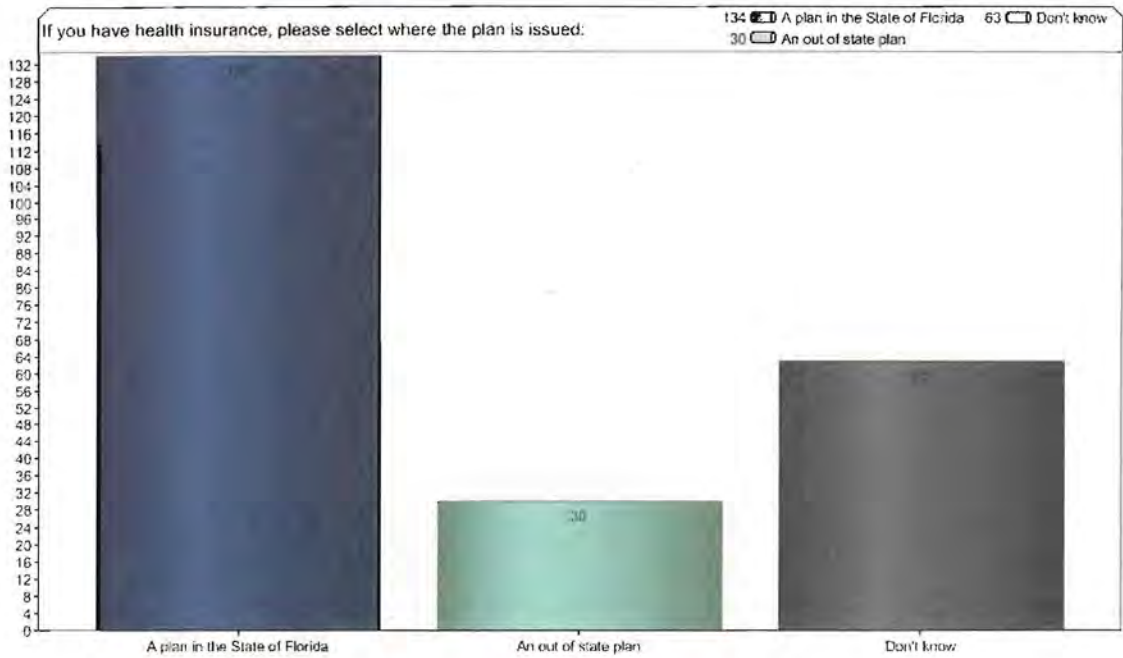
7. Do you have health insurance?

	Responses	Percent
Yes, the FAU sponsored health insurance plan:	46	15.54%
Yes, I am on my parent's health insurance plan:	108	36.49%
Yes, I have my own health insurance plan:	43	14.53%
No:	97	32.77%
Don't know:	2	0.68%
Total Responded to this question:	296	98.67%
Total who skipped this question:	4	1.33%
Total:	300	100%



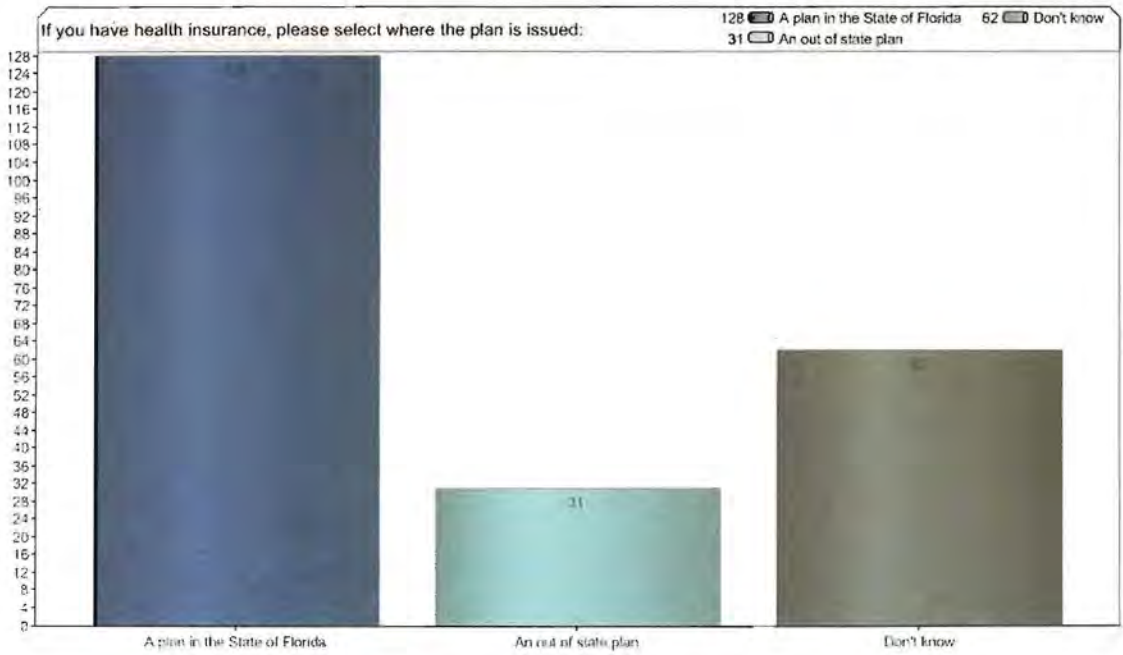
8. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida:	134	59.03%
An out of state plan:	30	13.22%
Don't know:	63	27.75%
Total Responded to this question:	227	75.67%
Total who skipped this question:	73	24.33%
Total:	300	100%

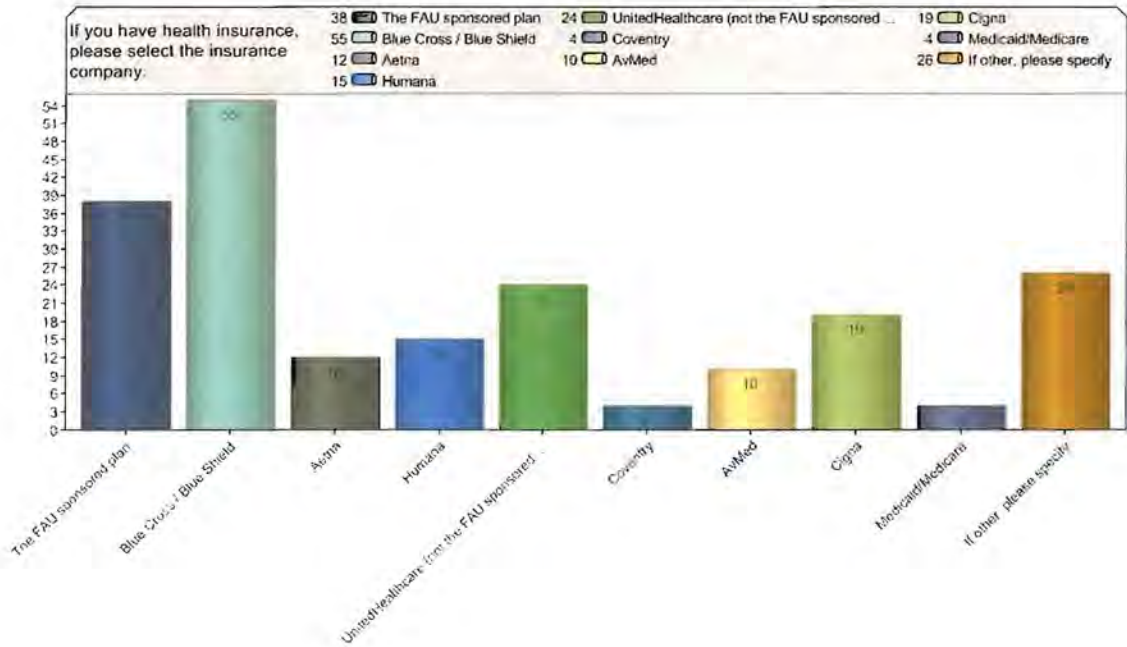
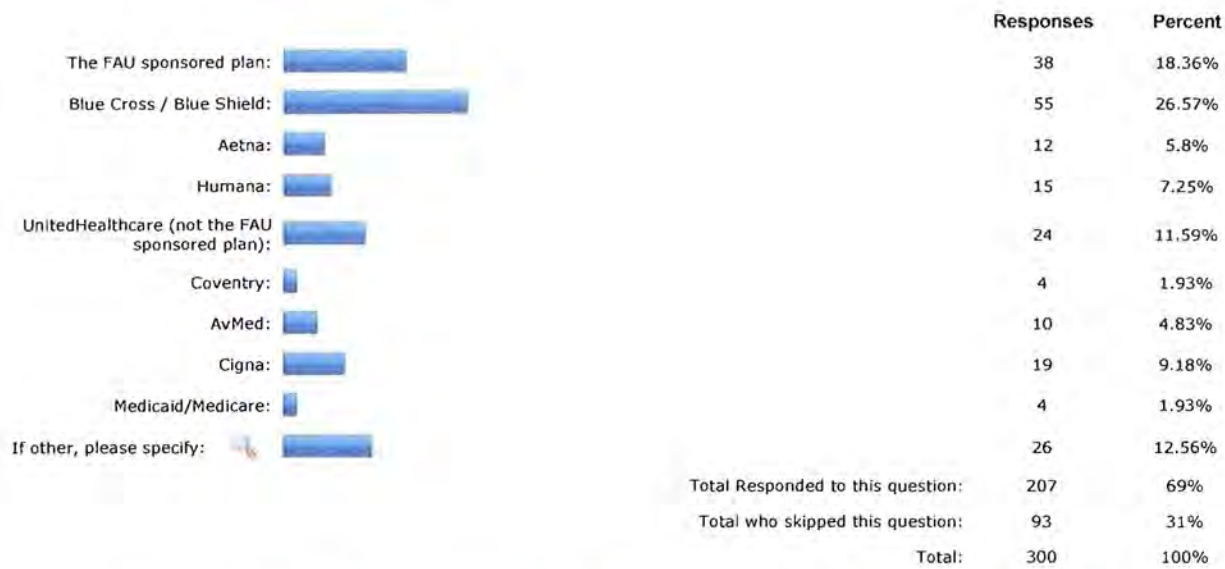


9. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida:	128	57.92%
An out of state plan:	31	14.03%
Don't know:	62	28.05%
Total Responded to this question:	221	73.67%
Total who skipped this question:	79	26.33%
Total:	300	100%



10. If you have health insurance, please select the insurance company:



View Questions: 6 to 10

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10. If you have health insurance, please select the insurance company:

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Response	If other, please specify	View Individual Responses
1	vista	1
2	International	1
3	International student organization	1
4	Tricare prime	1
5	golden rule	1
6	HealthFirst	1
7	florida health insurance	1
8	empire	1
9	dont have insurance	1
10	dont have Insurance	1
11	dont have insurance	1
12	health partners	1
13	StudyUsa	1
14	Coventry	1
15	dont have insurance	1
16	Tricare Standard	1
17	I don't remember now.	1
18	better health	1
19	NA	1
20	military	1
21	None	1
22	Oxford	1
23	None	1
24	N/A	1
25	staywell healthy kids	1
26	Conneticare	1

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Survey: Student Health Services Spring 2011 General Satisfaction Survey

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Individual Results

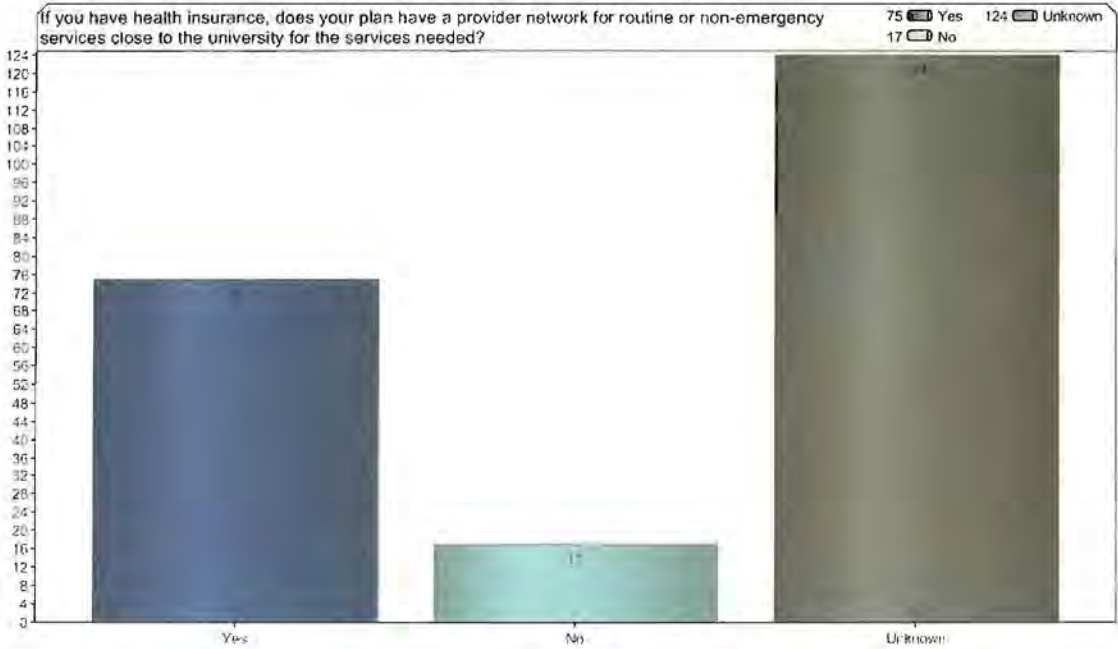
Survey Status		Respondent Statistics		Points Summary	
Status:	Closed	Total Responses:	300	No Points Questions used in this survey.	
Deploy Date:	01/31/2011	Completes:	300		
Closed Date:	03/04/2011	Partials:	0		

View Questions: 11 to 15

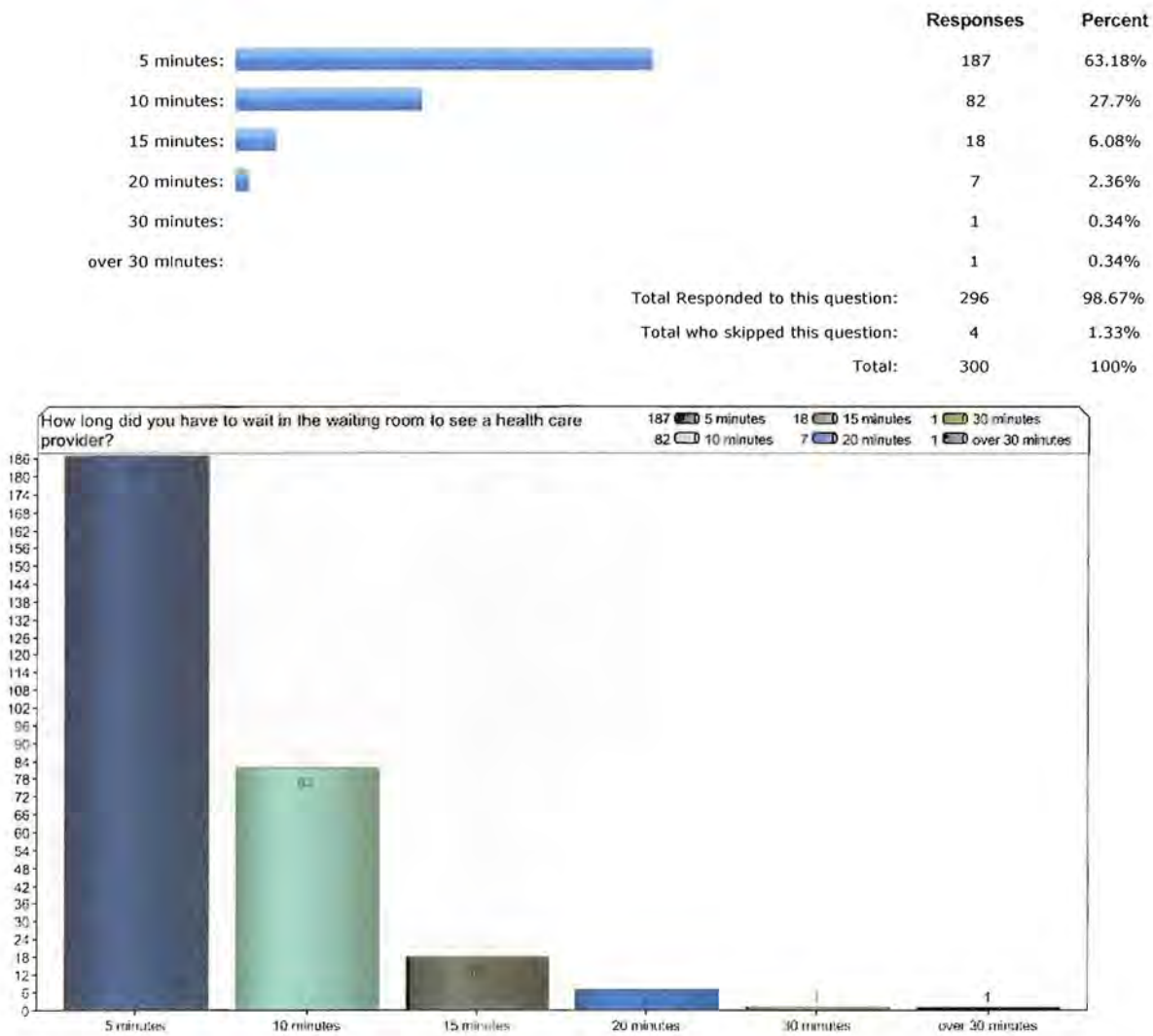
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11. If you have health insurance, does your plan have a provider network for routine or non-emergency services close to the university for the services needed?

	Responses	Percent
Yes:	75	34.72%
No:	17	7.87%
Unknown:	124	57.41%
Total Responded to this question:		21672%
Total who skipped this question:		8428%
Total:		300100%

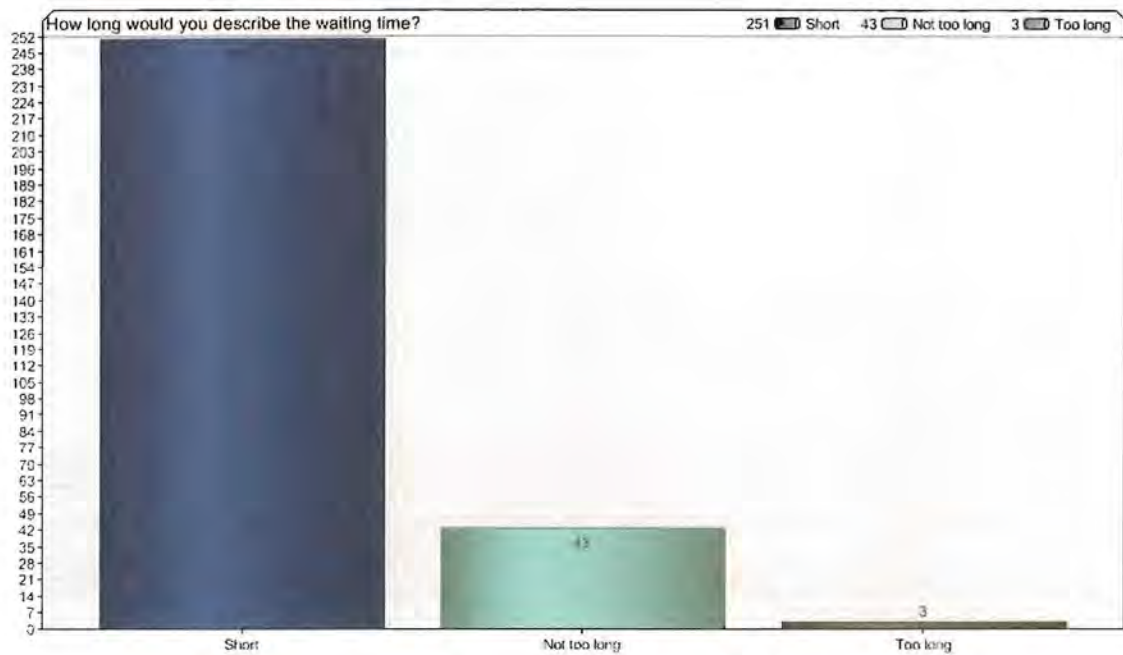


12. How long did you have to wait in the waiting room to see a health care provider?



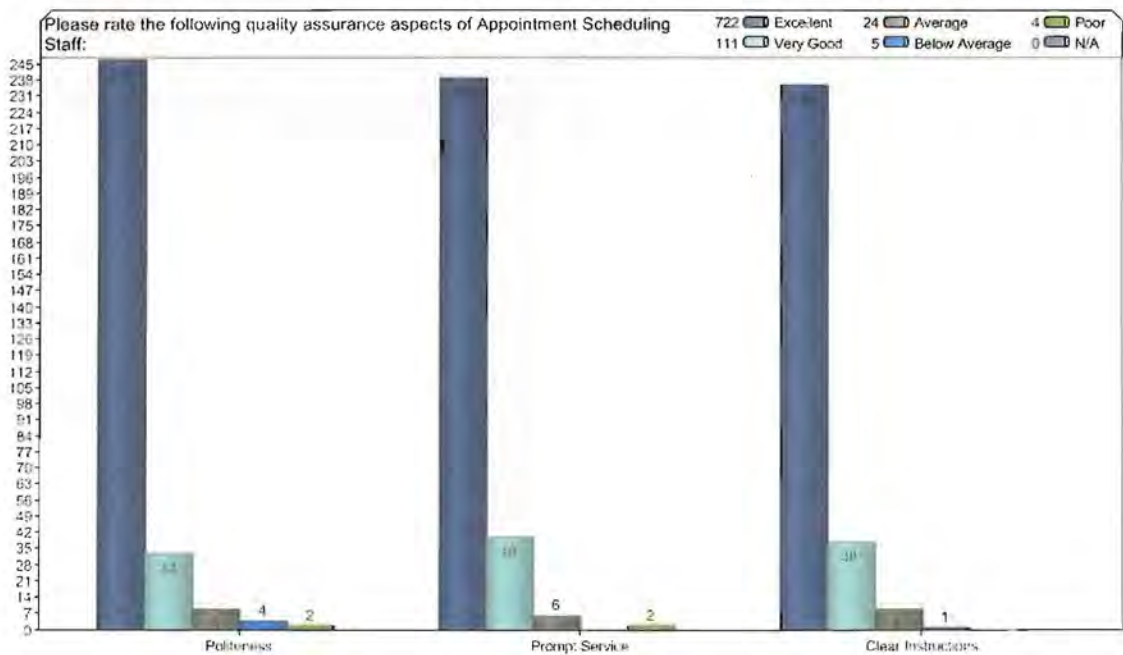
13. How long would you describe the waiting time?





14. Please rate the following quality assurance aspects of Appointment Scheduling Staff:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	247(83.73%)	33(11.19%)	9(3.05%)	4(1.36%)	2(0.68%)	0(0%)	295
Prompt Service:	239(83.28%)	40(13.94%)	6(2.09%)	0(0%)	2(0.7%)	0(0%)	287
Clear Instructions:	236(83.1%)	38(13.38%)	9(3.17%)	1(0.35%)	0(0%)	0(0%)	284
Total Responded to this question:						296	98.67%
Total who skipped this question:						4	1.33%
Total:						300	100%



15. Comments concerning the Appointment Scheduling Staff:

	Responses	Percent
Responses:	33	100%
Total Responded to this question:	33	11%
Total who skipped this question:	267	89%
Total:	300	100%

Graph/Chart function not relevant for this question type.

View Questions: < 11 to 15

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15. Comments concerning the Appointment Scheduling Staff:

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Response	Response Text	View Individual Responses
1	Amazing staff members. Everyone was professional and prompt.	
2	Had availability immediately and scheduled an appointment promptly.	
3	very friendly	
4	Excellent	
5	Great team!	
6	n/a	
7	Everyone was very friendly, comfortable within their presence	
8	No	
9	they gave me appointment for the same day	
10	they were great!	
11	excellent	
12	She's fine at her job, but she always seems rude/grouchy.	
13	very nice staff	
14	great!	
15	They were very rude and impolite.	
16	They were very nice	
17	nurse Kym ROCKS	
18	Nobody could tell me what a wart treatment cost until I arrived.	
19	She was wonderful and professional.	
20	Very helpful answering questions and also very polite.	
21	Great	
22	wonderful	
23	none	
24	On the phone, she seems rather sad	
25	listend very well to how i was feeling. paied good attnetion	
26	Very Welocming and made me feel comfortable	
27	never answer the phone claim they cant look you up on computer without z number	
28	Very Good	

29	great	
30	they're great!	
31	Wonderful job!	
32	great -professional	
33	Very helpful and accomodating	

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Individual Results

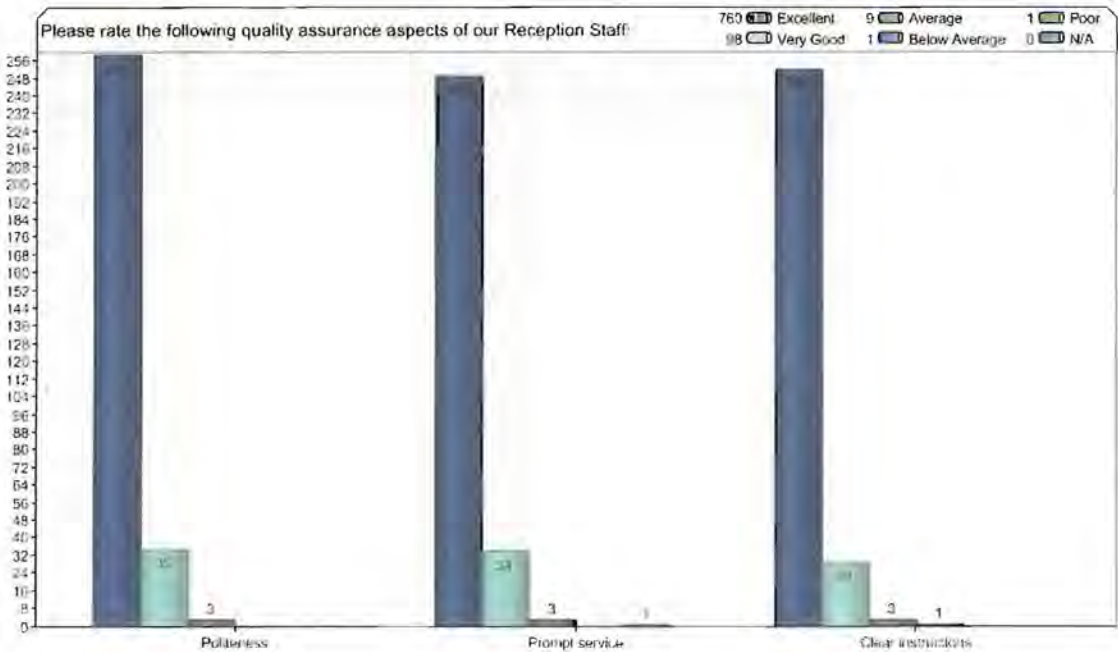
Survey Status		Respondent Statistics		Points Summary	
Status:	Closed	Total Responses:	300	No Points Questions used in this survey.	
Deploy Date:	01/31/2011	Completes:	300		
Closed Date:	03/04/2011	Partials:	0		

View Questions: 16 to 20


Summarized Data Report - Survey: Student Health Services Spring 2011 General Satisfaction Survey

16. Please rate the following quality assurance aspects of our Reception Staff:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	259(87.21%)	35(11.78%)	3(1.01%)	0(0%)	0(0%)	0(0%)	297
Prompt service:	249(86.76%)	34(11.85%)	3(1.05%)	0(0%)	1(0.35%)	0(0%)	287
Clear instructions:	252(88.42%)	29(10.18%)	3(1.05%)	1(0.35%)	0(0%)	0(0%)	285
Total Responded to this question:						297	99%
Total who skipped this question:						3	1%
Total:						300	100%



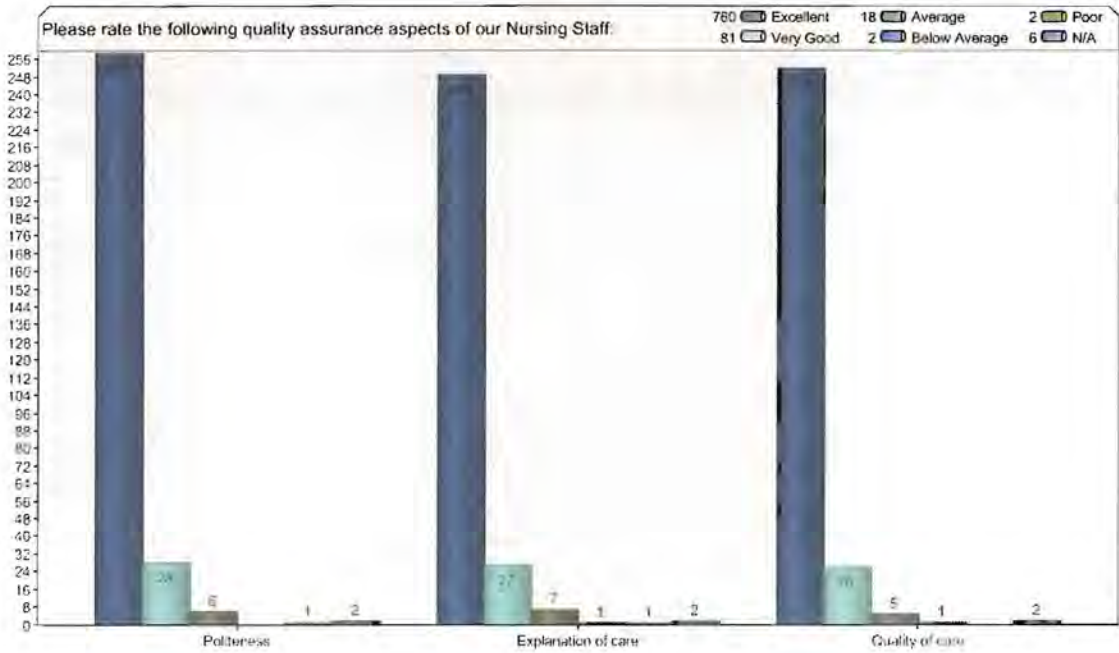
17. Comments concerning the Reception Staff:

	Responses	Percent
Responses: 	26	100%
Total Responded to this question:	26	8.67%
Total who skipped this question:	274	91.33%
Total:	300	100%

Graph/Chart function not relevant for this question type.

18. Please rate the following quality assurance aspects of our **Nursing Staff**:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	259(87.5%)	28(9.46%)	6(2.03%)	0(0%)	1(0.34%)	2(0.68%)	296
Explanation of care:	249(86.76%)	27(9.41%)	7(2.44%)	1(0.35%)	1(0.35%)	2(0.7%)	287
Quality of care:	252(88.11%)	26(9.09%)	5(1.75%)	1(0.35%)	0(0%)	2(0.7%)	286
Total Responded to this question:						297	99%
Total who skipped this question:						3	1%
Total:						300	100%



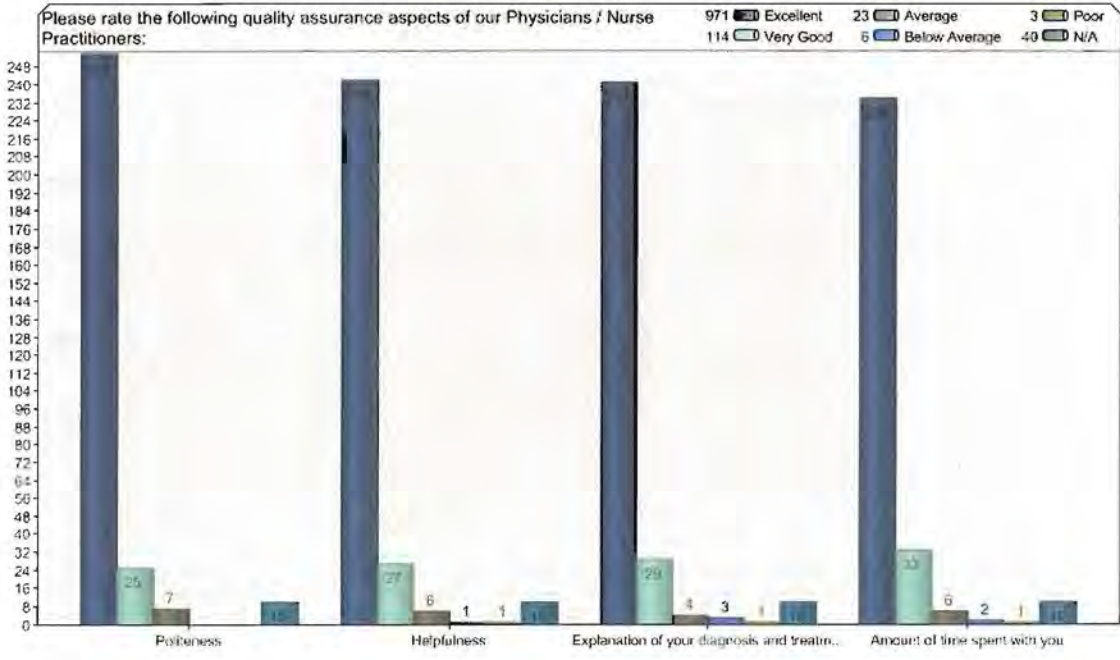
19. Comments concerning our Nursing Staff:

	Responses	Percent
Responses: 	23	100%
Total Responded to this question:	23	7.67%
Total who skipped this question:	277	92.33%
Total:	300	100%

Graph/Chart function not relevant for this question type.

