



---

FLORIDA ATLANTIC  
UNIVERSITY

Student Health Services  
Division of Student Affairs

**STUDENT HEALTH SERVICES**

**ANNUAL REPORT**

**2012-2013**

**STUDENT HEALTH SERVICES  
ANNUAL REPORT  
2012-2013**

**TABLE OF CONTENTS**

I.	Department Mission, Vision, Core Values .....	1
II.	Organizational Chart and List of Staff Members .....	3
III.	Signature Accomplishments for 2012-2013 .....	5
IV.	Goals and Objectives for 2012-2013 .....	9
V.	How Major Accomplishments Advance the University and Student Affairs Strategic Plans .....	10
VI.	Relevant Data That Demonstrates Goals/Accomplishments and the Advancement of the Strategic Plan .....	11
VII.	Goals for 2013-14 .....	11
VIII.	Budget Summary Supporting Goals for 2013-14 .....	13
IX.	Assessment Update .....	14
X.	Contributions to the University, Division and Professional Committees, Initiatives and Projects .....	14
XI.	2012-2013 Student Health Services Executive Summary .....	17

Appendices

A	FAU Pharmacy Customer Satisfaction Survey
B	Boca SHS Satisfaction Survey
C	Jupiter SHS Satisfaction Survey
D	Broward SHS Satisfaction Survey
E	Treasure Coast Contracted Provider Satisfaction Survey
F	Relevant Data/Statistics

**STUDENT HEALTH SERVICES  
ANNUAL REPORT  
2012 – 2013**

**I. Department Mission, Vision, Core Values**

**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**

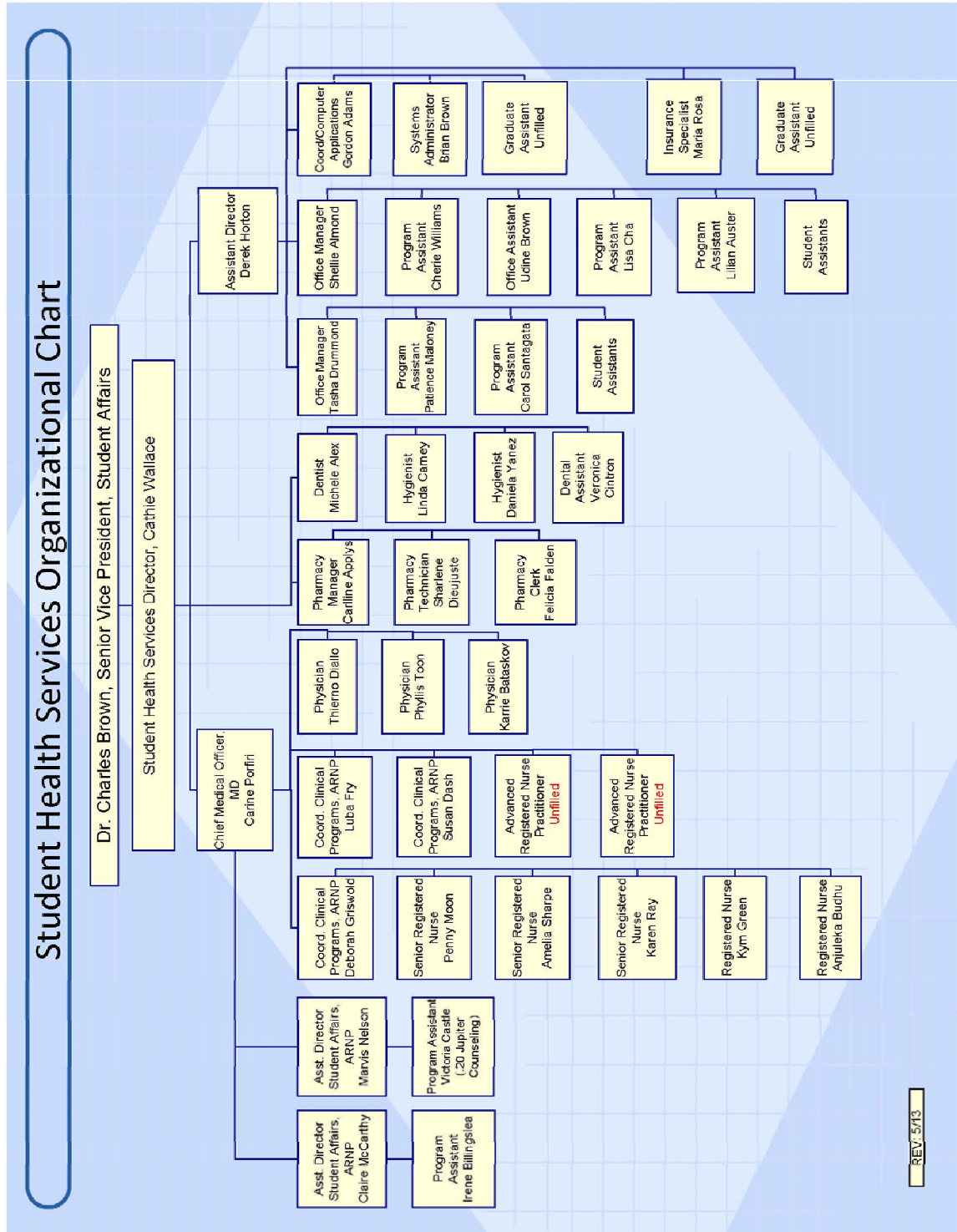
Student Health Services will be an outstanding resource committed to meeting the changing health and wellness needs of the university community.

**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.
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.

## II. Organizational Chart and List of Staff Members



**FLORIDA ATLANTIC UNIVERSITY STUDENT HEALTH SERVICES  
STAFF MEMBERS**

July 1, 2013

Boca Campus Clinic

Adams, Gordon (Coordinator/Computer Applications)

Alex, Michele (Dentist)

Almond, Shellie (Office Manager)

Applys, Carline (Pharmacy Manager)

Auster, Lilian (Program Assistant)

Bataskov, Karrie (Physician)

Brown, Brian (Systems Administrator)

Brown, Udine (Office Assistant)

Budhu, Anjuleka (Registered Nurse)

Carney, Linda (Hygienist)

Cha, Lisa (Program Assistant)

Cintron, Veronica (Dental Assistant)

Dash, Susan (Coordinator/Clinical Programs)

Diallo, Thierno (Physician)

Dieujuste, Sharlene (Pharmacy Technician)

Drummond, Tasha (Front Desk Supervisor)

Falden, Felicia (Pharmacy Clerk)

Fry, Luba (Coordinator/Clinical Programs)

Green, Kim (Registered Nurse)

Griswold, Deborah (Coordinator/Clinical Programs)

Horton, Derek (Assistant Director)

Maloney, Patience (Program Assistant)

Moon, Penny (Senior RN)

Porfiri, Carine (Chief Medical Officer)

Ray, Karen (Senior RN)

Rosa, Maria (Insurance Specialist)

Santagata, Carol (Program Assistant)

Sharpe, Amelia (Senior RN)

Toon, Phyllis (Physician)

Wallace, Cathie (Director)

Williams, Cherie (Program Assistant)

Yanez, Daniela (Hygienist)

Broward Campus Clinic

Billingsley, Irene (Program Assistant)

McCarthy, R. Claire (Assistant Director)

Jupiter Campus Clinic

Nelson, Marvis (Assistant Director)

Castle, Victoria (Program Assistant)

### III. Signature Accomplishments for 2012-2013

Campus clinic	2010-11		2011-12		2012-13	
	Total visits	Unduplicated headcount/ students served	Total visits	Unduplicated headcount/ students served	Total visits	Unduplicated headcount/ students served
Boca	11,266	6,282	11,225	6,358	11,376	6,418
Broward	629	468	603	483	539	418
Jupiter	396	241	402	250	291	188
Treasure Coast (off campus contracted)	25	10	23	7	17	5
Totals	12,316	7,211	12,253	7,098	12,223	7,029

#### All Campuses: Major Accomplishments

- In February 2013, SHS received its initial three-year national accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).
- SHS contracted with a third party insurance billing company and hired a part-time insurance specialist to facilitate third party billing. Staff training has begun on all new billing processes.
- For the first time, SHS provided influenza vaccine to students on all campuses at no additional cost. Six hundred sixty-four (664) doses were provided, a 600% increase over last year when students were charged.
- This was the second year the SHS secure web portal was utilized, allowing clinicians to send 2,802 secure messages, including laboratory/other diagnostic test results, to patients, a 277% increase over last year. To date, 2,025 patients have registered to utilize the web portal, an increase of 275% over last year. The web-portal appointment feature was expanded to all campuses this year. Select dental appointments will be added in 2013-14.
- Of 385 student respondents, 87% ranked their most recent visit as “very good” to “excellent” on student satisfaction surveys for Jupiter, Broward, Boca and Treasure Coast services. Of patients who responded to a

learning outcome question/survey this year, 82% were able to identify one health item they learned during their most recent SHS clinic visit.

- The unduplicated headcount utilization for all on-campus and contracted health services was 23% of the entire student population.
- The SHS website had 150,610 page views by 19,796 site visitors. Unique site visitors were up 25% over last year; page views were up 11%.
- Immunization Office staff manually input data for 53,000 student immunizations.
- Insurance compliance and MM hold clearance were performed for 650 international students, up 4% over last year.
- Provision of immunizations of all types (except influenza) to registered students increased 6% this year.
- Over one thousand (1,000) pounds of food and toiletry items were collected university wide during the annual Have-a-Heart Food Drive benefiting community agencies that provide services to persons living with HIV/AIDS: COMPASS in West Palm Beach, the Poverello Center in Broward and Project Response in the Treasure Coast. This is a significant increase of 67% over last year.

#### **All Campuses: Other Highlights**

- A university-wide committee, including students, reviewed 2013-2014 student health insurance plan proposals, including an SUS Student Insurance Consortium proposal. The current underwriter, UnitedHealthcare, was chosen to provide two separate plans for 2013-14: 1) for international students, a twofold increase in benefit coverage at essentially the same premium as last year, and 2) for domestic students, a fivefold increase in benefit coverage at a 65% higher premium than last year. Both plans meet the new requirements of the Affordable Care Act. The SHS Director participated in the SUS Student Insurance Work Group this year.
- We serve our diverse student body at all three campus clinics: 69% of visits were by women and 31% by men; of students who identified their ethnicity, 60% of visits were by white students, 22% by black, 18% by Hispanic, 6.5% by Asian and <1% by American Indian students. International students had over 1,700 visits this year.
- “Same Day” appointments (students seen the same day as they requested to be seen) made up 42% of all clinic visits. The average time a student spent per visit in our clinics was 49 minutes, down 8% over last year.
- Prior to registration, non-registered prospective students received 120 immunizations, down 33% over last year due to more students coming to



FAU with required immunizations in place. SHS provided 1,552 blood titers for this group to assess immunity.

- One hundred fifty-eight (158) HIV antibody tests were provided in all three clinics, 30% at no charge to students through our State HIV testing contract.

### **Boca Campus:**

- Pharmacy:

The FAU Pharmacy filled 11,188 prescriptions, a 4.9% increase over last year. 79.5% of filled prescriptions were for commuter students, 16% for residential students, up 57% over last year; 2.4% for student athletes; 0.25% for residential student athletes. 0.95% of Rx's were for faculty/staff and 0.86% for community individuals/others. 39.6% of prescription sales were filled under insurance, including 15.4% under the FAU student insurance plan. 60.4% of prescriptions were not covered by insurance; those students received a discount. Year-end balance was a net gain of \$1,513 for a positive balance three years in a row. Our Pharmacy Manager served as a Clinical Preceptor for the pharmacy intern program at Nova Southeastern University (NSU). A Pharmacy marketing video was created and utilized by Owl TV.

Several pharmacy audits, including Medco, State, FAU and internal quarterly audits were successfully completed this year. A year-end full inventory count of 403 over-the-counter and 464 prescription items (total 867 items) was performed on June 29, 2013. No discrepancies were found in controlled medications. All discrepancies in other drugs and over-the-counter items were resolved, with a grand total audit difference of +\$193.87.

In this year's Pharmacy Satisfaction Survey (N-52), 86% of responders reported customer service as excellent or very good; 88% reported medication prices were what was expected or lower, up 4% over last year; 84% rated staff politeness and professionalism very good to excellent; 96% would recommend the FAU Pharmacy to others; 39% were uninsured. (See [Appendix A](#) for further details.)

- Registered Nurse visits were up 28%.
- There were 1,526 total visits to the Dental Clinic (dentist and dental hygienists), up 2% over last year, despite increased marketing efforts. Five hundred ninety-three (593) students received dental services. Visits to the Dentist were up 4%. A "new dental patient" promotion in April netted 29 new dental patients who received free bitewing x-rays. A dental video was created and utilized by Owl TV. The Dental Clinic year-end net negative balance of -\$3,192 included \$18,500 support from student health

fees. Health fee support was reduced 53% from last year's support of \$39,558.

- Our Student Satisfaction survey (N-278) of Boca SHS patients had the following highlights for students who answered specific questions:  
80% identified one health-related learning outcome from their most recent SHS visit, up 5% over last year;  
96% waited less than 10 minutes to be seen by a provider for their appointment;  
96% 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”;  
95% rated their most recent visit to SHS as “very good” to “excellent”;  
94% said availability of appointments was “very good” to “excellent”;  
99% would recommend our services to other students;  
98% stated they received prompt service from our reception staff; and  
42% reported they were uninsured, up 43% over last year. (See [Appendix B](#) for further details.)
- The Student Health Advisory Council (S.H.A.C.), comprised of all student members, continued its advisory work for its seventh year, holding seven meetings. SHAC sponsored a table/game at the October Wellness Expo and Safer Spring Break festival, held outreach events in the Breezeway promoting SHS services and co-sponsored Gore Gallery and the FAU Pharmacy “Prescription Drug Abuse” presentation with AMSA (FAU pre-med student group). The SHAC president served on the Student Health Insurance Committee.

### **Jupiter:**

- This campus clinic provided 291 visits for medical/women's healthcare, a 28% decrease over last year. This was despite a campus enrollment increase of 7%.
- In a student satisfaction survey (N-51) of students who used this, 100% indicated their most recent clinic visit was “very good” to “excellent”; 94% said availability of appointments was “very good” to “excellent”, up 9% over last year; 26% were uninsured, down 52% over last year. 88% identified one health-related learning outcome during their most recent visit to SHS. (See [Appendix C](#) for further details.)
- Jupiter staff provided walk-in BMI/BP readings, HIV testing support, participated in trainings, Honors College (HC) open houses, move-in and freshman/family orientations; Transfer Expo, AIDS food drive, midnight breakfasts, homecoming, Student Affairs Day and Luna Fest. They collaborated with Housing and Residential Life, providing sexual health

and alcohol displays, and assisted a Resident Assistant to develop a self-screening program. Several Safety Month displays were presented.

#### **Broward:**

- Davie SHS provided 539 primary care visits, a decrease of 11% over last year, serving 418 unduplicated students. Of note: Broward campuses' enrollment decreased 6% this year.
- In a student satisfaction survey (N-55), 100% indicated their most recent clinic visit at SHS Davie was "very good" to "excellent"; 99% said their diagnosis and treatment was "very good" to "excellent"; 69% were uninsured, up 8% over last year. 90% identified one health-related learning outcome during their most recent visit to SHS. (See [Appendix D](#) for further details.)
- Collaboration with other departments allowed staff to participate in transfer orientations, Weeks of Welcome events, tabling for Student Affairs Day and "Movember" event, Condom Bingo, HIV testing, presentation at a Breast Cancer Awareness Tea, among other health and wellness outreach programs. Co-hosted a Self-Help Fair with Counseling and Psychological Services.

#### **Treasure Coast:**

- Linda Delo, D.O., the Treasure Coast contracted health care provider, provided 17 medical office visits, down 26% over last year, for five (5) individual students. In a student satisfaction survey (N-2) of students who used this service, one responder rated the most recent visit as "very good" and one rated the visit as "poor", with explanation of diagnosis and treatment rated as "Excellent" and "below average". Fifty percent (50%) were uninsured. (See [Appendix E](#) for further details.)

### **IV. Goals and Objectives for 2012-2013**

**Goal 1.** Develop and implement a third party insurance billing process. **In Process.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

**Goal 2.** Implement self-appointment scheduling by students for select appointments via the SHS secure web portal for all three SHS clinics. **Achieved.** Supporting FAU Strategic Plan Goal 1.E.1, and Student Affairs Strategic Plan Goal 1.A.

**Goal 3.** Increase the number of on-campus student clinic visits at Jupiter SHS and Davie SHS by 2%. **Not Achieved.** Supporting FAU Strategic Plan Goal 1.A and Student Affairs Strategic Plan Goal 1.A.

**Goal 4.** SHS will become accredited by the Association of Ambulatory Health Care, Inc. (AAAHHC). **Achieved.** Supporting FAU Strategic Plan Goal 1.E.3 and Student Affairs Strategic Plan Goal 1 A.

**Goal 5.** Provide influenza vaccine in all clinics at no additional charge beginning Fall 2012 (while vaccine supply lasts). **Achieved.** Supporting FAU Strategic Plan Goal 1.A and Student Affairs Strategic Plan Goal 1.A.

**Goal 6.** Increase utilization and fiscal efficiencies of Dental Clinic as demonstrated by: a) increase in dental clinic visits by 5% over last year and b) Dental Clinic year-end balance sheet will demonstrate no deficits. **Partially Achieved.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

**Goal 7.** Ninety percent (90%) of patients who respond to a learning outcome question will be able to articulate at least one item they learned during their most recent clinic visit. **Substantially Achieved.** 86% were able to articulate at least one learning outcome. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

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

2013 AAAHC accreditation: National accreditation and external review for programs and services ensures we comply with national/professional/operational/performance standards, supporting FAU Strategic Plan Goal 1.E.3 and Student Affairs Strategic Plan Goal 1.A.

Student health services are provided in support of the University's Strategic Plan, Goal 1.E.1, providing services that contribute to the retention and academic success of students and promote campus life. Our services also support Student Affairs Strategic Plan Goal 1.A by supporting students' learning and development. Keeping students healthy keeps them in class and allows them to become and stay academically successful.

Our spring student satisfaction surveys, incorporating the assessment of student learning outcomes, and two other student learning outcome studies (hand hygiene and influenza) this year, support FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A. We assess student health needs and student learning to create SHS programs and services that enrich student development and learning while at FAU.

Student Health Services satisfaction survey data indicate: a) 95% 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 rated their most recent visit “very good” to “excellent”, supporting FAU Strategic Plan Goal 1.E.2: Assess student satisfaction with programs and service, and similarly supports Student Affairs Goal 1.A

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

(See [Appendix F](#) for relevant data.)

## **VII. Goals for 2013-14**

**Goal 1.** Finalize the implementation of third party insurance billing process. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

**Goal 2.** Increase by 10% the number of students who register to use the SHS secure web portal. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

**Goal 3.** Increase the number of on-campus clinic visits at Jupiter SHS and Davie SHS by 2%. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

**Goal 4.** Increase by 10% the number of doses of influenza vaccine provided to students at no additional charge (while vaccine supply lasts). Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

**Goal 5.** Increase utilization and fiscal efficiencies of Dental Clinic as demonstrated by:  
a) increase in dental visits by 5% over last year; and  
b) Dental Clinic year-end balance sheet will demonstrate no deficits.  
Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A and Goal IV.

**Goal 6.** Eighty-five percent (85%) of patients who respond to a learning outcome question will be able to articulate at least one item they learned during their most recent clinic visit. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

**Goal 7.** Create a Student Health Services marketing video. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

**Goal 8.** Increase utilization and fiscal efficiencies of the FAU Pharmacy as demonstrated by increasing by 5% the average number of prescriptions filled per month over last year. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A and Goal IV.

## VIII. Budget Summary Supporting Goals for 2012-13

### Florida Atlantic University Student Health Services - Student Affairs 2012-2013 Fiscal Year (Est.)

	Medical - Boca	Dental - Boca	Pharmacy - Boca	Wellness - Boca	Immunization - Boca	Administration - Boca	Jupiter	Treasure Coast	Davie	Reserve
Est. Beg Fund Bal						(\$1,553,945)	\$97,554	\$49,999	\$96,922	\$7,843,006
Revenue	\$253,958	\$115,890	\$432,925	\$0	\$0	\$6,484,827	\$7,203	\$0	\$17,902	\$0
Transfers In	\$974,704	\$18,500	\$66,164	\$283,308	\$82,318	\$1,553,945	\$188,859	\$12,617	\$198,589	\$870,760
Salary & Benefits	\$619,703	\$0	\$159,333	\$175,609	\$72,619	\$648,508	\$130,325	\$0	\$125,645	\$0
Other Personal Services	\$161,706	\$117,722	\$5,909	\$44,669	\$0	\$24,691	\$0	\$0	\$0	\$0
Expenses	\$300,931	\$9,444	\$294,207	\$49,246	\$5,371	\$177,041	\$14,312	\$715	\$44,640	\$0
Transfers Out	\$78,870	\$10,416	\$38,127	\$18,575	\$5,378	\$4,738,923	\$51,904	\$11,901	\$45,710	\$1,553,945
Net Income / (Loss)	\$67,451	(\$3,192)	\$1,513	(\$4,791)	(\$1,050)	\$2,449,609	(\$479)	\$1	\$496	(\$683,185)
Est. End Fund Bal						\$895,664	\$97,075	\$50,000	\$97,418	\$7,159,820

### Florida Atlantic University Student Health Services - Student Affairs 2013-2014 Operating Budget

	Medical - Boca	Dental - Boca	Pharmacy - Boca	Wellness - Boca	Immunization - Boca	Administration - Boca	Jupiter	Treasure Coast	Davie	Reserve
Est. Beg Fund Bal	\$0	\$0	\$0	\$0	\$0	\$895,664	\$97,075	\$50,000	\$97,418	\$7,159,820
Revenue	\$275,167	\$210,912	\$593,011	\$0	\$0	\$6,515,719	\$9,228	\$0	\$21,159	\$0
Transfers In	\$1,048,226	\$0	\$0	\$398,473	\$80,820	\$0	\$176,809	\$1,311	\$250,846	\$1,115,822
Salary & Benefits	\$625,257	\$0	\$168,370	\$180,600	\$71,965	\$786,661	\$144,073	\$0	\$169,378	\$0
Other Personal Services	\$290,227	\$188,577	\$27,275	\$109,070	\$0	\$22,483	\$0	\$0	\$0	\$0
Expenses	\$347,334	\$10,281	\$363,478	\$91,753	\$5,397	\$333,298	\$19,197	\$1,255	\$75,020	\$101,350
Transfers Out	\$60,575	\$12,054	\$33,888	\$17,050	\$3,458	\$5,319,171	\$7,436	\$56	\$27,607	\$4,530
Net Income / (Loss)	\$0	\$0	\$0	\$0	\$0	\$54,106	\$15,331	\$0	\$0	\$1,009,942
Est. End Fund Bal	\$0	\$0	\$0	\$0	\$0	\$949,770	\$112,406	\$50,000	\$97,418	\$8,169,762

During fiscal year 2013, Student Health Services maintained healthy fund balances for all campuses. SHS was able to effectively counter revenue shortages with reductions in expenses that did not adversely impact the quality of the services offered to our students. Revenue for the Dental Clinic was neutral compared to last year, while expenses were reduced slightly. The FAU Pharmacy was able to employ additional staff to improve workflow during peaks hours as well as improve overall customer satisfaction. The Medical Clinic was able to offer a significant number of free flu shots compared to prior year. Revenue and expenses for the Immunization Office remained neutral compared to last year.

## **IX. Assessment Update**

Four hundred seventy-nine (479) students/patients participated in three learning outcome studies this year: 1) Hand Hygiene, 2) Influenza, and 3) Learning Outcome During a Clinic Visit.

- 1) Hand Hygiene Assessment: 93.6% of participants received a score of 80% or above on the post-test Hand Hygiene Assessment Tool.
- 2) Influenza Assessment: 97.9% of participants received a score of 75% or above on the post-test Influenza Assessment Tool.
- 3) Satisfaction Survey Learning Outcome Assessment: Of 384 patients who responded to a learning outcome question/survey this year, 82% were able to identify one health item they learned during their most recent SHS clinic visit.

Other SHS Quality Management Improvement studies completed this year:

- 1) Staff Satisfaction Survey
- 2) Patients Referred/Transferred to Emergency Rooms Study
- 3) Evaluation and Monitoring of Dental Products for Sale
- 4) Subpoena Checklist Review

## **X. Contributions to the University, Division and Professional Committees, Initiatives and Projects**

SHS staff have participated in the following during 2012-13:

### ***University:***

BOG/State Legislative/SUS Committees regarding student insurance consortium and insurance billing, member (i.e. SUS Student Insurance Work Group)  
FAU Self Insurance Plan, Council member  
Athletics Insurance Committee, member  
Safety Committee, member  
Safety Month Planning Committee, members (Boca, Jupiter)  
Boca Campus Safety Fair, Chair  
Safety Month events  
Admissions Review Board, member  
Admissions Open Houses/Campus Days, staffed table  
Title IX Committee, member  
Honors College Visit Days  
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, FAU Team members  
College of Nursing, Keep Memories Alive Walk, participant  
Late Night Breakfasts, Boca and Jupiter



Orientations for freshmen, transfers, graduate, parents and Honors College  
Homecoming activities/department decorating and parade  
Weeks of Welcome events  
Wellness/Health Promotion events (e.g. CPR classes, BMI/BP checks, Luna Fest, HIV testing, breast cancer awareness, etc.)  
Broward/Jupiter Achievement Awards  
FAU Service awards, 1 staff/15 year award, 3 staff/ 10 year awards, 3 staff/5 year awards; 1 awards ceremony volunteer  
Jupiter Sustainability Committee, member  
Campus of Difference training, multiple staff attended  
FAU Stewardship Initiative  
Co-sponsored Kukes Foundation Social Anxiety program

***Divisional:***

Student Affairs Retreats, members  
Student Affairs Days, three campuses  
Strategic Planning Sub-Committee  
Orientation Committee  
Weeks of Welcome Committee/activities  
Club Fest  
Healthy Owls Team, Chair  
Student Health Insurance Committee, Chair, members  
OSD Johnson Scholarship Committee, member  
Student Crisis Awareness Committee, member  
Exceptional Circumstances Withdrawal Committee, members  
Medical Advisory Committee, member  
Student Health Advisory Council, Advisor  
23<sup>rd</sup> Annual FAU Wellness Triathlon, volunteers  
Housing/Residential Life, support for programs  
Health Fairs/Expo (Boca, Broward, Jupiter)  
Career Fairs (Boca)  
Broward: lunch and learns, wellness topics, “Movember” event  
Student Government elections volunteers  
Search Committees: Chair: CAPS Associate Director, Boca  
Jupiter Recreational Advisory Committee, member  
Student Affairs Student Employee Gathering  
Hazing Prevention Summit, staff attended  
Veterans Institute, staff attended  
Safer Spring Break Festival, Boca

***Professional:***

American College Health Association (ACHA), members, conference  
presider

Florida College Health Nurses Association, By-laws Chair

Florida College Health Alliance (SUS SHS directors)

Southern College Health Association regional conference

Florida Nurses Association/American Nurses Association, members

American College of Nurse Practitioners, member

American Academy of Nurse Practitioners, members

Broward Nurse Practitioner Council, member

American Academy of Family Physicians, member

American Board of Family Medicine, Diplomat

Affiliate Assistant Professor, FAU Charles E. Schmidt College of  
Medicine

American Academy of Family Physicians, Physician's Proficiency  
Testing Program, Clinical Microscopy Certification, three  
providers

## **X. 2012-2013 Student Health Services Executive Summary**

### **Accomplishments**

- In February 2013, Student Health Services received an initial three-year national accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).
- Twelve thousand two hundred and twenty-three (12,223) patient visits were provided across all clinics for 7,029 students or 23% of the entire FAU student population, remaining neutral from last year.
- Registered Nurse visits were up 28%.
- SHS provided 664 doses of influenza vaccine to students on all campuses at no additional cost, a 600% increase over last year.
- Of 385 student respondents, 87% ranked their most recent visit as “very good” to “excellent” on student satisfaction surveys for Jupiter, Broward, Boca and Treasure Coast services.
- Of 384 patients who responded to a learning outcome question/survey this year, 82% were able to identify one health item they learned during their most recent SHS clinic visit.
- SHS provided clinical services to SHS website page views of 150,610 were up 11% this year; 19,796 people visited our site, up 25% over last year.
- Two thousand and twenty-five (2,025) students registered to utilize the SHS secure web portal for patient communication, an increase of 275% over last year. Students may now make specific clinic appointments on-line for all three clinics. Students were sent 2,802 secure web portal messages containing their protected health information.
- Over one thousand (1,000) pounds of food and toiletry items were collected university wide during the annual Have-a-Heart Food Drive benefiting community agencies that provide services to persons living with HIV/AIDS. This is a significant increase of 67% over last year.

### **Major Challenges**

- Implementation of third party insurance billing process
- Marketing health services to all students on all campuses to improve utilization of services
- Year-end balance (net loss) for the Dental Clinic.

### **Goals and Objectives for 2013-2014**

- Goal 1.** Finalize the implementation of third party insurance billing process. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.
- Goal 2.** Increase by 10% the number of students who register to use the SHS secure web portal. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

- Goal 3.** Increase the number of on-campus clinic visits at Jupiter SHS and Davie SHS by 2%. Supporting FAU Strategic Plan Goal 1E.1 and Student Affairs Strategic Plan Goal 1.A.
- Goal 4.** Increase by 10% the number of doses of influenza vaccine provided to students at no additional charge (while vaccine supply lasts). Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.
- Goal 5.** Increase utilization and fiscal efficiencies of Dental Clinic as demonstrated by:
- a) increase in dental visits by 5% over last year; and
  - b) Dental Clinic year-end balance sheet will demonstrate no deficits.
- Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A and Goal IV.
- Goal 6.** Eighty-five percent (85%) of patients who respond to a learning outcome question will be able to articulate at least one item they learned during their most recent clinic visit. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.
- Goal 7.** Create a Student Health Services marketing video. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.
- Goal 8.** Increase utilization and fiscal efficiencies of the FAU Pharmacy as demonstrated by increasing by 5% the average number of prescriptions filled per month over last year. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A and Goal IV.



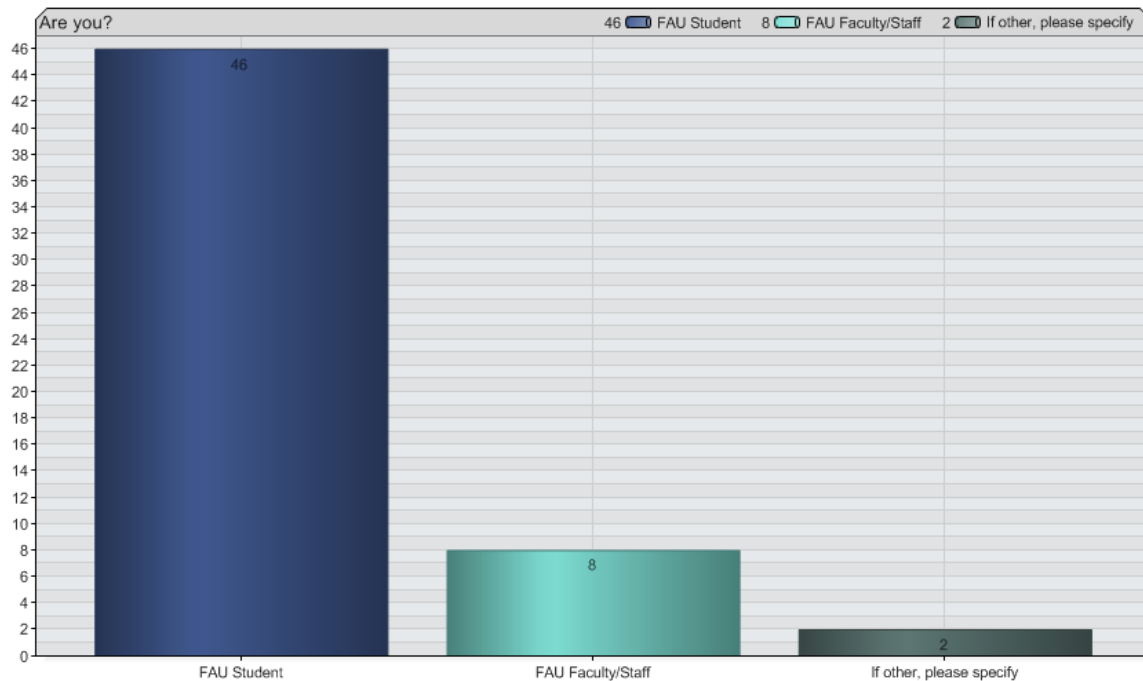
**Survey: Pharmacy Customer Satisfaction Survey 2013**

**Report: Default Report**

Survey Status		Respondent Statistics	Points Summary
Status:	Closed	Total Responses: 54	No Points Questions used in this survey.
Deploy Date:	01/22/2013	Completes: 53	
Closed Date:		Partials: 1	

**1. Are you?**

	Responses	Percent
FAU Student:	46	85.19%
FAU Faculty/Staff:	8	14.81%
If other, please specify:	2	3%
Total Responded to this question:	54	100%
Total who skipped this question:	0	0%
Total:	54	100%

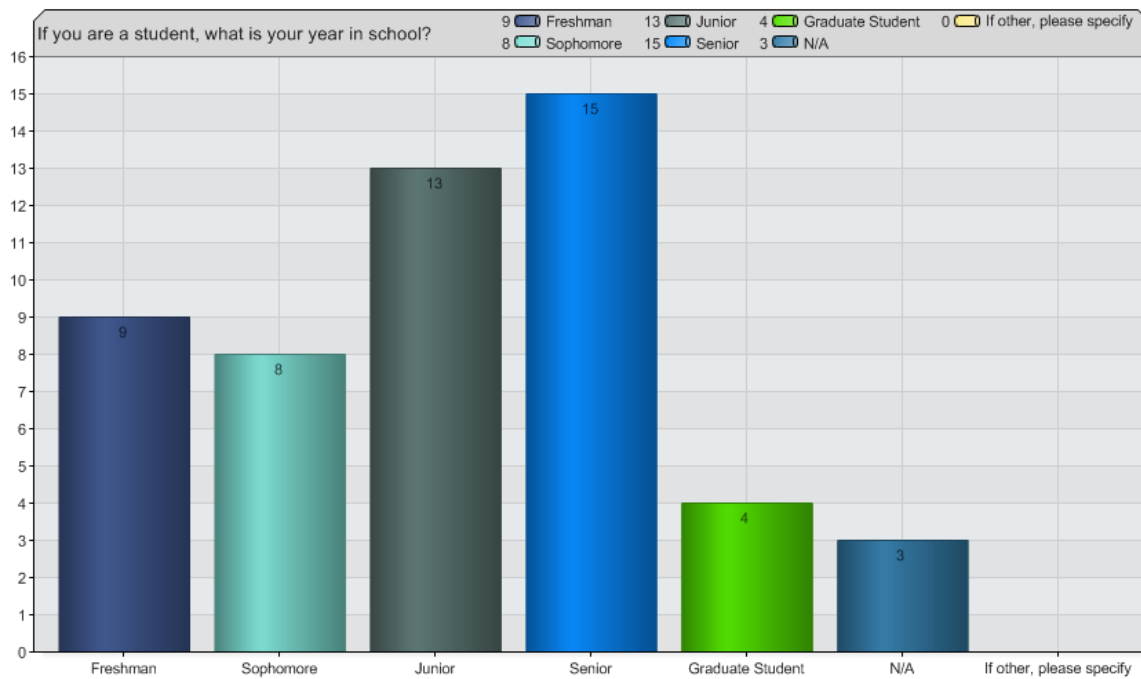


**1. Are you?**

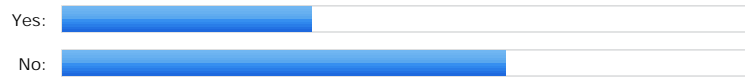
Response	Comments
1	student worker
2	visiting

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

	Responses	Percent
Freshman: <input type="text"/>	9	17.31%
Sophomore: <input type="text"/>	8	15.38%
Junior: <input type="text"/>	13	25%
Senior: <input type="text"/>	15	28.85%
Graduate Student: <input type="text"/>	4	7.69%
N/A: <input type="text"/>	3	5.77%
If other, please specify: <input type="text"/>	0	0%
Total Responded to this question:		52
Total who skipped this question:		2
Total:		54
		96.3%
		3.7%
		100%