20. Please rate the following quality assurance aspects of our **Physicians / Nurse Practitioners**:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	254(85.81%)	25(8.45%)	7(2.36%)	0(0%)	0(0%)	10(3.38%)	296
Helpfulness:	242(84.32%)	27(9.41%)	6(2.09%)	1(0.35%)	1(0.35%)	10(3.48%)	287
Explanation of your diagnosis and treatment:	241(83.68%)	29(10.07%)	4(1.39%)	3(1.04%)	1(0.35%)	10(3.47%)	288
Amount of time spent with you:	234(81.82%)	33(11.54%)	6(2.1%)	2(0.7%)	1(0.35%)	10(3.5%)	286
Total Responded to this question:						297	99%
Total who skipped this question:						3	1%
Total:						300	100%



View Questions: 16 to 20

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17. Comments concerning the Reception Staff:

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Response	Response Text	View Individual Responses
1	very friendly	
2	tasha drummond, at the front desk, was very nice and helpful. i appreciate her service.	
3	Excellent	
4	Excellent team!	
5	n/a	
6	Very nice, and polite	
7	No	
8	great	
9	She is awesome!	
10	So nice.	
11	very nice people	
12	great	
13	They are all very nice :)	
14	They were wonderful and professional.	
15	Great	
16	none	
17	Very nice and friendly :D	
18	very nice and polite	
19	Very nice and made me feel comfortable	
20	Very Good	
21	great	
22	they're awesome!	
23	awesome!	
24	Excellent!	
25	polite - nice- professional	
26	Quick to help & were very kind to interact with	

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Survey: Student Health Services Spring 2011 General Satisfaction Survey

19. Comments concerning our Nursing Staff:

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Response	Response Text	View Individual Responses
1	Beyond helpful. Answered my questions clearly and effectively and walked me through the entire process!	
2	very thourough (in a good way).	
3	Excellent	
4	n/a	
5	affable, comforting	
6	No	
7	Vewry sweet and caring!	
8	very kind and attentive	
9	great	
10	Very nice :)	
11	Nurse Kym is the best	
12	helpful seems to care, kind	
13	exceptional!!!	
14	none	
15	Very nice and friendly:D	
16	very nice and friendly	
17	didnt seem happy to be here	
18	Very nice	
19	Very Good	
20	Fantastic!	
21	Karen was extremely nice :-)	
22	attentive -polite - friendly-professional	
23	Extremely nice and vlear with direction	

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Survey: Student Health Services Spring 2011 General Satisfaction Survey

The data below represents this survey's consolidated results. To conduct analysis on what types of individuals answered questions in a particular way, click on the Create Criteria button.

Individual Results

Survey Status		Respondent Statistics		Points Summary	
Status:	Closed	Total Responses:	300	No Points Questions used in this survey.	
Deploy Date:	01/31/2011	Completes:	300		
Closed Date:	03/04/2011	Partials:	0		

View Questions: 21 to 25

Summarized Data Report - Survey: Student Health Services Spring 2011 General Satisfaction Survey

21. Comments concerning our Physicians / Nurse Practitioners:

		Responses	Percent
Responses:		17	100%
Total Responded to this question:		17	5.67%
Total who skipped this question:		283	94.33%
Total:		300	100%

Graph/Chart function not relevant for this question type.

22. Please rate the following quality assurance aspects of our Dental Staff:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	105(37.63%)	7(2.51%)	1(0.36%)	0(0%)	0(0%)	166(59.5%)	279
Helpfulness:	96(35.82%)	6(2.24%)	1(0.37%)	0(0%)	0(0%)	165(61.57%)	268
Explanation of your diagnosis and treatment:	98(36.3%)	6(2.22%)	1(0.37%)	0(0%)	0(0%)	165(61.11%)	270
Amount of time spent with you:	97(36.06%)	5(1.86%)	2(0.74%)	0(0%)	0(0%)	165(61.34%)	269
Total Responded to this question:						279	93%
Total who skipped this question:						21	7%
Total:						300	100%



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Survey: Student Health Services Spring 2011 General Satisfaction Survey

21. Comments concerning our Physicians / Nurse Practitioners:

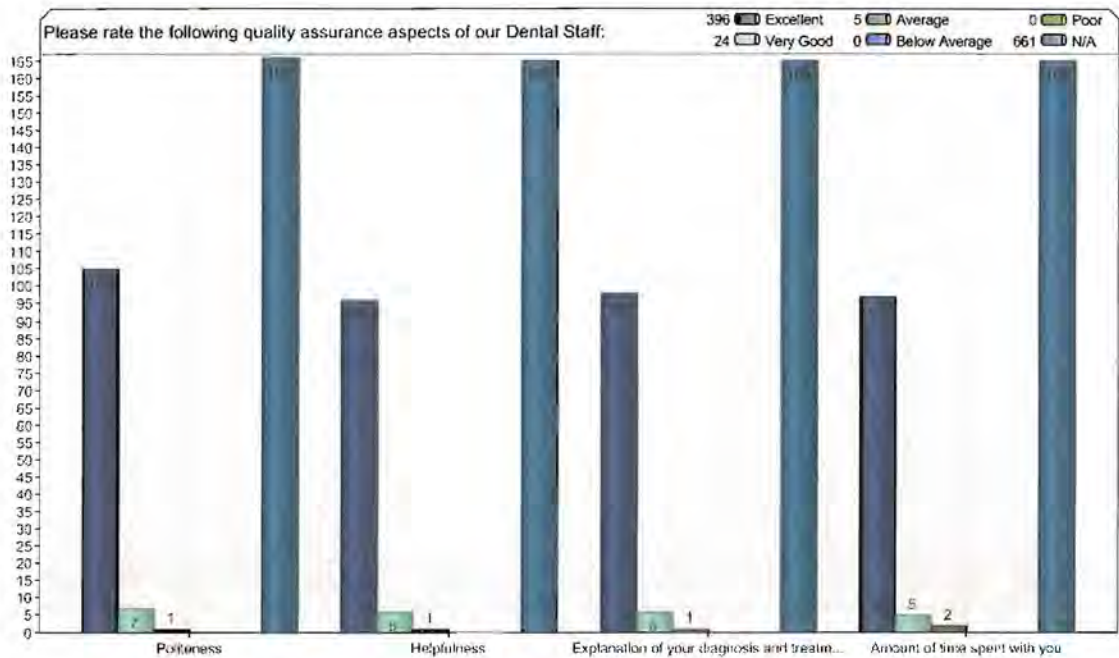
Show 50 ☐ Per Page

Response	Response Text	View Individual Responses
1	Absolutely astonishing explained the entire procedure and did so exceptionally.	
2	very helpful, Made me feel better about the situation.	
3	the dr. porfiri was also extremely pleasant. she was patient and understanding. very good staff.	
4	Excellent	
5	n/a	
6	I always feel very comfortable with the Physicians/Nurse Practitioners that see me here, which is more than I can say about 99% of other health care staff I have seen elsewhere.	
7	No	
8	Perfect service!	
9	Very nice :)	
10	very informative seems to know what he was talking about	
11	none	
12	Very nice and friendly:D	
13	very informative	
14	very good at instructions for medicine	
15	Very Good	
16	Superb!	
17	Genuine concern for my well being. Very informative with respect to my questions and concerns	

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23. Comments concerning our Dental Staff:

	Responses	Percent
Responses:	3	100%
Total Responded to this question:	3	1%
Total who skipped this question:	297	99%
Total:	300	100%

Graph/Chart function not relevant for this question type.

24. Please rate the following quality assurance aspects of the FAU Sponsored Student Health Insurance Plan:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Policy coverage:	80(29.41%)	13(4.78%)	15(5.51%)	2(0.74%)	3(1.1%)	159(58.46%)	272
Premium cost:	77(28.95%)	16(6.02%)	13(4.89%)	2(0.75%)	3(1.13%)	155(58.27%)	266
Claims service:	76(28.46%)	12(4.49%)	13(4.87%)	3(1.12%)	2(0.75%)	161(60.3%)	267
Helpfulness of the campus insurance representative:	79(29.59%)	13(4.87%)	11(4.12%)	2(0.75%)	1(0.37%)	161(60.3%)	267
Total Responded to this question:							27290.67%
Total who skipped this question:							289.33%
Total:							300100%



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Survey: Student Health Services Spring 2011 General Satisfaction Survey

23. Comments concerning our Dental Staff:

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Response	Response Text
1	Excellent
2	n/a
3	Very Good

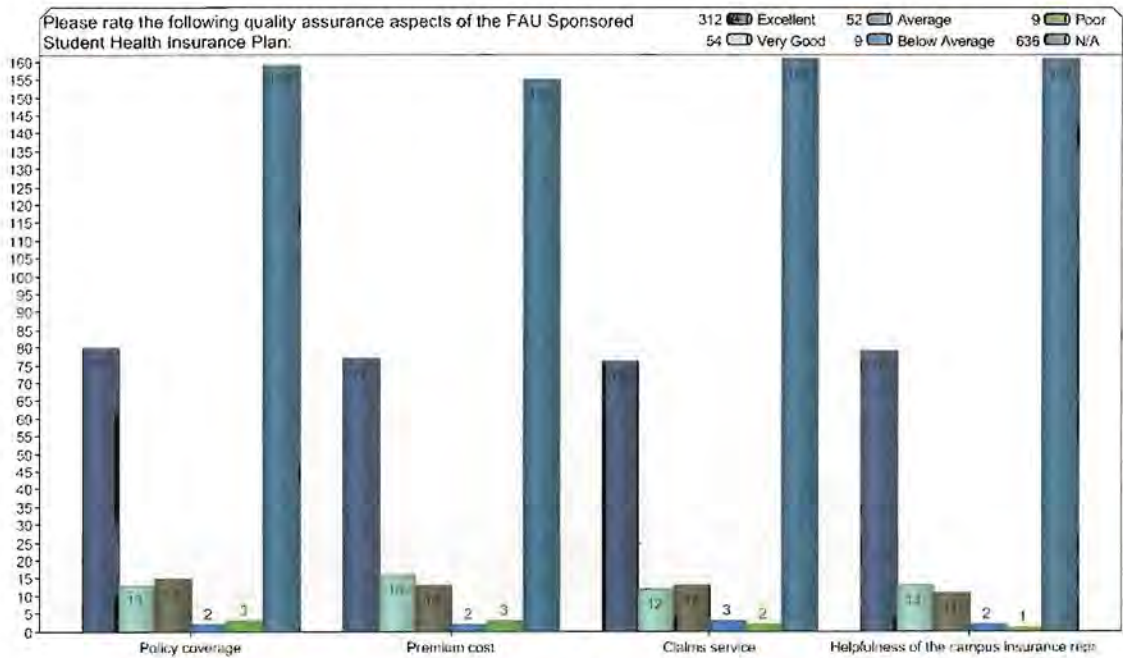
[View Individual Responses](#)



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25. Comments concerning the FAU Sponsored Student Health Insurance Plan:

	Responses	Percent
Responses: 	3	100%
Total Responded to this question:	3	1%
Total who skipped this question:	297	99%
Total:	300	100%

Graph/Chart function not relevant for this question type.

View Questions: < 21 to 25

>

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Survey: Student Health Services Spring 2011 General Satisfaction Survey

25. Comments concerning the FAU Sponsored Student Health Insurance Plan:

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Response	Response Text	View Individual Responses
1	im really not sure. have not had much experience on the matter yet. nothing bad to say though.	
2	n/a	
3	It is challenging to pay the lump sum of the premium cost at one time-as a graduate student paying \$820 at once is close to impossible. A monthly payment would be more feasible for those of us with extremely low incomes.	

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Survey: Student Health Services Spring 2011 General Satisfaction Survey

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Individual Results

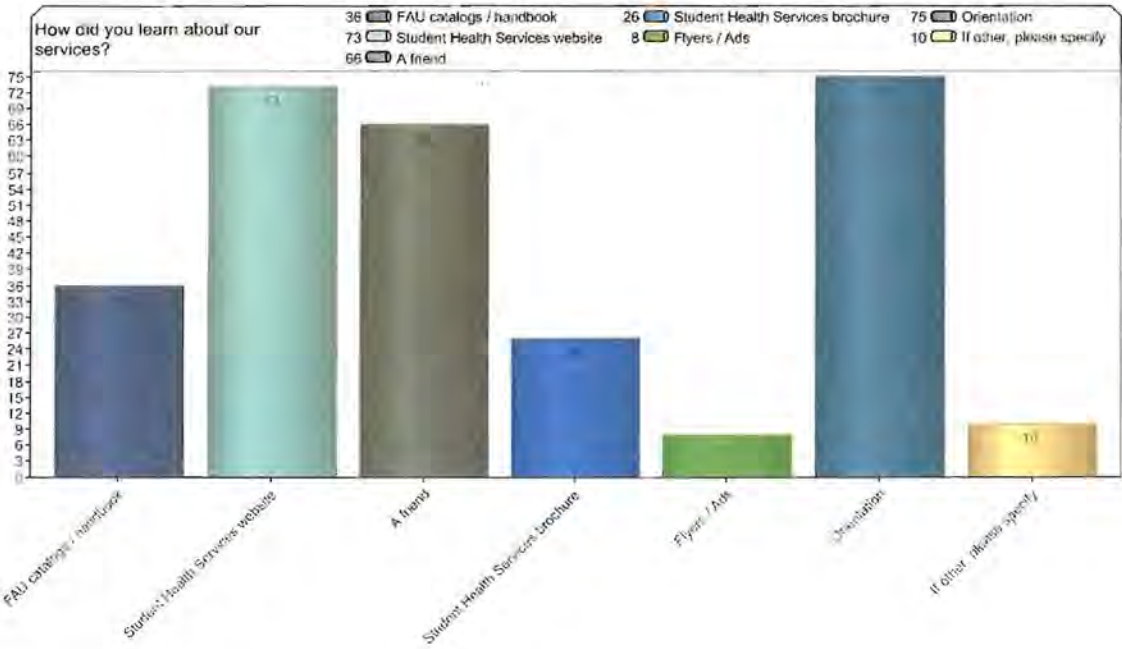
Survey Status		Respondent Statistics		Points Summary	
Status:	Closed	Total Responses:	300	No Points Questions used in this survey.	
Deploy Date:	01/31/2011	Completes:	300		
Closed Date:	03/04/2011	Partials:	0		

View Questions: 26 to 30

Summarized Data Report - Survey: Student Health Services Spring 2011 General Satisfaction Survey

26. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	36	12.24%
Student Health Services website:	73	24.83%
A friend:	66	22.45%
Student Health Services brochure:	26	8.84%
Flyers / Ads:	8	2.72%
Orientation:	75	25.51%
If other, please specify:	10	3.4%
Total Responded to this question:	294	98%
Total who skipped this question:	6	2%
Total:	300	100%





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Analyze Survey Results - Results Summary

Survey: Student Health Services Spring 2011 General Satisfaction Survey

26. How did you learn about our services?

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Response If other, please specify

1	I saw the building
2	SGA
3	Athletic Trainer (Basketball)
4	immunization office
5	Fertility Workshop
6	Walk-in
7	new student
8	immunization office
9	class
10	mom

[View Individual Responses](#)

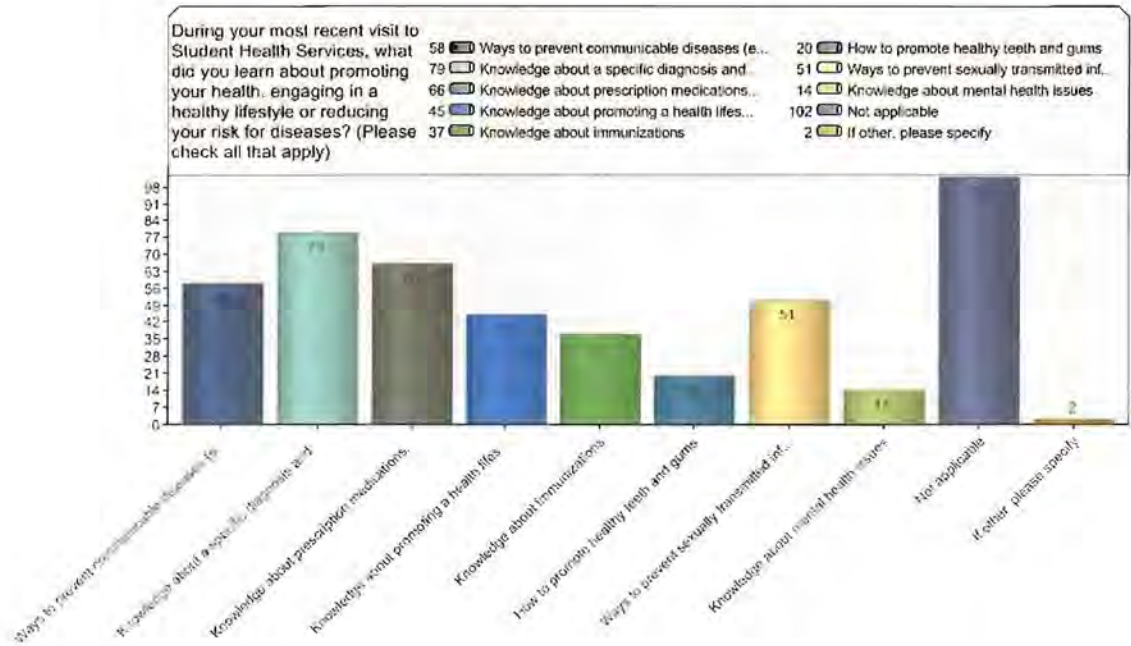
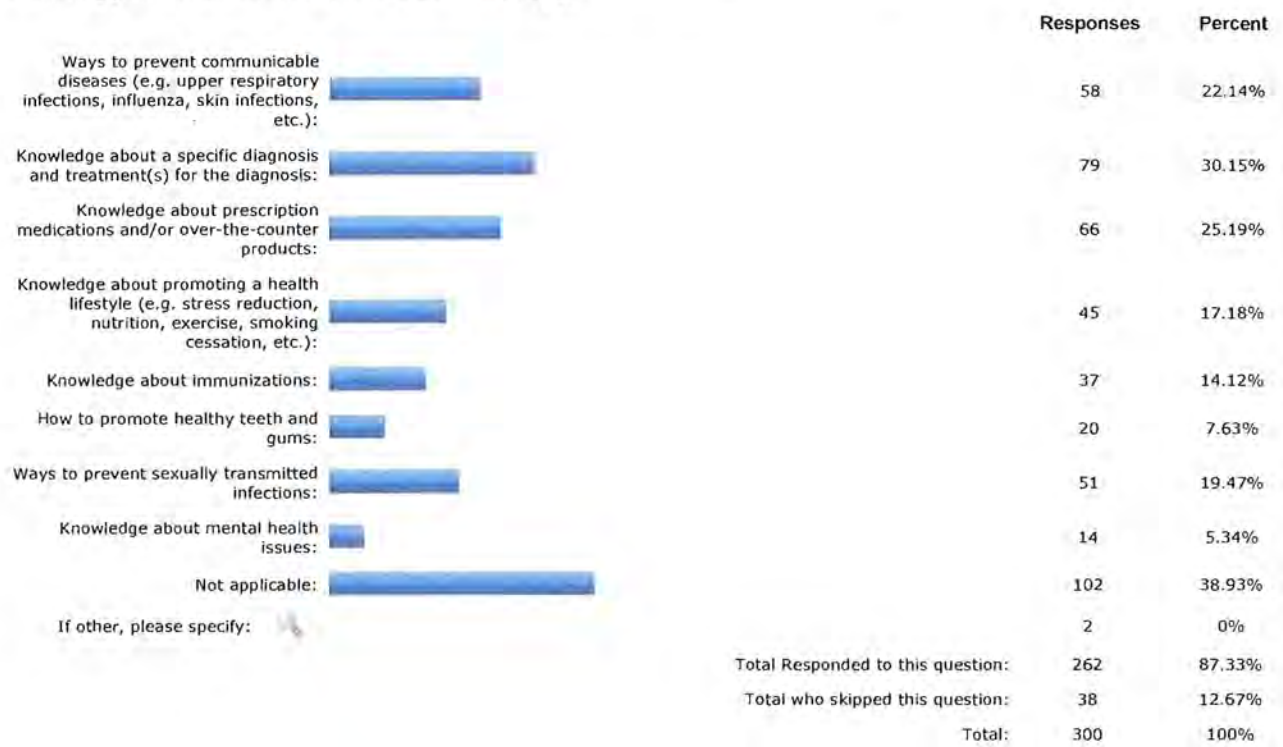


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27. During your most recent visit to Student Health Services, **what did you learn** about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)



28. How would you rate the availability of appointments?





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Analyze Survey Results - Results Summary

Survey: Student Health Services Spring 2011 General Satisfaction Survey

27. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

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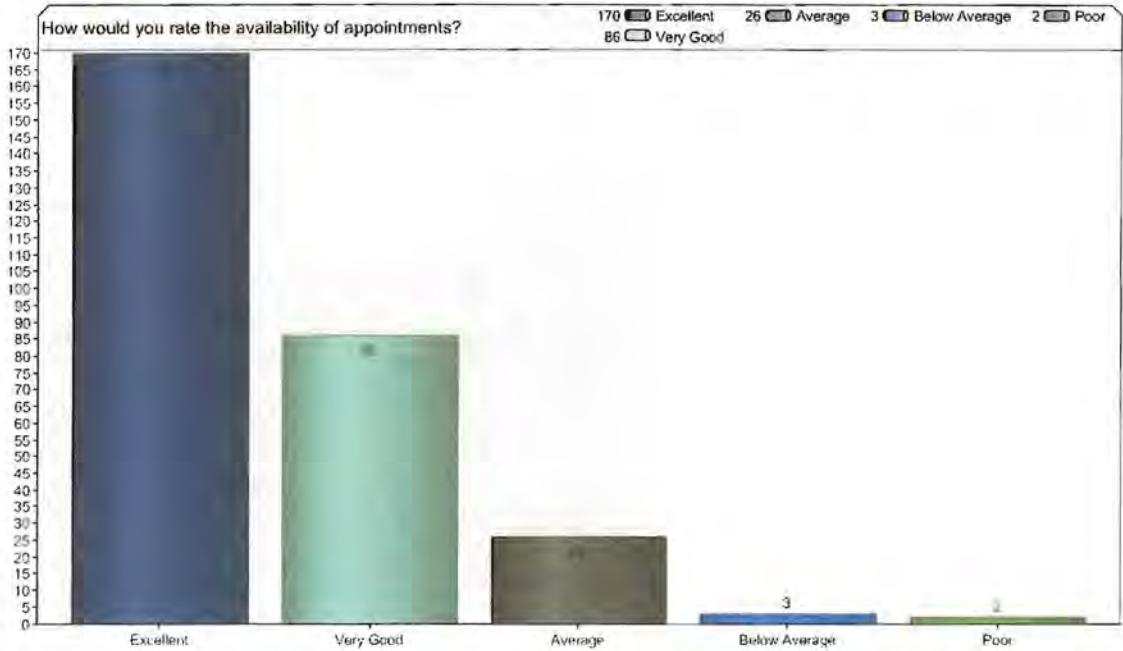
Response	If other, please specify	View Individual Responses
1	Nothing at all.	
2	I was just sick, i learned what foods i should eat	

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	Responses	Percent
Average:	26	9.06%
Below Average:	3	1.05%
Poor:	2	0.7%
Additional Comments:	1	0.35%
Total Responded to this question:	287	95.67%
Total who skipped this question:	13	4.33%
Total:	300	100%



29. Overall, how would you rate your most recent visit to the Boca Raton Student Health Services?

	Responses	Percent
Excellent:	217	74.83%
Very Good:	63	21.72%
Average:	10	3.45%
Below Average:	0	0%
Poor:	0	0%
Total Responded to this question:	290	96.67%
Total who skipped this question:	10	3.33%
Total:	300	100%



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Survey: Student Health Services Spring 2011 General Satisfaction Survey

28. How would you rate the availability of appointments?

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Response Additional Comments

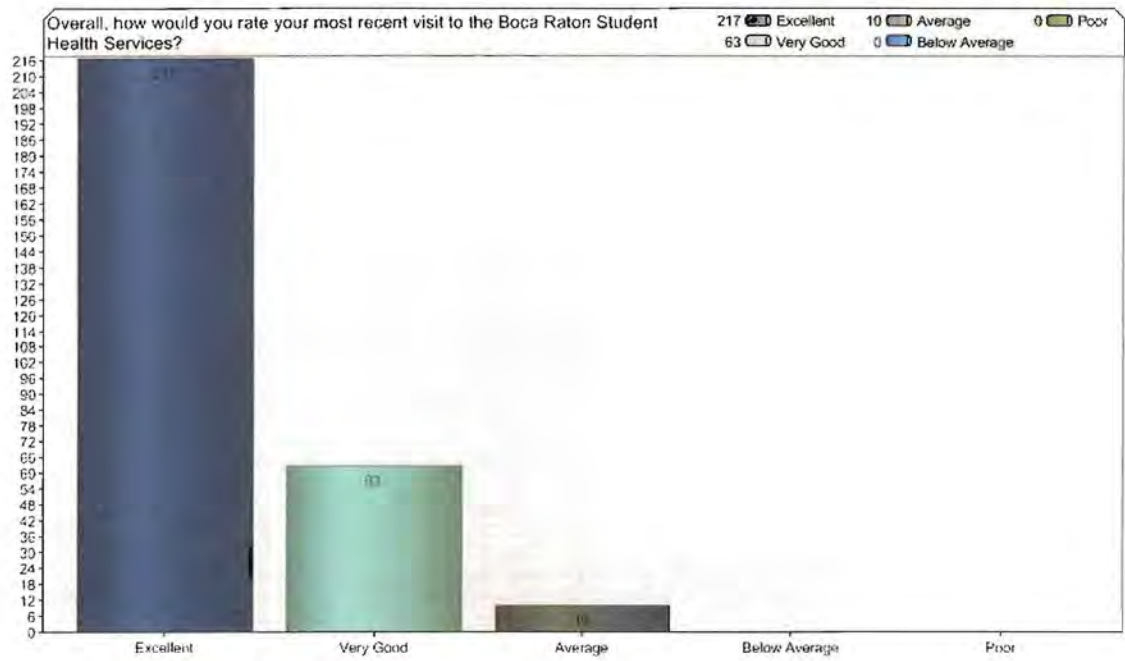
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1	it takes over a week to get an appointment. it is ridiculous.
---	---

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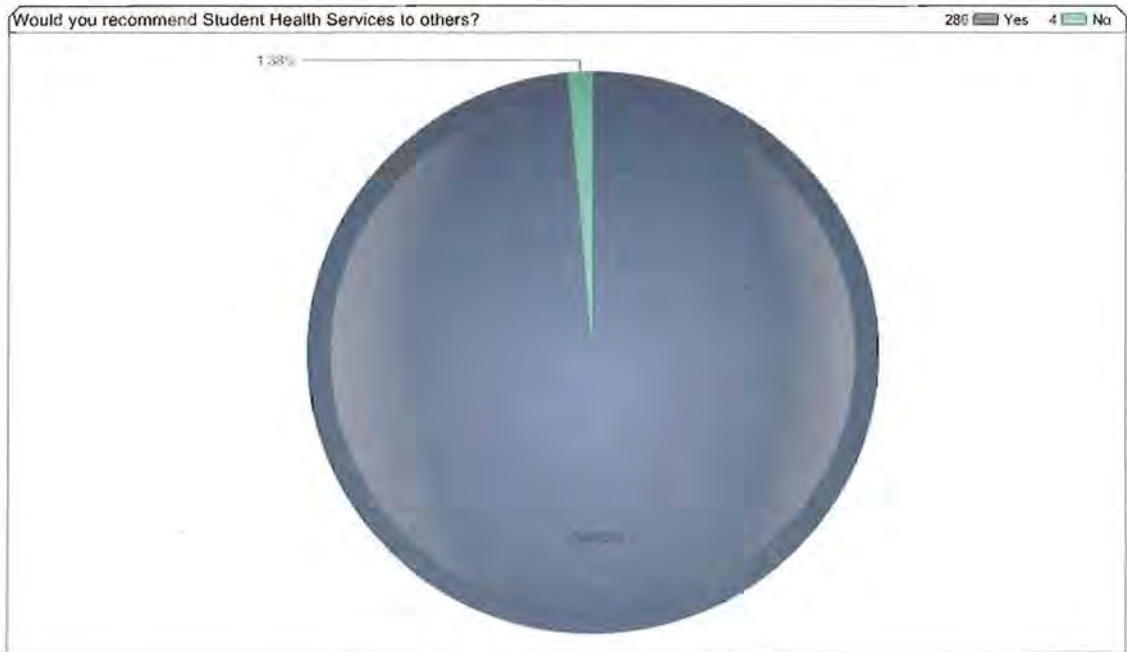
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30. Would you recommend Student Health Services to others?

	Responses	Percent
Yes:	286	98.62%
No:	4	1.38%
Total Responded to this question:	290	96.67%
Total who skipped this question:	10	3.33%
Total:	300	100%





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Analyze Survey Results - Results Summary

Survey: Student Health Services Spring 2011 General Satisfaction Survey

The data below represents this survey's consolidated results. To conduct analysis on what types of individuals answered questions in a particular way, click on the Create Criteria button.

Individual Results

Survey Status

Status: Closed
Deploy Date: 01/31/2011
Closed Date: 03/04/2011

Respondent Statistics

Total Responses: 300
Completes: 300
Partials: 0


Points Summary

No Points Questions used in this survey.

View Questions: 31

Summarized Data Report - Survey: Student Health Services Spring 2011 General Satisfaction Survey

31. Do you have any suggestions or comments for improving our services?

	Responses	Percent
Responses: 	10	100%
Total Responded to this question:	10	3.33%
Total who skipped this question:	290	96.67%
Total:	300	100%

Graph/Chart function not relevant for this question type.