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



	Responses	Percent
--	-----------	---------

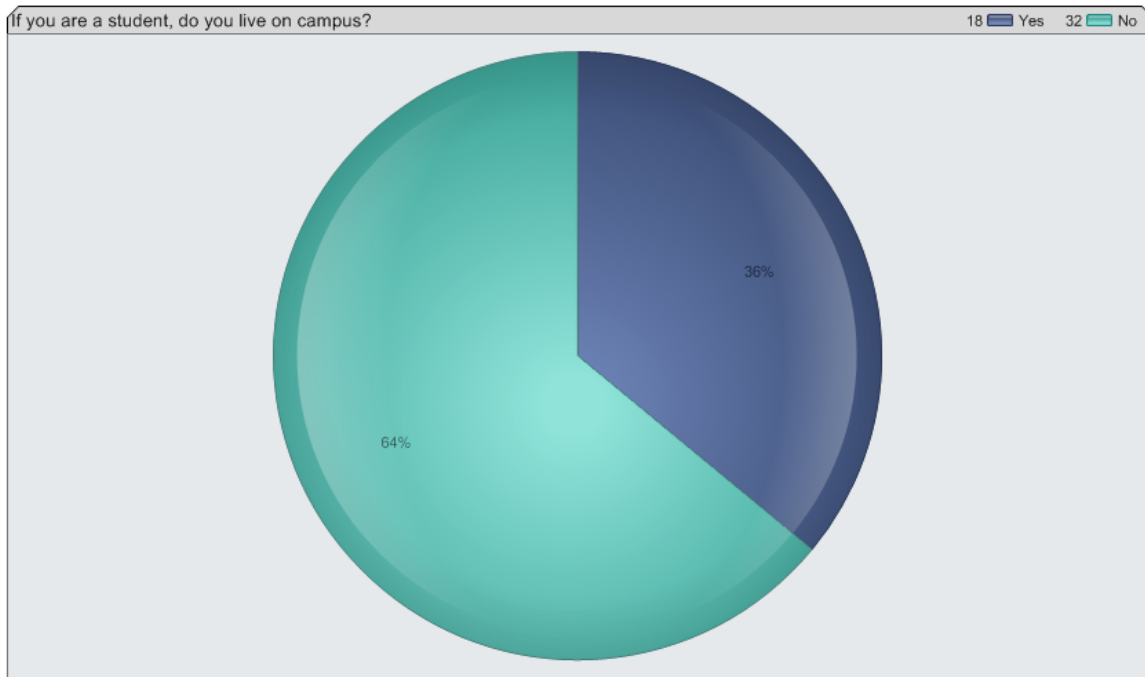
Yes:	18	36%
------	----	-----

No:	32	64%
-----	----	-----

Total Responded to this question:	50	92.59%
-----------------------------------	----	--------

Total who skipped this question:	4	7.41%
----------------------------------	---	-------

Total:	54	100%
--------	----	------



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

Yes:



33

62.26%

No:



20

37.74%

Total Responded to this question:

53

98.15%

Total who skipped this question:

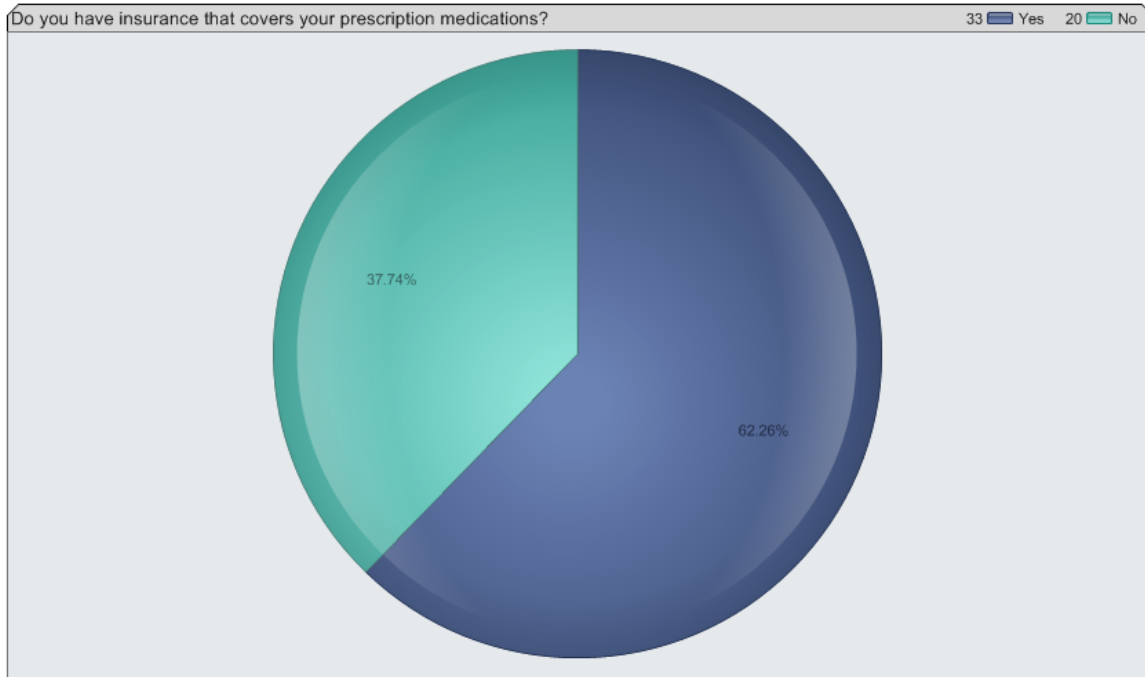
1

1.85%

Total:

54

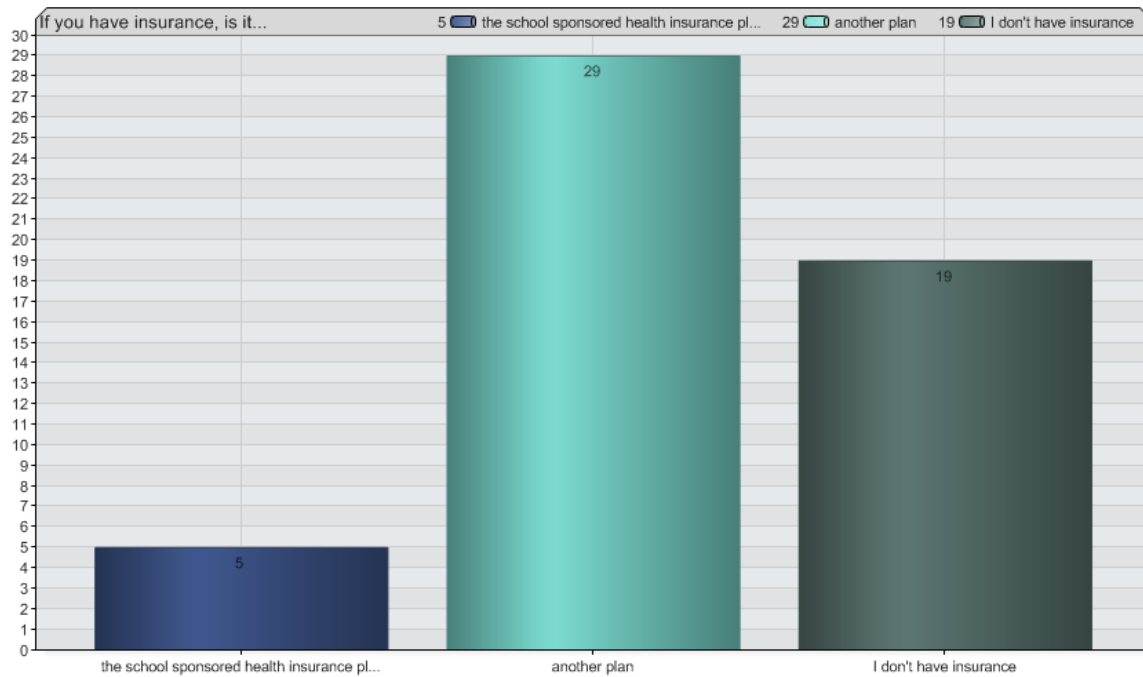
100%





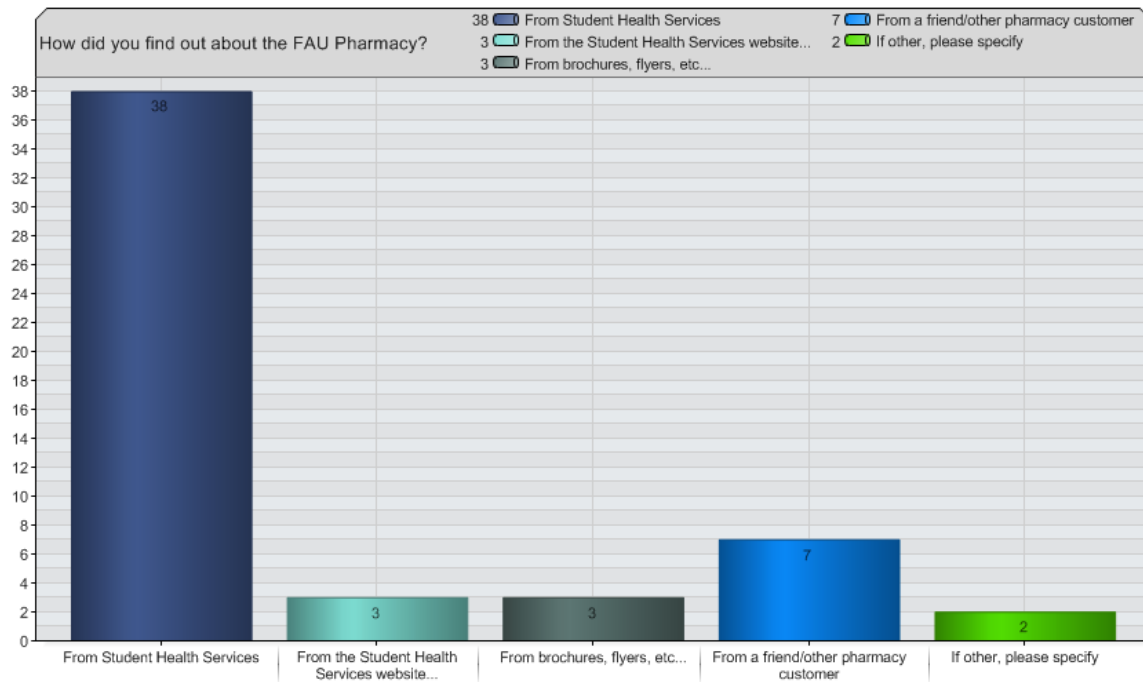
### 5. If you have insurance, is it...

	Responses	Percent
the school sponsored health insurance plan:	5	9.43%
another plan:	29	54.72%
I don't have insurance:	19	35.85%
Total Responded to this question:	53	98.15%
Total who skipped this question:	1	1.85%
Total:	54	100%



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


	Responses	Percent
From Student Health Services:	38	71.7%
From the Student Health Services website:	3	5.66%
From brochures, flyers, etc...:	3	5.66%
From a friend/other pharmacy customer:	7	13.21%
If other, please specify:	2	3.77%
Total Responded to this question:	53	98.15%
Total who skipped this question:	1	1.85%
Total:	54	100%

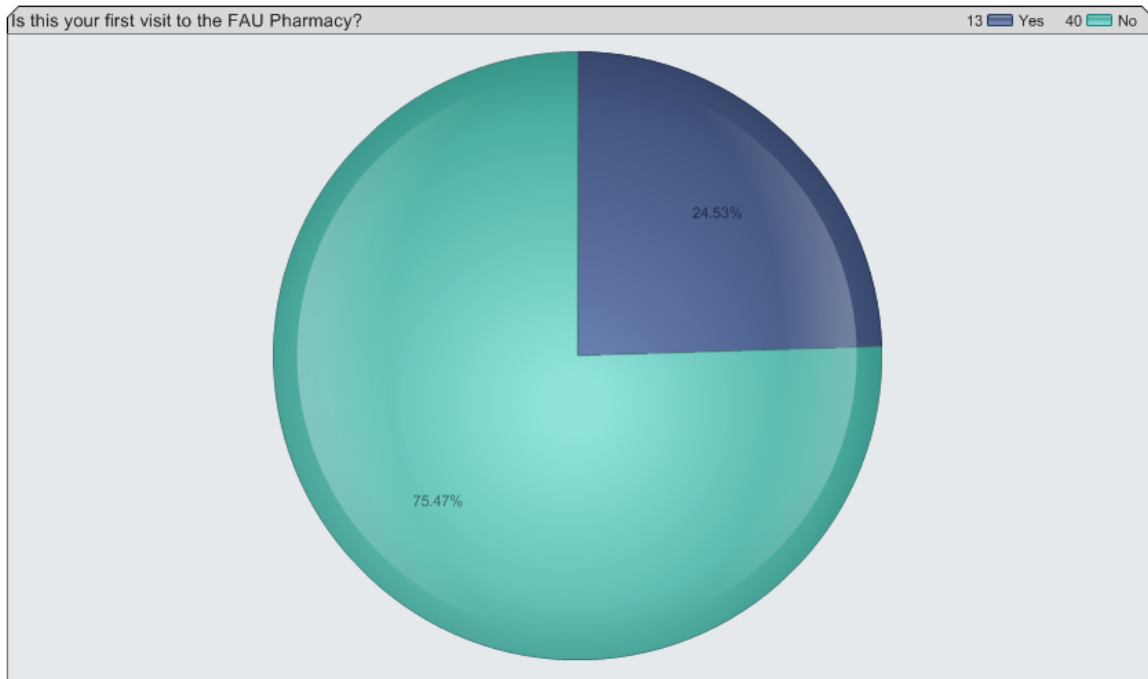


## 6. How did you find out about the FAU Pharmacy?



Response	Comments
1	employee
2	close to office

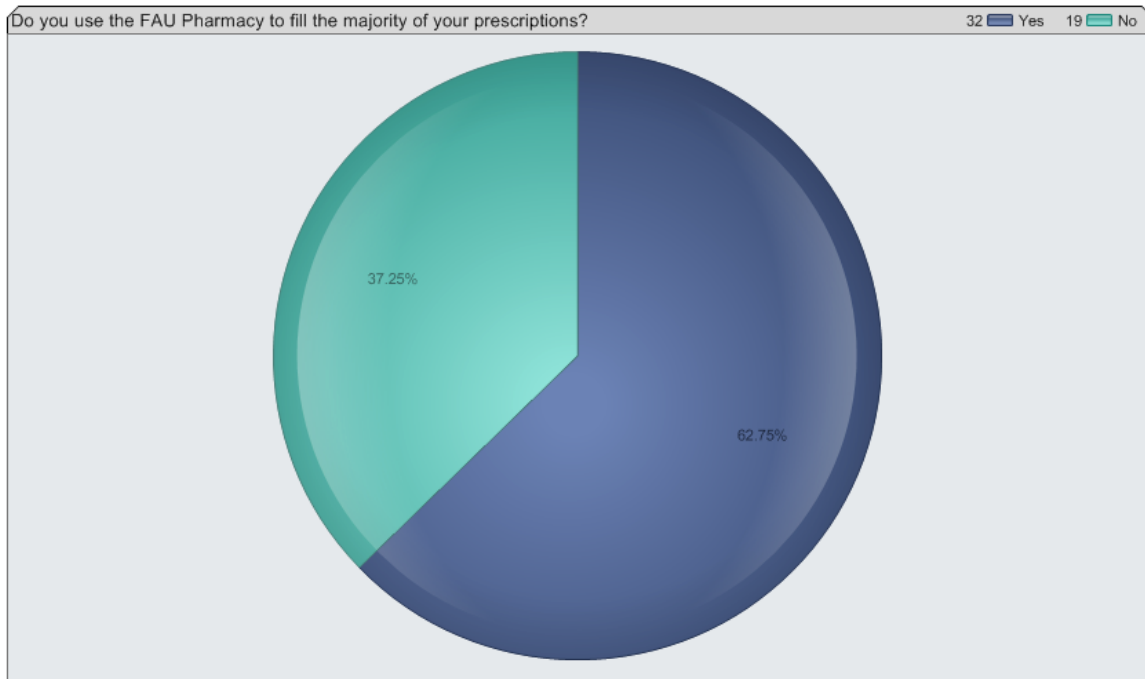
### 7. Is this your first visit to the FAU Pharmacy?

	Responses	Percent
Yes: 	13	24.53%
No: 	40	75.47%
Total Responded to this question:	53	98.15%
Total who skipped this question:	1	1.85%
Total:	54	100%



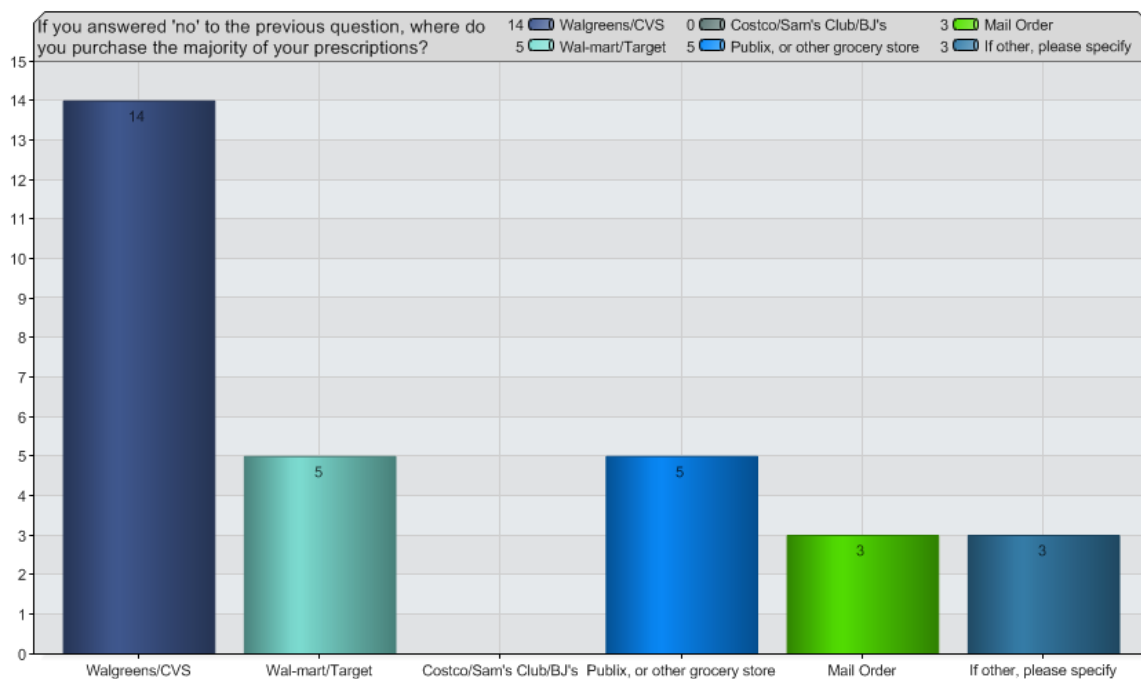
8. Do you use the FAU Pharmacy to fill the majority of your prescriptions?