View Questions: 31

Close

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Analyze Survey Results - Results Summary

Survey: Student Health Services Spring 2011 General Satisfaction Survey

31. Do you have any suggestions or comments for improving our services?

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Response Response Text

1	Promote! This is like a hidden treasure right above the breezeway!
2	only the appointment problem.
3	n/a
4	Find new appointment scheduling people to staff the phones.
5	none, very effective staff
6	no
7	Nope
8	have nurses who would like to be here. please and thank you!
9	reservation system needs help
10	N/A

[View Individual Responses](#)



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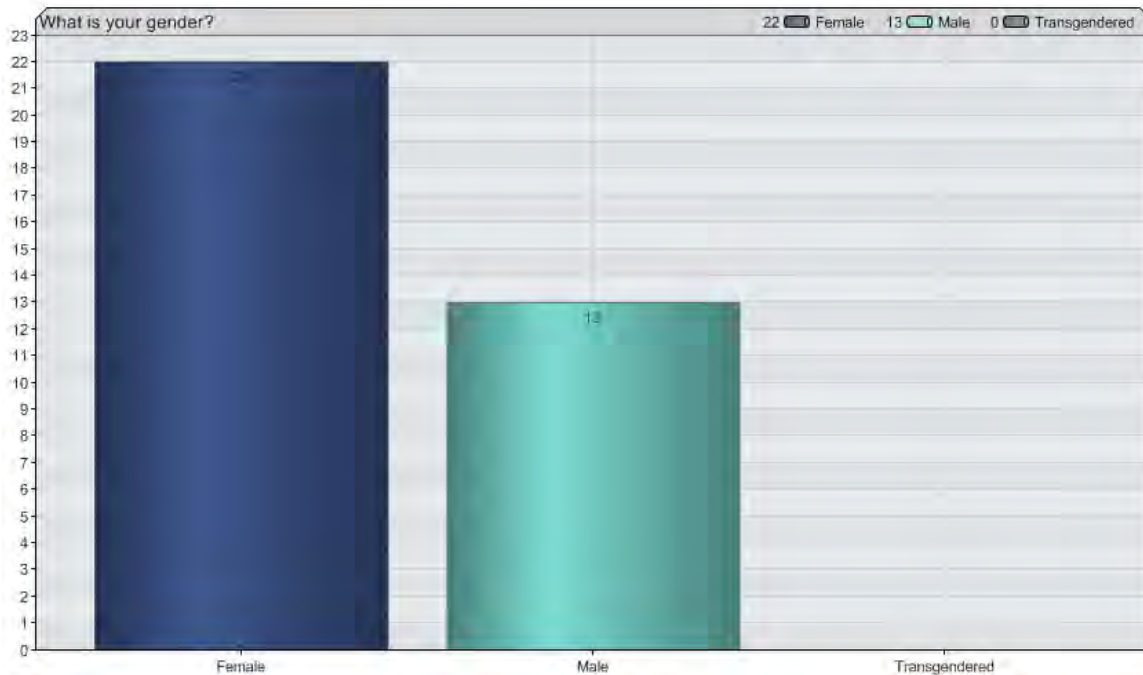
Survey: Jupiter Student Health Spring 2011 General Satisfaction Survey

Report: Default Report

Survey Status		Respondent Statistics	Points Summary
Status:	Closed	Total Responses: 36	No Points Questions used in this survey.
Deploy Date:	01/31/2011	Completes: 35	
Closed Date:	03/04/2011	Partials: 1	

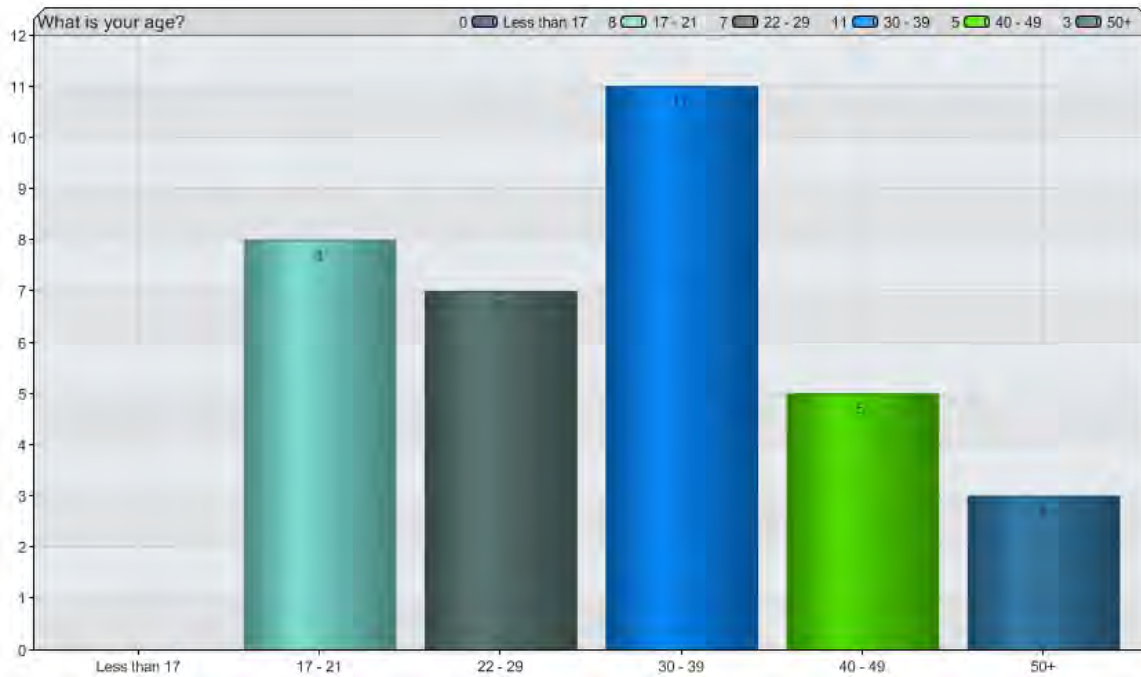
1. What is your gender?

	Responses	Percent
Female: 	22	62.86%
Male: 	13	37.14%
Transgendered: 	0	0%
Total Responded to this question:	35	97.22%
Total who skipped this question:	1	2.78%
Total:	36	100%







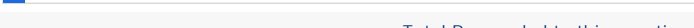


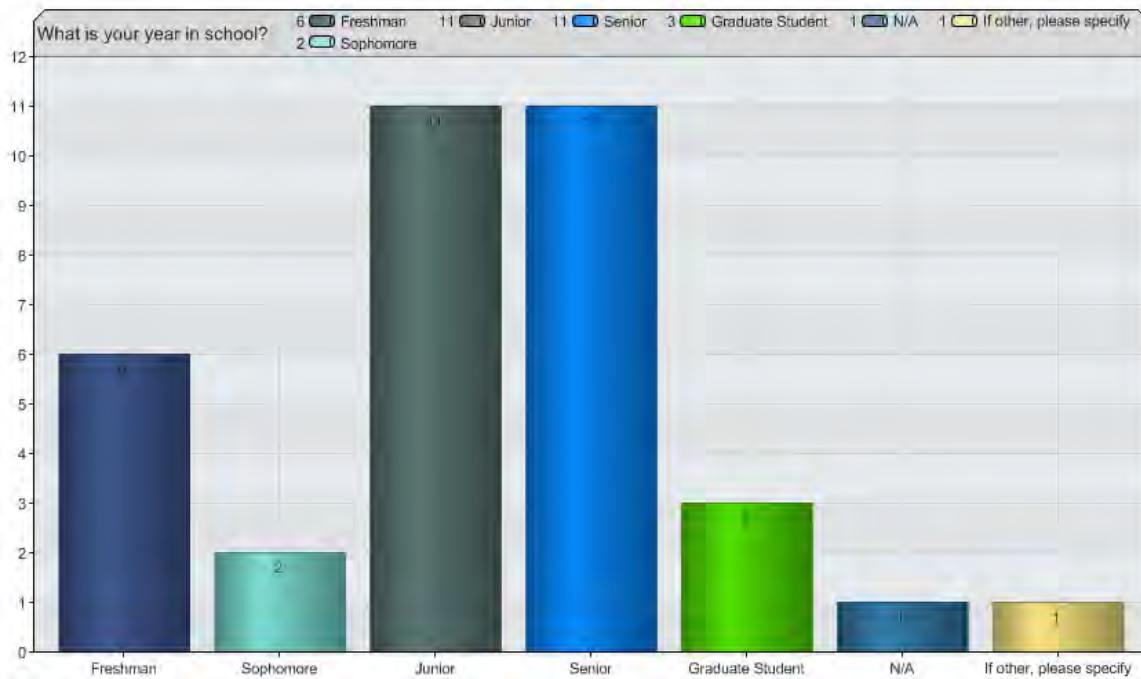
2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	8	23.53%
22 - 29: <input type="text"/>	7	20.59%
30 - 39: <input type="text"/>	11	32.35%
40 - 49: <input type="text"/>	5	14.71%
50+: <input type="text"/>	3	8.82%
Total Responded to this question:	34	94.44%
Total who skipped this question:	2	5.56%
Total:	36	100%



3. What is your year in school?



	Responses	Percent
Freshman: 	6	17.14%
Sophomore: 	2	5.71%
Junior: 	11	31.43%
Senior: 	11	31.43%
Graduate Student: 	3	8.57%
N/A: 	1	2.86%
If other, please specify: 	1	2.86%
Total Responded to this question:	35	97.22%
Total who skipped this question:	1	2.78%
Total:	36	100%

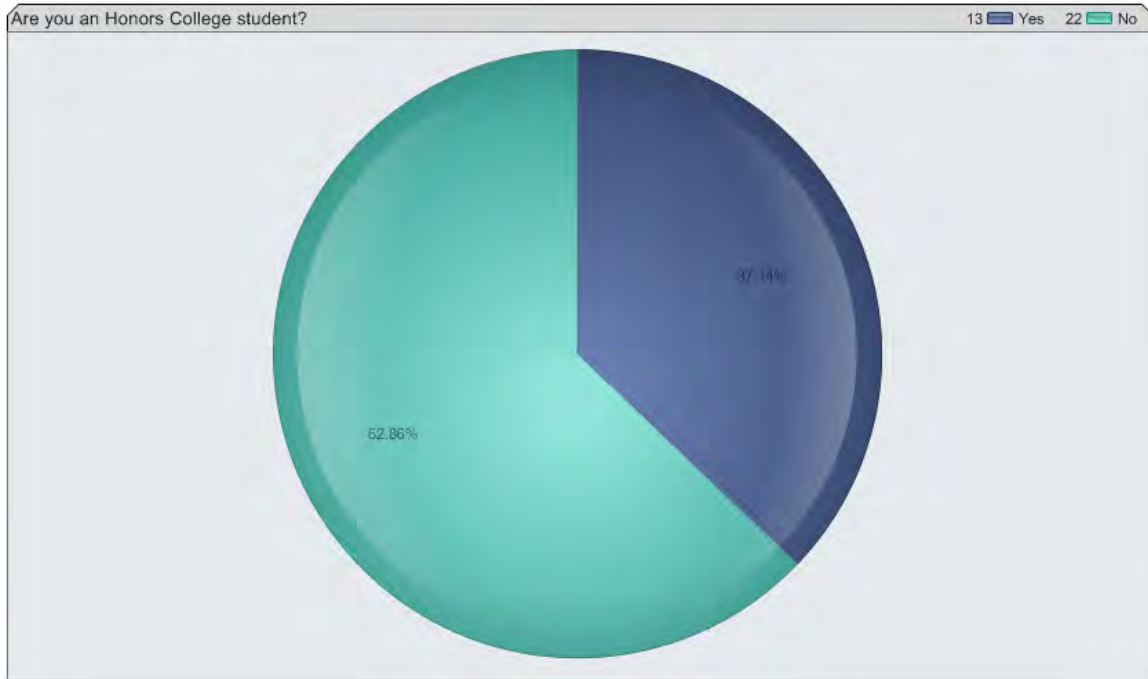


3. What is your year in school?



Response	Comments
1	will transfer to FAU

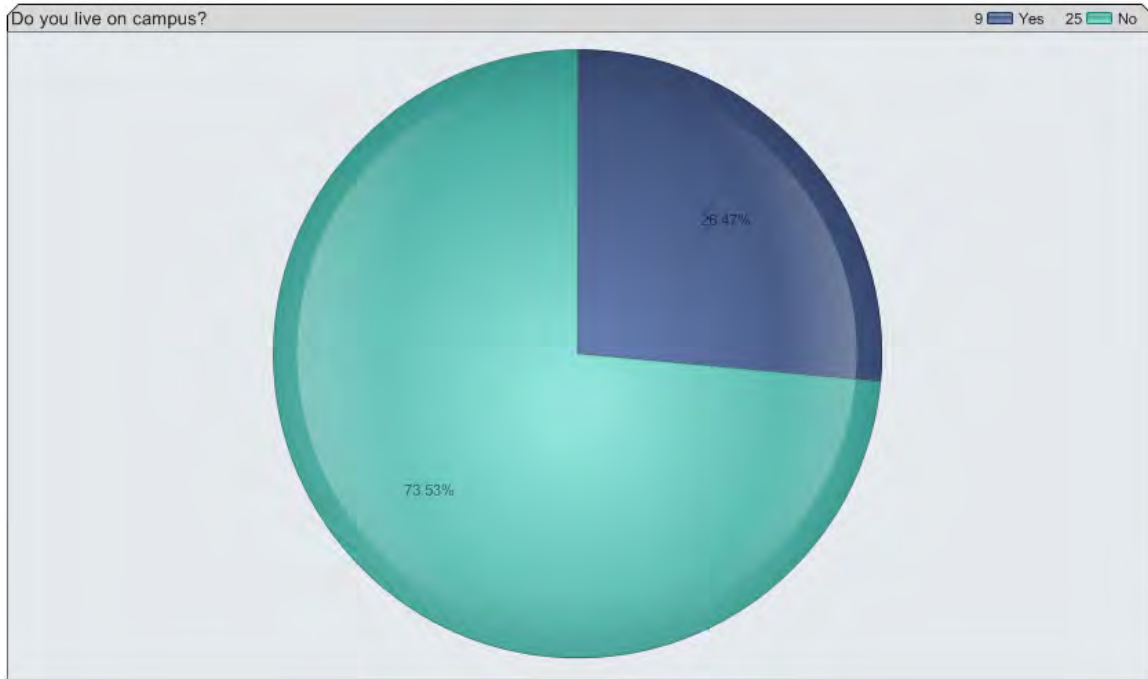
4. Are you an Honors College student?

	Responses	Percent
Yes: 	13	37.14%
No: 	22	62.86%
Total Responded to this question:	35	97.22%
Total who skipped this question:	1	2.78%
Total:	36	100%



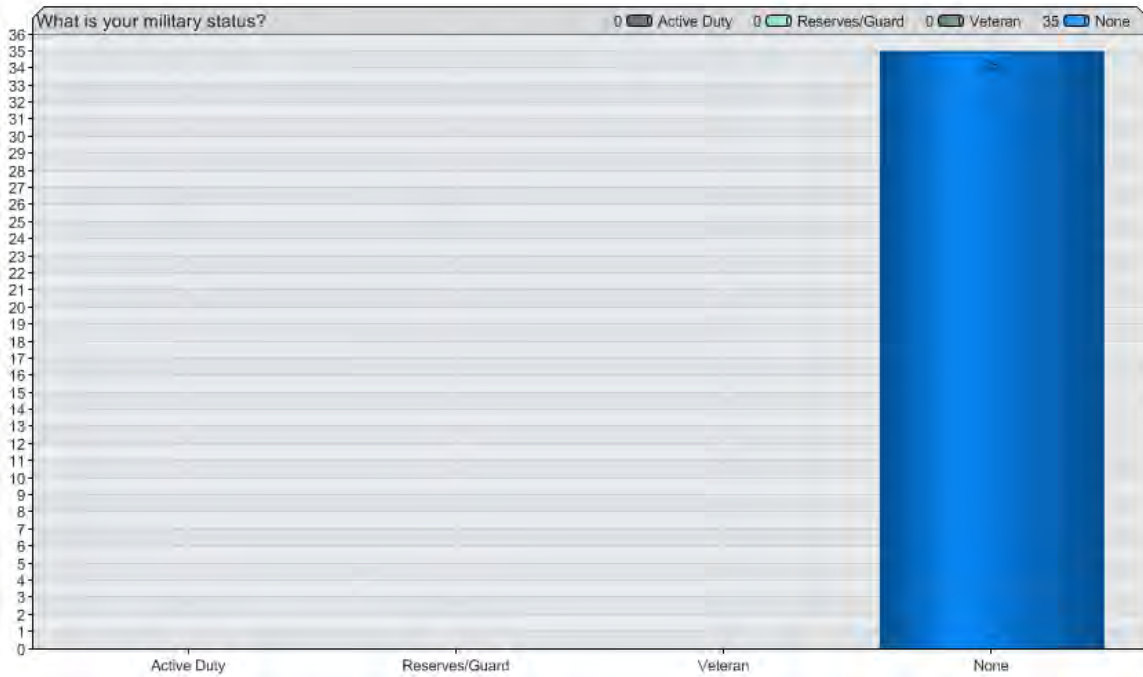
5. Do you live on campus?

	Responses	Percent
Yes: 	9	26.47%
No: 	25	73.53%
Total Responded to this question:	34	94.44%
Total who skipped this question:	2	5.56%
Total:	36	100%





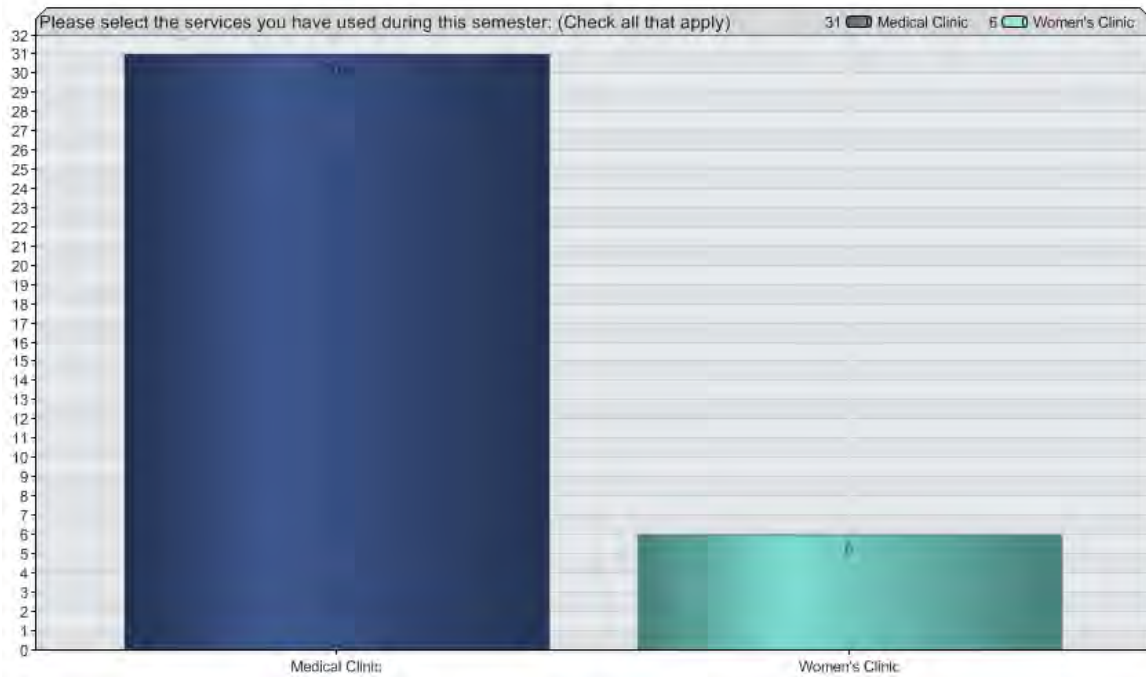
6. What is your military status?

	Responses	Percent
Active Duty: <input type="text"/>	0	0%
Reserves/Guard: <input type="text"/>	0	0%
Veteran: <input type="text"/>	0	0%
None: <input type="text"/>	35	100%
Total Responded to this question:		35 97.22%
Total who skipped this question:		1 2.78%
Total:		36 100%



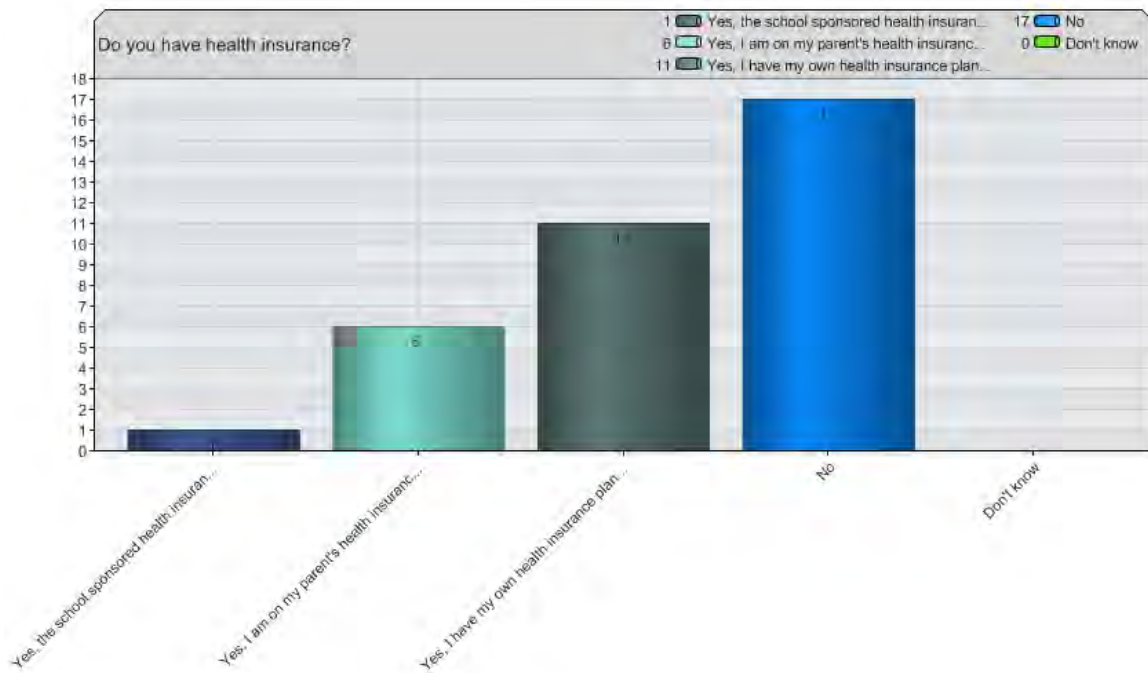
7. Please select the services you have used during this semester: (Check all that apply)

	Responses	Percent
Medical Clinic: 	31	91.18%
Women's Clinic: 	6	17.65%
Total Responded to this question:	34	94.44%
Total who skipped this question:	2	5.56%
Total:	36	100%



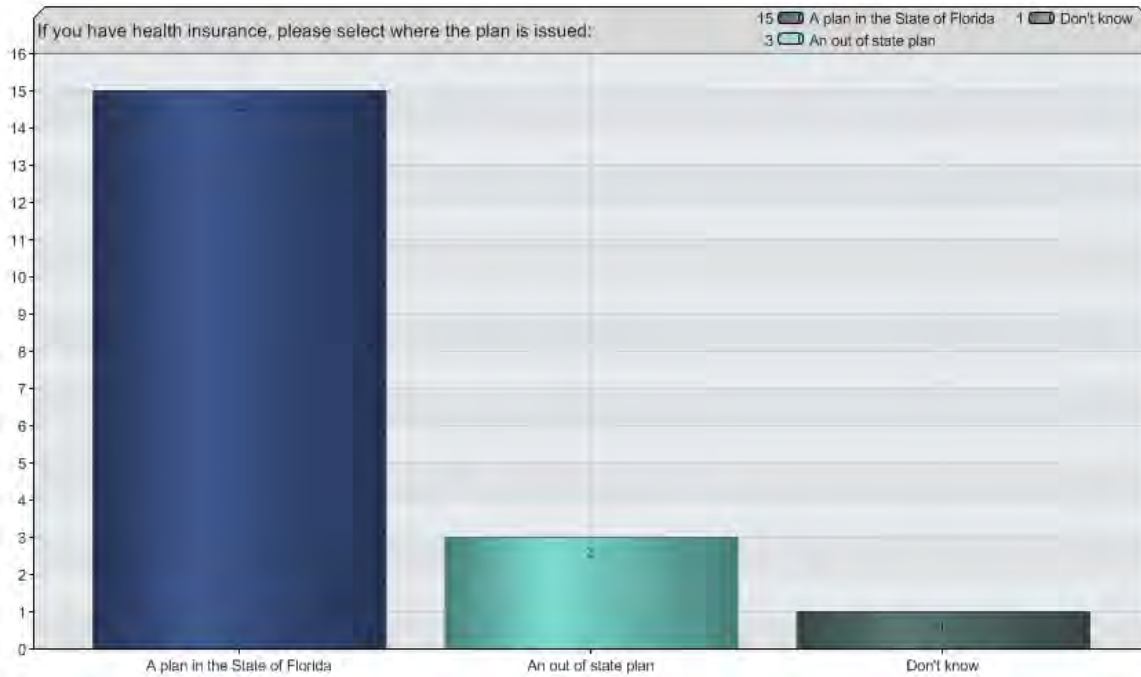
8. Do you have health insurance?

	Responses	Percent
Yes, the school sponsored health insurance plan:	1	2.86%
Yes, I am on my parent's health insurance plan:	6	17.14%
Yes, I have my own health insurance plan:	11	31.43%
No:	17	48.57%
Don't know:	0	0%
Total Responded to this question:	35	97.22%
Total who skipped this question:	1	2.78%
Total:	36	100%



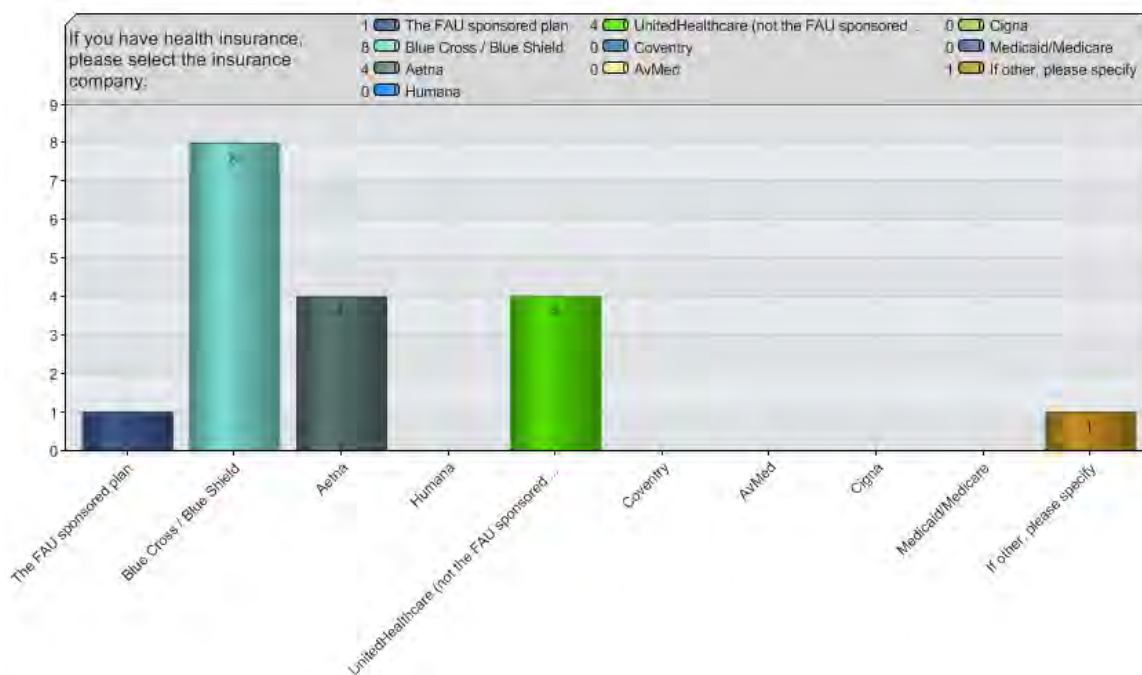
9. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida:	15	78.95%
An out of state plan:	3	15.79%
Don't know:	1	5.26%
Total Responded to this question:	19	52.78%
Total who skipped this question:	17	47.22%
Total:	36	100%



10. If you have health insurance, please select the insurance company:




	Responses	Percent
The FAU sponsored plan:	1	5.56%
Blue Cross / Blue Shield:	8	44.44%
Aetna:	4	22.22%
Humana:	0	0%
UnitedHealthcare (not the FAU sponsored plan):	4	22.22%
Coventry:	0	0%
AvMed:	0	0%
Cigna:	0	0%
Medicaid/Medicare:	0	0%
If other, please specify:	1	5.56%
Total Responded to this question:		18 50%
Total who skipped this question:		18 50%
Total:		36 100%

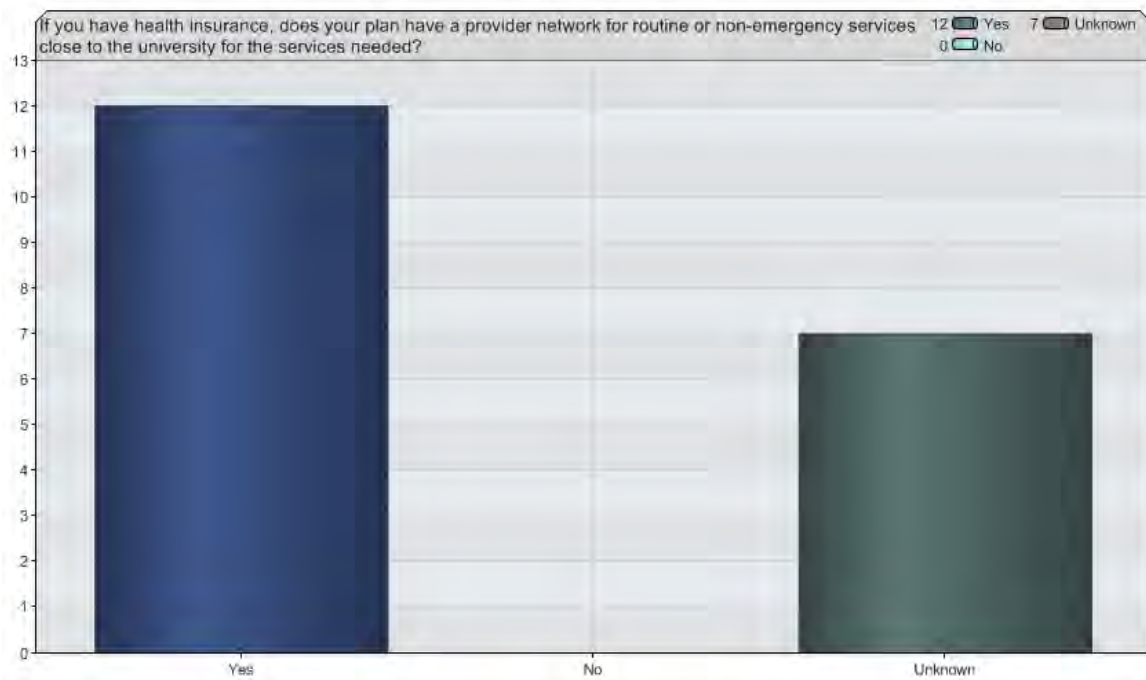


10. If you have health insurance, please select the insurance company:







Response	Comments
1	None

11. If you have health insurance, does your plan have a provider network for routine or non-emergency services close to the university for the services needed?

	Responses	Percent
Yes: 	12	63.16%
No: 	0	0%
Unknown: 	7	36.84%
Total Responded to this question:	19	52.78%
Total who skipped this question:	17	47.22%
Total:	36	100%



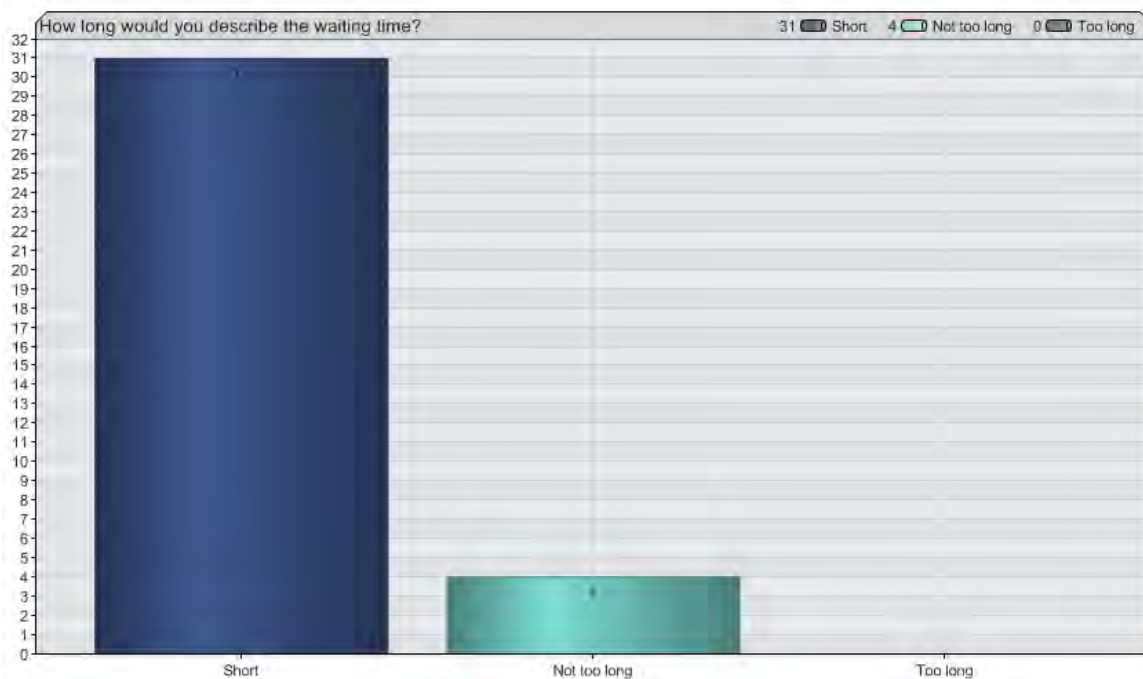
12. How long did you have to wait in the waiting room to see a health care provider?