	Responses	Percent
Yes: 	32	62.75%
No: 	19	37.25%
Total Responded to this question:	51	94.44%
Total who skipped this question:	3	5.56%
Total:	54	100%



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

	Responses	Percent
Walgreens/CVS:	14	46.67%
Wal-mart/Target:	5	16.67%
Costco/Sam's Club/BJ's:	0	0%
Publix, or other grocery store:	5	16.67%
Mail Order:	3	10%
If other, please specify:	3	10%
Total Responded to this question:	30	55.56%
Total who skipped this question:	24	44.44%
Total:	54	100%

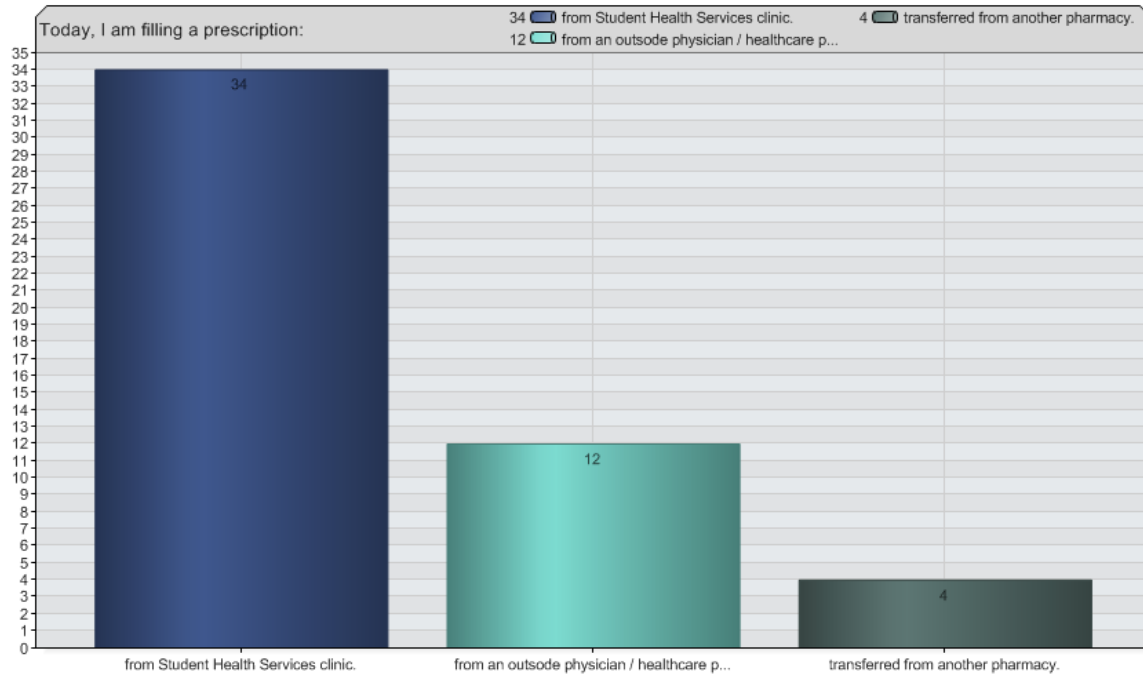


9. If you answered 'no' to the previous question, where do you purchase the majority of your prescriptions?



Response	Comments
1	no other
2	I use the FAU clinic
3	I dont

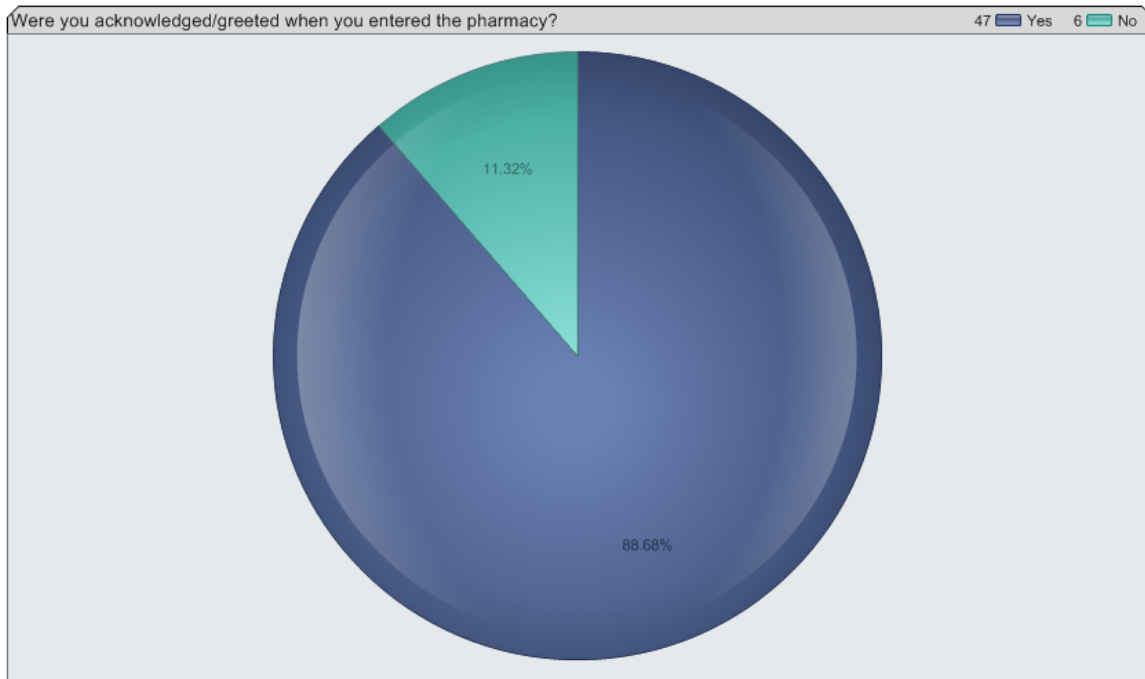
### 10. Today, I am filling a prescription:

	Responses	Percent
from Student Health Services clinic.:	34	68%
from an outside physician / healthcare provider.:	12	24%
transferred from another pharmacy.:	4	8%
Total Responded to this question:	50	92.59%
Total who skipped this question:	4	7.41%
Total:	54	100%



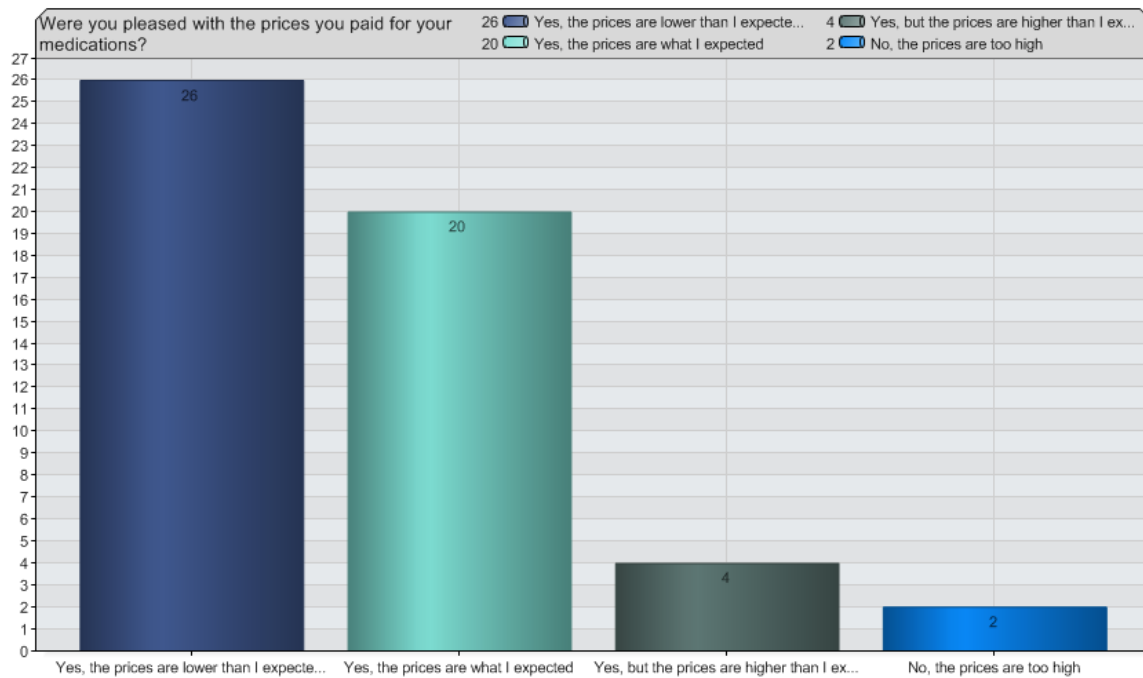
### 11. Were you acknowledged/greeted when you entered the pharmacy?

	Responses	Percent
Yes: 	47	88.68%
No: 	6	11.32%
Total Responded to this question:	53	98.15%
Total who skipped this question:	1	1.85%
Total:	54	100%






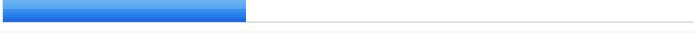
## 12. Were you pleased with the prices you paid for your medications?

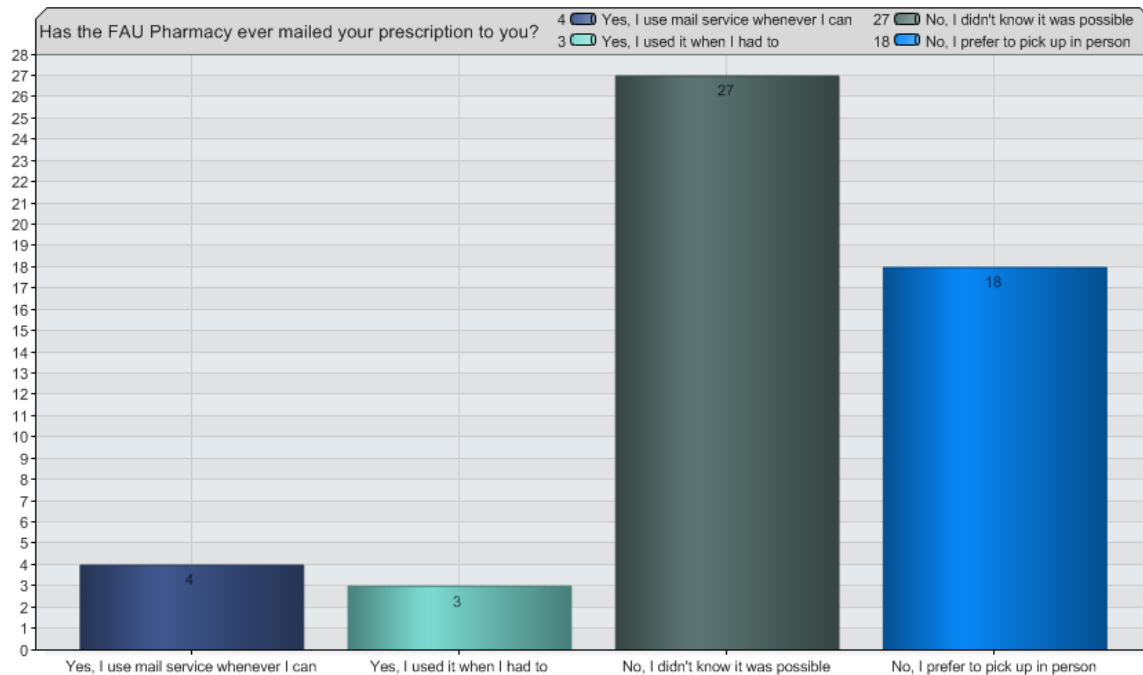
	Responses	Percent
Yes, the prices are lower than I expected:	26	50%
Yes, the prices are what I expected:	20	38.46%
Yes, but the prices are higher than I expected:	4	7.69%
No, the prices are too high:	2	3.85%
Total Responded to this question:		52 96.3%
Total who skipped this question:		2 3.7%
Total:		54 100%





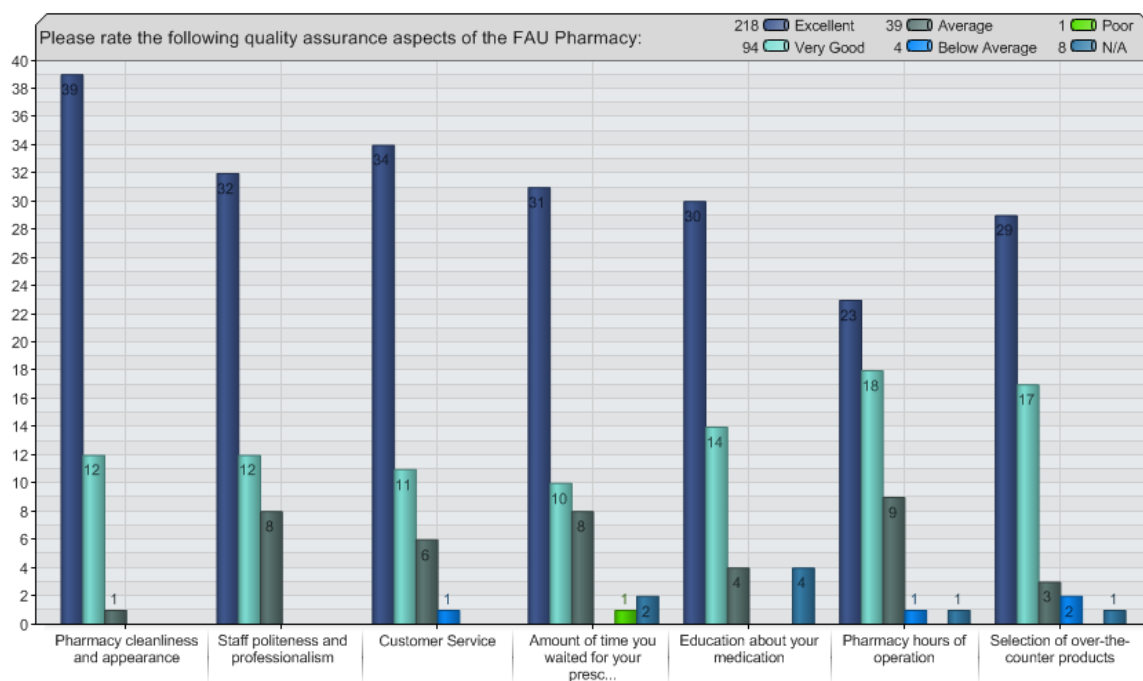
### 13. Has the FAU Pharmacy ever mailed your prescription to you?

	Responses	Percent
Yes, I use mail service whenever I can: 	4	7.69%
Yes, I used it when I had to: 	3	5.77%
No, I didn't know it was possible: 	27	51.92%
No, I prefer to pick up in person: 	18	34.62%
Total Responded to this question:	52	96.3%
Total who skipped this question:	2	3.7%
Total:	54	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:	39(75%)	12(23.08%)	1(1.92%)	0(0%)	0(0%)	0(0%)	52
Staff politeness and professionalism:	32(61.54%)	12(23.08%)	8(15.38%)	0(0%)	0(0%)	0(0%)	52
Customer Service:	34(65.38%)	11(21.15%)	6(11.54%)	1(1.92%)	0(0%)	0(0%)	52
Amount of time you waited for your prescription:	31(59.62%)	10(19.23%)	8(15.38%)	0(0%)	1(1.92%)	2(3.85%)	52
Education about your medication:	30(57.69%)	14(26.92%)	4(7.69%)	0(0%)	0(0%)	4(7.69%)	52
Pharmacy hours of operation:	23(44.23%)	18(34.62%)	9(17.31%)	1(1.92%)	0(0%)	1(1.92%)	52
Selection of over-the-counter products:	29(55.77%)	17(32.69%)	3(5.77%)	2(3.85%)	0(0%)	1(1.92%)	52
Total Responded to this question:						52	96.3%
Total who skipped this question:						2	3.7%
Total:						54	100%



[illegible]

Graph/Chart function not relevant for this question type.

15. Comments concerning the quality assurance aspects of the FAU Pharmacy:

Response	Response Text
----------	---------------

1 I really appreciate the girl in the front.

2 People are always treated with respect and we are in and out quickly. Thanks!

3 FREAKING  
AWSOME!!

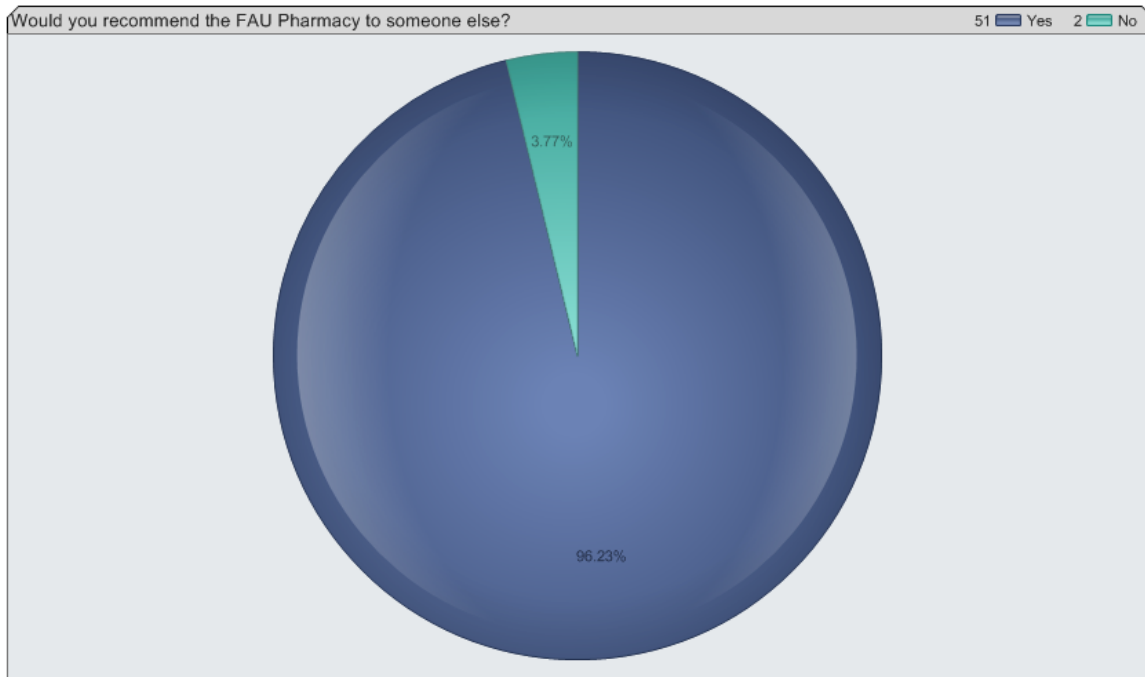
4 Very helpful and convenient!