	Responses	Percent
5 minutes: 	27	77.14%
10 minutes: 	6	17.14%
15 minutes: 	2	5.71%
20 minutes: 	0	0%
30 minutes: 	0	0%
over 30 minutes: 	0	0%
Total Responded to this question:	35	97.22%
Total who skipped this question:	1	2.78%
Total:	36	100%



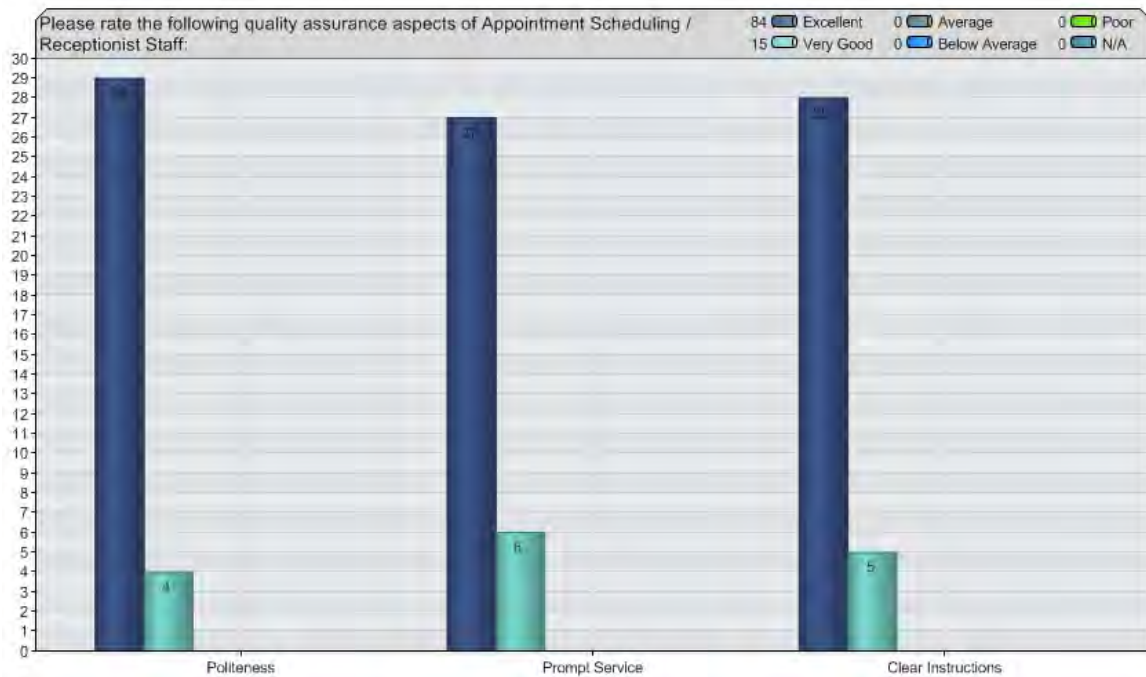
13. How long would you describe the waiting time?

	Responses	Percent
Short:	31	88.57%
Not too long:	4	11.43%
Too long:	0	0%
Total Responded to this question:	35	97.22%
Total who skipped this question:	1	2.78%
Total:	36	100%




14. Please rate the following quality assurance aspects of Appointment Scheduling / Receptionist Staff:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	29(87.88%)	4(12.12%)	0(0%)	0(0%)	0(0%)	0(0%)	33
Prompt Service:	27(81.82%)	6(18.18%)	0(0%)	0(0%)	0(0%)	0(0%)	33
Clear Instructions:	28(84.85%)	5(15.15%)	0(0%)	0(0%)	0(0%)	0(0%)	33
Total Responded to this question:						33	91.67%
Total who skipped this question:						3	8.33%
Total:						36	100%



15. Comments concerning the Appointment Scheduling Staff:

		Responses	Percent
Responses:		9	100%
Total Responded to this question:		9	25%
Total who skipped this question:		27	75%
Total:		36	100%

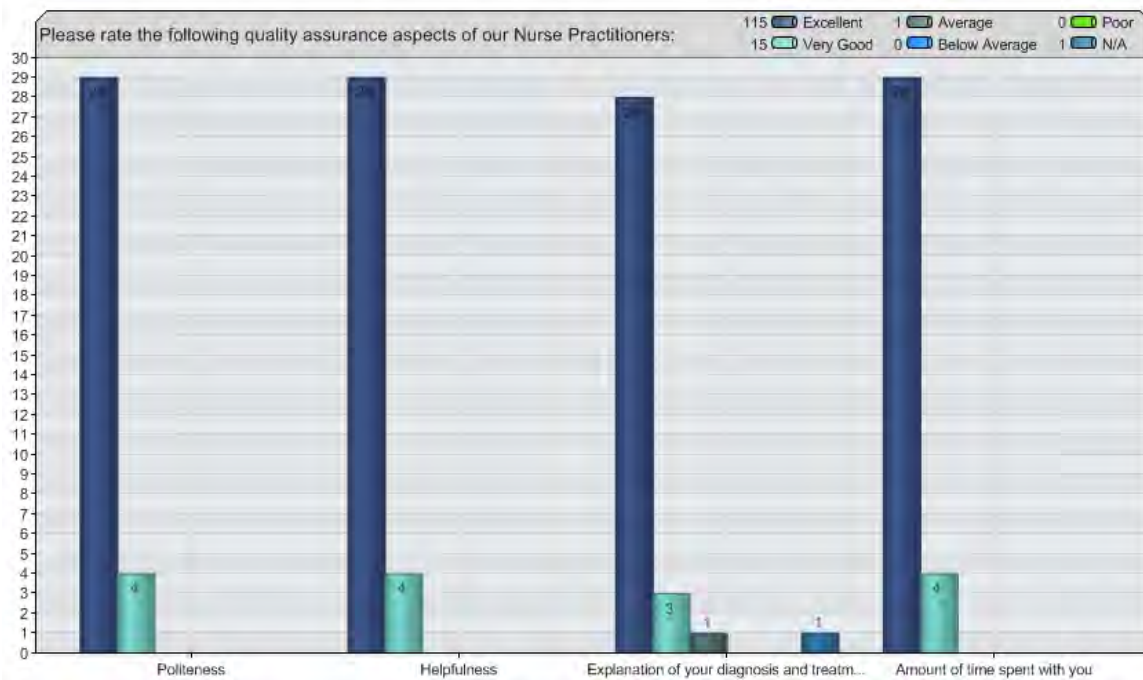
Graph/Chart function not relevant for this question type.

15. Comments concerning the Appointment Scheduling Staff:


Response	Response Text
1	Appointment in Boca
2	Friendly
3	Kristy is great! She is always kind, respectful and helpful.
4	Very positive experience
5	She's awesome!
6	Very easy to work with even with a reschedule
7	perfect service - better than at the doctor's office
8	Great!
9	very nice staff

16. Please rate the following quality assurance aspects of our Nurse Practitioners:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	29(87.88%)	4(12.12%)	0(0%)	0(0%)	0(0%)	0(0%)	33
Helpfulness:	29(87.88%)	4(12.12%)	0(0%)	0(0%)	0(0%)	0(0%)	33
Explanation of your diagnosis and treatment:	28(84.85%)	3(9.09%)	1(3.03%)	0(0%)	0(0%)	1(3.03%)	33
Amount of time spent with you:	29(87.88%)	4(12.12%)	0(0%)	0(0%)	0(0%)	0(0%)	33
Total Responded to this question:						33	91.67%
Total who skipped this question:						3	8.33%
Total:						36	100%



17. Comments concerning our Physicians / Nurse Practitioners:

	Responses	Percent
Responses: 	9	100%
Total Responded to this question:	9	25%
Total who skipped this question:	27	75%
Total:	36	100%

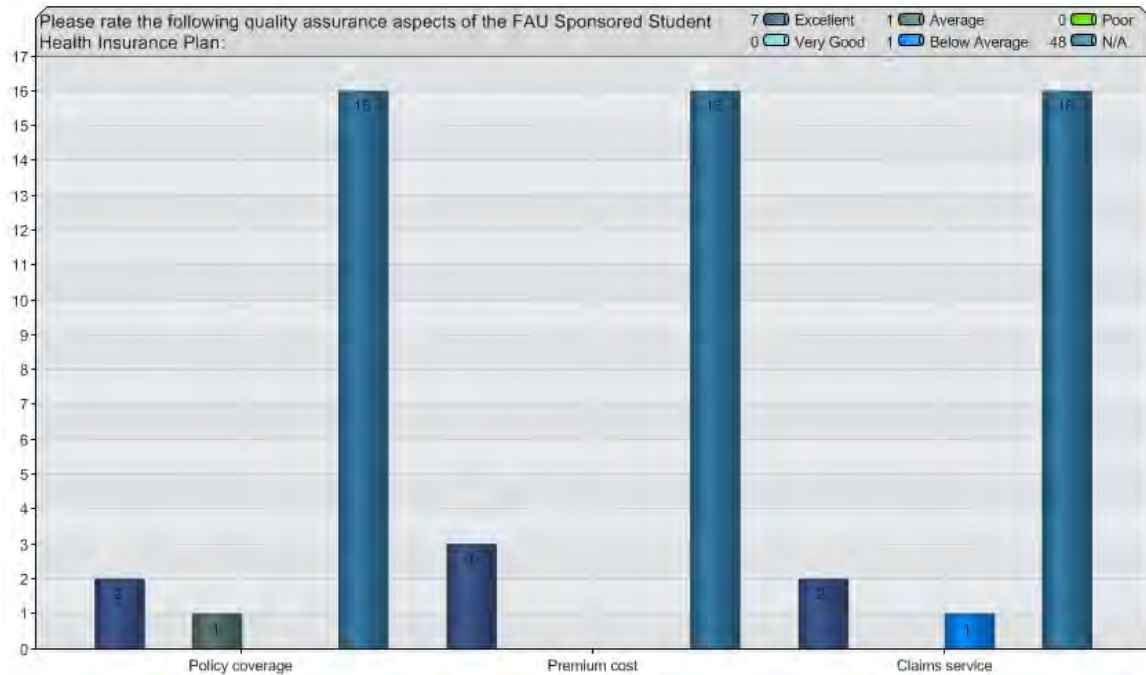
Graph/Chart function not relevant for this question type.

17. Comments concerning our Physicians / Nurse Practitioners:

Response	Response Text
1	Marvis is wonderful!! She is always thorough and I genuinely feel that she cares about me as a patient and as a person; she never leaves any unanswered questions and always goes above and beyond.
2	very knowledgeable
3	Very professional and caring
4	Nothing. She's cool too.
5	Better than a physician
6	Excellent, never had a better experience. Marvis is delightful and she goes above and beyond.
7	Felt very comfortable and confident in her abilities. Spent time getting to know my symptoms and provide an accurate diagnosis.
8	very nice
9	If there were boxes for very excellent I would check them. She is great!

18. Please rate the following quality assurance aspects of the FAU Sponsored Student Health Insurance Plan:

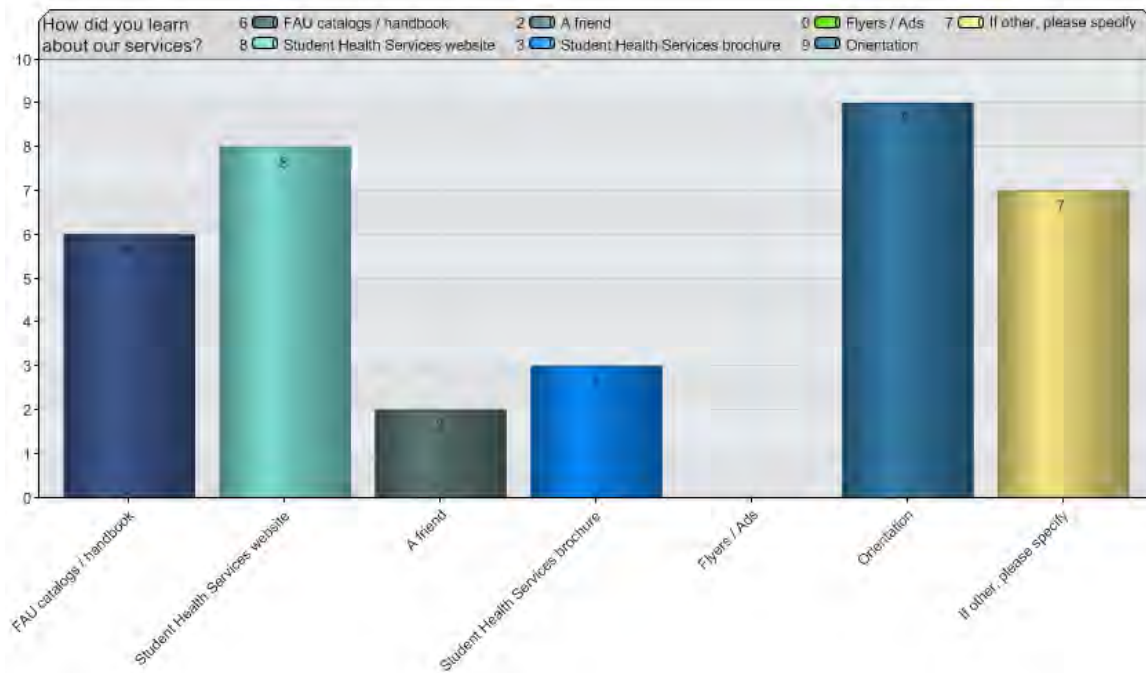
	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Policy coverage:	2(10.53%)	0(0%)	1(5.26%)	0(0%)	0(0%)	16(84.21%)	19
Premium cost:	3(15.79%)	0(0%)	0(0%)	0(0%)	0(0%)	16(84.21%)	19
Claims service:	2(10.53%)	0(0%)	0(0%)	1(5.26%)	0(0%)	16(84.21%)	19
Total Responded to this question:						19	52.78%
Total who skipped this question:						17	47.22%
Total:						36	100%



19. Comments concerning the FAU Sponsored Student Health Insurance Plan:		
	Responses	Percent
Responses: <input type="text"/>	0	0%
Total Responded to this question:	0	0%
Total who skipped this question:	36	100%
Total:	36	100%
Graph/Chart function not relevant for this question type.		

20. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	6	19.35%
Student Health Services website:	8	25.81%
A friend:	2	6.45%
Student Health Services brochure:	3	9.68%
Flyers / Ads:	0	0%
Orientation:	9	29.03%
If other, please specify:	7	22%
Total Responded to this question:		31
Total who skipped this question:		5
Total:		36
		100%

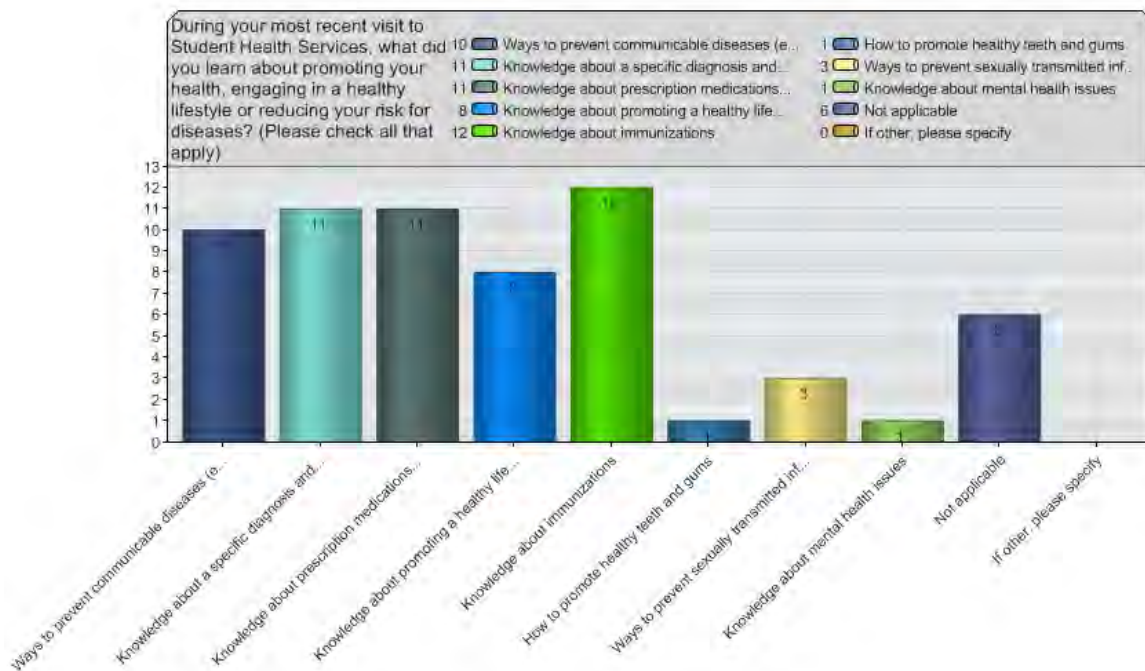


20. How did you learn about our services?

Response	Comments
1	admissions
2	nursing department
3	health fair
4	Student Services showcase
5	Student Services
6	walk-in
7	Boca campus also told me

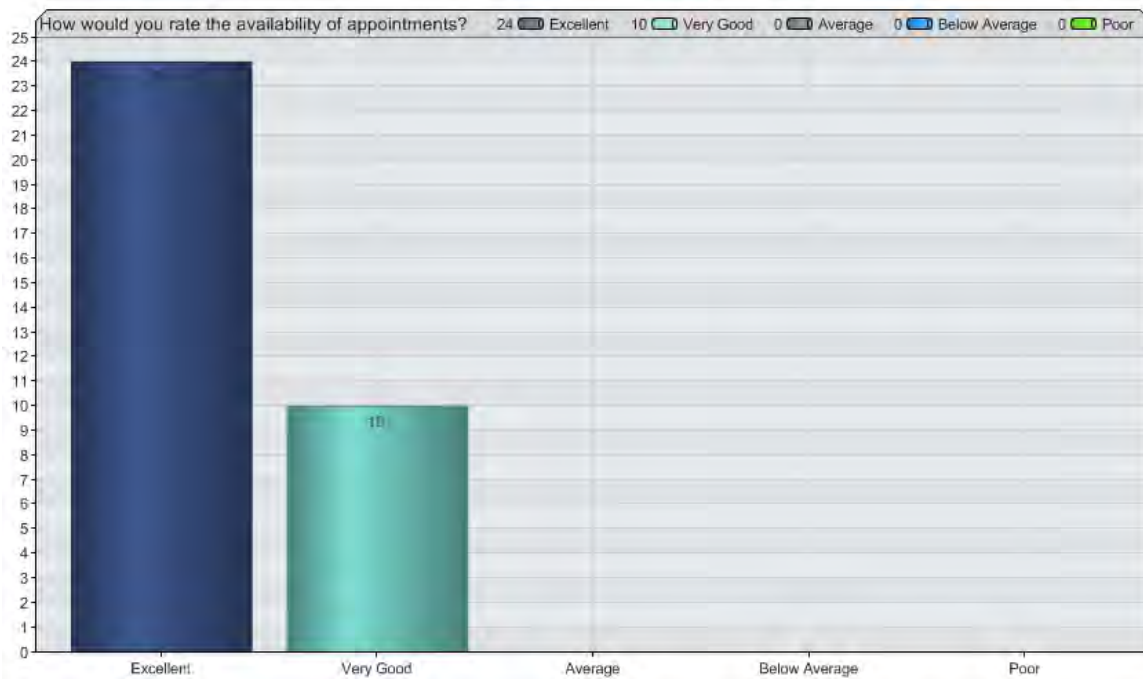
21. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

	Responses	Percent
Ways to prevent communicable diseases (e.g. upper respiratory infections, influenza, skin infections, etc.):	10	32.26%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	11	35.48%
Knowledge about prescription medications and/or over-the-counter products:	11	35.48%
Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	8	25.81%
Knowledge about immunizations:	12	38.71%
How to promote healthy teeth and gums:	1	3.23%
Ways to prevent sexually transmitted infections:	3	9.68%
Knowledge about mental health issues:	1	3.23%
Not applicable:	6	19.35%
If other, please specify:	0	0%
Total Responded to this question:		31
Total who skipped this question:		5
Total:		36
		86.11%
		13.89%
		100%



22. How would you rate the availability of appointments?

	Responses	Percent
Excellent:	24	70.59%
Very Good:	10	29.41%
Average:	0	0%
Below Average:	0	0%
Poor:	0	0%
Additional Comments:	1	2.94%
Total Responded to this question:		34
Total who skipped this question:		2
Total:		36
		100%








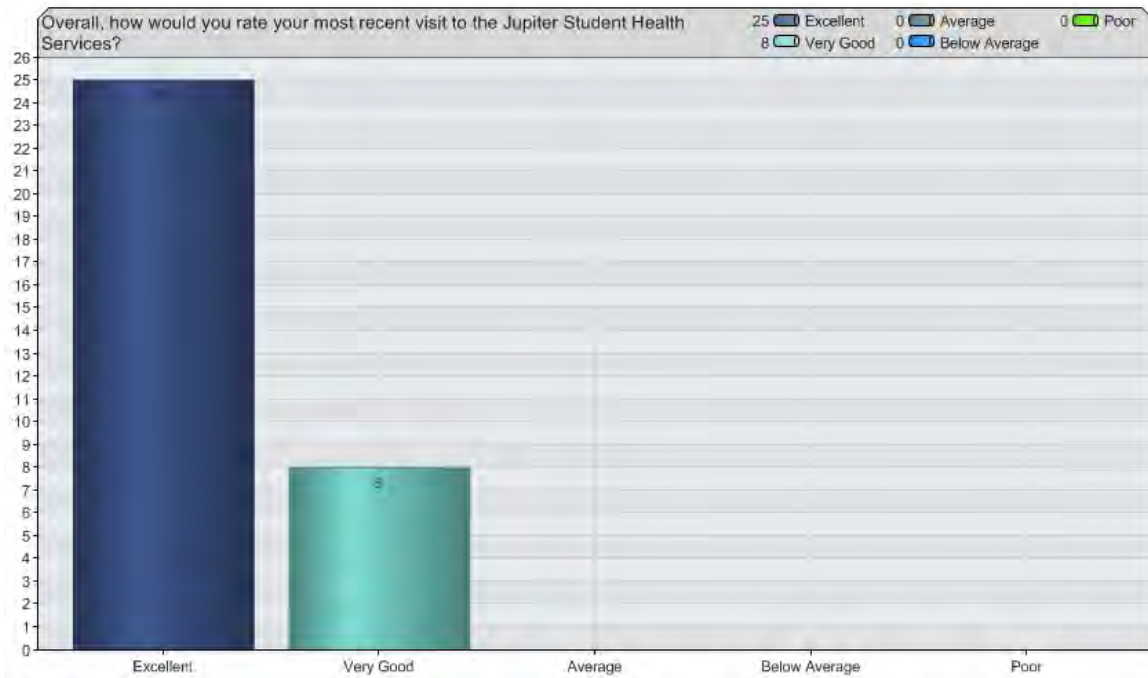
22. How would you rate the availability of appointments?

Response Comments



1 I would like to see walk-ins as an option.

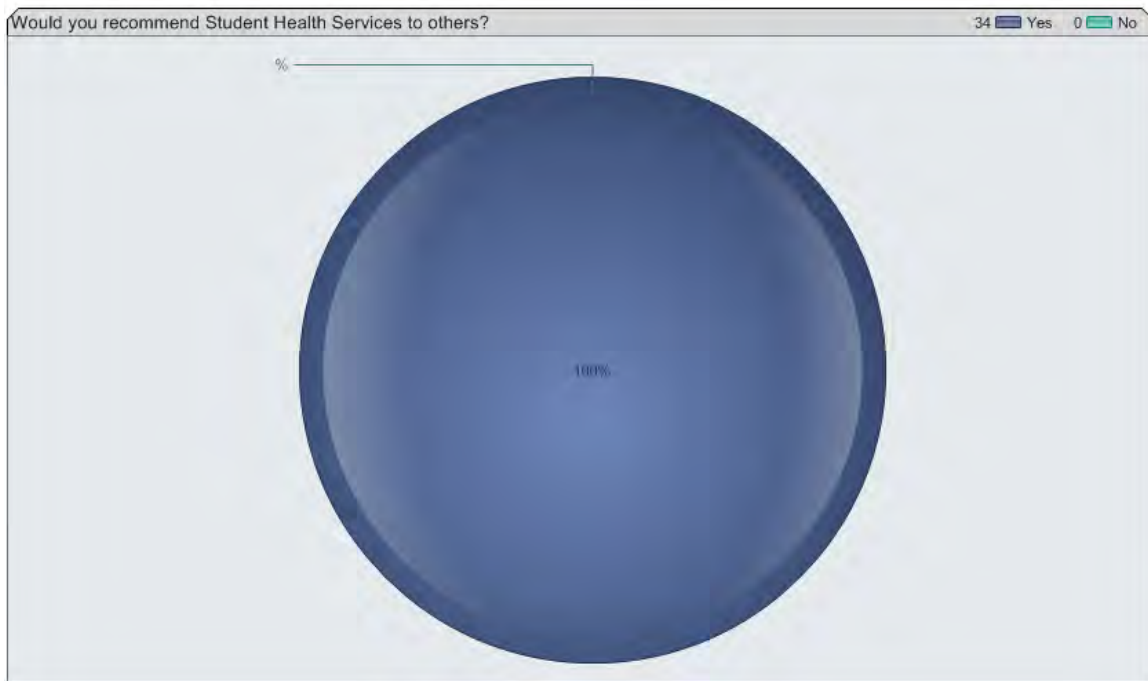
23. Overall, how would you rate your most recent visit to the Jupiter Student Health Services?

	Responses	Percent
Excellent: 	25	75.76%
Very Good: 	8	24.24%
Average: 	0	0%
Below Average: 	0	0%
Poor: 	0	0%
Total Responded to this question:	33	91.67%
Total who skipped this question:	3	8.33%
Total:	36	100%




24. Would you recommend Student Health Services to others?

	Responses	Percent
Yes: 	34	100%
No: 	0	0%
Total Responded to this question:	34	94.44%
Total who skipped this question:	2	5.56%
Total:	36	100%



25. Do you have any suggestions or comments for improving our services?

	Responses	Percent
Responses: 	10	100%
Total Responded to this question:	10	27.78%
Total who skipped this question:	26	72.22%
Total:	36	100%

Graph/Chart function not relevant for this question type.

25. Do you have any suggestions or comments for improving our services?




Response	Response Text
1	N/A
2	The clinic in Jupiter campus is great. I would not change anything about it.
3	Keep up the good work. One thing. I was unable to have all the services I required because classes didn't begin until summer. It put it in a catch 22. But no biggie.
4	Maybe the nurse can be here everyday of the week instead of just some days but other than that it's fine.
5	Excellent service!
6	Keep it that way
7	I was automatically charged one time for an appointment that I cancelled. I did not like this.
8	Glad to have services on campus!
9	N/A. I love it
10	Keep it up. You're doing a great job!

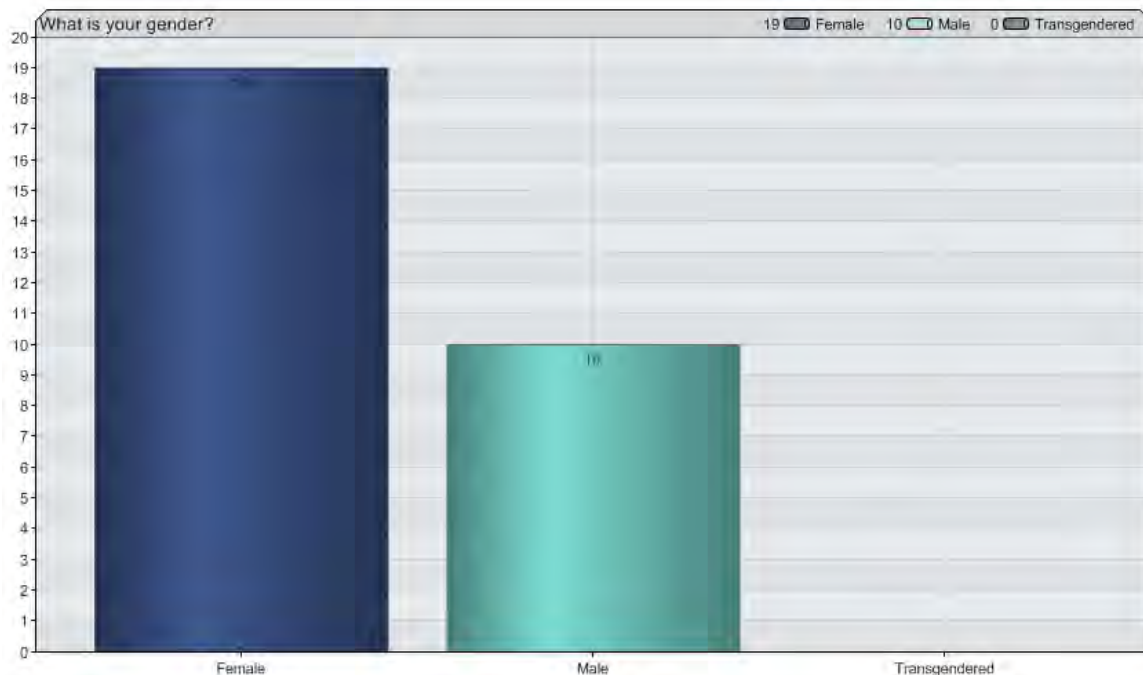
Survey: Broward Student Health Spring 2011 General Satisfaction Survey

Report: Default Report

Survey Status		Respondent Statistics	Points Summary
Status:	Closed	Total Responses: 29	No Points Questions used in this survey.
Deploy Date:	01/31/2011	Completes: 29	
Closed Date:	03/04/2011	Partials: 0	

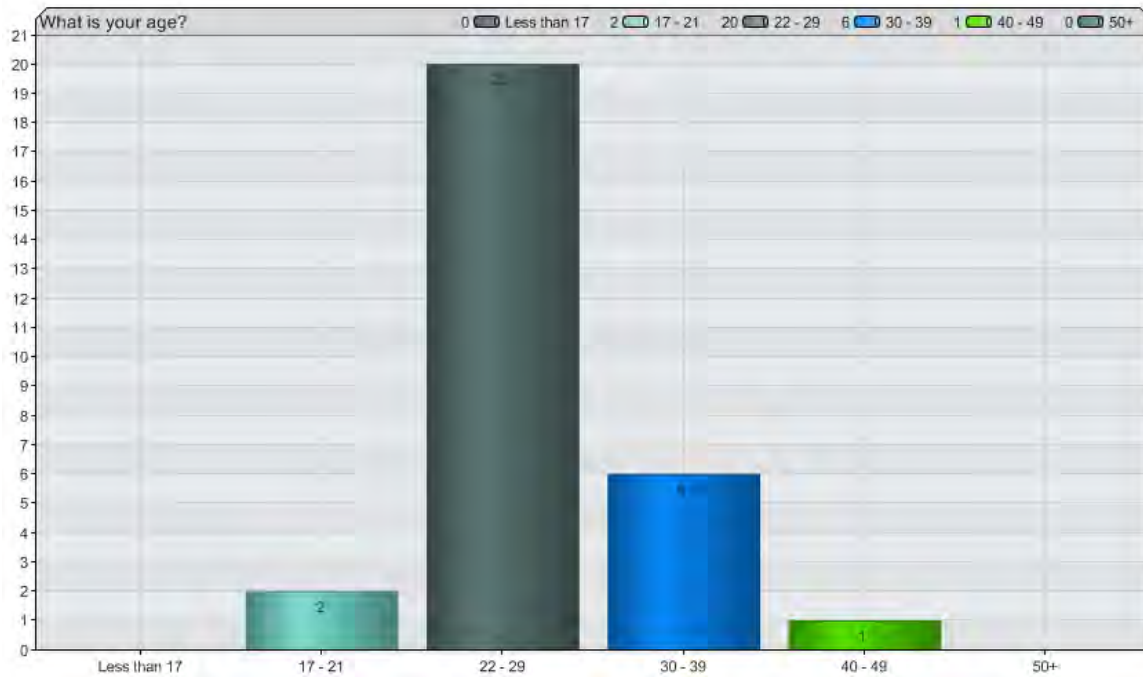
1. What is your gender?

	Responses	Percent
Female: 	19	65.52%
Male: 	10	34.48%
Transgendered: 	0	0%
Total Responded to this question:	29	100%
Total who skipped this question:	0	0%
Total:	29	100%



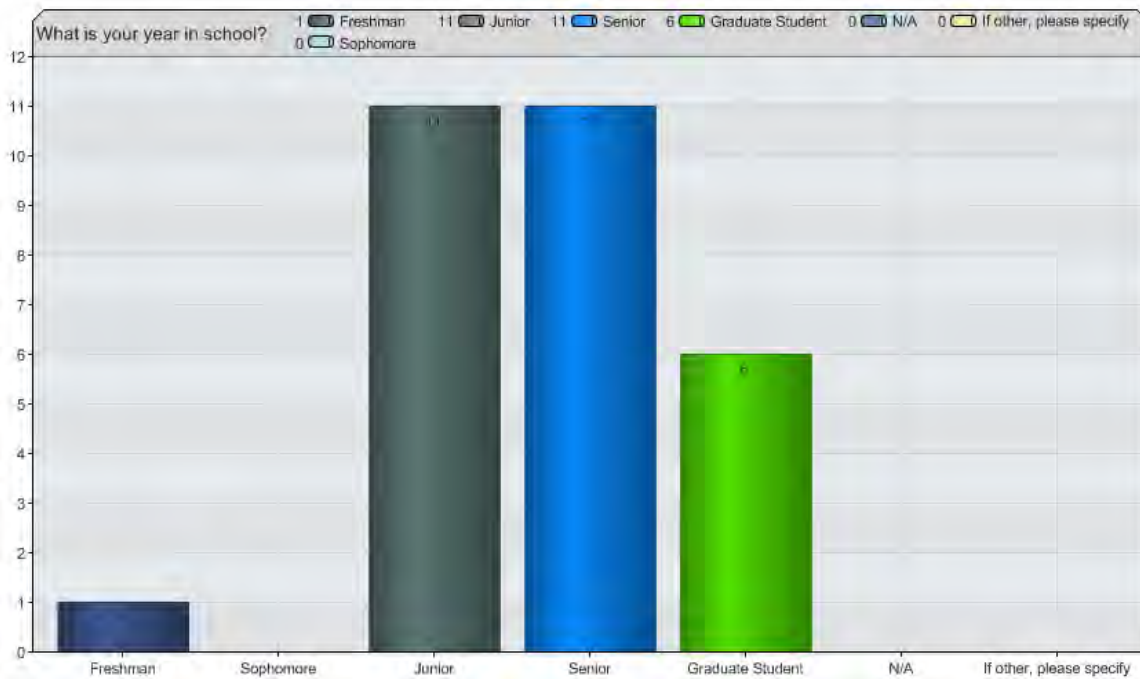
2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	2	6.9%
22 - 29: <input type="text"/>	20	68.97%
30 - 39: <input type="text"/>	6	20.69%
40 - 49: <input type="text"/>	1	3.45%
50+: <input type="text"/>	0	0%
Total Responded to this question:	29	100%
Total who skipped this question:	0	0%
Total:	29	100%



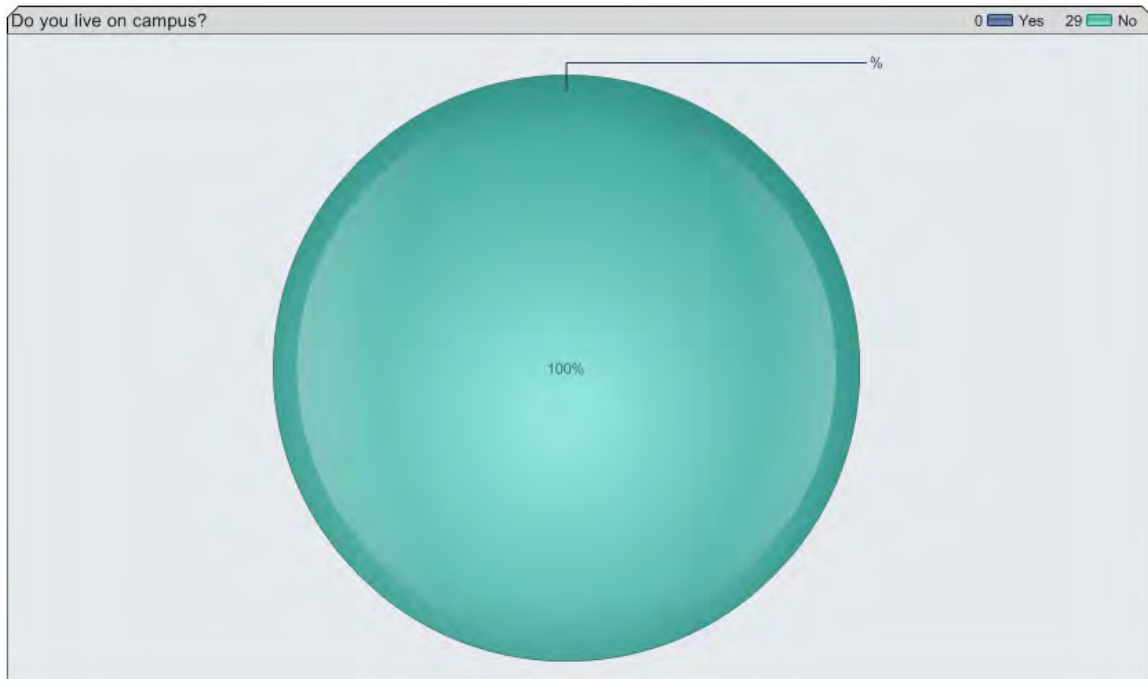
3. What is your year in school?

	Responses	Percent
Freshman: <input type="text"/>	1	3.45%
Sophomore: <input type="text"/>	0	0%
Junior: <input type="text"/>	11	37.93%
Senior: <input type="text"/>	11	37.93%
Graduate Student: <input type="text"/>	6	20.69%
N/A: <input type="text"/>	0	0%
If other, please specify: <input type="text"/>	0	0%
Total Responded to this question:		29
Total who skipped this question:		0
Total:		29
		100%



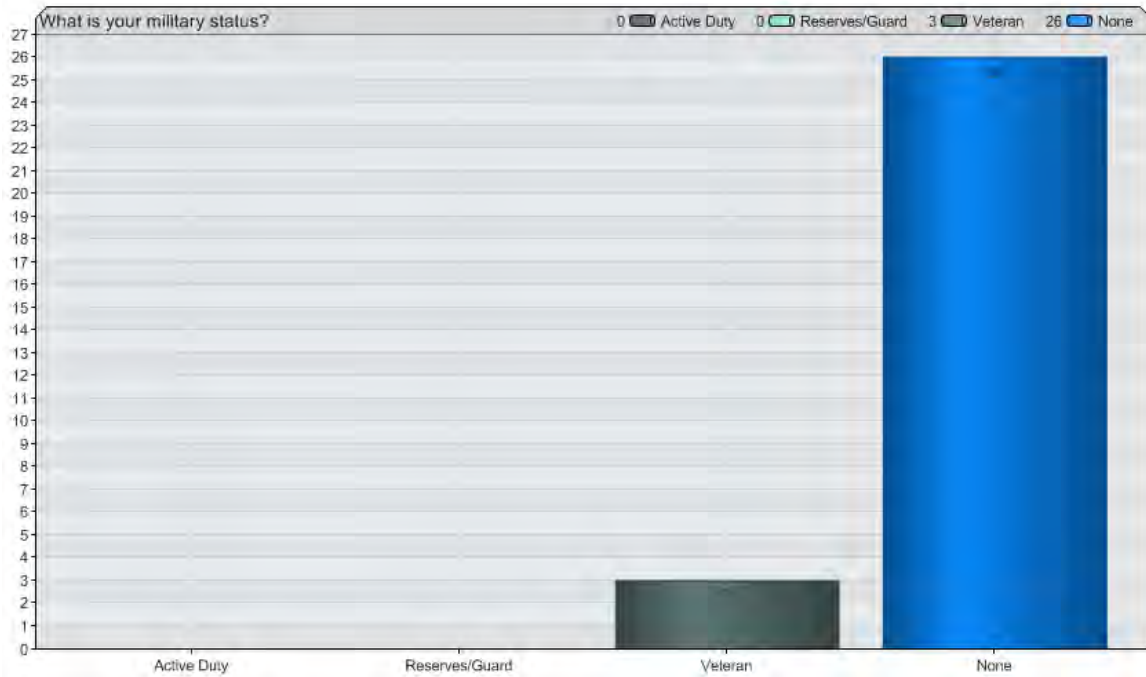
4. Do you live on campus?

	Responses	Percent
Yes: <input type="text"/>	0	0%
No: <input checked="" type="checkbox"/>	29	100%
Total Responded to this question:		29
Total who skipped this question:		0
Total:		29





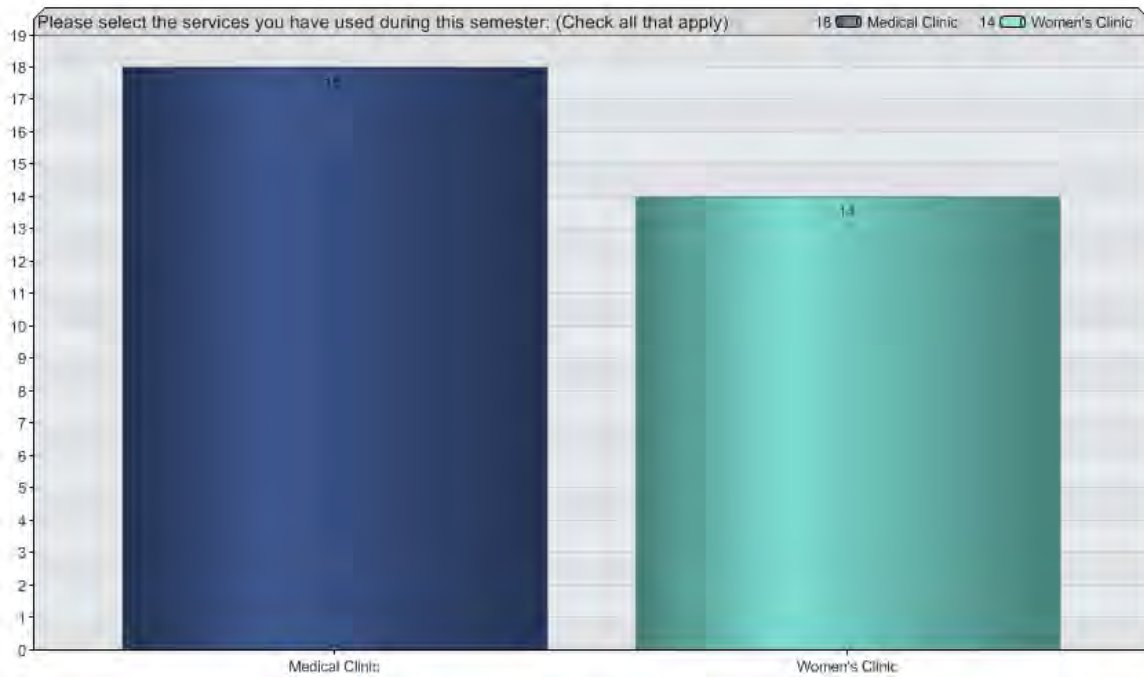
5. What is your military status?

	Responses	Percent
Active Duty: <input type="text"/>	0	0%
Reserves/Guard: <input type="text"/>	0	0%
Veteran: <input type="text"/>	3	10.34%
None: <input type="text"/>	26	89.66%
Total Responded to this question:	29	100%
Total who skipped this question:	0	0%
Total:	29	100%



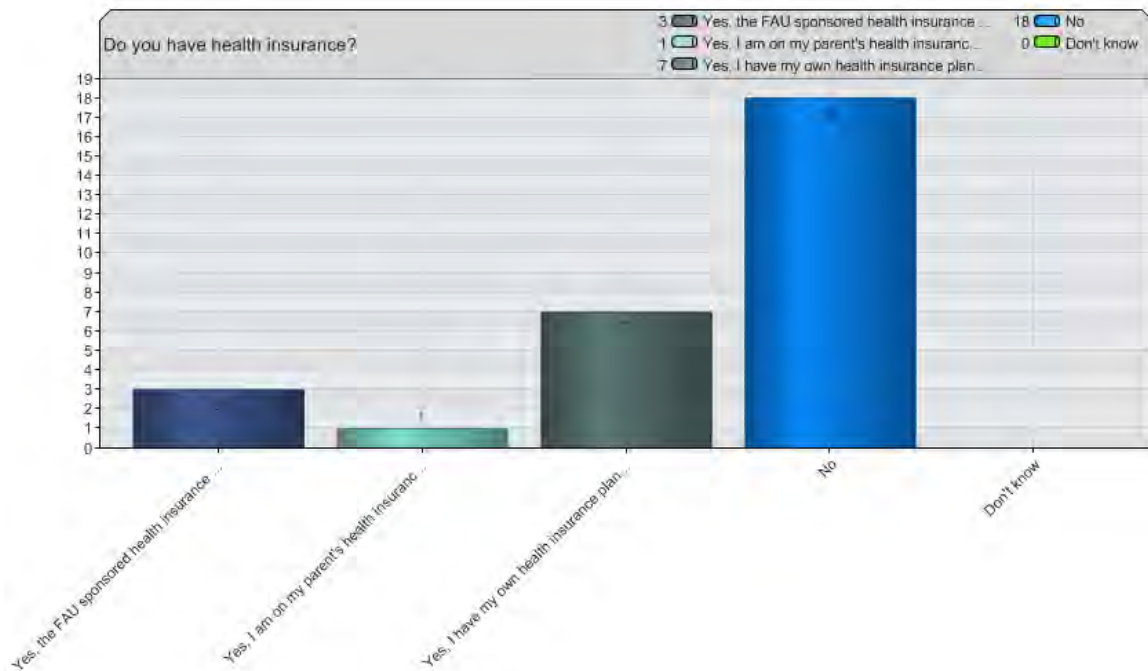
6. Please select the services you have used during this semester: (Check all that apply)

	Responses	Percent
Medical Clinic: 	18	64.29%
Women's Clinic: 	14	50%
Total Responded to this question:	28	96.55%
Total who skipped this question:	1	3.45%
Total:	29	100%



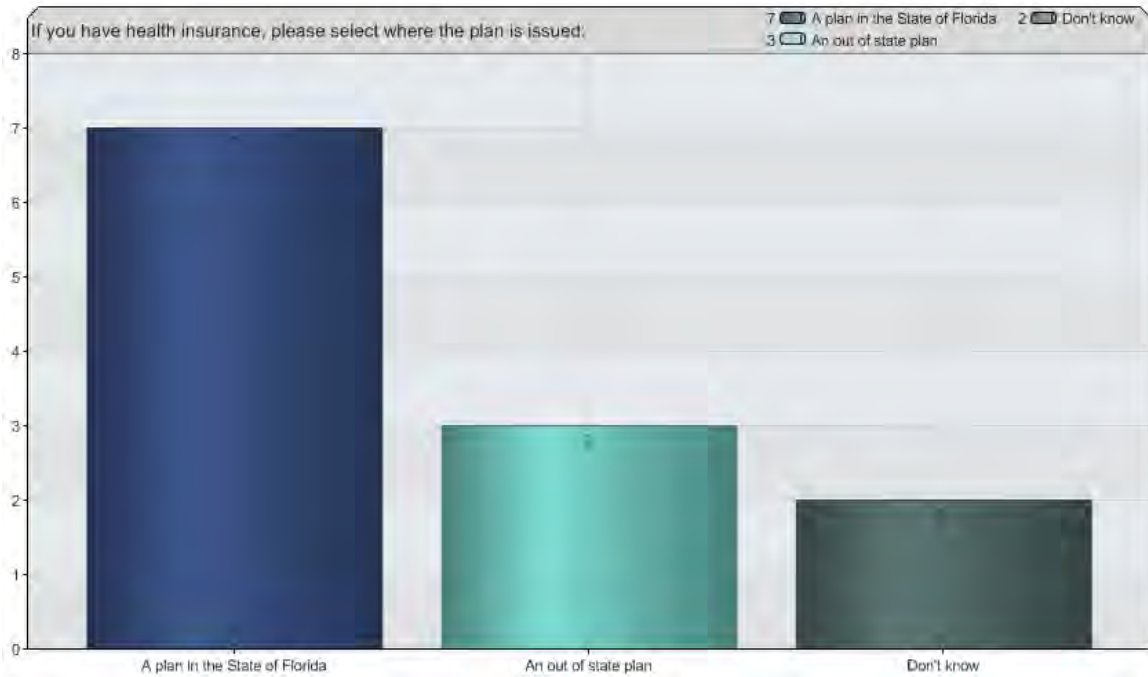
7. Do you have health insurance?

	Responses	Percent
Yes, the FAU sponsored health insurance plan:	3	10.34%
Yes, I am on my parent's health insurance plan:	1	3.45%
Yes, I have my own health insurance plan:	7	24.14%
No:	18	62.07%
Don't know:	0	0%
Total Responded to this question:		29
Total who skipped this question:		0
Total:		29



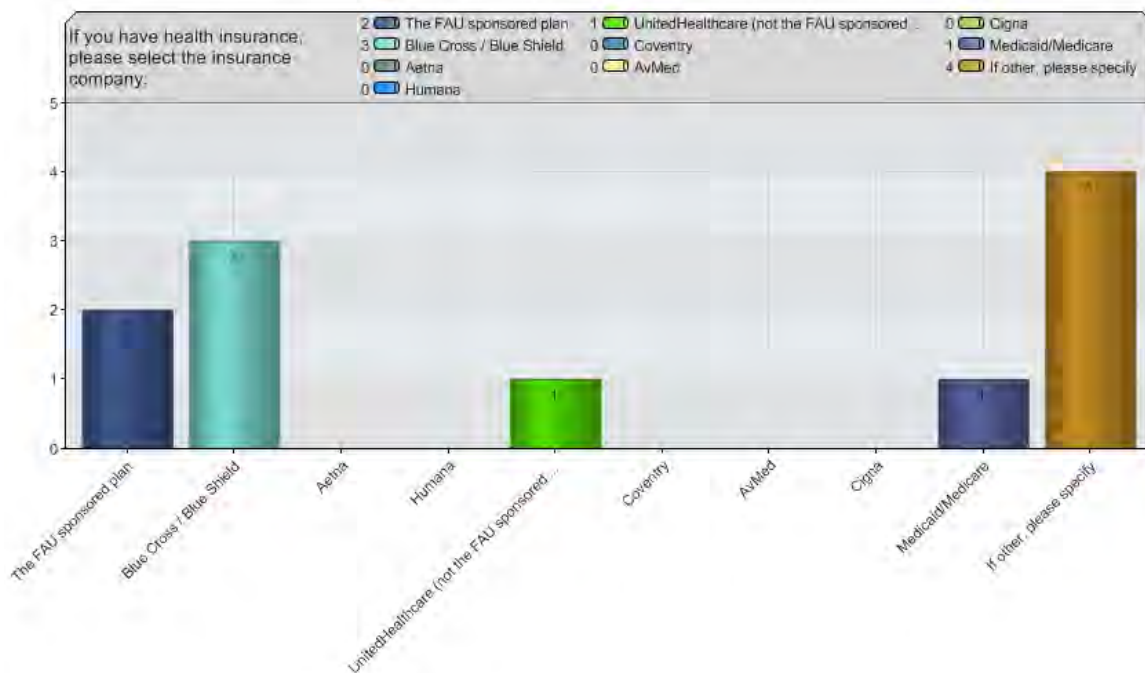
8. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida:	7	58.33%
An out of state plan:	3	25%
Don't know:	2	16.67%
Total Responded to this question:	12	41.38%
Total who skipped this question:	17	58.62%
Total:	29	100%



9. If you have health insurance, please select the insurance company:

	Responses	Percent
The FAU sponsored plan:	2	18.18%
Blue Cross / Blue Shield:	3	27.27%
Aetna:	0	0%
Humana:	0	0%
UnitedHealthcare (not the FAU sponsored plan):	1	9.09%
Coventry:	0	0%
AvMed:	0	0%
Cigna:	0	0%
Medicaid/Medicare:	1	9.09%
If other, please specify:	4	36.36%
Total Responded to this question:	11	37.93%
Total who skipped this question:	18	62.07%
Total:	29	100%

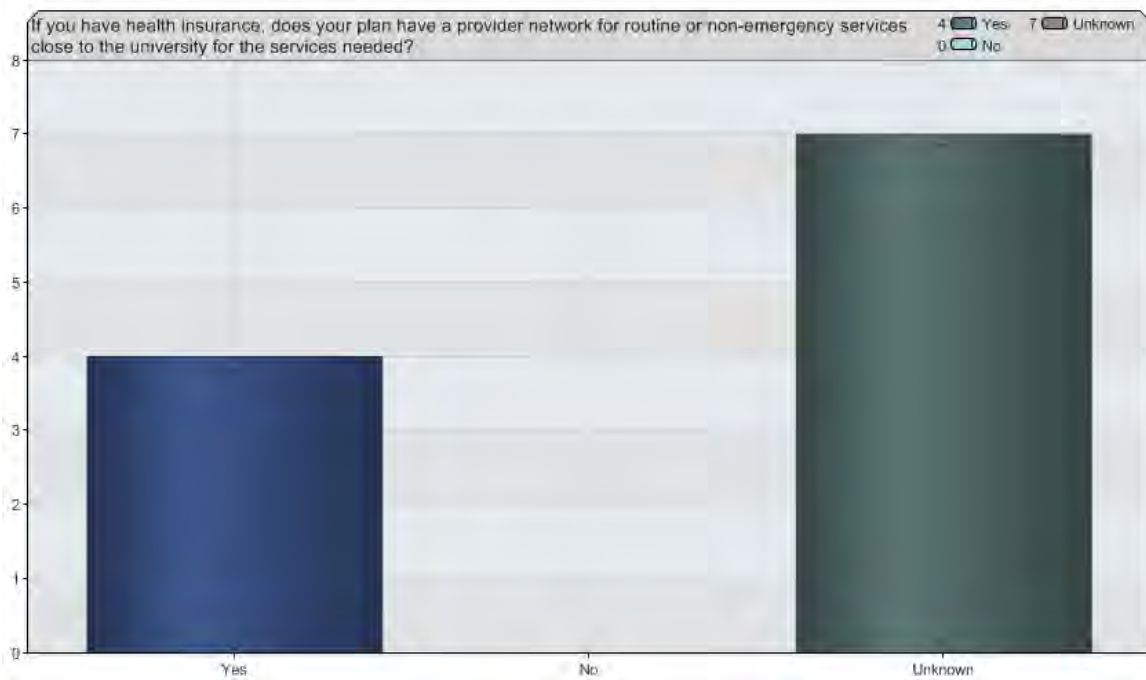


9. If you have health insurance, please select the insurance company:

Response	Comments
1	Neighborhood Health Insurance
2	Alliant
3	Veterans Administration
4	UGLI

10. If you have health insurance, does your plan have a provider network for routine or non-emergency services close to the university for the services needed?

	Responses	Percent
Yes: <div><div></div></div>	4	36.36%
No: <div></div>	0	0%
Unknown: <div><div></div></div>	7	63.64%
Total Responded to this question:		11
Total who skipped this question:		18
Total:		29
		100%






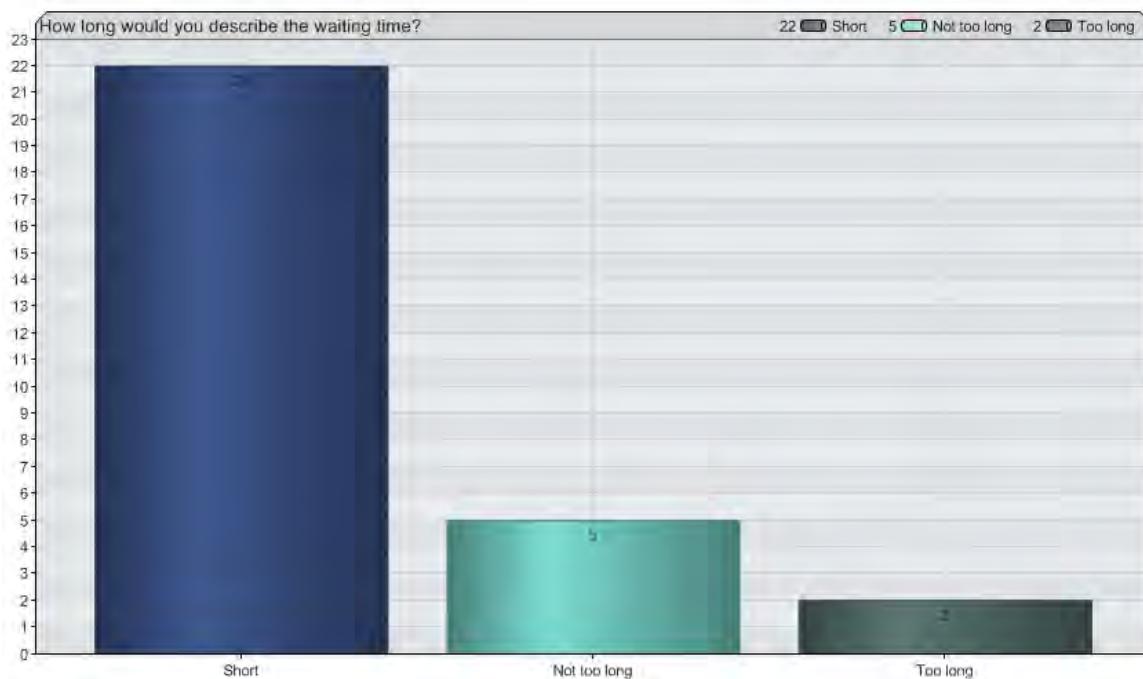
11. How long did you have to wait in the waiting room to see a health care provider?

	Responses	Percent
5 minutes: <div><div></div></div>	19	65.52%
10 minutes: <div><div></div></div>	4	13.79%
15 minutes: <div><div></div></div>	4	13.79%
20 minutes: <div><div></div></div>	0	0%
30 minutes: <div><div></div></div>	1	3.45%
over 30 minutes: <div><div></div></div>	1	3.45%
Total Responded to this question:	29	100%
Total who skipped this question:	0	0%
Total:	29	100%



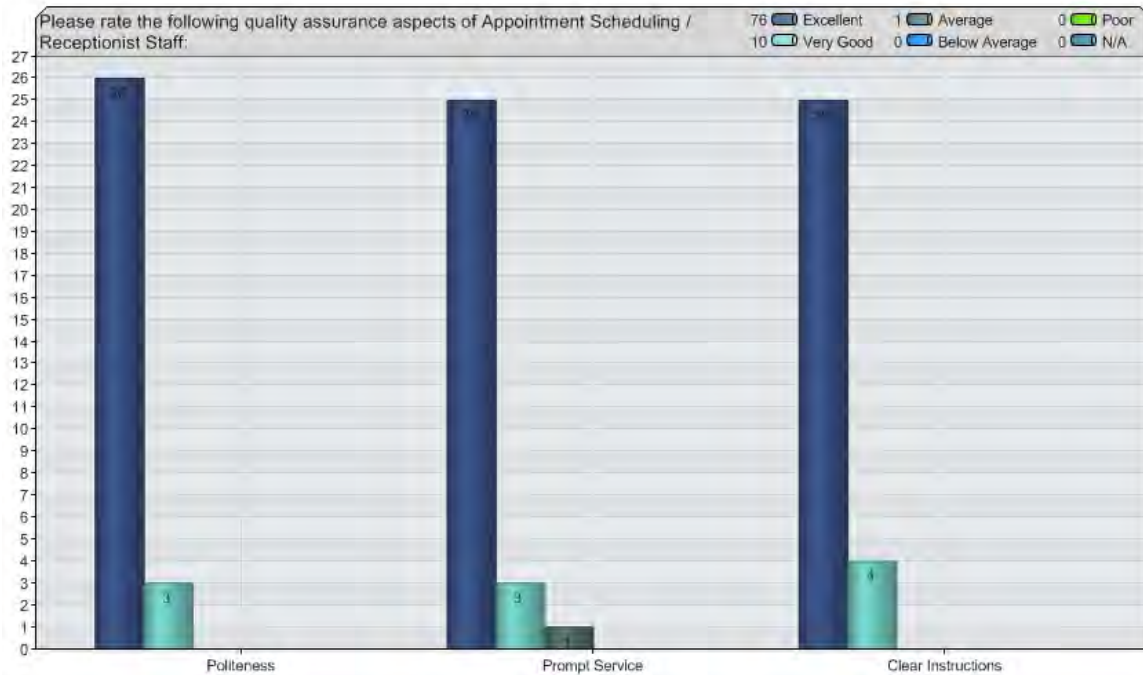
12. How long would you describe the waiting time?

	Responses	Percent
Short: 	22	75.86%
Not too long: 	5	17.24%
Too long: 	2	6.9%
Total Responded to this question:	29	100%
Total who skipped this question:	0	0%
Total:	29	100%




13. Please rate the following quality assurance aspects of Appointment Scheduling / Receptionist Staff:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	26(89.66%)	3(10.34%)	0(0%)	0(0%)	0(0%)	0(0%)	29
Prompt Service:	25(86.21%)	3(10.34%)	1(3.45%)	0(0%)	0(0%)	0(0%)	29
Clear Instructions:	25(86.21%)	4(13.79%)	0(0%)	0(0%)	0(0%)	0(0%)	29
Total Responded to this question:						29	100%
Total who skipped this question:						0	0%
Total:						29	100%



14. Comments concerning the Appointment Scheduling Staff:

	Responses	Percent
Responses: 	6	100%
Total Responded to this question:	6	20.69%
Total who skipped this question:	23	79.31%
Total:	29	100%

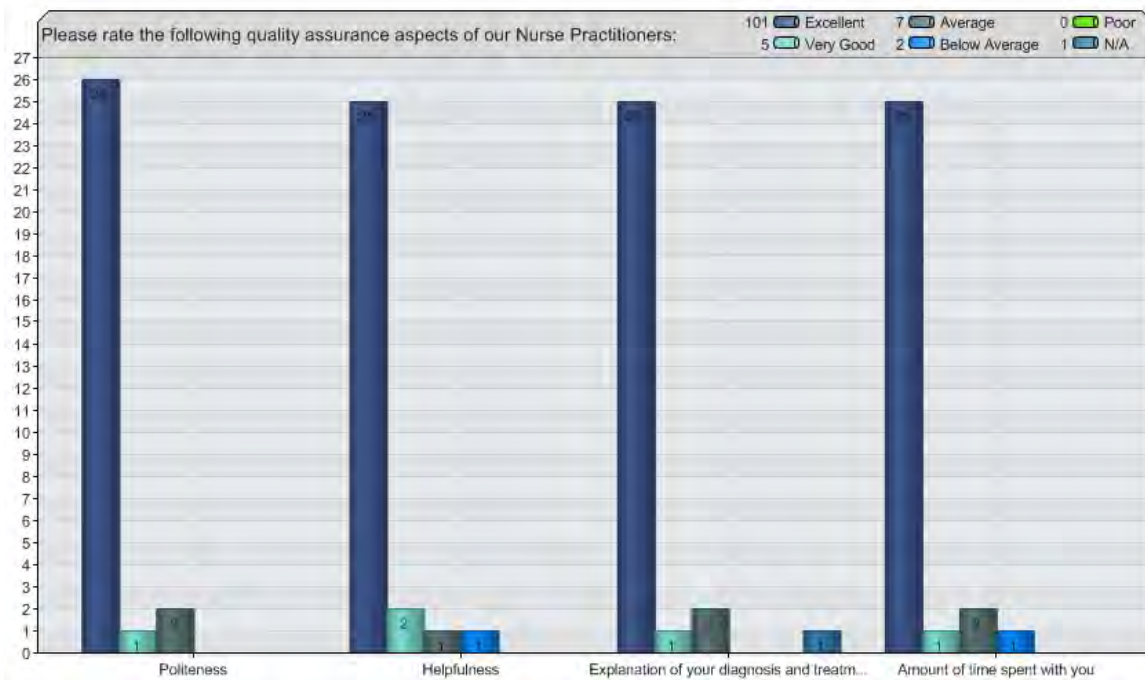
Graph/Chart function not relevant for this question type.