4	Very helpful
5	It's great!


6 great

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

	Responses	Percent
Yes: 	51	96.23%
No: 	2	3.77%
Total Responded to this question:	53	98.15%
Total who skipped this question:	1	1.85%
Total:	54	100%



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

	Responses	Percent
Responses: 	7	100%
Total Responded to this question:	7	12.96%
Total who skipped this question:	47	87.04%
Total:	54	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	Lollipops. Thank you, have a good day:)
2	Its great already!
3	it's just right
4	Play music!
5	Nothing, its perfect!
6	convenient
7	I purchased OTC meds, staff helpful with recommendations, no waiting, very convenient






**Survey Software: Ask, Analyze, Improve**  
Survey Creation, Deployment, & Analysis Tools for Businesses

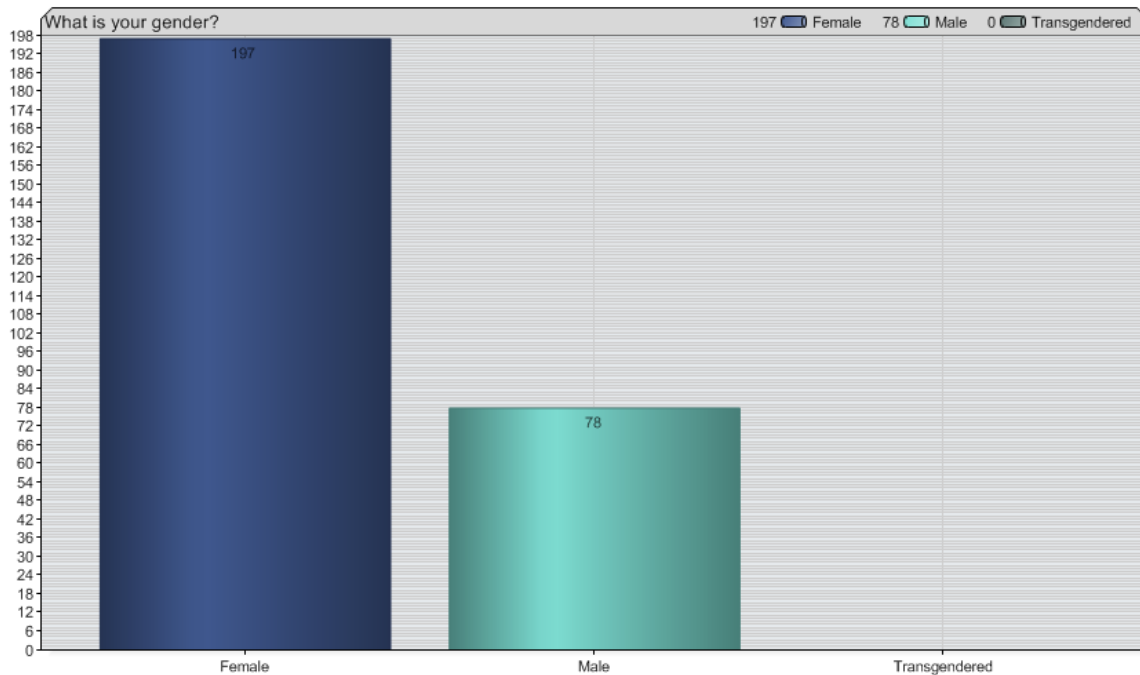
**Survey: Boca Student Health Spring 2013 General Satisfaction Survey**

**Report: Default Report**

Survey Status	Respondent Statistics	Points Summary
Status: Closed	Total Responses: 278	No Points Questions used in this survey.
Deploy Date: 01/22/2013	Completes: 275	
Closed Date:	Partials: 3	

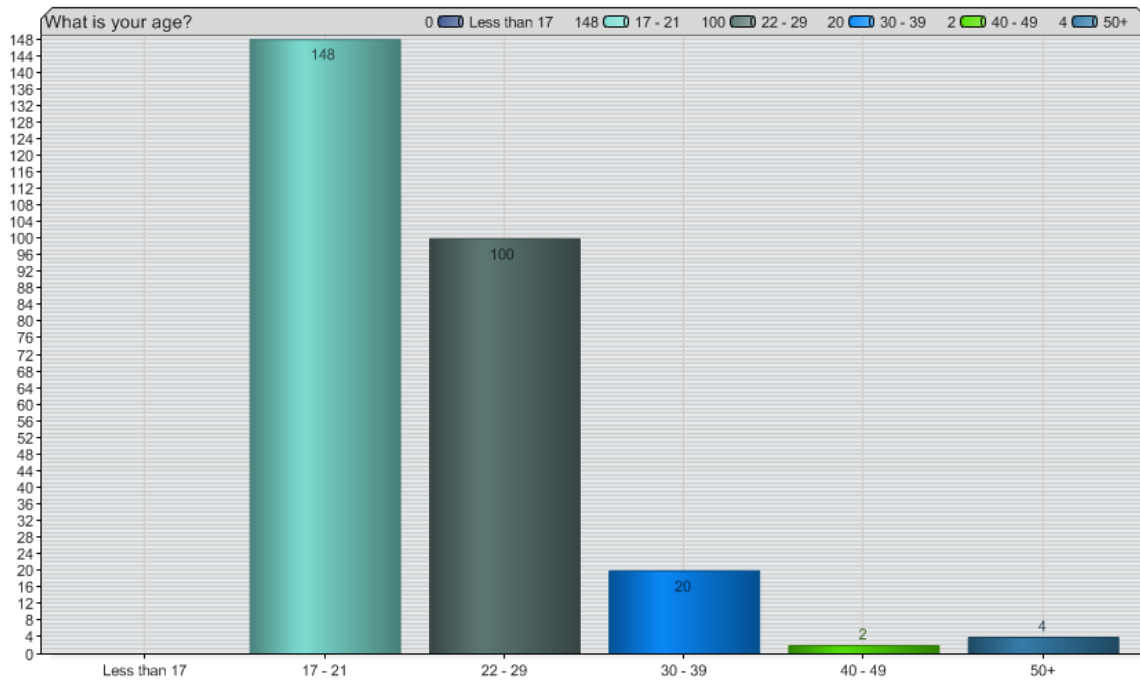
**1. What is your gender?**

	Responses	Percent
Female: 	197	71.64%
Male: 	78	28.36%
Transgendered: 	0	0%
Total Responded to this question:	275	98.92%
Total who skipped this question:	3	1.08%
Total:	278	100%



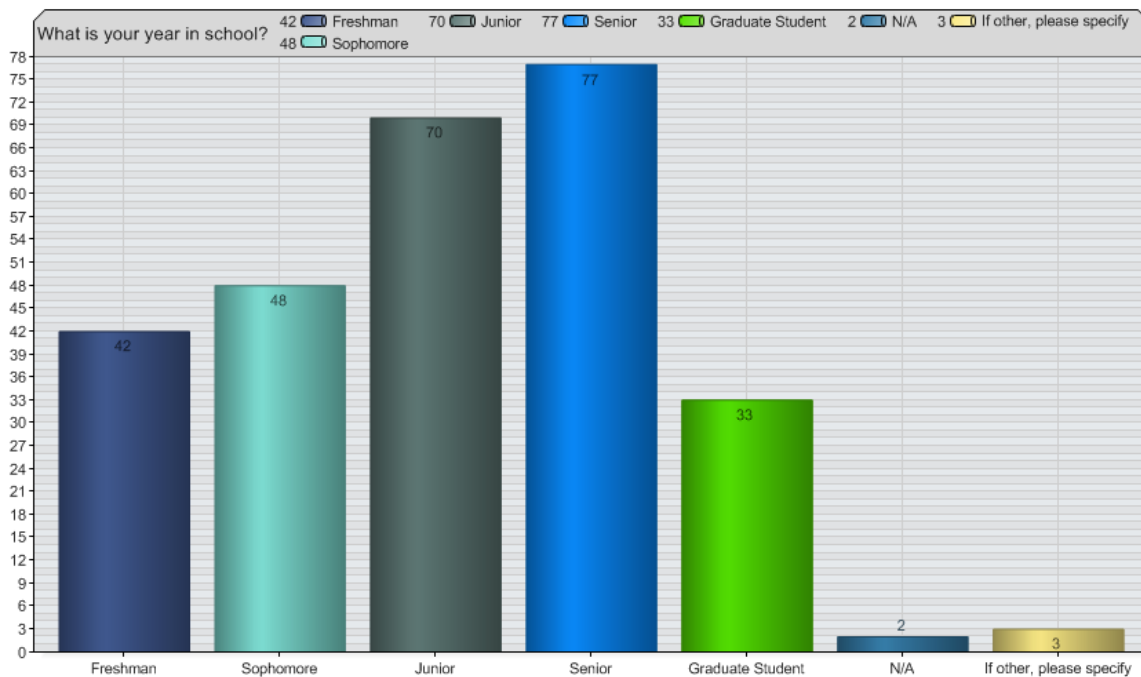
## 2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	148	54.01%
22 - 29: <input type="text"/>	100	36.5%
30 - 39: <input type="text"/>	20	7.3%
40 - 49: <input type="text"/>	2	0.73%
50+: <input type="text"/>	4	1.46%
Total Responded to this question:	274	98.56%
Total who skipped this question:	4	1.44%
Total:	278	100%



### 3. What is your year in school?

	Responses	Percent
Freshman:	42	15.27%
Sophomore:	48	17.45%
Junior:	70	25.45%
Senior:	77	28%
Graduate Student:	33	12%
N/A:	2	0.73%
If other, please specify:	3	1.09%
Total Responded to this question:		275
Total who skipped this question:		3
Total:		278





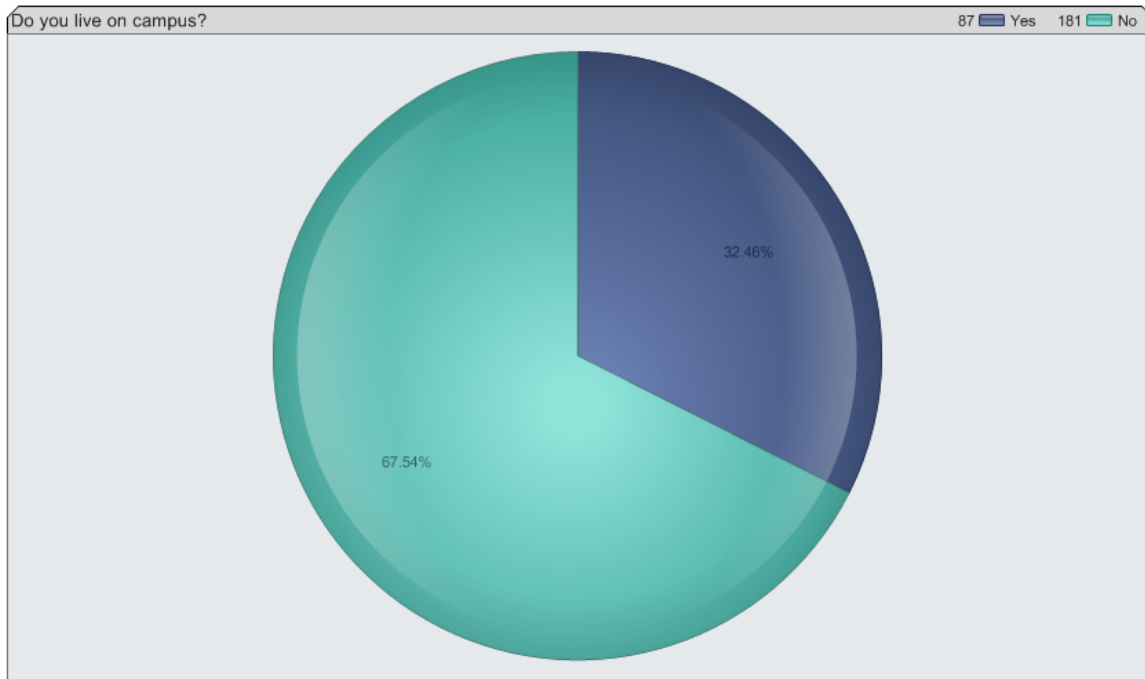
### 3. What is your year in school?

Response	Comments
1	2nd bachelors
2	medical student
3	nursing



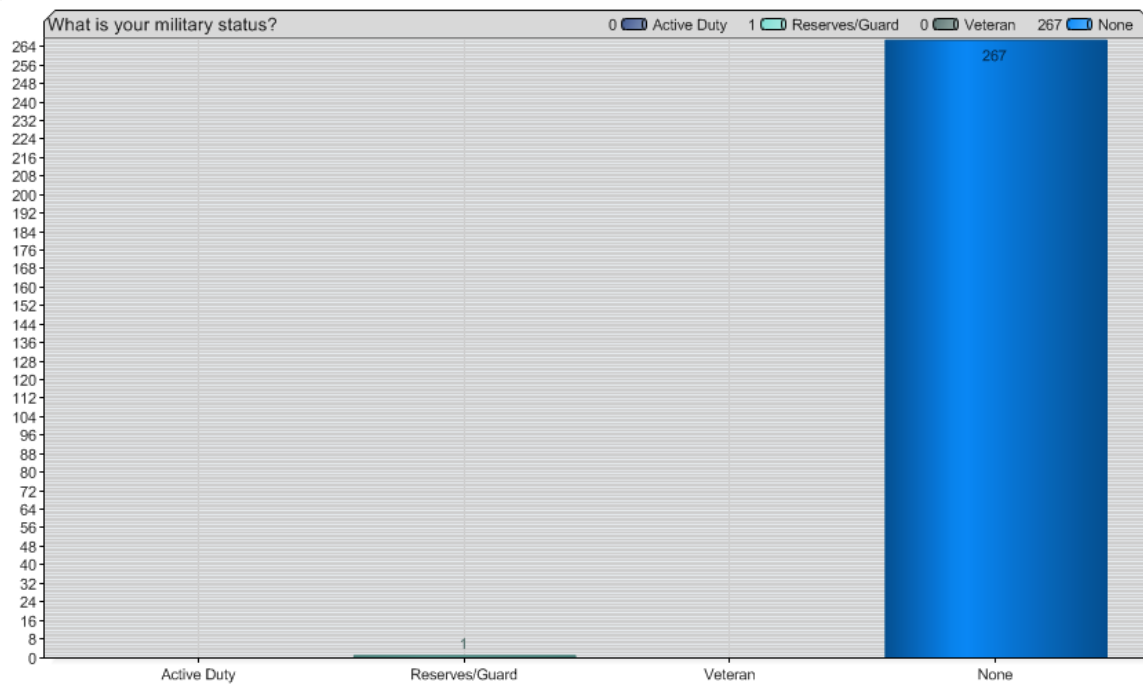
#### 4. Do you live on campus?

	Responses	Percent
Yes: 	87	32.46%
No: 	181	67.54%
Total Responded to this question:	268	96.4%
Total who skipped this question:	10	3.6%
Total:	278	100%






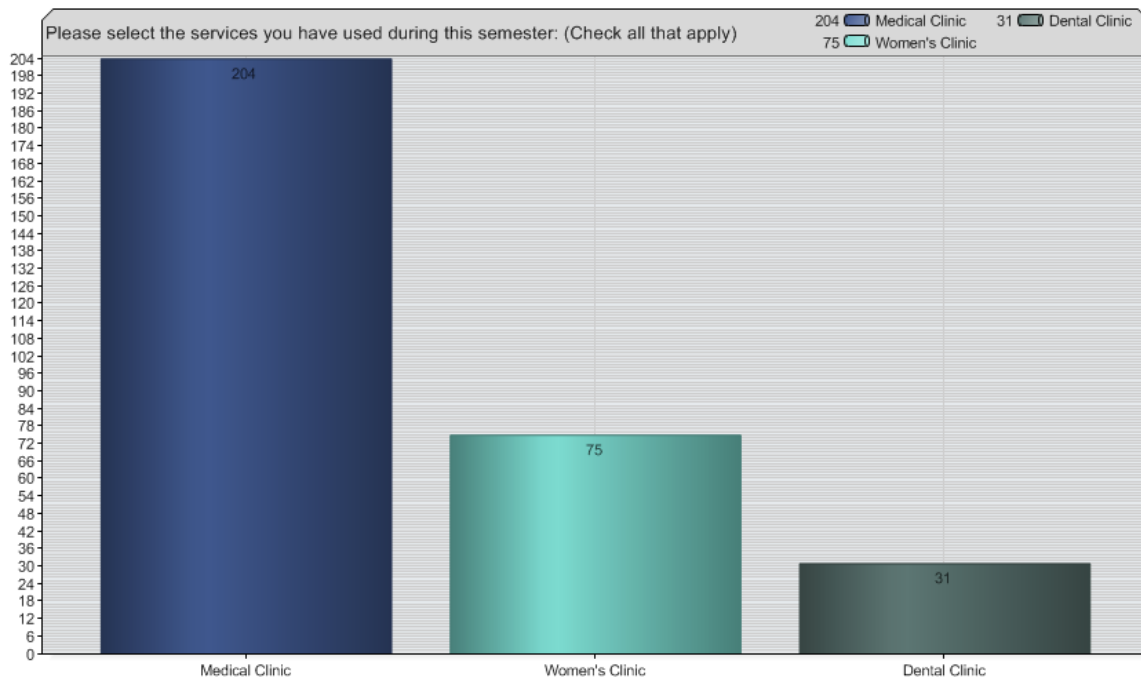
### 5. What is your military status?