14. Comments concerning the Appointment Scheduling Staff:


Response	Response Text
1	I feel really comfortable coming to the FAU medical clinic.
2	Wonderful staff. Great experience.
3	She's wonderful
4	Very nice!
5	Very nice:)
6	Very nice:)

15. Please rate the following quality assurance aspects of our Nurse Practitioners:

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	26(89.66%)	1(3.45%)	2(6.9%)	0(0%)	0(0%)	0(0%)	29
Helpfulness:	25(86.21%)	2(6.9%)	1(3.45%)	1(3.45%)	0(0%)	0(0%)	29
Explanation of your diagnosis and treatment:	25(86.21%)	1(3.45%)	2(6.9%)	0(0%)	0(0%)	1(3.45%)	29
Amount of time spent with you:	25(86.21%)	1(3.45%)	2(6.9%)	1(3.45%)	0(0%)	0(0%)	29
Total Responded to this question:						29	100%
Total who skipped this question:						0	0%
Total:						29	100%



16. Comments concerning our Physicians / Nurse Practitioners:

	Responses	Percent
Responses: 	7	100%
Total Responded to this question:	7	24.14%
Total who skipped this question:	22	75.86%
Total:	29	100%

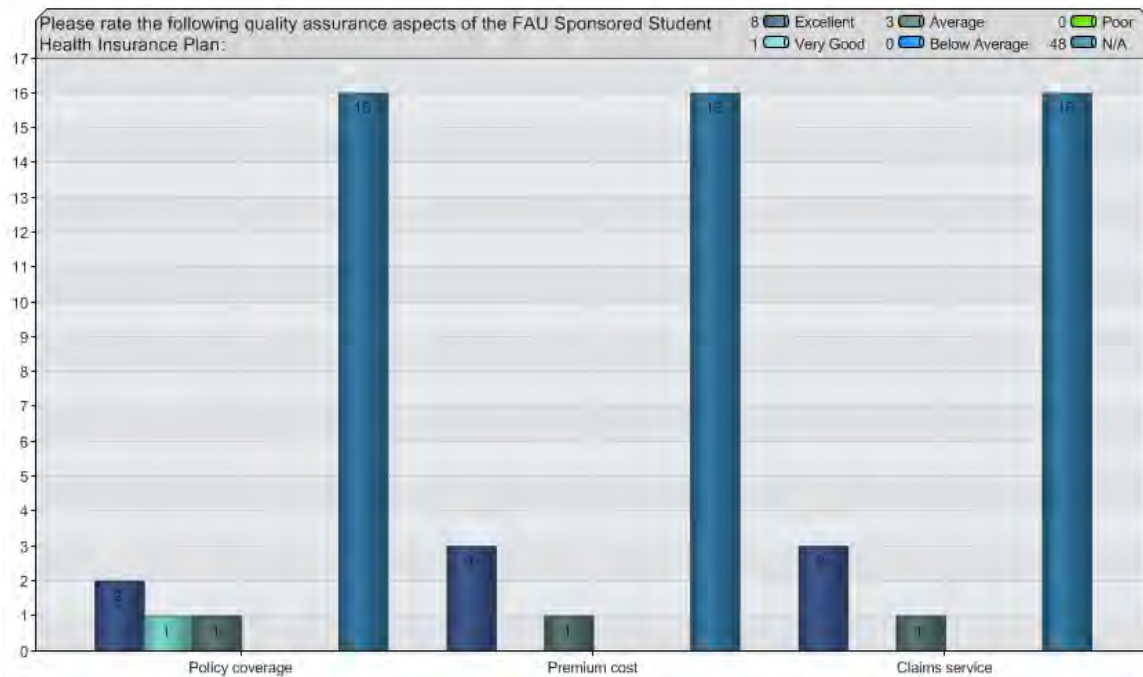
Graph/Chart function not relevant for this question type.


16. Comments concerning our Physicians / Nurse Practitioners:

Response	Response Text
1	Very friendly and helpful!
2	Great!
3	Very informative and helpful
4	Knowledgeable, freindly and sincere
5	Very nice:)
6	Awesome! Love her!
7	Love coming to this clinic. Great service!

17. Please rate the following quality assurance aspects of the FAU Sponsored Student Health Insurance Plan:

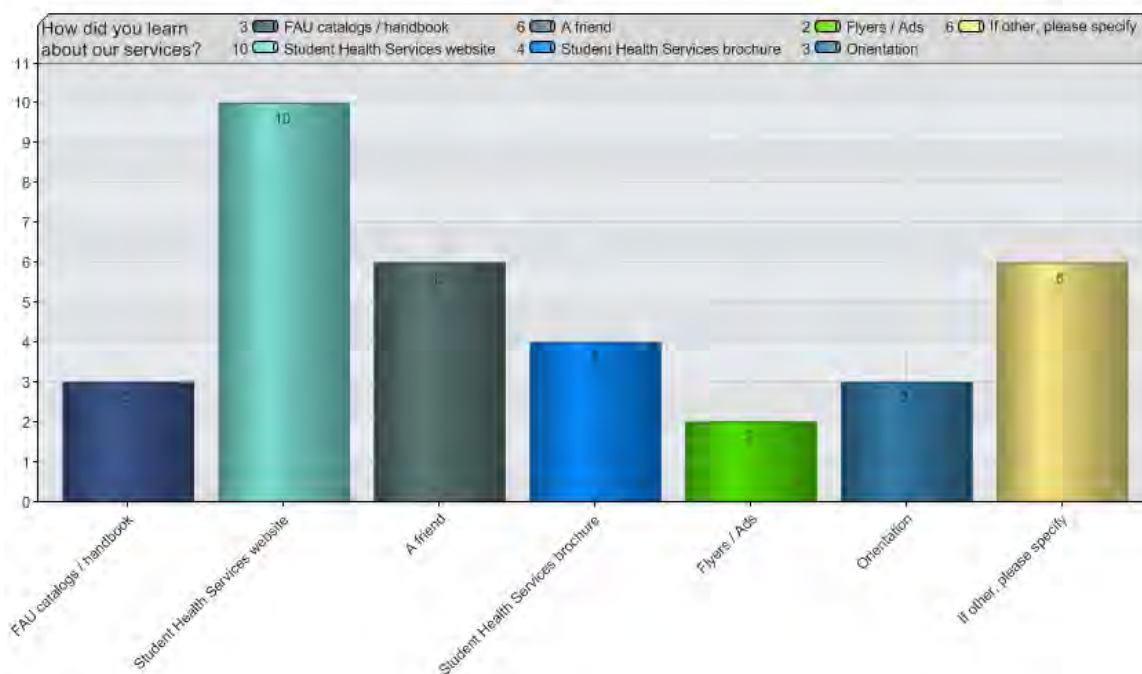
	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Policy coverage:	2(10%)	1(5%)	1(5%)	0(0%)	0(0%)	16(80%)	20
Premium cost:	3(15%)	0(0%)	1(5%)	0(0%)	0(0%)	16(80%)	20
Claims service:	3(15%)	0(0%)	1(5%)	0(0%)	0(0%)	16(80%)	20
Total Responded to this question:						20	68.97%
Total who skipped this question:						9	31.03%
Total:						29	100%



18. Comments concerning the FAU Sponsored Student Health Insurance Plan:		
	Responses	Percent
Responses: 	2	100%
Total Responded to this question:	2	6.9%
Total who skipped this question:	27	93.1%
Total:	29	100%
Graph/Chart function not relevant for this question type.		
18. Comments concerning the FAU Sponsored Student Health Insurance Plan:		
Response	Response Text	
1	Do not like that it is only for sickness or injury.	
2	N/A	

19. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	3	10.34%
Student Health Services website:	10	34.48%
A friend:	6	20.69%
Student Health Services brochure:	4	13.79%
Flyers / Ads:	2	6.9%
Orientation:	3	10.34%
If other, please specify:	6	20%
Total Responded to this question:		29
Total who skipped this question:		0
Total:		29

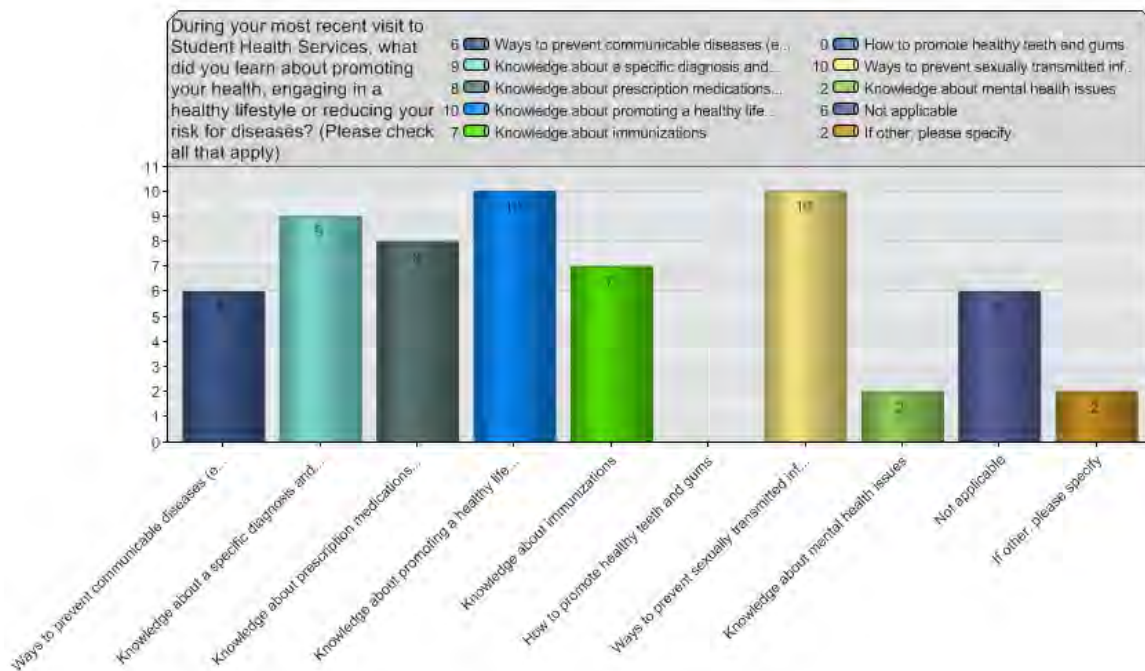


19. How did you learn about our services?

Response	Comments
1	Walk in
2	Admissions
3	website
4	saw the place
5	Dr. Dodman
6	Professor Gustely gave rave reviews about the SHS

20. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)







	Responses	Percent
Ways to prevent communicable diseases (e.g. upper respiratory infections, influenza, skin infections, etc.):	6	20.69%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	9	31.03%
Knowledge about prescription medications and/or over-the-counter products:	8	27.59%
Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	10	34.48%
Knowledge about immunizations:	7	24.14%
How to promote healthy teeth and gums:	0	0%
Ways to prevent sexually transmitted infections:	10	34.48%
Knowledge about mental health issues:	2	6.9%
Not applicable:	6	20.69%
If other, please specify:	2	6%
Total Responded to this question:		29
Total who skipped this question:		0
Total:		29

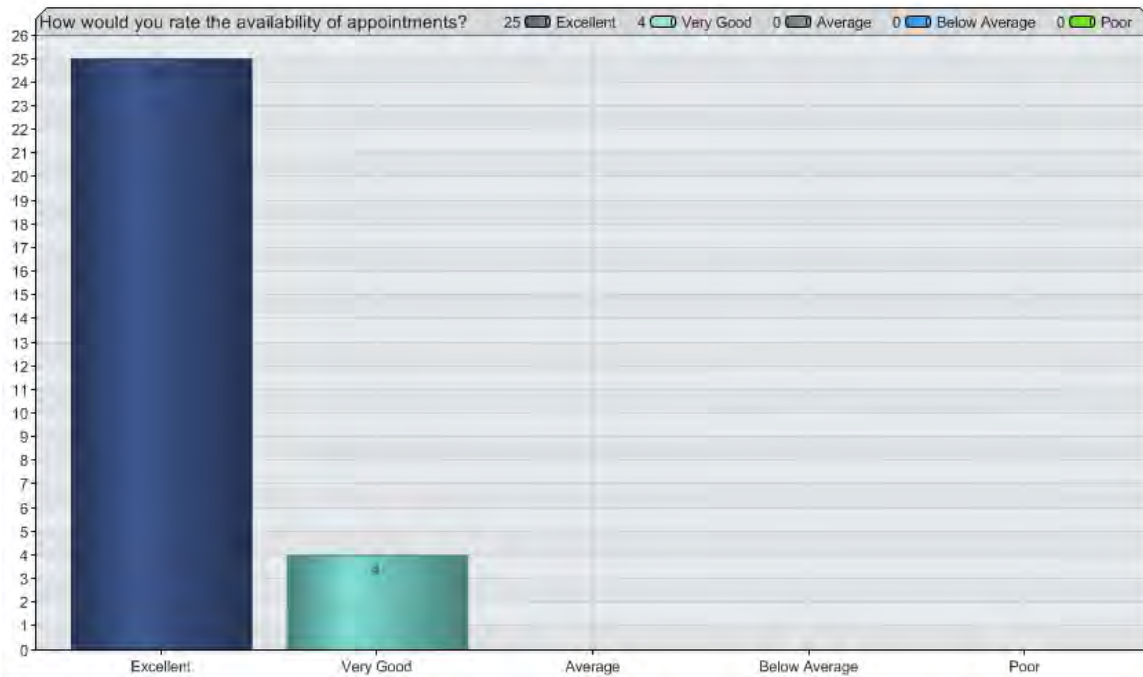


20. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

Response	Comments
1	dealing with stress
2	Info about birth control and yearly

21. How would you rate the availability of appointments?

	Responses	Percent
Excellent: 	25	86.21%
Very Good: 	4	13.79%
Average: 	0	0%
Below Average: 	0	0%
Poor: 	0	0%
Additional Comments: 	1	3.45%
Total Responded to this question:		29
Total who skipped this question:		0
Total:		29

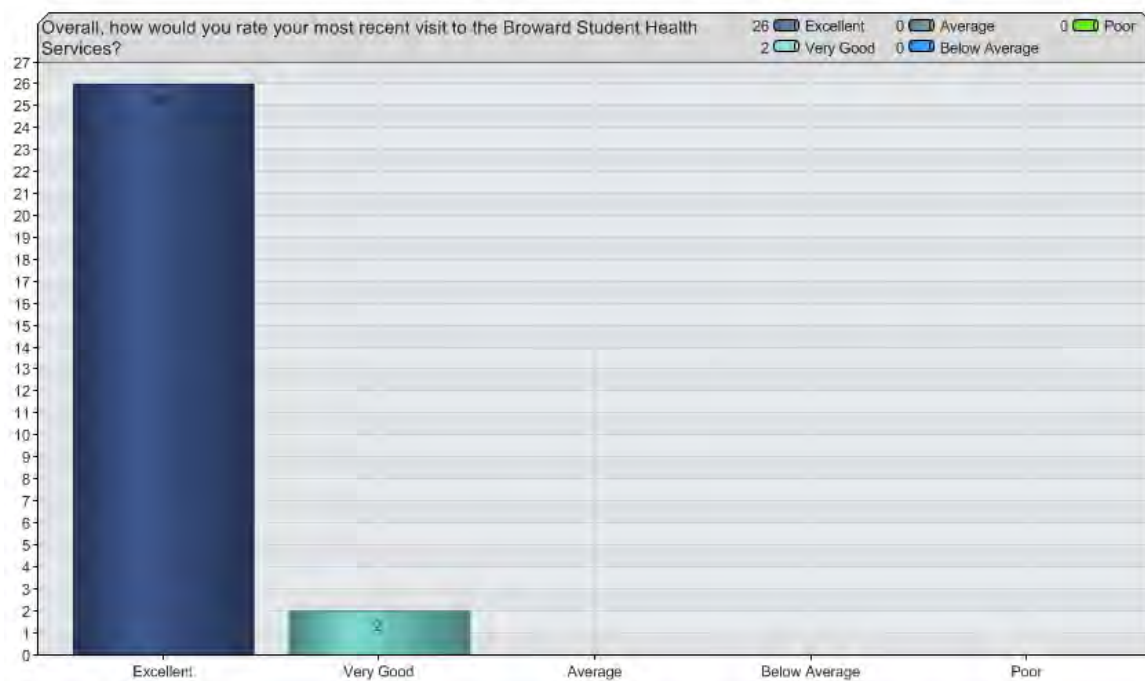


21. How would you rate the availability of appointments?

Response	Comments
1	I called in and got my appointment the next day! Very happy about that.

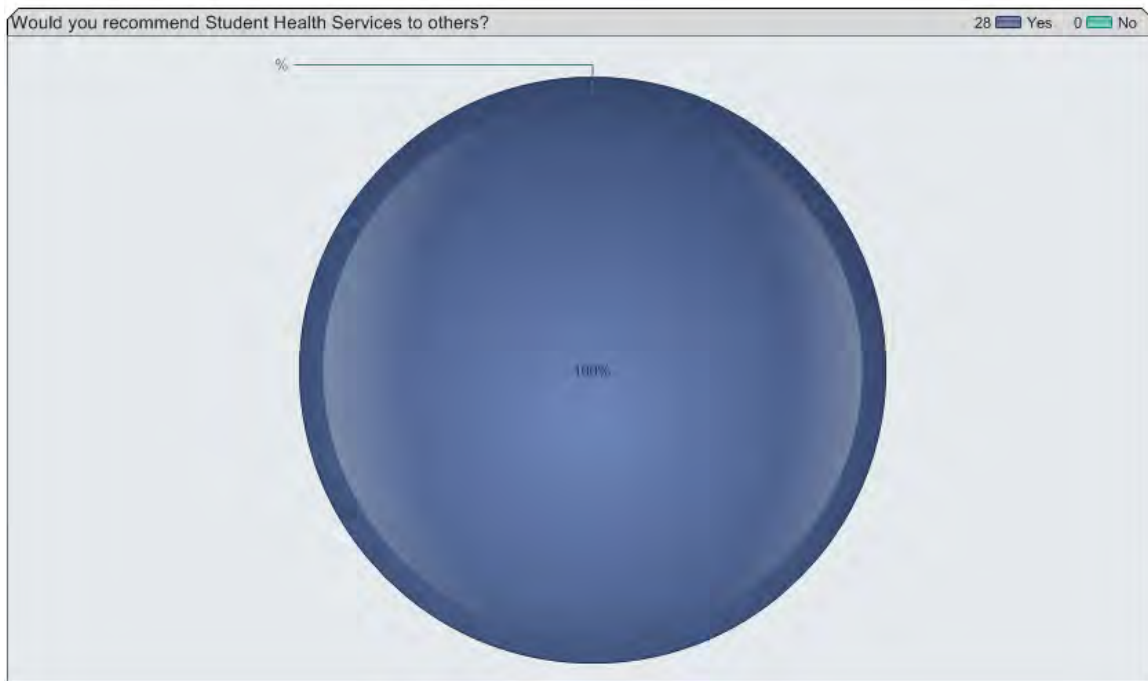
22. Overall, how would you rate your most recent visit to the Broward Student Health Services?

		Responses	Percent
Excellent:	<div><div></div></div>	26	92.86%
Very Good:	<div><div></div></div>	2	7.14%
Average:	<div><div></div></div>	0	0%
Below Average:	<div><div></div></div>	0	0%
Poor:	<div><div></div></div>	0	0%
Total Responded to this question:		28	96.55%
Total who skipped this question:		1	3.45%
Total:		29	100%




23. Would you recommend Student Health Services to others?

	Responses	Percent
Yes: <div><div></div></div>	28	100%
No: <div></div>	0	0%
Total Responded to this question:	28	96.55%
Total who skipped this question:	1	3.45%
Total:	29	100%



24. Do you have any suggestions or comments for improving our services?

	Responses	Percent
Responses: 	13	100%
Total Responded to this question:	13	44.83%
Total who skipped this question:	16	55.17%
Total:	29	100%

Graph/Chart function not relevant for this question type.

24. Do you have any suggestions or comments for improving our services?




Response	Response Text
1	No complaints. Just excellent and efficient service always.
2	The services are excellent. Please keep it up. And probably having dental services will definitely help also. At least for cleanings and simple procedures.
3	:)
4	Keep helping us :) Thank you.
5	Superb!
6	Not really!
7	Thanks for all your help! You guys are awesome!
8	None at this time
9	Easy to make appointment. Friendly staff. Thank you.
10	Keep up the good outstanding work!!!
11	FAU need to inform more students about this service. If it wasn't for my best friend I would have no idea that these services were offered.
12	N/A
13	Love coming here. Quick and painless

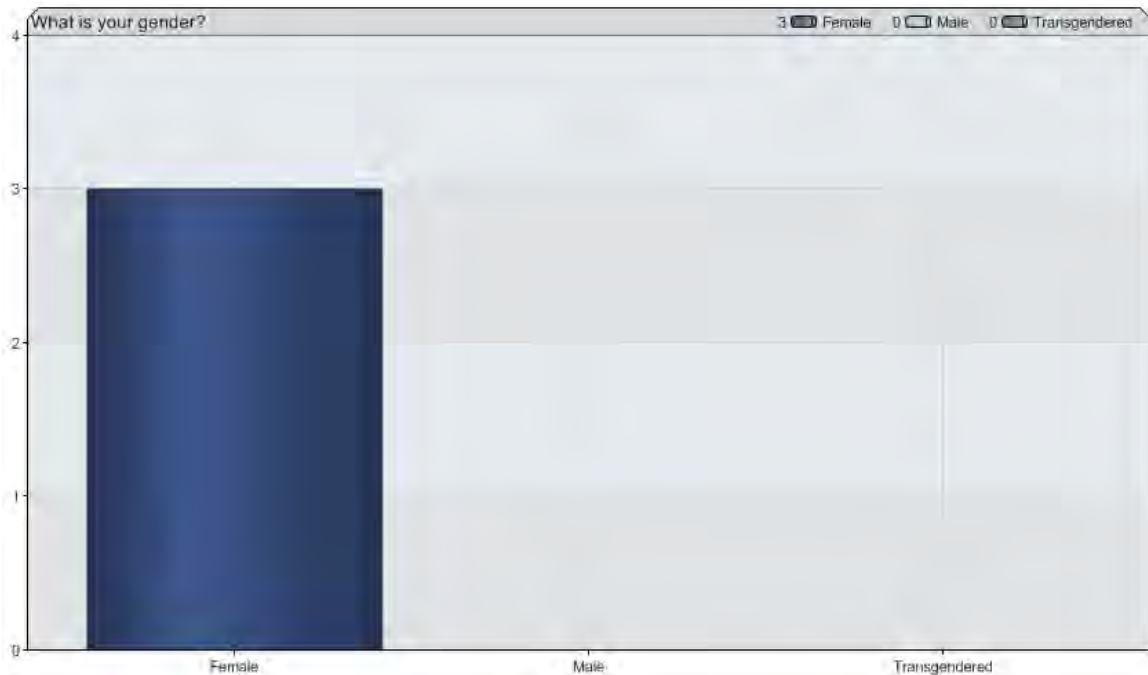
Survey: Treasure Coast Spring 2011 General Satisfaction Survey

Report: Default Report

Survey Status		Respondent Statistics	Points Summary
Status:	Live	Total Responses:	No Points Questions used in this survey.
Deploy Date:	01/31/2011	Completes:	
Closed Date:		Partials:	

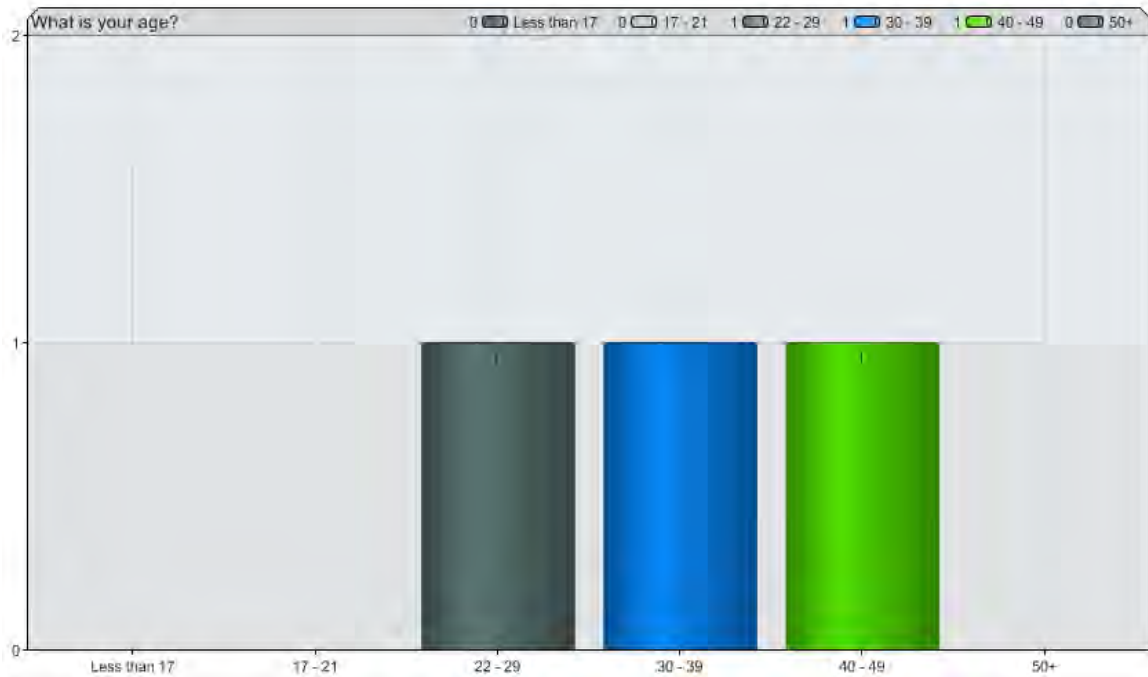
1. What is your gender?

	Responses	Percent
Female: 	3	100%
Male: 	0	0%
Transgendered: 	0	0%
Total Responded to this question:	3	100%
Total who skipped this question:	0	0%
Total:	3	100%



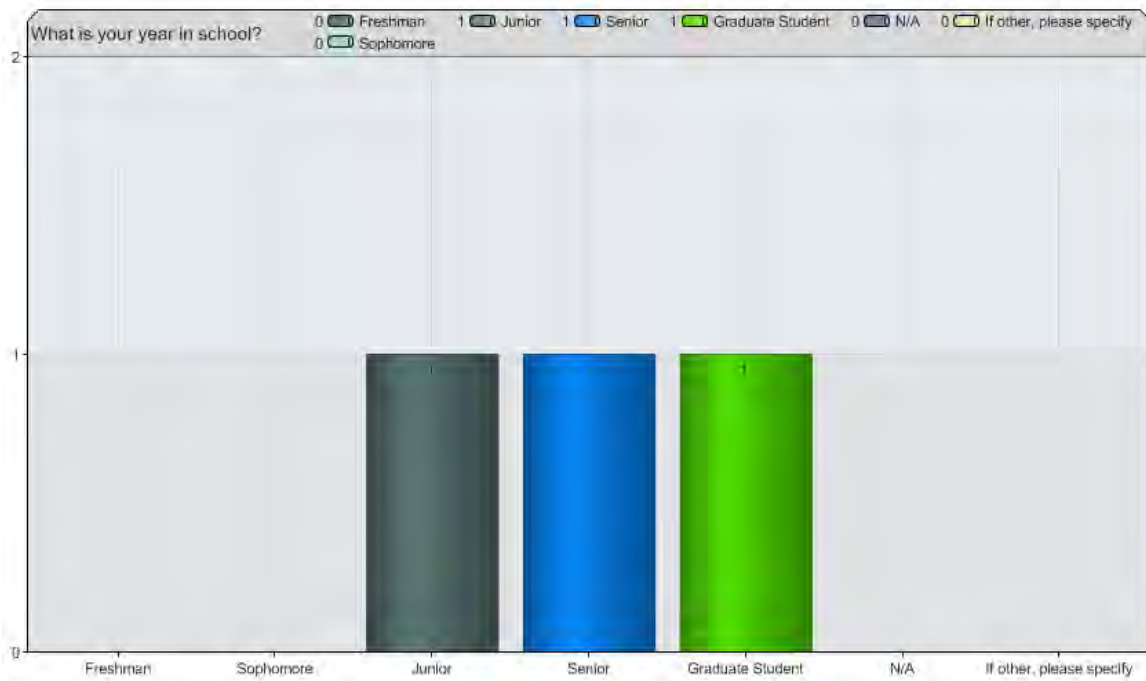
2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	0	0%
22 - 29: <input type="text"/>	1	33.33%
30 - 39: <input type="text"/>	1	33.33%
40 - 49: <input type="text"/>	1	33.33%
50+: <input type="text"/>	0	0%
Total Responded to this question:	3	100%
Total who skipped this question:	0	0%
Total:	3	100%



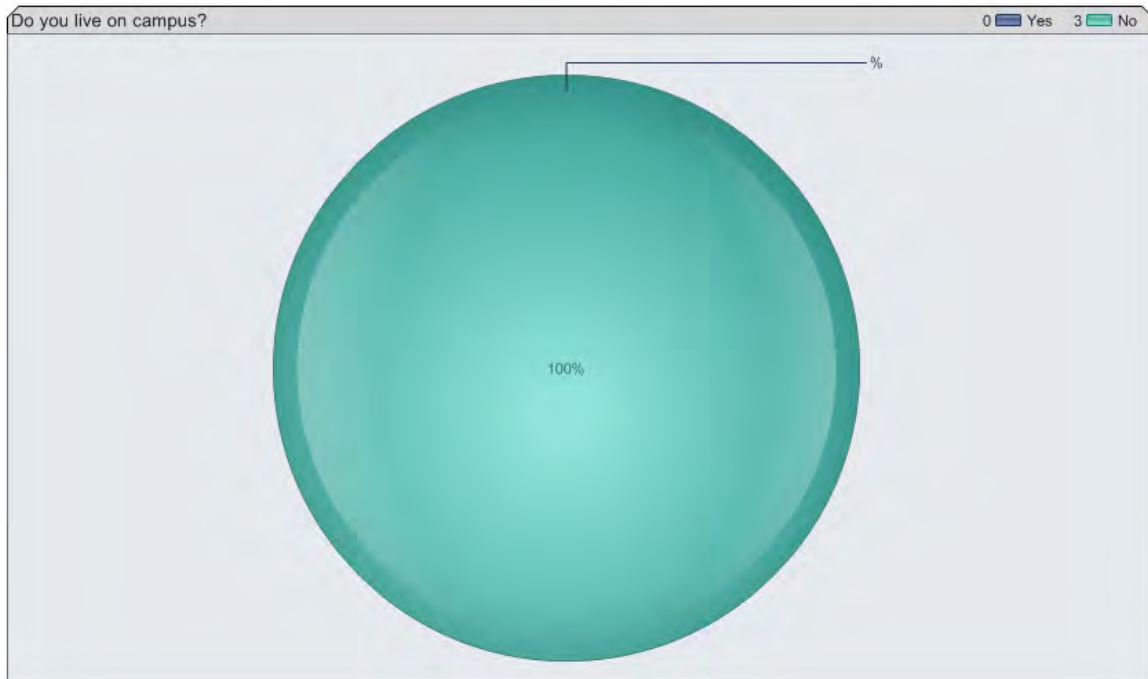
3. What is your year in school?

	Responses	Percent
Freshman: <input type="text"/>	0	0%
Sophomore: <input type="text"/>	0	0%
Junior: <input type="text"/>	1	33.33%
Senior: <input type="text"/>	1	33.33%
Graduate Student: <input type="text"/>	1	33.33%
N/A: <input type="text"/>	0	0%
If other, please specify: <input type="text"/>	0	0%
Total Responded to this question:		3
Total who skipped this question:		0
Total:		3



4. Do you live on campus?

	Responses	Percent
Yes: <input type="text"/>	0	0%
No: <input checked="" type="checkbox"/>	3	100%
Total Responded to this question:	3	100%
Total who skipped this question:	0	0%
Total:	3	100%



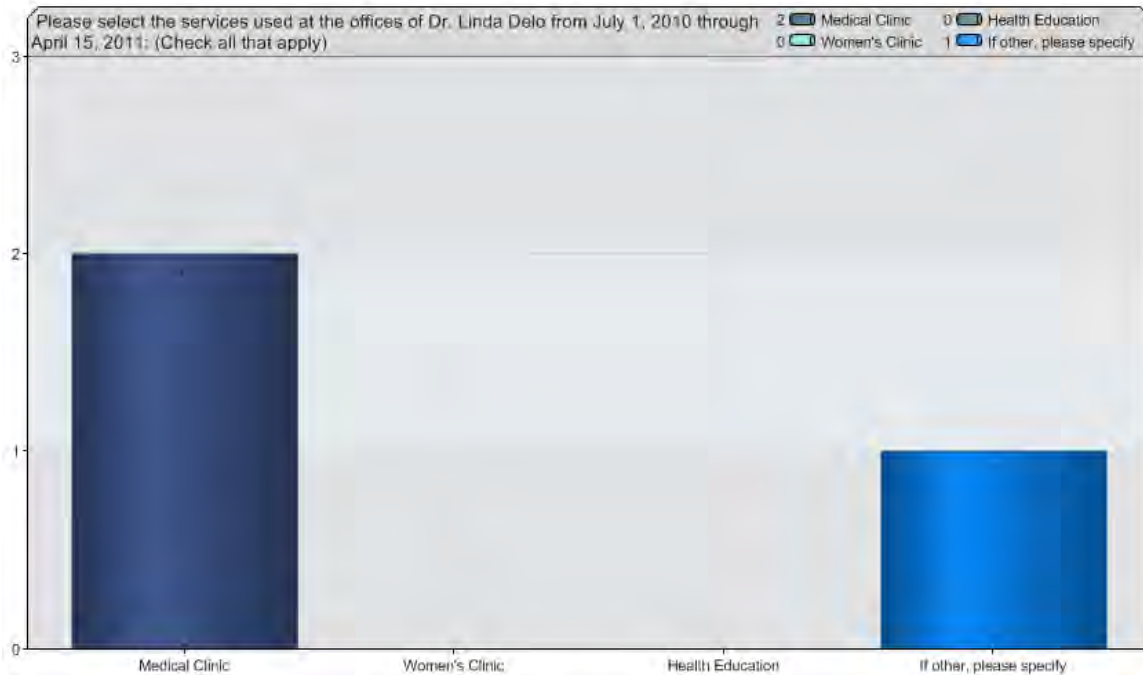
5. What is your military status?

		Responses	Percent
Active Duty:	<input type="text"/>	0	0%
Reserves/Guard:	<input type="text"/>	0	0%
Veteran:	<input type="text"/>	0	0%
None:	<input checked="" type="checkbox"/>	3	100%
Total Responded to this question:		3	100%
Total who skipped this question:		0	0%
Total:		3	100%



6. Please select the services used at the offices of Dr. Linda Delo from July 1, 2010 through April 15, 2011: (Check all that apply)

	Responses	Percent
Medical Clinic: <input checked="" type="checkbox"/>	2	66.67%
Women's Clinic: <input type="checkbox"/>	0	0%
Health Education: <input type="checkbox"/>	0	0%
If other, please specify: <input checked="" type="checkbox"/>	1	33%
Total Responded to this question:	3	100%
Total who skipped this question:	0	0%
Total:	3	100%



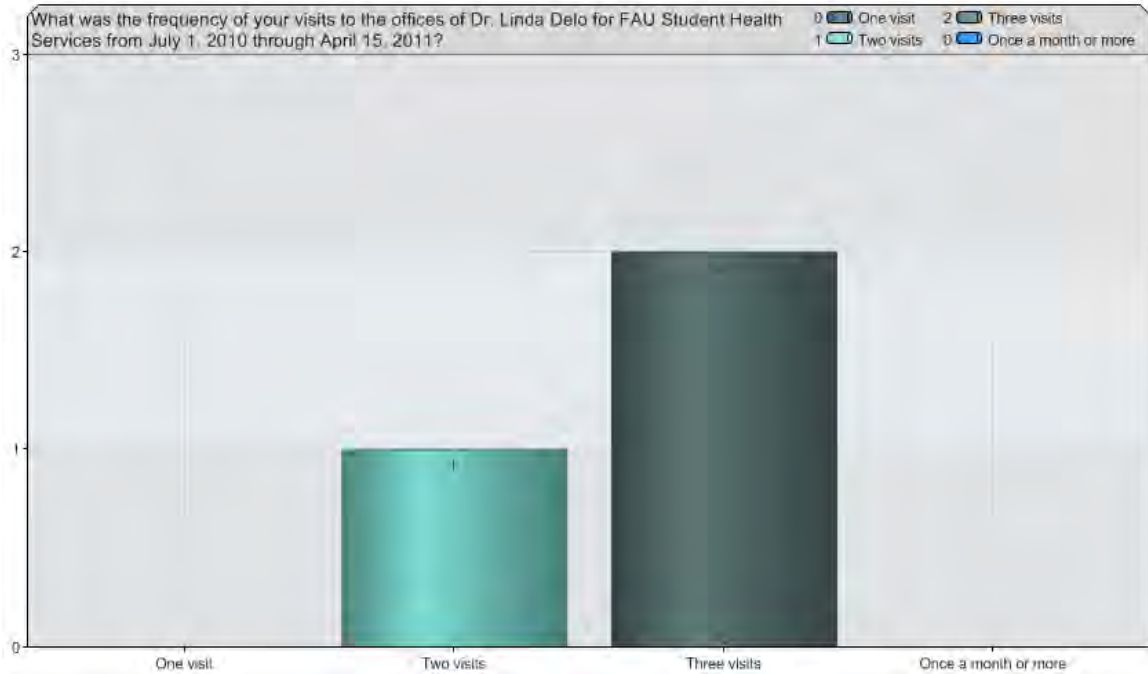
6. Please select the services used at the offices of Dr. Linda Delo from July 1, 2010 through April 15, 2011: (Check all that apply)

Response Comments

1 MMR

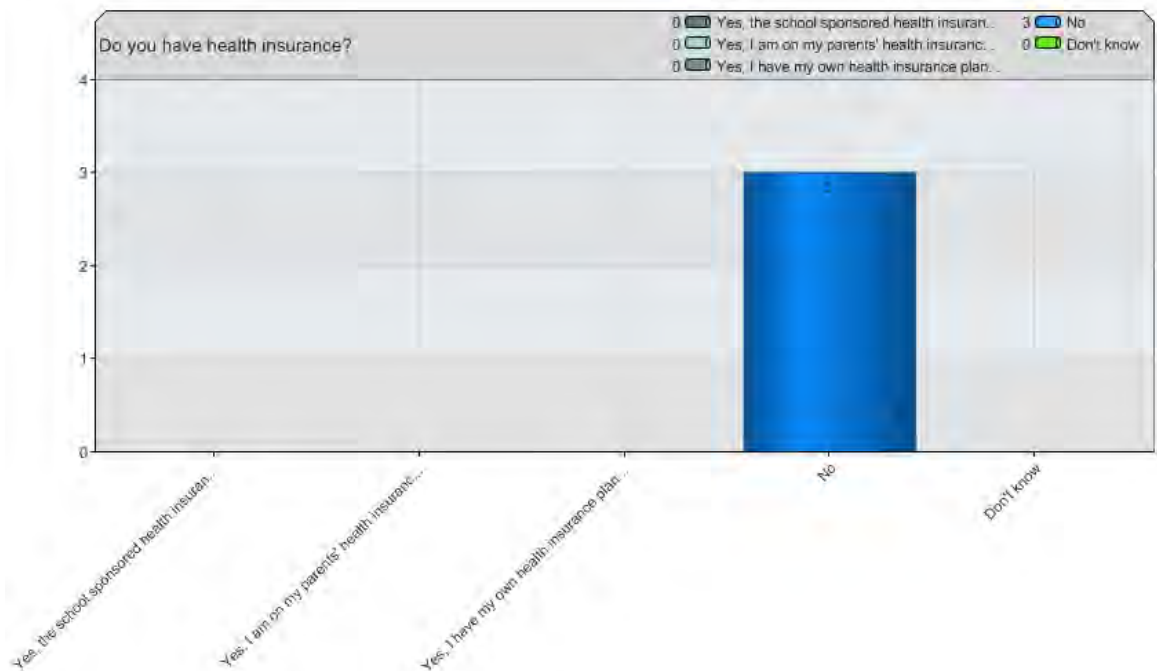
7. What was the frequency of your visits to the offices of Dr. Linda Delo for FAU Student Health Services from July 1, 2010 through April 15, 2011?

	Responses	Percent
One visit: <input type="text"/>	0	0%
Two visits: <input type="text"/>	1	33.33%
Three visits: <input type="text"/>	2	66.67%
Once a month or more: <input type="text"/>	0	0%
Total Responded to this question:		3
Total who skipped this question:		0
Total:		3



8. Do you have health insurance?

	Responses	Percent
Yes, the school sponsored health insurance plan: <input type="text"/>	0	0%
Yes, I am on my parents' health insurance plan: <input type="text"/>	0	0%
Yes, I have my own health insurance plan: <input type="text"/>	0	0%
No: <input checked="" type="checkbox"/>	3	100%
Don't know: <input type="text"/>	0	0%
Total Responded to this question:	3	100%
Total who skipped this question:	0	0%
Total:	3	100%



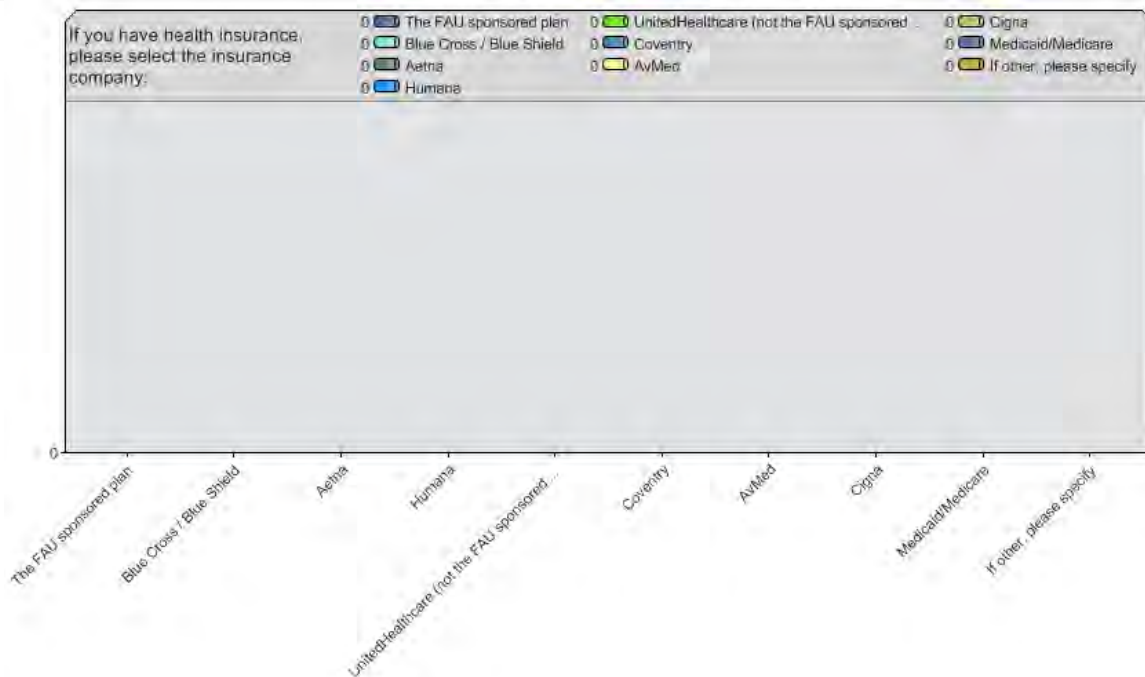
9. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida: <input type="text"/>	0	0%
An out of state plan: <input type="text"/>	0	0%
Don't know: <input type="text"/>	0	0%
Total Responded to this question:	0	0%
Total who skipped this question:	3	100%
Total:	3	100%



10. If you have health insurance, please select the insurance company:

	Responses	Percent
The FAU sponsored plan: <input type="text"/>	0	0%
Blue Cross / Blue Shield: <input type="text"/>	0	0%
Aetna: <input type="text"/>	0	0%
Humana: <input type="text"/>	0	0%
UnitedHealthcare (not the FAU sponsored plan): <input type="text"/>	0	0%
Coventry: <input type="text"/>	0	0%
AvMed: <input type="text"/>	0	0%
Cigna: <input type="text"/>	0	0%
Medicaid/Medicare: <input type="text"/>	0	0%
If other, please specify: <input type="text"/>	0	0%
Total Responded to this question:	0	0%
Total who skipped this question:	3	100%
Total:	3	100%



11. If you have health insurance, does your plan have a provider network for routine or non-emergency services close to the University for the services needed?

	Responses	Percent
Yes: <input type="text"/>	0	0%
No: <input type="text"/>	0	0%
Unknown: <input type="text"/>	0	0%
Total Responded to this question:	0	0%
Total who skipped this question:	3	100%
Total:	3	100%



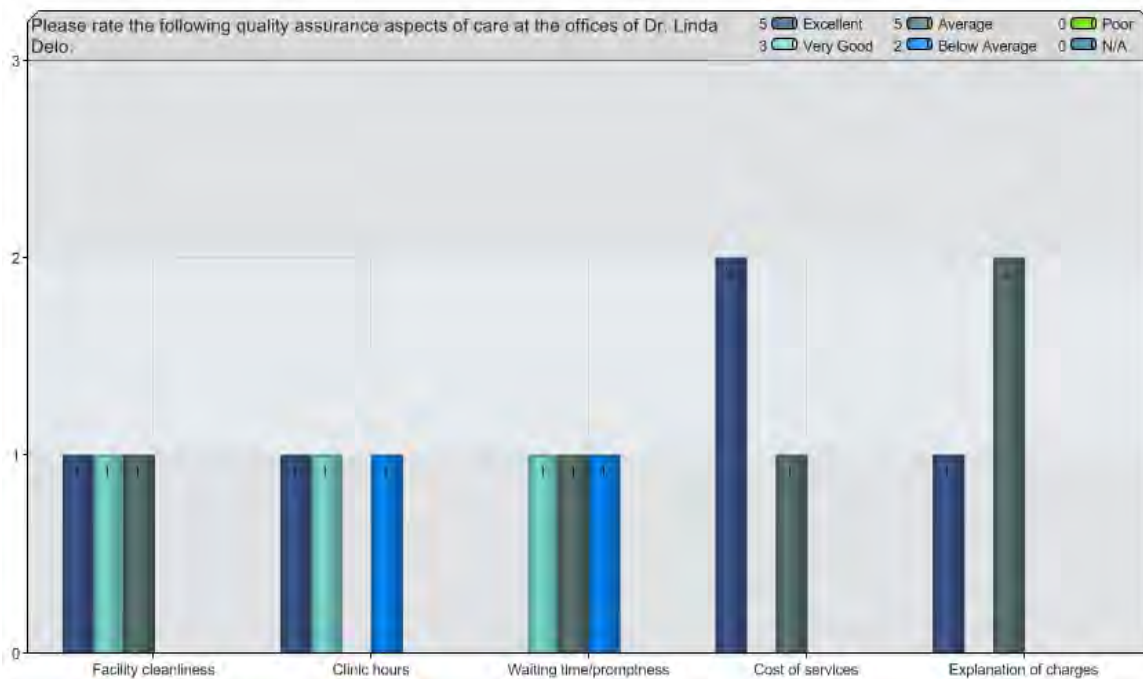
12. Please rate the following quality assurance aspects of care at the offices of Dr. Linda Delo.


	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Facility cleanliness:	1 (33.33%)	1 (33.33%)	1 (33.33%)	0 (0%)	0 (0%)	0 (0%)	3
Clinic hours:	1 (33.33%)	1 (33.33%)	0 (0%)	1 (33.33%)	0 (0%)	0 (0%)	3
Waiting time/promptness:	0 (0%)	1 (33.33%)	1 (33.33%)	1 (33.33%)	0 (0%)	0 (0%)	3
Cost of services:	2 (66.67%)	0 (0%)	1 (33.33%)	0 (0%)	0 (0%)	0 (0%)	3
Explanation of charges:	1 (33.33%)	0 (0%)	2 (66.67%)	0 (0%)	0 (0%)	0 (0%)	3

Total Responded to this question: 3 100%

Total who skipped this question: 0 0%

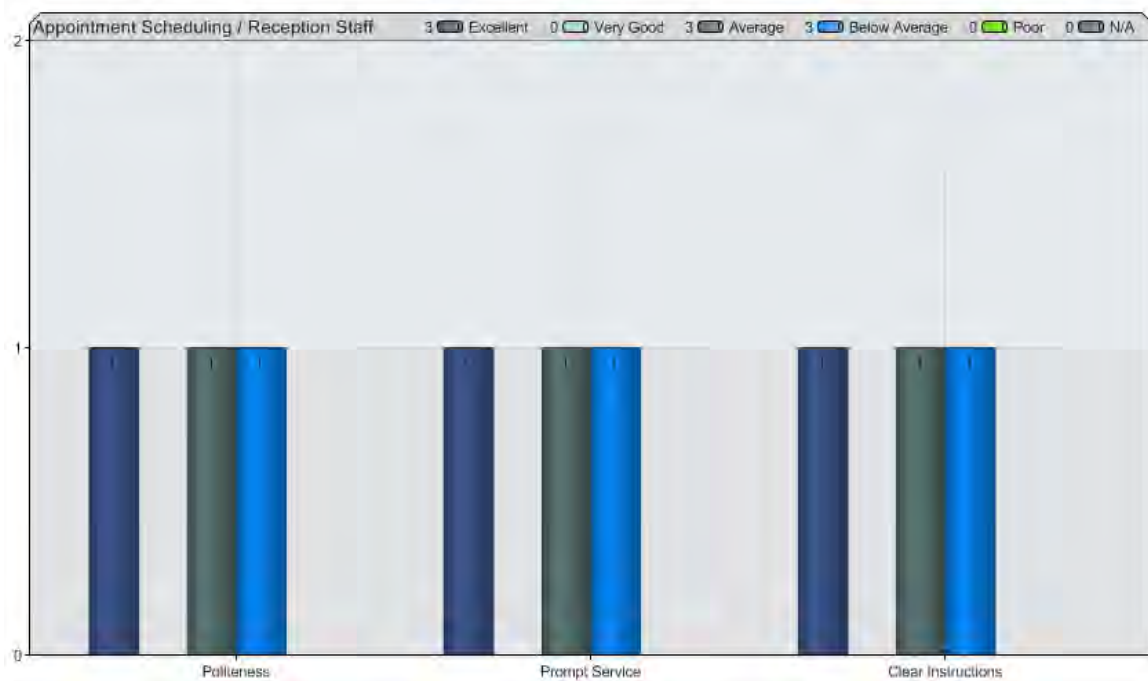
Total: 3 100%




13. Comments		
	Responses	Percent
Responses: 	2	100%
Total Responded to this question:	2	66.67%
Total who skipped this question:	1	33.33%
Total:	3	100%
Graph/Chart function not relevant for this question type.		
13. Comments		
Response	Response Text	
1	Needs to be open later at least 3 days a week.	
2	Takes forever to get a script called in.	

14. Appointment Scheduling / Reception Staff

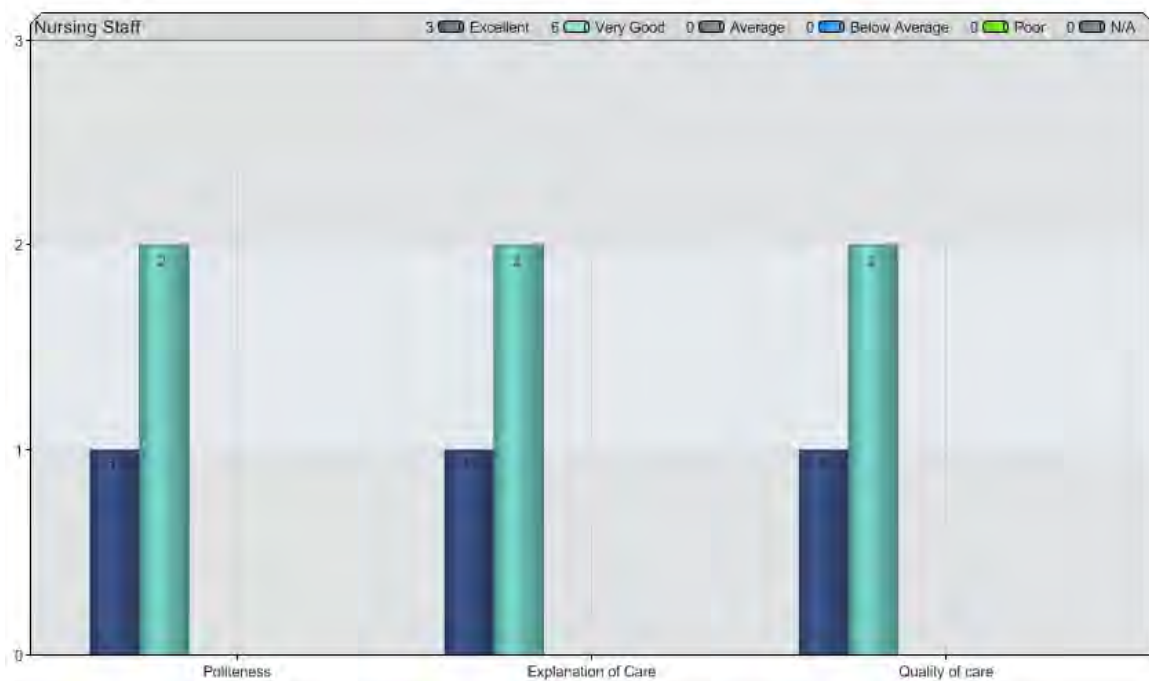
	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	1 (33.33%)	0 (0%)	1 (33.33%)	1 (33.33%)	0 (0%)	0 (0%)	3
Prompt Service:	1 (33.33%)	0 (0%)	1 (33.33%)	1 (33.33%)	0 (0%)	0 (0%)	3
Clear Instructions:	1 (33.33%)	0 (0%)	1 (33.33%)	1 (33.33%)	0 (0%)	0 (0%)	3
Total Responded to this question:						3	100%
Total who skipped this question:						0	0%
Total:						3	100%




15. Comments concerning the Appointment Scheduling/Reception Staff:		
	Responses	Percent
Responses: 	2	100%
Total Responded to this question:	2	66.67%
Total who skipped this question:	1	33.33%
Total:	3	100%
Graph/Chart function not relevant for this question type.		
15. Comments concerning the Appointment Scheduling/Reception Staff:		
Response	Response Text	
1	They need to smile more & be friendly.	
2	I have to call 4-5 times before MD/NP will respond.	

16. Nursing Staff

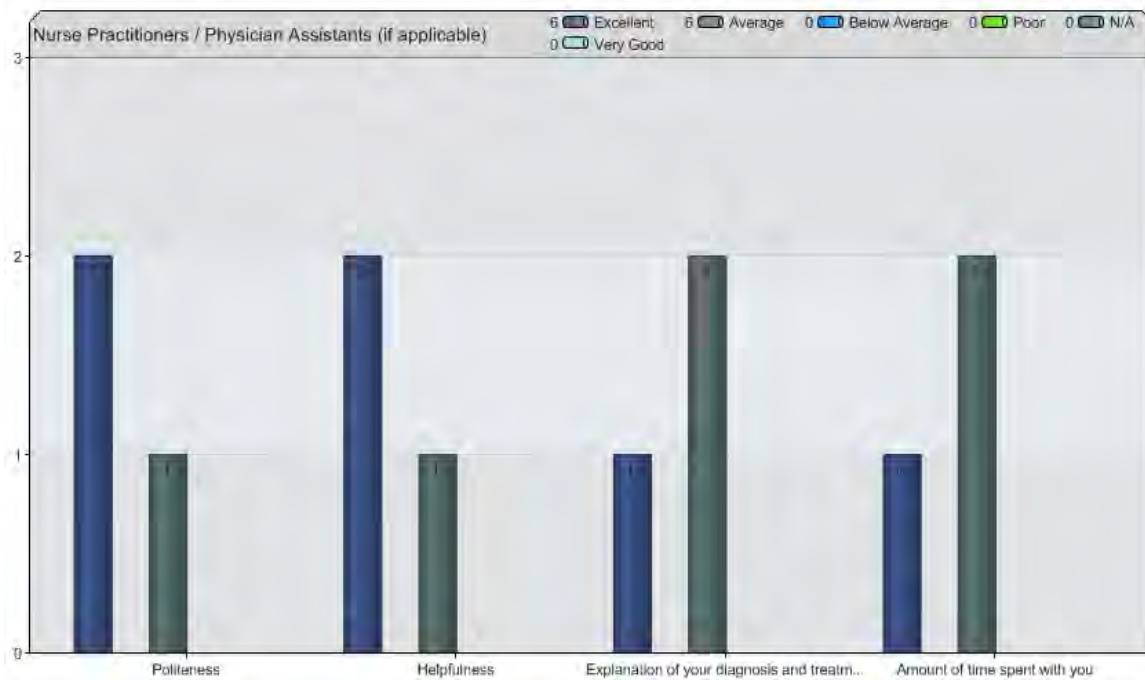
	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	1(33.33%)	2(66.67%)	0(0%)	0(0%)	0(0%)	0(0%)	3
Explanation of Care:	1(33.33%)	2(66.67%)	0(0%)	0(0%)	0(0%)	0(0%)	3
Quality of care:	1(33.33%)	2(66.67%)	0(0%)	0(0%)	0(0%)	0(0%)	3
Total Responded to this question:						3	100%
Total who skipped this question:						0	0%
Total:						3	100%



17. Comments concerning Nursing Staff:		
	Responses	Percent
Responses: 	1	100%
Total Responded to this question:	1	33.33%
Total who skipped this question:	2	66.67%
Total:	3	100%
Graph/Chart function not relevant for this question type.		
17. Comments concerning Nursing Staff:		
Response	Response Text	
1	Walked me through everything	

18. Nurse Practitioners / Physician Assistants (if applicable)

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	2(66.67%)	0(0%)	1(33.33%)	0(0%)	0(0%)	0(0%)	3
Helpfulness:	2(66.67%)	0(0%)	1(33.33%)	0(0%)	0(0%)	0(0%)	3
Explanation of your diagnosis and treatment:	1(33.33%)	0(0%)	2(66.67%)	0(0%)	0(0%)	0(0%)	3
Amount of time spent with you:	1(33.33%)	0(0%)	2(66.67%)	0(0%)	0(0%)	0(0%)	3
Total Responded to this question:						3	100%
Total who skipped this question:						0	0%
Total:						3	100%

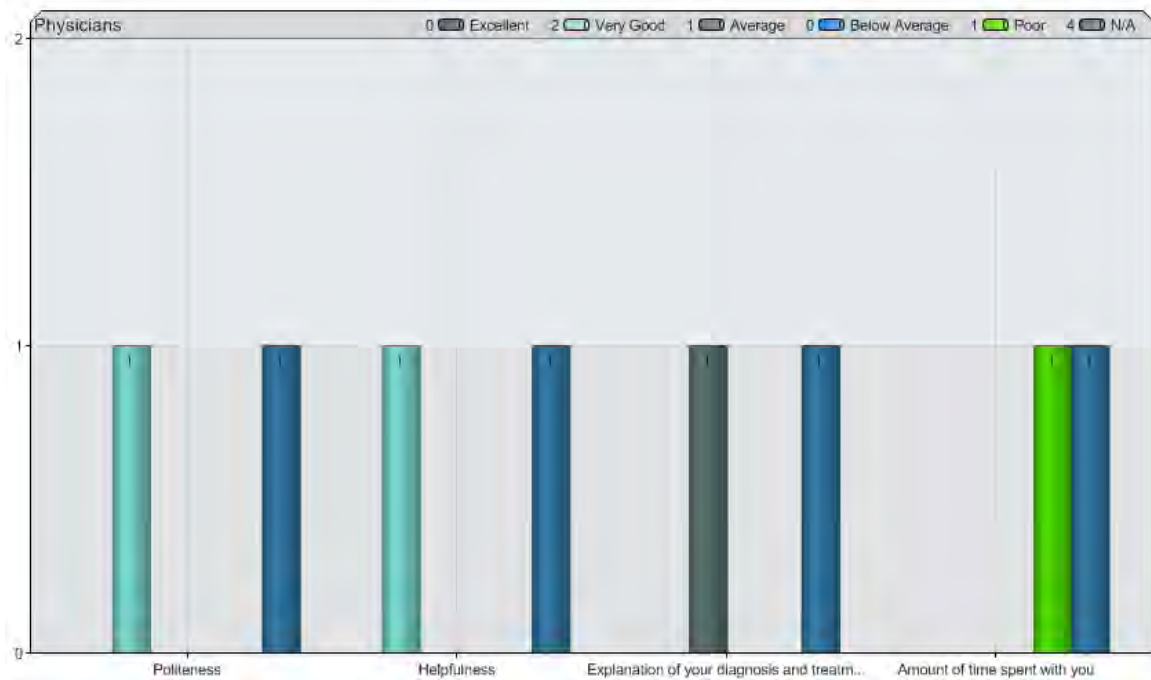


19. Comments concerning the Nurse Practitioners/Physician Assistants):

		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		3	100%
Total:		3	100%
Graph/Chart function not relevant for this question type.			

20. Physicians

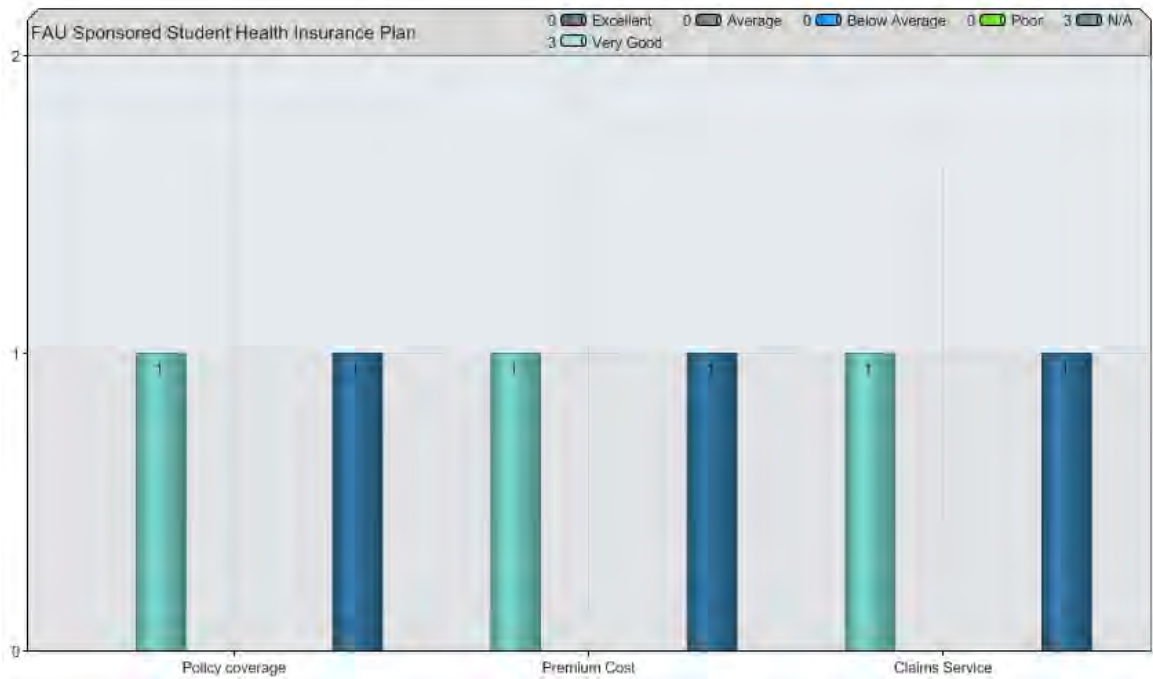
	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	2
Helpfulness:	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	2
Explanation of your diagnosis and treatment:	0(0%)	0(0%)	1(50%)	0(0%)	0(0%)	1(50%)	2
Amount of time spent with you:	0(0%)	0(0%)	0(0%)	0(0%)	1(50%)	1(50%)	2
Total Responded to this question:						2	66.67%
Total who skipped this question:						1	33.33%
Total:						3	100%




21. Comments concerning the Physicians:		
	Responses	Percent
Responses: 	1	100%
Total Responded to this question:	1	33.33%
Total who skipped this question:	2	66.67%
Total:	3	100%
Graph/Chart function not relevant for this question type.		
21. Comments concerning the Physicians:		
Response	Response Text	
1	Very rushed, didn't seem like she wanted to spend much time with me.	