		Responses	Percent
Active Duty:	<div></div>	0	0%
Reserves/Guard:	<div></div>	1	0.37%
Veteran:	<div></div>	0	0%
None:	<div></div>	267	99.63%
Total Responded to this question:		268	96.4%
Total who skipped this question:		10	3.6%
Total:		278	100%



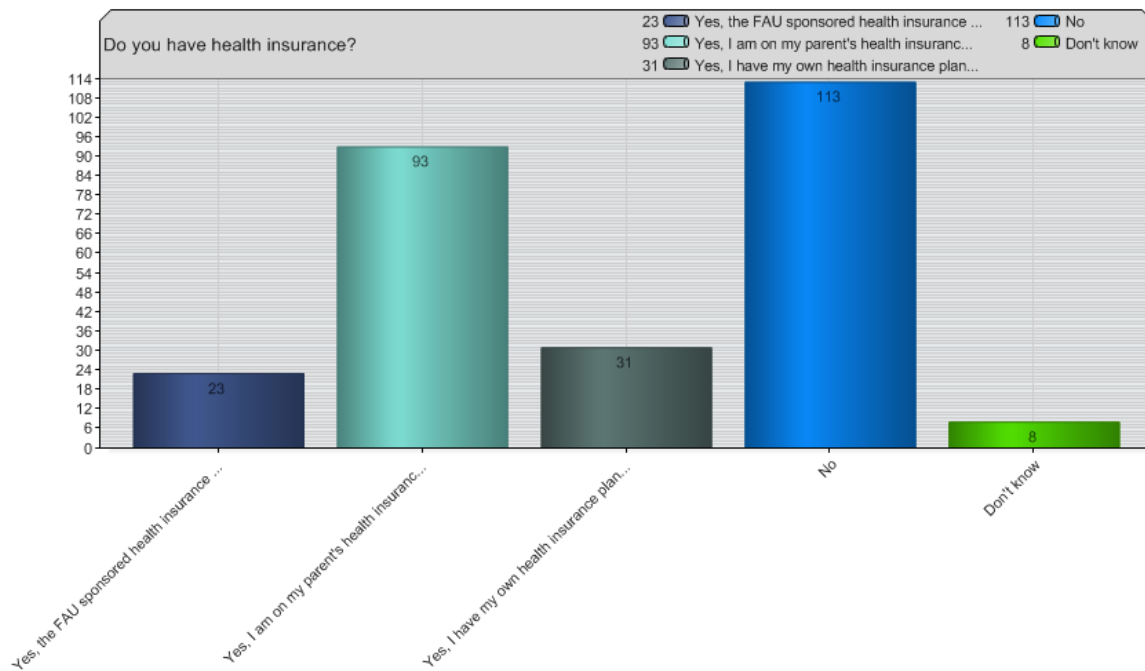
**6. Please select the services you have used during this semester: (Check all that apply)**

	Responses	Percent
Medical Clinic: 	204	75.28%
Women's Clinic: 	75	27.68%
Dental Clinic: 	31	11.44%
Total Responded to this question:	271	97.48%
Total who skipped this question:	7	2.52%
Total:	278	100%



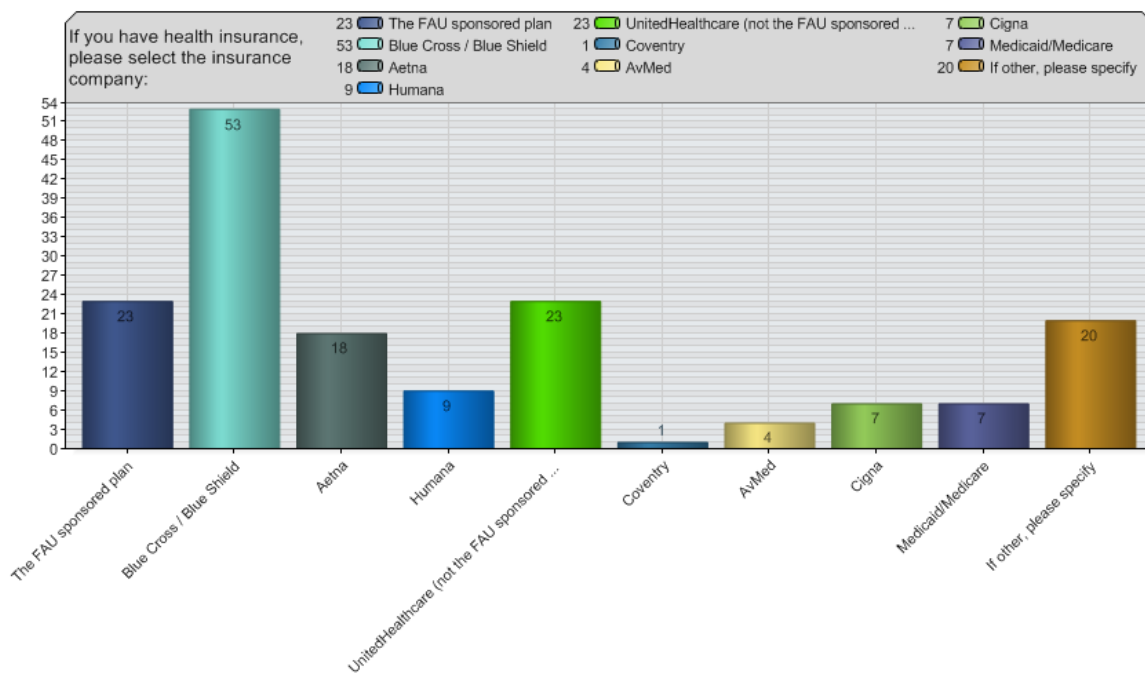
## 7. Do you have health insurance?

	Responses	Percent
Yes, the FAU sponsored health insurance plan:	23	8.58%
Yes, I am on my parent's health insurance plan:	93	34.7%
Yes, I have my own health insurance plan:	31	11.57%
No:	113	42.16%
Don't know:	8	2.99%
Total Responded to this question:		268
Total who skipped this question:		10
Total:		278



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

	Responses	Percent
The FAU sponsored plan:	23	13.94%
Blue Cross / Blue Shield:	53	32.12%
Aetna:	18	10.91%
Humana:	9	5.45%
UnitedHealthcare (not the FAU sponsored plan):	23	13.94%
Coventry:	1	0.61%
AvMed:	4	2.42%
Cigna:	7	4.24%
Medicaid/Medicare:	7	4.24%
If other, please specify:	20	12.12%
Total Responded to this question:	165	59.35%
Total who skipped this question:	113	40.65%
Total:	278	100%



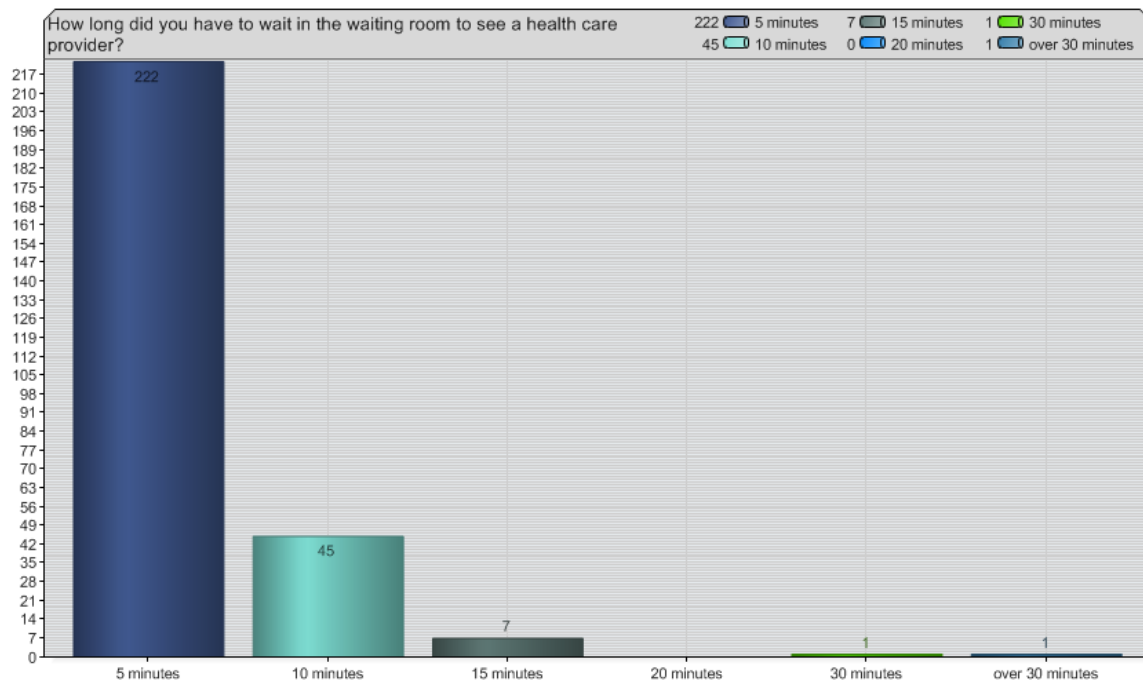
8. If you have health insurance, please select the insurance company:

Response	Comments
1	none
2	None
3	cofinity assurant health
4	none
5	vita
6	Tricare
7	Best Choice Plus
8	iso
9	TriCare
10	Tricare
11	none
12	Tricare




13	MMCP
14	CAPITAL HEALTH PLAN
15	Assurant Health
16	neighborhood health
17	n/a
18	None
19	none
20	none

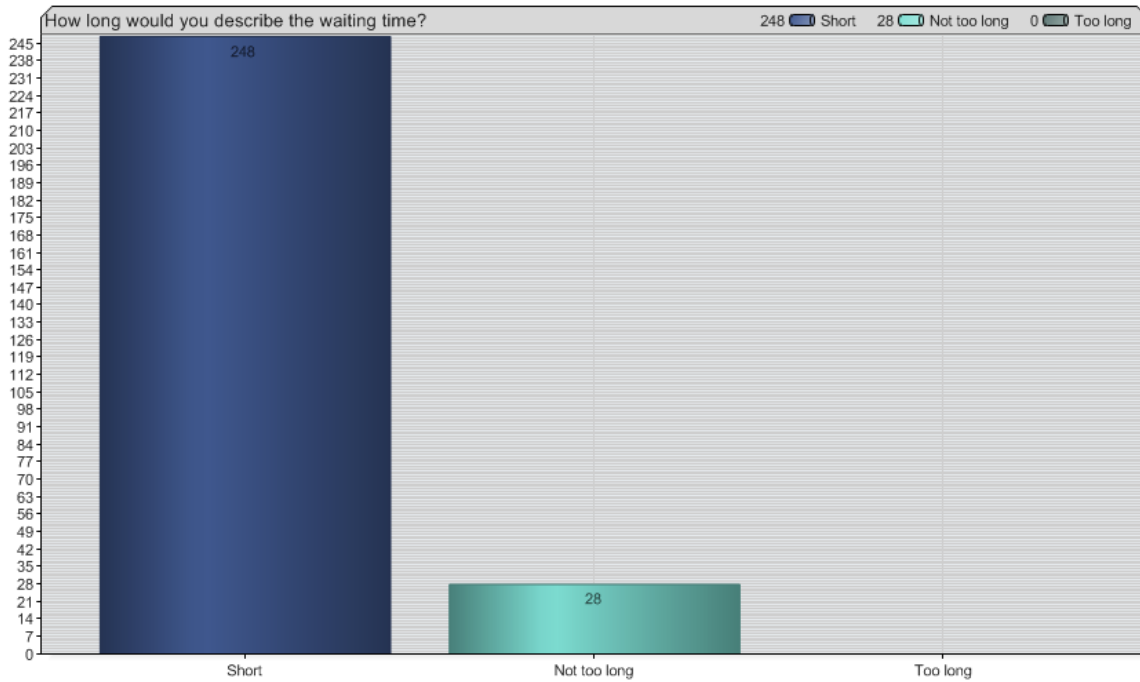
### 9. How long did you have to wait in the waiting room to see a health care provider?

	Responses	Percent
5 minutes:	222	80.43%
10 minutes:	45	16.3%
15 minutes:	7	2.54%
20 minutes:	0	0%
30 minutes:	1	0.36%
over 30 minutes:	1	0.36%
Total Responded to this question:	276	99.28%
Total who skipped this question:	2	0.72%
Total:	278	100%



#### 10. How long would you describe the waiting time?

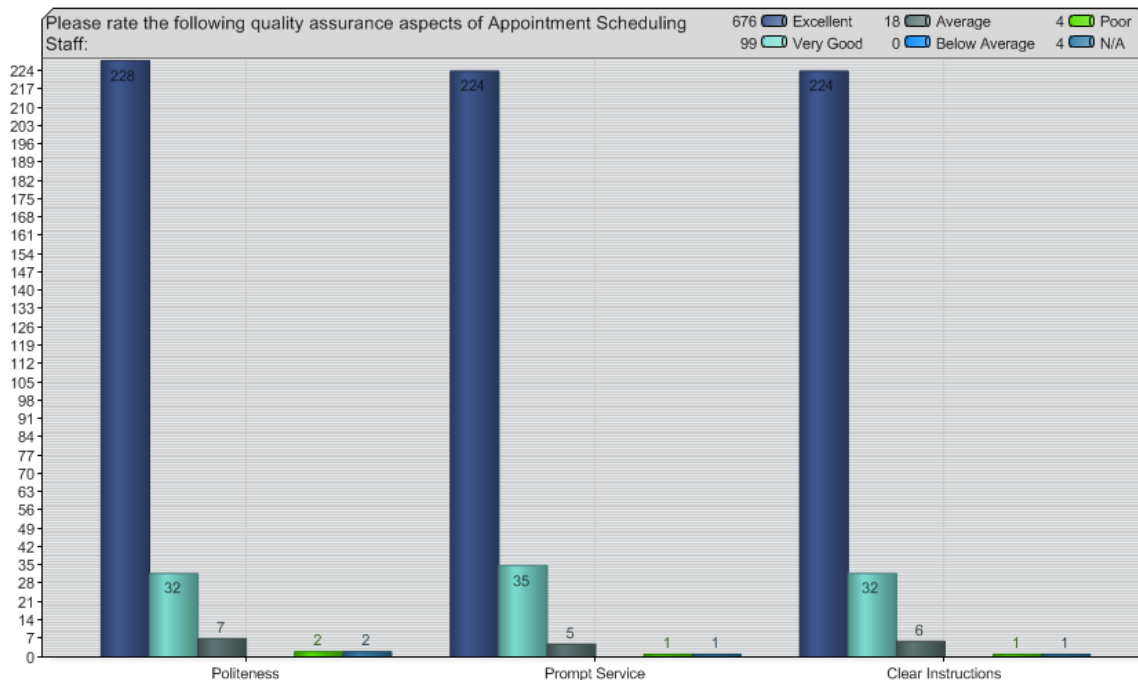
	Responses	Percent
Short: 	248	89.86%
Not too long: 	28	10.14%
Too long: 	0	0%
Total Responded to this question:	276	99.28%
Total who skipped this question:	2	0.72%
Total:	278	100%






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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	228 (84.13%)	32(11.81%)	7(2.58%)	0(0%)	2(0.74%)	2(0.74%)	271
Prompt Service:	224 (84.21%)	35(13.16%)	5(1.88%)	0(0%)	1(0.38%)	1(0.38%)	266
Clear Instructions:	224 (84.85%)	32(12.12%)	6(2.27%)	0(0%)	1(0.38%)	1(0.38%)	264
Total Responded to this question:						272	97.84%
Total who skipped this question:						6	2.16%
Total:						278	100%



## 12. Comments concerning the Appointment Scheduling Staff:

	Responses	Percent
Responses: 	29	100%
Total Responded to this question:	29	10.43%
Total who skipped this question:	249	89.57%
Total:	278	100%

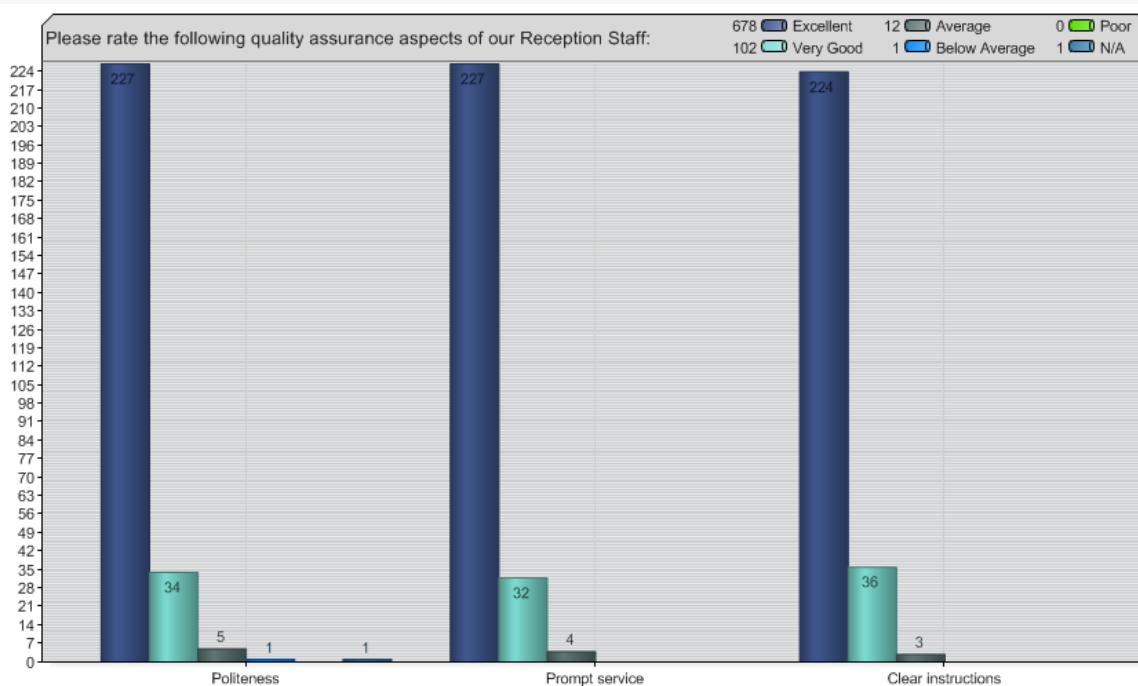
Graph/Chart function not relevant for this question type.

### 12. Comments concerning the Appointment Scheduling Staff:


Response	Response Text
1	Quick and easy
2	none
3	they were very helpfull
4	Awesome!
5	very accommodating and very polite
6	Excellent
7	everyone is amazing
8	Not always the most friendly.
9	Making an appointment with Carol was brutal. Very rude multiple times.
10	Very nice and patient
11	It was very easy and efficient
12	Phone call felt rushed.
13	patient
14	great staff, very informative
15	Very polite
16	Great service
17	the nurse was very helpful and the doctor was amazing
18	awesome
19	very polite and helpful
20	None
21	very nice
22	The staff was friendly and helpful.
23	The first staff member I encountreed was not very nice. When I came back for my appt. on the very same day the other staff was very pleasant. The nurses were extremely nice. The doctor was okay, provided information and referrals.
24	Tasha D. was extremely helpful! She did a follow up call after my Nurse hotline call which not only made me feel like I mattered but more importantly it stressed the importance of coming in to take steps towards recfiying the situation. In addition, she assisted me with the scheduling process making it both fast and convenient. I am so grateful for the "caring" aspect of the entire department.
25	They are extremely nice
26	friendly, helpful and infomrative
27	amazing
28	online program is great for quick clear scheduleing. But I could not input the reason for my visit in order to prepare the staff
29	She was pleasant.

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	227(84.7%)	34(12.69%)	5(1.87%)	1(0.37%)	0(0%)	1(0.37%)	268
Prompt service:	227 (86.31%)	32(12.17%)	4(1.52%)	0(0%)	0(0%)	0(0%)	263
Clear instructions:	224 (85.17%)	36(13.69%)	3(1.14%)	0(0%)	0(0%)	0(0%)	263
Total Responded to this question:						271	97.48%
Total who skipped this question:						7	2.52%
Total:						278	100%



#### 14. Comments concerning the Reception Staff:

	Responses	Percent
Responses: 	22	100%
Total Responded to this question:	22	7.91%
Total who skipped this question:	256	92.09%
Total:	278	100%

Graph/Chart function not relevant for this question type.

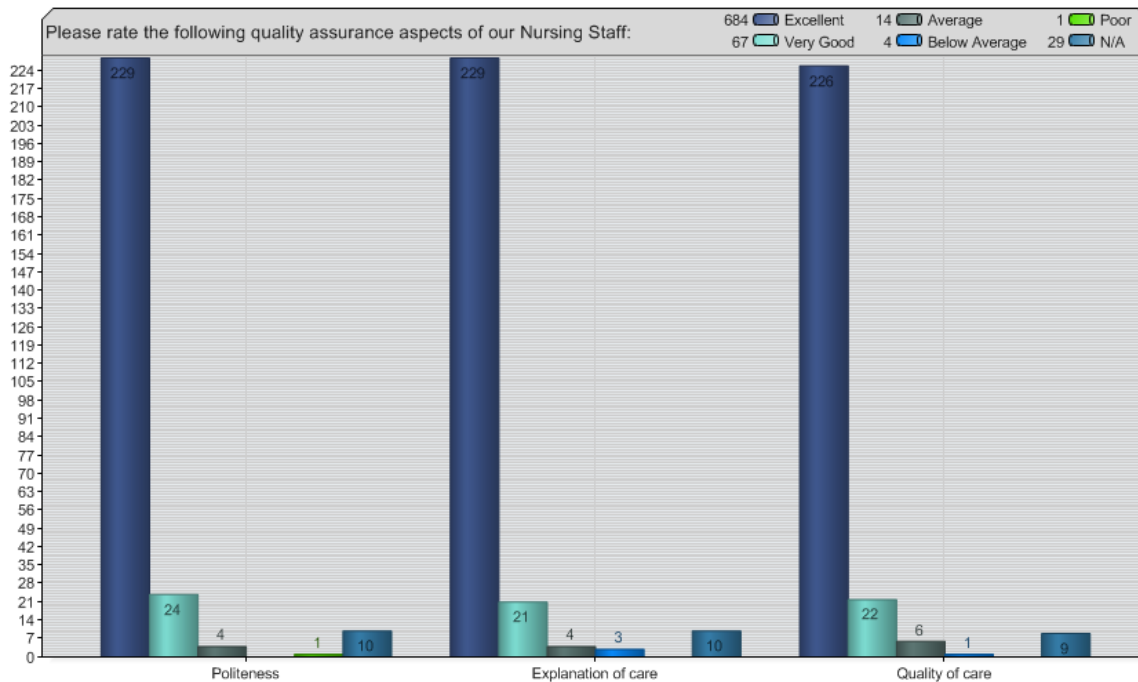
#### 14. Comments concerning the Reception Staff:

Response Response Text


1	Keep up the great work!
2	none
3	Nicest people
4	very polite
5	Excellent
6	great
7	Patient and does not keep you long waiting
8	They were very polite and super accomodating
9	polite and clear
10	quick service
11	very polite
12	patience was amazing nice and very helpful
13	awesome
14	very polite and helpful
15	Very fast and quick service..answered questions I had concerning appointment
16	Very friendly :)
17	nice
18	The reception staff was friendly.
19	Previously stated.
20	friendly helpful and informative
21	great
22	Engage and supportive

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	229 (85.45%)	24(8.96%)	4(1.49%)	0(0%)	1(0.37%)	10(3.73%)	268
Explanation of care:	229 (85.77%)	21(7.87%)	4(1.5%)	3(1.12%)	0(0%)	10(3.75%)	267
Quality of care:	226 (85.61%)	22(8.33%)	6(2.27%)	1(0.38%)	0(0%)	9(3.41%)	264
Total Responded to this question:						270	97.12%
Total who skipped this question:						8	2.88%
Total:						278	100%



#### 16. Comments concerning our Nursing Staff:

	Responses	Percent
Responses: 	21	100%
Total Responded to this question:	21	7.55%
Total who skipped this question:	257	92.45%
Total:	278	100%

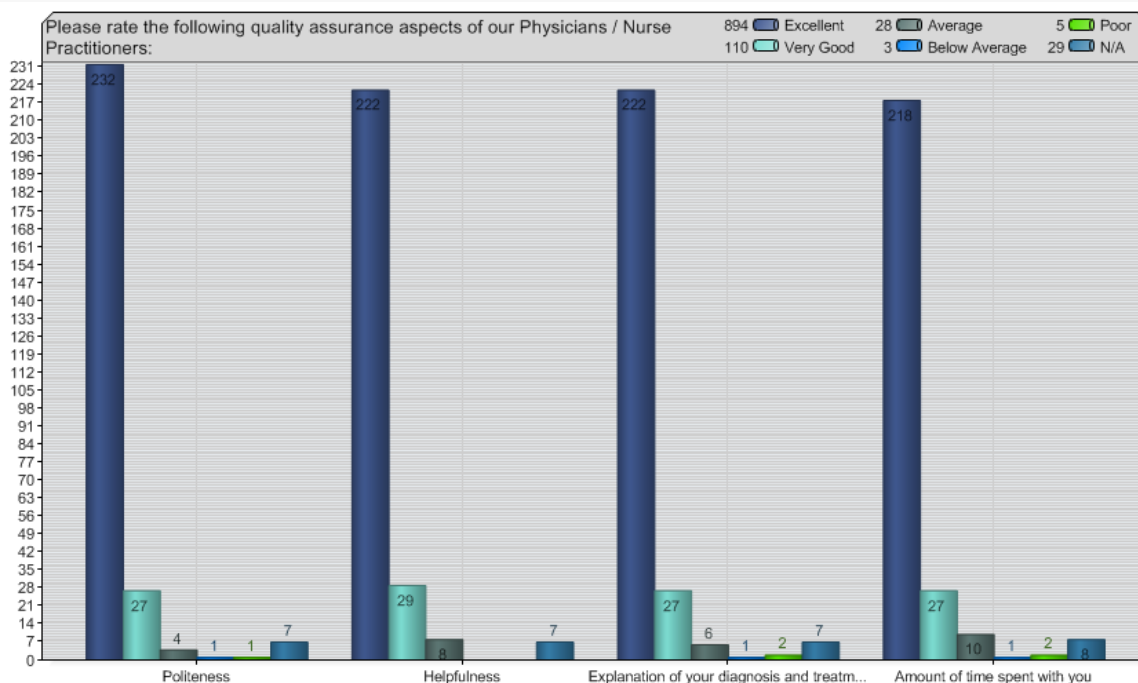
Graph/Chart function not relevant for this question type.

#### 16. Comments concerning our Nursing Staff:


Response	Response Text
1	My healthcare provider was knowledgeable and made me feel very comfortable. Keep up the great work!
2	none
3	thorough and understanding
4	caring and concerned- listened to my concerns
5	Excellent
6	amazing
7	Polite and hard workers
8	Very helpful and nice
9	Karen is amazing :)
10	polite and clear
11	good
12	very polite
13	i liked my nurse
14	awesome
15	None
16	Extremely considerate and professional.
17	The nursing staff was helpful and made me feel comfortable.
18	Great people
19	Excelent service. Polite and friendly. Made the visit very comfortable.
20	polite
21	She was concerned about me issue and offered support and suggestions.

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	232 (85.29%)	27(9.93%)	4(1.47%)	1(0.37%)	1(0.37%)	7(2.57%)	272
Helpfulness:	222 (83.46%)	29(10.9%)	8(3.01%)	0(0%)	0(0%)	7(2.63%)	266
Explanation of your diagnosis and treatment:	222 (83.77%)	27(10.19%)	6(2.26%)	1(0.38%)	2(0.75%)	7(2.64%)	265
Amount of time spent with you:	218 (81.95%)	27(10.15%)	10(3.76%)	1(0.38%)	2(0.75%)	8(3.01%)	266
Total Responded to this question:						272	97.84%
Total who skipped this question:						6	2.16%
Total:						278	100%



### 18. Comments concerning our Physicians / Nurse Practitioners:

	Responses	Percent
Responses: 	21	100%
Total Responded to this question:	21	7.55%
Total who skipped this question:	257	92.45%
Total:	278	100%

**Graph/Chart function not relevant for this question type.**

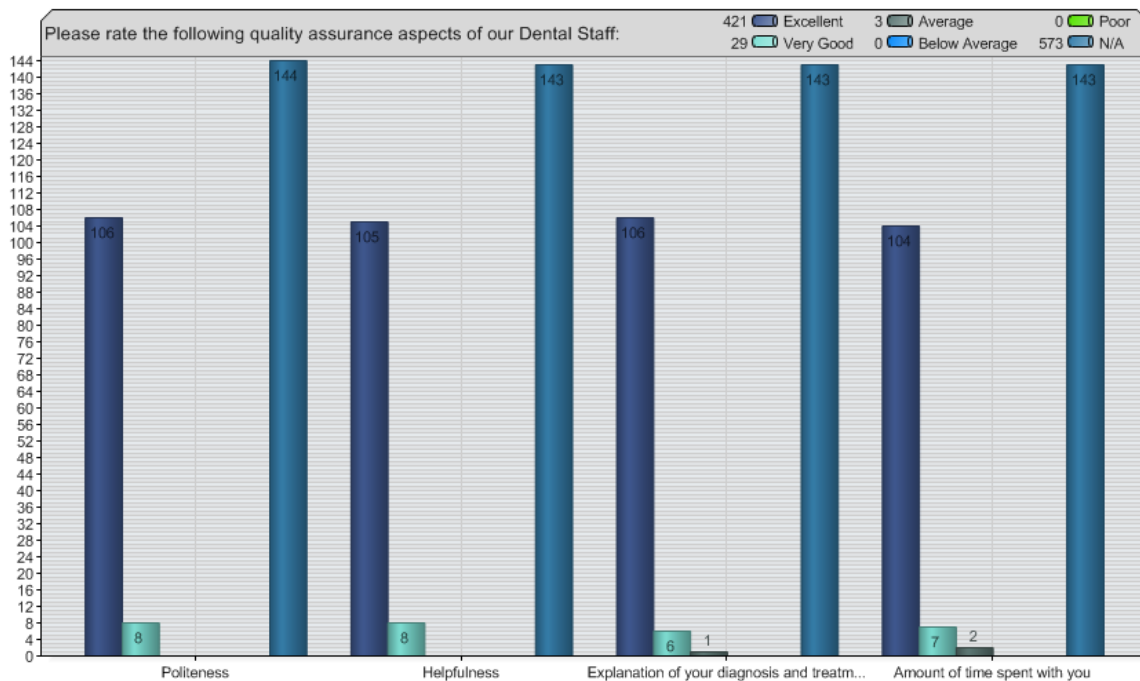
### 18. Comments concerning our Physicians / Nurse Practitioners:

Response	Response Text
1	none
2	the doctor I saw was rude and did not explain to me what was wrong with me just gave me medicine. I did not like him at all.
3	Not a bad thing to say about anyone, much for the contrary.
4	WONDERFUL! She made me feel comfortable and listened to all of my concerns
5	Excellent
6	wonderful
7	Time spent with patients seems very short.
8	Nice, hardworking and polite
9	She explained everything very well and did a great examination
10	She read my chart and discussed issues with me. That's great practice.
11	always pleasant and clear
12	great
13	very polite
14	this was a visit well spent
15	awesome
16	Nurse Practitioner, Luba Fry is very lovely and knowledgeable. She is great because she connects with me on a personal level and made me feel very comfortable
17	poor all around
18	The nurse practitioners are exemplary!
19	Susan D. was very attentive and thoughtful, by listening and assisting me with my issue. I am grateful for a physician who is both mindful of time, so that they are efficient, but also doing all they can to assist to their patients effectively and Susan definitely did that.
20	good experience
21	To be honest, I have never had a problem with the Physicians and Nurse Practitioners. They are the most professional and caring staff I have ever had the pleasure of meeting.




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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	106 (41.09%)	8(3.1%)	0(0%)	0(0%)	0(0%)	144 (55.81%)	258
Helpfulness:	105 (41.02%)	8(3.12%)	0(0%)	0(0%)	0(0%)	143 (55.86%)	256
Explanation of your diagnosis and treatment:	106 (41.41%)	6(2.34%)	1(0.39%)	0(0%)	0(0%)	143 (55.86%)	256
Amount of time spent with you:	104 (40.62%)	7(2.73%)	2(0.78%)	0(0%)	0(0%)	143 (55.86%)	256
Total Responded to this question:						259	93.17%
Total who skipped this question:						19	6.83%
Total:						278	100%



## 20. Comments concerning our Dental Staff:

	Responses	Percent
Responses: 	10	100%
Total Responded to this question:	10	3.6%
Total who skipped this question:	268	96.4%
Total:	278	100%

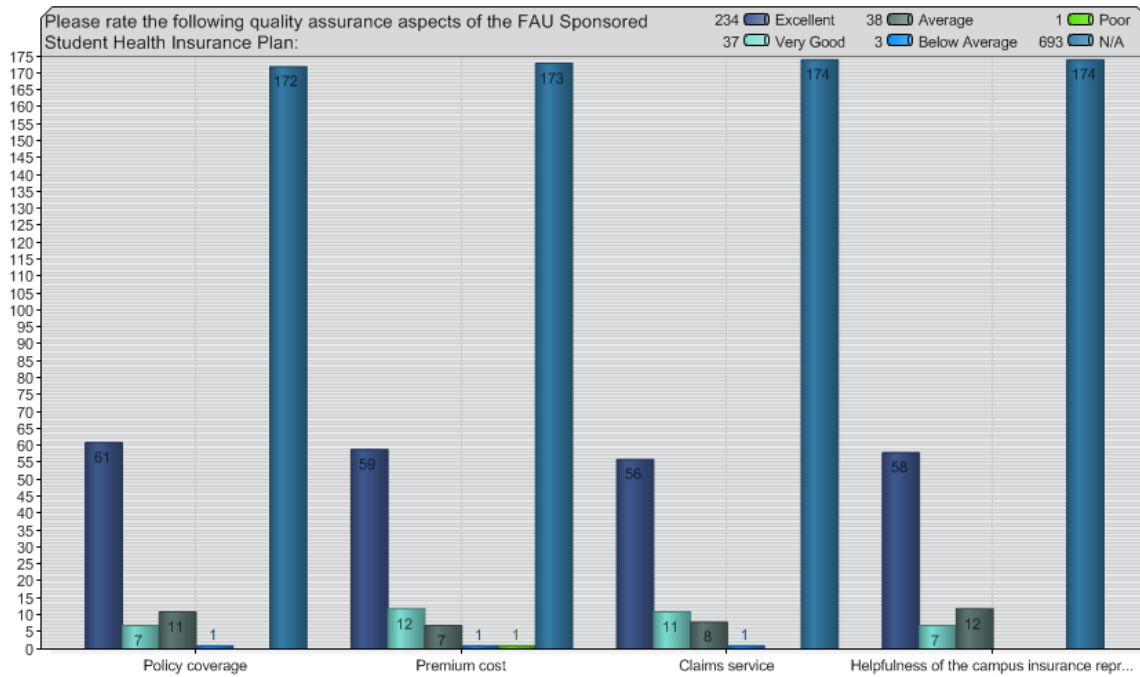
Graph/Chart function not relevant for this question type.