22. FAU Sponsored Student Health Insurance Plan

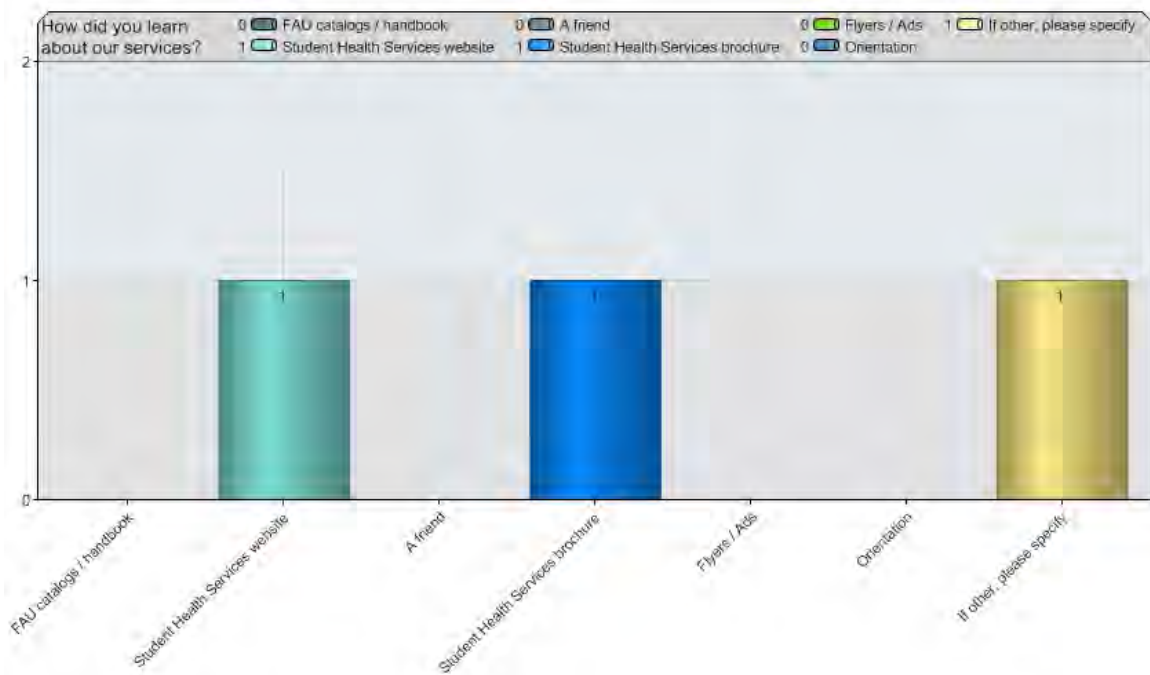
	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Policy coverage:	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	2
Premium Cost:	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	2
Claims Service:	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	2
Total Responded to this question:						2	66.67%
Total who skipped this question:						1	33.33%
Total:						3	100%



23. Comments concerning the FAU Sponsored Student Health Insurance Plan:		
	Responses	Percent
Responses: 	1	100%
Total Responded to this question:	1	33.33%
Total who skipped this question:	2	66.67%
Total:	3	100%
Graph/Chart function not relevant for this question type.		
23. Comments concerning the FAU Sponsored Student Health Insurance Plan:		
Response	Response Text	
1	Why didn't it cover the MMR? It only covered the visit.	

24. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	0	0%
Student Health Services website:	1	33.33%
A friend:	0	0%
Student Health Services brochure:	1	33.33%
Flyers / Ads:	0	0%
Orientation:	0	0%
If other, please specify:	1	33%
Total Responded to this question:		3
Total who skipped this question:		0
Total:		3

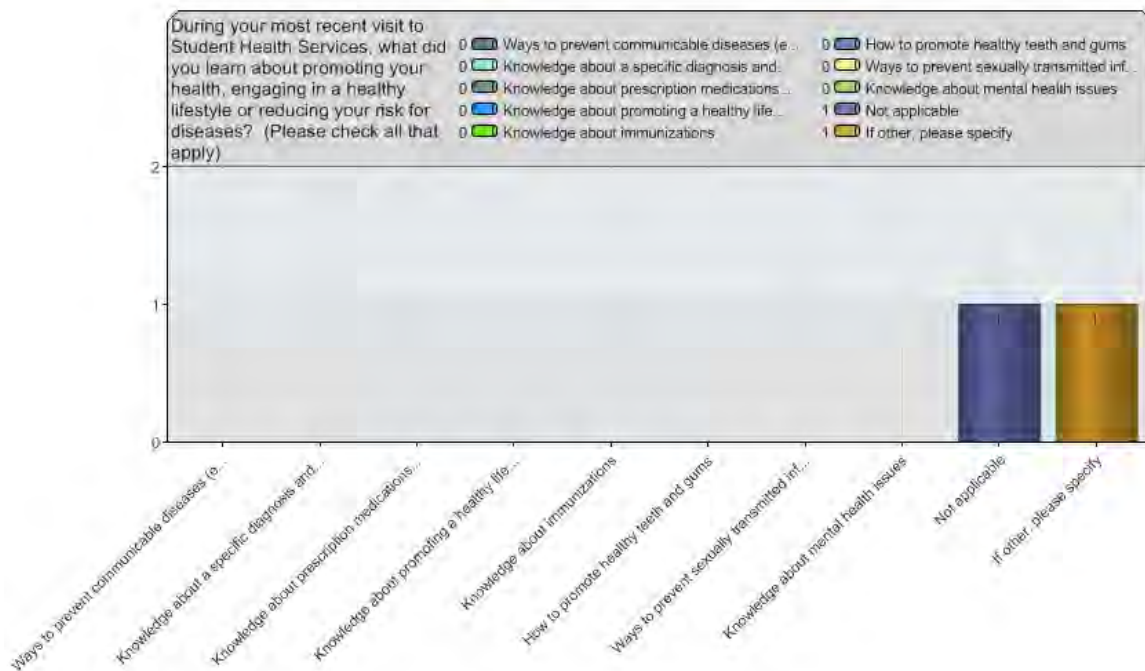


24. How did you learn about our services?

Response	Comments
1	The Hispanic lady at the Treasure Coast campus told me about it.

25. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)






	Responses	Percent
Ways to prevent communicable diseases (e.g. upper respiratory infections, influenza, skin infections, etc.):	0	0%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	0	0%
Knowledge about prescription medications and/or over-the-counter products:	0	0%
Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	0	0%
Knowledge about immunizations:	0	0%
How to promote healthy teeth and gums:	0	0%
Ways to prevent sexually transmitted infections:	0	0%
Knowledge about mental health issues:	0	0%
Not applicable:	1	50%
If other, please specify:	1	50%
Total Responded to this question:		2 66.67%
Total who skipped this question:		1 33.33%
Total:		3 100%

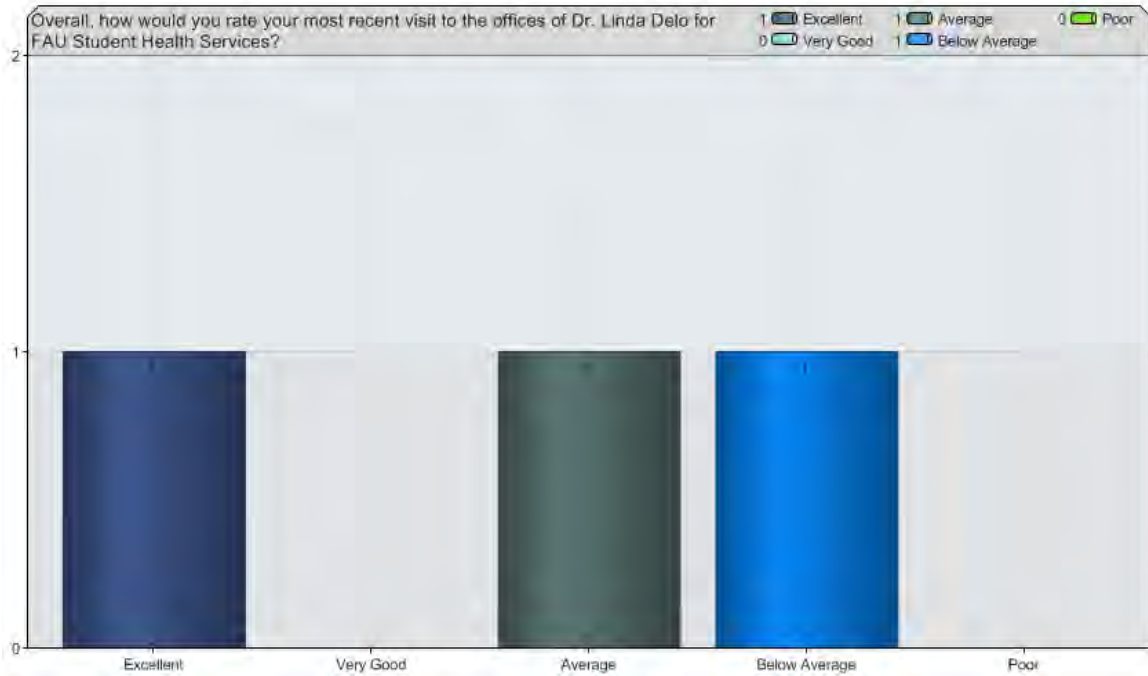


25. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

Response	Comments
1	We talked about none of these.

26. Overall, how would you rate your most recent visit to the offices of Dr. Linda Delo for FAU Student Health Services?

	Responses	Percent
Excellent: 	1	33.33%
Very Good: 	0	0%
Average: 	1	33.33%
Below Average: 	1	33.33%
Poor: 	0	0%
Total Responded to this question:	3	100%
Total who skipped this question:	0	0%
Total:	3	100%



27. Do you have any additional comments or recommendations?

		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		3	100%
Total:		3	100%
Graph/Chart function not relevant for this question type.			

Student Health Services

Provider Utilization

Fiscal Year 2010/2011

Women's Clinic

	<u>2009/2010</u>	<u>2010/2011</u>
July	82	75
August	77	95
September	169	133
October	160	138
November	56	79
December	83	73
January	105	115
February	87	132
March	120	139
April	137	140
May	83	74
June	40	37
YTD Total	1199	1230

RN

	<u>2009/2010</u>	<u>2010/2011</u>
July	228	212
August	374	277
September	141	103
October	133	125
November	370	157
December	201	126
January	157	160
February	80	71
March	112	100
April	195	157
May	169	160
June	67	61
YTD Total	2227	1709

MD

	<u>2009/2010</u>	<u>2010/2011</u>
July	180	136
August	125	139
September	351	210
October	284	246
November	230	256
December	121	95
January	184	200
February	286	158
March	247	188
April	249	250
May	135	113
June	41	71
YTD Total	2433	2062

ARNP

	<u>2009/2010</u>	<u>2010/2011</u>
July	111	154
August	220	222
September	673	568
October	582	448
November	453	420
December	217	188
January	355	388
February	404	475
March	496	455
April	448	397
May	216	199
June	65	42
YTD Total	4240	3956

Dentist

	<u>2009/2010</u>	<u>2010/2011</u>
July	58	73
August	41	57
September	116	132
October	130	109
November	87	104
December	63	53
January	110	90
February	122	110
March	117	81
April	112	117
May	68	72
June	13	35
YTD Total	1037	1033

Hygienist

	<u>2009/2010</u>	<u>2010/2011</u>
July	40	51
August	27	28
September	63	74
October	82	59
November	53	61
December	41	32
January	52	56
February	79	72
March	60	53
April	67	86
May	34	45
June	10	17
YTD Total	608	634

Health Education

	<u>2009/2010</u>	<u>2010/2011</u>
July	0	0
August	0	0
September	0	0
October	0	0
November	0	0
December	0	0
January	0	0
February	0	0
March	0	0
April	0	0
May	0	0
June	0	0
YTD Total	0	0

Jupiter

	<u>2009/2010</u>	<u>2010/2011</u>
July	31	28
August	27	32
September	52	29
October	50	45
November	41	29
December	35	23
January	46	32
February	28	34
March	31	37
April	48	39
May	18	19
June	5	14
YTD Total	412	361

Broward

	<u>2009/2010</u>	<u>2010/2011</u>
July	44	52
August	77	59
September	39	40
October	75	53
November	57	63
December	39	45
January	65	60
February	33	48
March	47	39
April	61	58
May	57	46
June	16	19
YTD Total	610	582

	<u>YTD 2009/2010</u>	<u>YTD 2010/2011</u>
Women's Clinic	1199	1230
RN	2227	1709
MD	2433	2062
ARNP	4240	3956
Dentist	1037	1033
Hygienist	608	634
Health Education	0	0
Jupiter	412	361
Broward	610	582

Florida Atlantic University
Student Health Services
Appointment Actions

Monthly Distributions July 1, 2010 - June 10, 2011

Appt. Action	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total - YTD	% of Appointments
<u>Jupiter Medical Clinic</u>														
Appointments	38	38	53	58	35	27	39	38	39	43	20	17	445	
Encounters	28	30	44	45	29	23	32	34	37	39	19	14	374	84.04%
Cancellations	5	4	4	6	1	3	5	3	0	2	1	1	35	7.87%
No Shows	1	4	5	7	5	1	2	1	2	2	0	2	32	7.19%
<u>Broward Medical Clinic</u>														
Appointments	74	68	50	56	72	49	69	53	45	67	60	21	684	
Encounters	52	55	40	53	63	45	60	48	39	58	46	19	578	84.50%
Cancellations	14	6	8	2	7	4	7	3	6	9	14	2	82	11.99%
No Shows	0	3	2	1	2	0	2	2	0	0	0	0	12	1.75%
<u>Clinic Total</u>														
Appointments	1042	1058	1482	1407	1365	749	1258	1319	1331	1500	882	356	13749	
Encounters	785	868	1295	1229	1177	640	1102	1103	1100	1250	732	299	11580	84.22%
Cancellations	71	78	78	90	87	52	78	103	126	143	87	33	1026	7.46%
No Shows	65	73	109	88	101	57	78	113	105	107	63	24	983	7.15%

Student Health Services Appointments by Gender Fiscal Year 2010/2011

Boca Medical

	<u>Male 2009/2010</u>	<u>Male 2010/2011</u>	<u>Female 2009/2010</u>	<u>Female 2010/2011</u>
July	219	232	335	274
August	420	437	566	606
September	572	362	989	653
October	384	384	684	623
November	423	353	705	672
December	185	199	395	333
January	260	364	522	561
February	374	340	932	545
March	396	402	639	552
April	461	358	882	649
May	478	211	233	416
June	64	95	111	126
YTD Total	4236	3737	6993	6010

Boca Dental

	<u>Male 2009/2010</u>	<u>Male 2010/2011</u>	<u>Female 2009/2010</u>	<u>Female 2010/2011</u>
July	30	45	72	79
August	37	43	32	46
September	65	63	115	160
October	93	57	129	121
November	71	43	71	140
December	35	22	73	69
January	56	66	107	96
February	75	67	141	124
March	64	53	125	91
April	65	91	125	130
May	38	41	69	85
June	4	18	19	37
YTD Total	633	609	1078	1178

Jupiter Medical

	<u>Male 2009/2010</u>	<u>Male 2010/2011</u>	<u>Female 2009/2010</u>	<u>Female 2010/2011</u>
July	4	11	32	17
August	10	12	20	26
September	20	12	35	45
October	14	8	38	52
November	9	14	33	38
December	8	9	28	29
January	11	10	37	37
February	10	10	35	47
March	9	5	34	56
April	15	14	40	36
May	11	11	17	21
June	3	5	2	12
YTD Total	124	121	351	416

Student Health Services Appointments by Gender Fiscal Year 2010/2011

	<u>YTD 2009/2010</u>	<u>YTD 2009/2010</u>
Boca Male	4875	4363
Boca Female	9713	8771
Jupiter Male	124	121
Jupiter Female	351	416
Broward Male	218	195
Broward Female	488	519
Clinic Male Total	5217	4679
Clinic Female Tot:	10552	9706

Student Health Services Appointments by Gender Fiscal Year 2010/2011

Boca Women's Health

	<u>Male 2009/2010</u>	<u>Male 2010/2011</u>	<u>Female 2009/2010</u>	<u>Female 2010/2011</u>
July	0	0	88	75
August	0	1	83	127
September	0	1	198	161
October	1	4	173	184
November	1	0	60	108
December	0	1	90	101
January	0	3	138	153
February	0	1	154	167
March	2	1	257	187
April	0	2	221	175
May	2	2	140	94
June	0	1	40	51
YTD Total	6	17	1642	1583

Boca Health Ed

	<u>Male 2009/2010</u>	<u>Male 2010/2011</u>	<u>Female 2009/2010</u>	<u>Female 2010/2011</u>
July	0	0	0	0
August	0	0	0	0
September	0	0	0	0
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0
April	0	0	0	0
May	0	0	0	0
June	0	0	0	0
YTD Total	0	0	0	0

Broward Medical

	<u>Male 2009/2010</u>	<u>Male 2010/2011</u>	<u>Female 2009/2010</u>	<u>Female 2010/2011</u>
July	17	19	56	33
August	38	32	64	24
September	7	10	36	41
October	17	15	62	56
November	16	13	41	69
December	12	18	29	41
January	22	18	48	49
February	10	18	36	45
March	13	12	40	41
April	21	18	46	58
May	37	18	22	44
June	8	4	8	18
YTD Total	218	195	488	519

**Student Health Services
Appointments by Gender
Fiscal Year 2010/2011**

Student Health Services Appointments by Ethnicity Fiscal Year to Date 2010/2011

<u>Boca Medical</u>	<u>2009/2010</u>	<u>2010/2011</u>
Asian or Pacific Islander	439	234
Black	1582	991
Hispanic	1710	1022
American Indian/ Alaskan Native	57	16
White	6008	3260
Not Indicated	101	168
Non Resident Alien	140	76
Blank	1225	3122

<u>Boca Women's Health</u>	<u>2009/2010</u>	<u>2010/2011</u>
Asian or Pacific Islander	72	61
Black	356	257
Hispanic	281	241
American Indian/ Alaskan Native	3	0
White	831	673
Not Indicated	22	33
Non Resident Alien	19	9
Blank	79	381

<u>Boca Dental</u>	<u>2009/2010</u>	<u>2010/2011</u>
Asian or Pacific Islander	107	78
Black	309	384
Hispanic	294	337
American Indian/ Alaskan Native	2	12
White	871	823
Not Indicated	8	27
Non Resident Alien	33	33
Blank	88	384

<u>Boca Health Ed</u>	<u>2009/2010</u>	<u>2010/2011</u>
Asian or Pacific Islander	0	0
Black	0	0
Hispanic	0	0
American Indian/ Alaskan Native	0	0
White	0	0
Not Indicated	0	0
Non Resident Alien	0	0
Blank	0	0

<u>Jupiter Medical</u>	<u>2009/2010</u>	<u>2010/2011</u>
Asian or Pacific Islander	11	2
Black	38	27
Hispanic	38	43
American Indian/ Alaskan Native	0	0
White	303	181
Not Indicated	8	6
Non Resident Alien	0	0
Blank	79	180

<u>Broward Medical</u>	<u>2009/2010</u>	<u>2010/2011</u>
Asian or Pacific Islander	24	18
Black	160	85
Hispanic	121	89
American Indian/ Alaskan Native	0	1
White	157	96
Not Indicated	11	13
Non Resident Alien	2	2
Blank	234	356

<u>Clinic Totals</u>	<u>2009/2010</u>	<u>2010/2011</u>
Asian or Pacific Islander	653	393
Black	2445	1744
Hispanic	2444	1732
American Indian/ Alaskan Native	221	160
White	8170	5033
Not Indicated	150	247
Non Resident Alien	194	120
Blank	1705	4423

Student Health Services Appointments by International Fiscal Year to Date 2010/2011

Boca Medical

	<u>2009/2010</u>	<u>2010/2011</u>
International Students	787	1080
Domestic Students	9514	6682
Blank	495	280

Boca Women's Health

	<u>2009/2010</u>	<u>2010/2011</u>
International Students	136	189
Domestic Students	1424	1255
Blank	30	15

Boca Dental

	<u>2009/2010</u>	<u>2010/2011</u>
International Students	159	353
Domestic Students	1394	1544
Blank	27	15

Boca Health Ed

	<u>2009/2010</u>	<u>2010/2011</u>
International Students	0	0
Domestic Students	0	0
Blank	0	0

Jupiter Medical

	<u>2009/2010</u>	<u>2010/2011</u>
International Students	24	56
Domestic Students	426	342
Blank	9	2

Broward Medical

	<u>2009/2010</u>	<u>2010/2011</u>
International Students	39	115
Domestic Students	590	452
Blank	7	13

Clinic Totals

	<u>2009/2010</u>	<u>2010/2011</u>
International Students	1145	1793
Domestic Students	13348	10275
Blank	568	325

Florida Atlantic University
Student Health Services
Non-Registered Immunizations/Titers
Fiscal Year 2010/2011

Immunization	Code	YTD 2009/2010	YTD 2010/2011	% Change
MMR	90707	337	199	-40.95%
Hepatitis B	90744	4	3	-25.00%
Meningitis	90734	8	2	-75.00%
Total		<hr/> 349	<hr/> 204	<hr/> -41.55%

Lab Test	Code	YTD 2009/2010	YTD 2009/2010	% Change
Rubeola Titer	86765	967	667	-31.02%
Rubella Titer	86762	739	510	-30.99%
Hep B Blood Test	86706	7	0	-100.00%
Total		<hr/> 1713	<hr/> 1177	<hr/> -31.29%

**Student Health Services
Misc Appointment Statistics
Fiscal Year 2010/2011**

Same - Day Appointments

	<u>2009/2010</u>	<u>2010/2011</u>
July	385	395
August	476	494
September	728	542
October	675	584
November	615	581
December	357	266
January	511	520
February	543	420
March	635	408
April	624	471
May	434	316
June	127	119
YTD Total	6110	5116
YTD Average	509	426

Same - Day Appointments

(Unique Patients)

	<u>2009/2010</u>	<u>2010/2011</u>
July	349	355
August	440	475
September	669	480
October	593	536
November	572	540
December	326	249
January	477	488
February	490	387
March	559	374
April	557	441
May	687	294
June	123	112
YTD Total	5842	4731
YTD Average	487	394

Student Health Services Time Reports Fiscal Year 2010/2011

Total In Clinic Time

	<u>2009/2010</u>	<u>2010/2011</u>
July	0:32:31	0:33:25
August	0:34:43	0:51:28
September	0:41:20	0:49:46
October	0:38:36	0:47:15
November	0:35:47	0:46:22
December	0:36:27	0:44:22
January	0:37:48	0:46:34
February	0:41:09	0:46:11
March	0:37:37	0:47:55
April	0:36:31	0:48:10
May	0:33:15	0:45:13
June	0:44:08	0:46:52
Average	0:37:29	0:46:08

Wait for Bill Time

	<u>2009/2010</u>	<u>2010/2011</u>
July	0:02:55	0:03:26
August	0:04:13	0:11:53
September	0:04:36	0:06:32
October	0:02:41	0:07:42
November	0:04:46	0:06:00
December	0:04:02	0:05:56
January	0:04:07	0:05:43
February	0:04:35	0:06:25
March	0:04:15	0:06:37
April	0:03:28	0:06:34
May	0:02:59	0:05:15
June	0:07:28	0:05:36
Average	0:04:10	0:06:28

Wait for Call In

	<u>2009/2010</u>	<u>2010/2011</u>
July	0:06:01	0:06:46
August	0:09:40	0:11:32
September	0:09:49	0:08:59
October	0:07:42	0:07:59
November	0:08:12	0:08:31
December	0:07:16	0:09:29
January	0:08:26	0:10:42
February	0:07:28	0:08:04
March	0:06:58	0:08:11
April	0:06:30	0:08:52
May	0:06:21	0:10:21
June	0:16:06	0:09:40
Average	0:08:22	0:09:06

**Student Health Services
Time Reports
Fiscal Year 2010/2011**

**Florida Atlantic University
Student Health Services
Immunization Statistics
Fiscal Year 2010/2011**

Vaccine	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Total
Tdap	8	5	12	7	5	3	8	6	6	25	5		90
Influenza	0	3	25	68	32	17	5	4	2	2	0		158
Hepatitis B	6	5	6	2	4	2	3	5	3	8	6		50
HPV	7	1	6	7	8	7	3	2	5	5	4	2	57
HPV (No Charge)	5	8	8	15	8	7	13	7	4	18	10	3	106
Menengitis	2	2	3	0	2	2	0	1	3	3	1	2	21
MMR	58	68	16	16	36	30	37	12	11	26	29	5	344
Pneumonia									1				1
Total	86	92	76	115	95	68	69	37	35	87	55	12	827

Student Health Services **HIV Testing**

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Totals - YTD
HIV Test - Charge		3	5	6	5	7	6	7	4	7	5		55
HIV Screen (Oral) - Charge		8	11	14	11	8	14	13	17	16	19		131
HIV Test - No Charge		1	8	4	9	2	1	3	0	6	2		36
HIV Screen (Oral) - No Charge													0

YTD

Boca

HIV Test - Charge
HIV Screen (Oral) - Charge
HIV Test - No Charge
HIV Screen (Oral) - No Charge

Jupiter

HIV Test - Charge
HIV Screen (Oral) - Charge
HIV Test - No Charge
HIV Screen (Oral) - No Charge

Broward

HIV Test - Charge
HIV Screen (Oral) - Charge
HIV Test - No Charge
HIV Screen (Oral) - No Charge



Student Health Services
Division of Student Affairs
 777 Glades Road, SS-8W 240
 Boca Raton, FL 33431
 Tel: 561.297.3512
 Fax: 561.297.0494
www.fau.edu/shs

APPENDIX I
Budget Summary

Claim on Cash Balances of Health, Counseling and Wellness Funds as of 14-JUN-2011:

Description	Index/Fund Codes	Cash Balance
SHS Treasure Coast	K03400/TR4034	\$76,137.89
SHS Boca Raton	S03000/STI403	\$3,546,157.35
SHS Boca Raton (reserve)	S03001/ST4030	\$1,700,311.84
Jupiter Counseling	J05200/JP4052	\$33,275.93
SHS Jupiter	J03200/JP4032	\$17,296.12
SHS Davie	T03100/BR4031	\$765,445.46
Davie Counseling	T05100/BR4051	\$0.00
Boca Raton Counseling	S05000/ST4050	\$60,222.59
Ropes – Boca	S02402/STDAXI	\$18,186.58
ALL – TOTAL		\$6,217,033.76

Budget Status (Current Period)
As of 13-JUNE-2011

FUND: *STI403* Student Health-Boca indirect chrgs
PRED ORG: *S4030* Student Health-Lvl 4
ORG: *S03000* Student Health Services

Account	Account Title	Year To Date Activity
1066	Fall-Health Fees	\$ 12.66
1067	Spring-Health Fees	\$ 2,339,438.27
1070	Prior Year-Health Fees	\$ 197.64
1166	Fall-Health Fees-2008,2010,2012	\$ 2,432,523.85
1168	Sum 1/2-Health Fees-2008,2010,2012	\$ (1,198.08)
1169	Sum 3-Health Fees-2008,2010,2012	\$ 234,729.43
1266	Fall-Health Fees-09,11,13	\$ 1,725,903.78
1268	Summer 1/2-Health Fees-09,11,13	\$ 670,241.17
1269	Summer 3-Health Fees-09,11,13	\$ 314,505.55
5672	Visitors Fee	\$ 3,599.00
		\$ 7,719,953.27

Budget Status (Current Period)
As of 13-JUNE-2011

FUND: *ST1403* Student Health-Boca indirect charges
PRED ORG: *S4030* Student Health-Level 4
ORG: *S03000* Student Health Services

Account	Title		YTD Activity
40037	Dental Fee for Service	\$	119,832.03
40038	Medical Fee for Service	\$	229,759.68
40053	Pharmacy Fee for Service	\$	395,005.16
		\$	744,596.87

DENTAL SERVICES BALANCE SHEET FY-11 (01JUL10-30JUN10)

<i>Description (account #)</i>	<i>Revenue/(Expense)</i>
Fee-for-Service Gross Revenue	\$121,000.00
Dentist Salary	(\$63,200.00)
Hygienist #1 Salary	(\$37,860.00)
Hygienist #2 Salary	(\$17,780.00)
Telephone Service	(\$1,080.00)
Consumable Dental Supplies	(\$7,319.00)
Consumable Medical Supplies	(\$410.00)
Equipment Repair	(\$380.00)
Medication Prescribing License for Dentist	(\$100.00)
Administrative Overhead on Expenses of 7.02%	(\$8,994.66)
NET Profit/(Loss)	(\$16,124)

PHARMACY SERVICES BALANCE SHEET FY-11 (01JUL10-14JUN10)	
<i>Description (account #)</i>	
Margin/Profit on Sale of Prescription Medication (Q1)	\$24,851.00
Margin/Profit on Sale of Prescription Medication (Q2)	\$31,739.00
Margin/Profit on Sale of Prescription Medication (Q3)	\$34,351.00
Margin/Profit on Sale of Prescription Medication (Q4)	\$24,533.00
Guaranteed Returns Compensation*	\$18,761.39
OTC Profits for Year	\$129,924.00
Postage Charges	(\$225.00)
Pharmacist #1 Salary	(\$95,000.00)
Pharmacist #1 Benefits	(\$29,450.00)
Pharmacy Technician Salary	(\$24,500.00)
Pharmacy Technician Benefits	(\$9,555.00)
Employment Agency Temp Pharmacists	(\$22,350.00)
Information Technology Services (claims processing)	(\$2,575.00)
QS1 Software Support	(\$6,879.00)
Liability Insurance (ZURICH)	(\$1,236.00)
Media Highway Rx Writer License	(\$7,250.00)
Consumable Pharmacy Supplies	(\$3,627.00)
Non Consumable Pharmacy Supplies	(\$1,575.00)
Pharmacy Telephones/Fax	(\$2,583.00)
Crystalline Water LLC	(\$580.00)
Alarm & Credit Card Phone Lines	(\$12,255.00)
Credit Card Overhead	(\$3,775.00)
Administrative Overhead on Expenses of 7.02%	(\$15,569.00)
NET Revenue/(NET Loss)	\$25,175.39

* Reflects pending payments

FLORIDA ATLANTIC UNIVERSITY
AUXILIARY SERVICES POSITION BUDGET 2010-2011

INDEX #	EMP TYPE	POSN #	CLASS	NAME	FTE	RATE	SALARY	BENEFIT	TOTAL S/B	FUND	ORGN
S03000	AMP	981471	0D	DUNBAR, R.	1	69138	69,138	21,433	90,571	STI403	S03000
S03000	AMP	981988	0D	D. SPECIALE	1	68000	68,000	21,080	89,080	STI403	S03000
S03000	AMP	990009	0D	ADAMS, G.	1	45858	45,858	14,216	60,074	STI403	S03000
S03000	AMP	990866	0D	GRISWOLD, D.	1	74511	74,511	23,098	97,609	STI403	S03000
S03000	AMP	991017	0D	BECKWITH, J.	1	38110	38,110	11,814	49,924	STI403	S03000
S03000	AMP	991692	0D	FRY, L.	1	72420	72,420	22,450	94,870	STI403	S03000
S03000	AMP	992226	0D	WALLACE, C.	1	89592	89,592	27,774	117,366	STI403	S03000
S03000	AMP	992615	0D	DASH, S.	1	67620	67,620	20,962	88,582	STI403	S03000
S03000	AMP	992285	0D	UNFILLED	1	31070	31,070	9,632	40,702	STI403	S03000
S03000	AMP	992626	0D	C. APPLYS-CHIS	1	95000	95,000	29,450	124,450	STI403	S03000
S03000	AMP	992627	0D	DE JUNCO, L.	1	34989	34,989	10,846	45,835	STI403	S03000
T03100	AMP	980567	0D	R.McCarthy	1	73130	73,130	22,670	95,800	BR4031	T03100
T03100	AMP	980773	UA	UNFILLED	1	72001	72,001	22,320	94,321	BR4031	T03100
J03200	AMP	991532	0D	M. Nelson	1	66819	66,819	20,714	87,533	JP4032	J03200
					14						
S03000	FAC	981984	0A	UNFILLED	0.4	0	-	-	0		
S03000	FAC	992623	0A	PORFIRI, C.	0.8	102089	102,089	28,585	130,674	STI403	S03000
					1.2						
S03000	SP	992874	RU	UNFILLED	0	0	-	-	0	STI403	S03000
S03000	SP	981515	0H	S. DIEUJUSTE	1	24500	24,500	9,555	34,055	STI403	S03000
S03000	SP	990029	0H	ALMOND, S.	1	50627	50,627	19,744	70,371	STI403	S03000
S03000	SP	990361	0H	CHA, L.	1	26267	26,267	10,244	36,511	STI403	S03000
S03000	SP	990560	0H	SANTAGATA, C.	1	26267	26,267	10,244	36,511	STI403	S03000
S03000	SP	990566	0H	T. DRUMMOND	1	26006	26,006	10,142	36,148	STI403	S03000
S03000	SP	990723	0H	BROWN, U.	1	26009	26,009	10,144	36,153	STI403	S03000
S03000	SP	991476	0H	MOON, P.	0.8	43761	43,761	17,067	60,828	STI403	S03000
S03000	SP	991726	0H	RAY, K.	1	53394	53,394	20,824	74,218	STI403	S03000
S03000	SP	991764	0H	AUSTER, L.	1	26262	26,262	10,242	36,504	STI403	S03000
S03000	SP	991955	0H	NEWMAN, A.	1	50787	50,787	19,807	70,594	STI403	S03000
S03000	SP	992294	0H	WILLIAMS, C.	1	31552	31,552	12,305	43,857	STI403	S03000
T03100	SP	980378	0H	I. BILLINGSLEA	1	23230	23,230	9,060	32,290	BR4031	T03100
T03100	SP	980762	0H	UNFILLED	1	16012	16,012	6,245	22,257	BR4031	T03100
J03200	SP	980358	0H	K. GARBACZ	1	20374	20,374	7,946	28,320	JP4032	J03200
J03200	SP	991827	0H	D.RUDOLPH	1	20250	20,250	7,898	28,148	JP4032	J03200
					14.8						
Total Index					30	1,465,645	1,465,645	488,511	1,954,156		