### 20. Comments concerning our Dental Staff:


Response	Response Text
1	never had dental services
2	none
3	so amazing
4	Nice, explains everything
5	Your wonderful, thank you!
6	i didnt make a dental visit today
7	awesome
8	Best dental experience I've had in years
9	love the teeth cleaning womam!!
10	great

**21. 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:	61(24.21%)	7(2.78%)	11(4.37%)	1(0.4%)	0(0%)	172(68.25%)	252
Premium cost:	59(23.32%)	12(4.74%)	7(2.77%)	1(0.4%)	1(0.4%)	173(68.38%)	253
Claims service:	56(22.4%)	11(4.4%)	8(3.2%)	1(0.4%)	0(0%)	174(69.6%)	250
Helpfulness of the campus insurance representative:	58(23.11%)	7(2.79%)	12(4.78%)	0(0%)	0(0%)	174(69.32%)	251
Total Responded to this question:						254	91.37%
Total who skipped this question:						24	8.63%
Total:						278	100%



## 22. Comments concerning the FAU Sponsored Student Health Insurance Plan:

	Responses	Percent
Responses: 	7	100%
Total Responded to this question:	7	2.52%
Total who skipped this question:	271	97.48%
Total:	278	100%

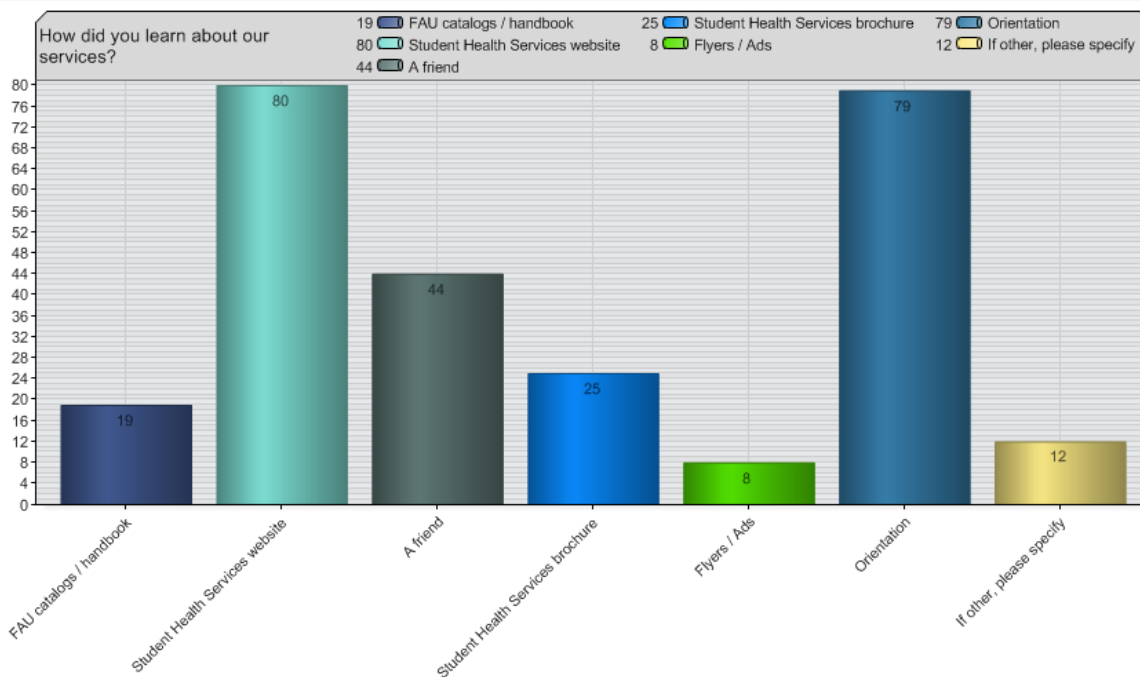
**Graph/Chart function not relevant for this question type.**

### 22. Comments concerning the FAU Sponsored Student Health Insurance Plan:

Response	Response Text
1	none
2	I don't have it
3	n/a
4	i dont have that
5	I have had problems with the fact that UnitedHealth and United Health Student Resources have two different offices. United Health does not forward my claims to the student resources office and then I have problems with the doctor. It is very frustrating. There needs to be better communication bt those two offices.
6	awesome
7	awsome

### 23. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	19	7.12%
Student Health Services website:	80	29.96%
A friend:	44	16.48%
Student Health Services brochure:	25	9.36%
Flyers / Ads:	8	3%
Orientation:	79	29.59%
If other, please specify:	12	4.49%
Total Responded to this question:		267
Total who skipped this question:		11
Total:		278

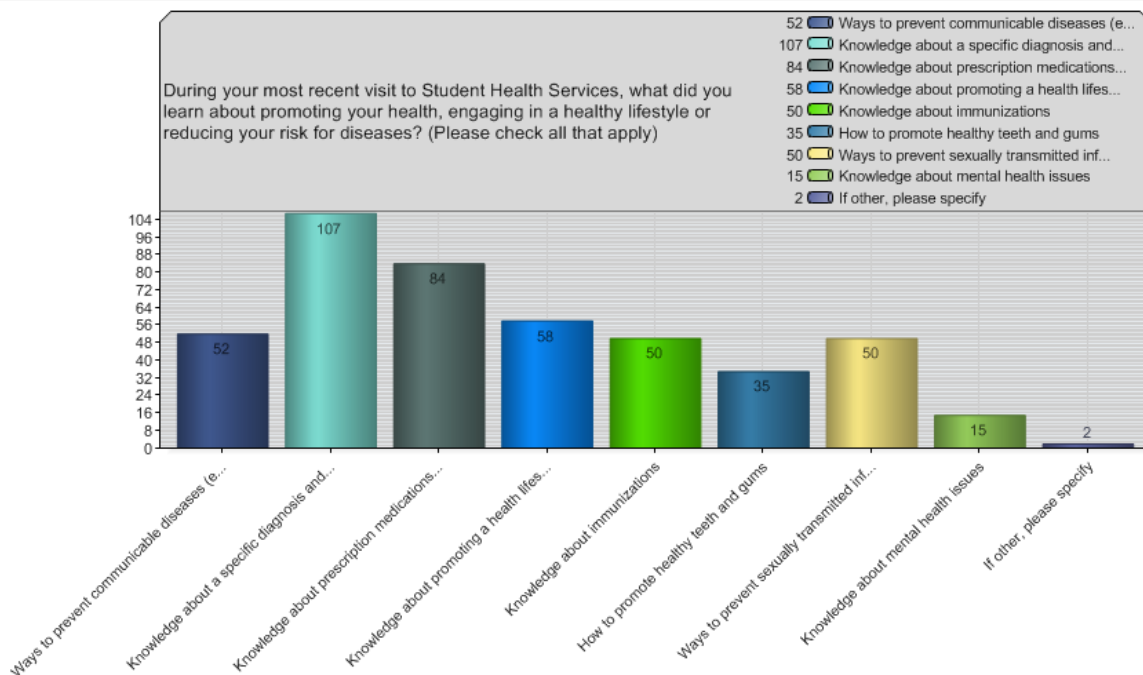


### 23. How did you learn about our services?

Response	Comments
1	FAU Athletics
2	walk in
3	I just know that almost every school has a health clinic
4	athletic trainer
5	walkin
6	Athletics
7	i go here i have known for a while
8	psychological services
9	FAU website
10	immunization office
11	all of the above
12	I have used the clinic previously

**24. 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.):	52	23.42%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	107	48.2%
Knowledge about prescription medications and/or over-the-counter products:	84	37.84%
Knowledge about promoting a health lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	58	26.13%
Knowledge about immunizations:	50	22.52%
How to promote healthy teeth and gums:	35	15.77%
Ways to prevent sexually transmitted infections:	50	22.52%
Knowledge about mental health issues:	15	6.76%
If other, please specify:	2	0%
Total Responded to this question:	222	79.86%
Total who skipped this question:	56	20.14%
Total:	278	100%

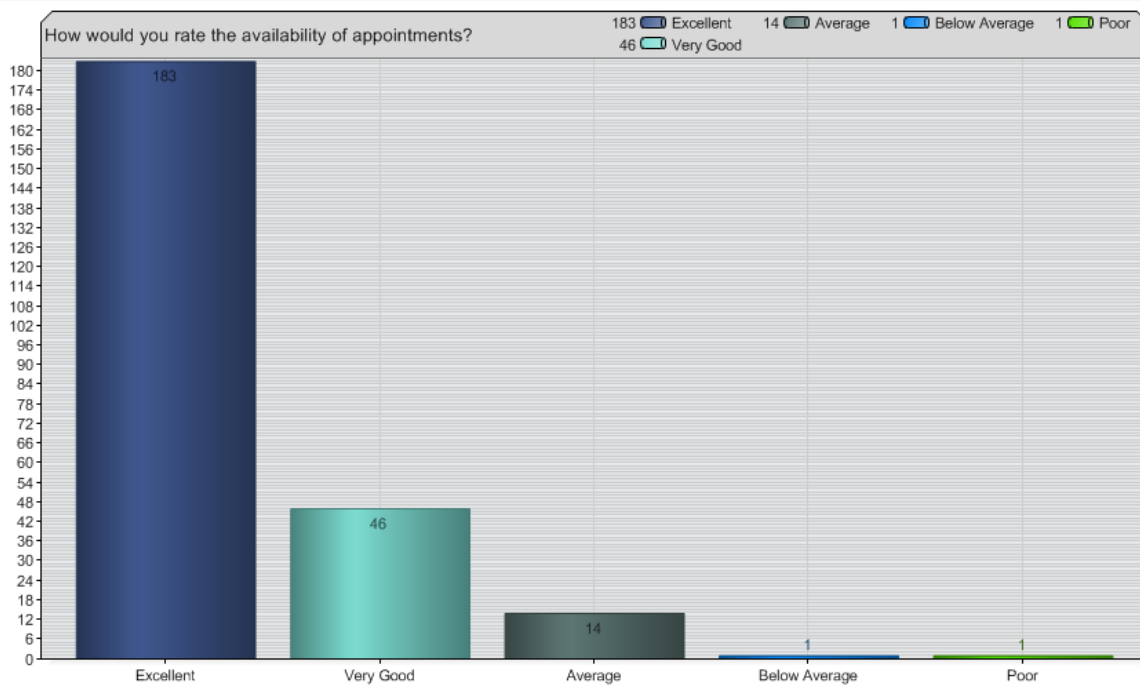


24. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

Response	Comments
1	wellness
2	Just had a check up

## 25. How would you rate the availability of appointments?





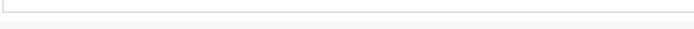
	Responses	Percent
Excellent:	183	74.69%
Very Good:	46	18.78%
Average:	14	5.71%
Below Average:	1	0.41%
Poor:	1	0.41%
Additional Comments:	3	1.22%
Total Responded to this question:		245 88.13%
Total who skipped this question:		33 11.87%
Total:		278 100%

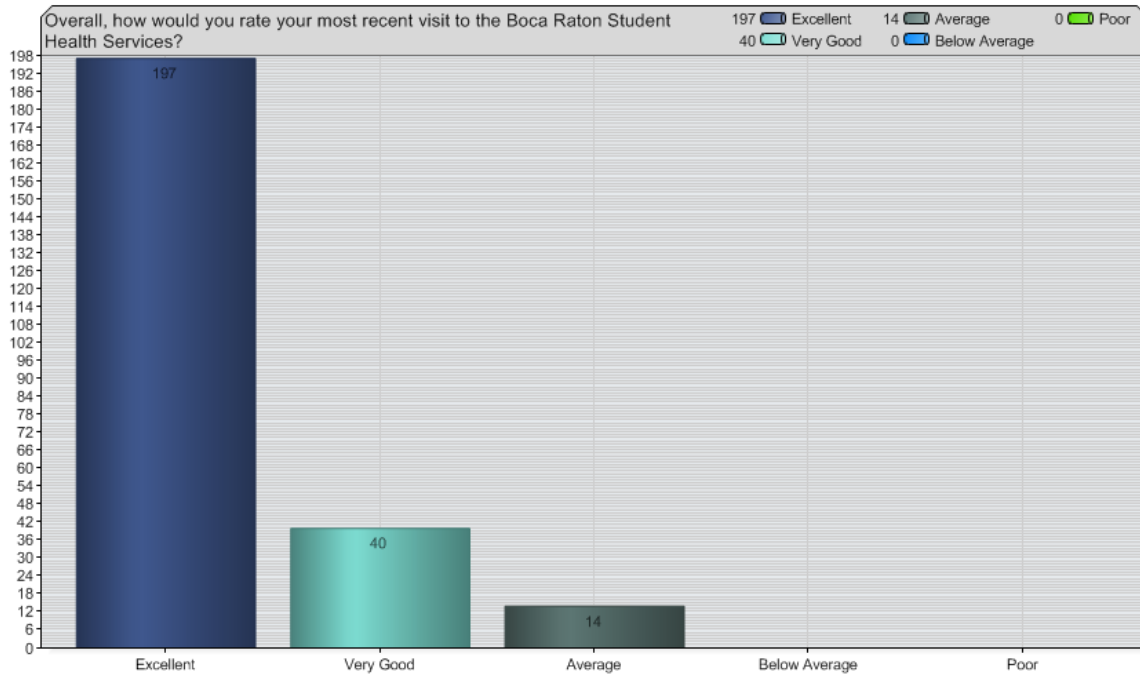


25. How would you rate the availability of appointments?

Response	Comments
1	carol is the best
2	Not always easy to get an appointment when it is extremely necessary.
3	awesome

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

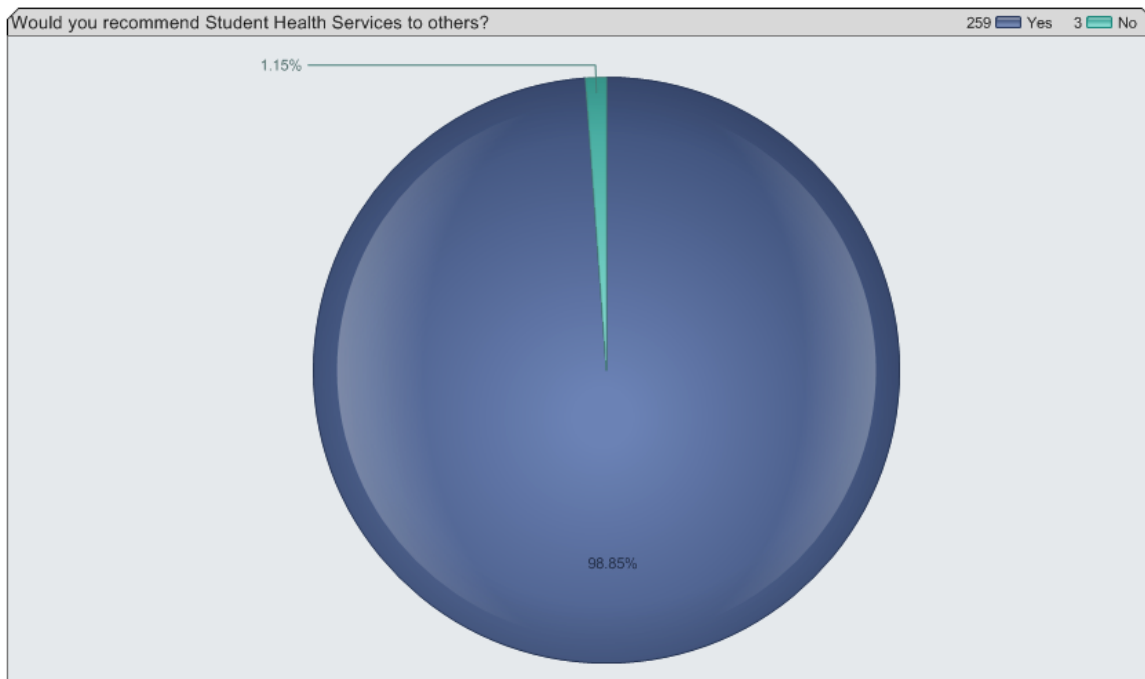
	Responses	Percent
Excellent: 	197	78.49%
Very Good: 	40	15.94%
Average: 	14	5.58%
Below Average: 	0	0%
Poor: 	0	0%
Total Responded to this question:	251	90.29%
Total who skipped this question:	27	9.71%
Total:	278	100%






### 27. Would you recommend Student Health Services to others?

	Responses	Percent
Yes: 	259	98.85%
No: 	3	1.15%
Total Responded to this question:	262	94.24%
Total who skipped this question:	16	5.76%
Total:	278	100%



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

	Responses	Percent
Responses: 	15	100%
Total Responded to this question:	15	5.4%
Total who skipped this question:	263	94.6%
Total:	278	100%

Graph/Chart function not relevant for this question type.

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

Response	Response Text
1	none
2	need more polite people when calling to make appointments, they give no information and answer as if they don't care and are in a rush to hang up the phone.
3	Keep up the good work.
4	more artwork on walls
5	Definitely refer for the Dental services.
6	none
7	none
8	no
9	keep up the good work
10	n/a
11	have the doctor be more friendly
12	Awesome service, wonderful people. Thank you!
13	None :)
14	keep it up
15	Shorter surveys or online surveys.






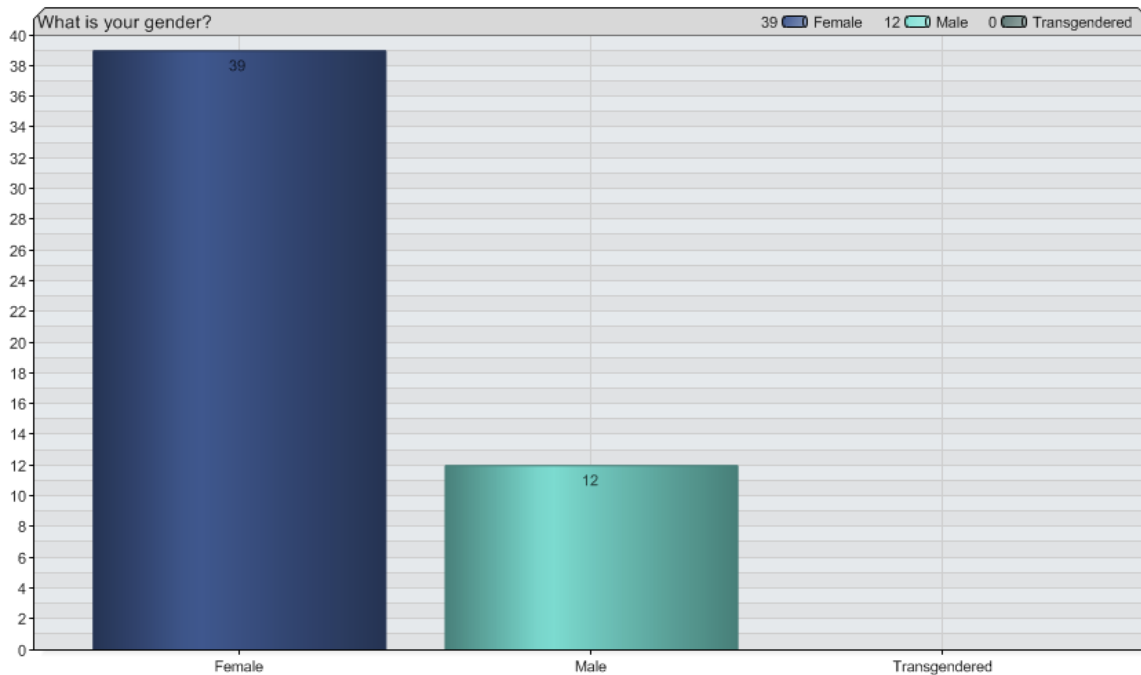
**Survey: Jupiter Student Health Spring 2013 General Satisfaction Survey**

**Report: Default Report**

Survey Status		Respondent Statistics		Points Summary
Status:	Closed	Total Responses:	51	No Points Questions used in this survey.
Deploy Date:	10/02/2012	Completes:	50	
Closed Date:	10/02/2012	Partials:	1	

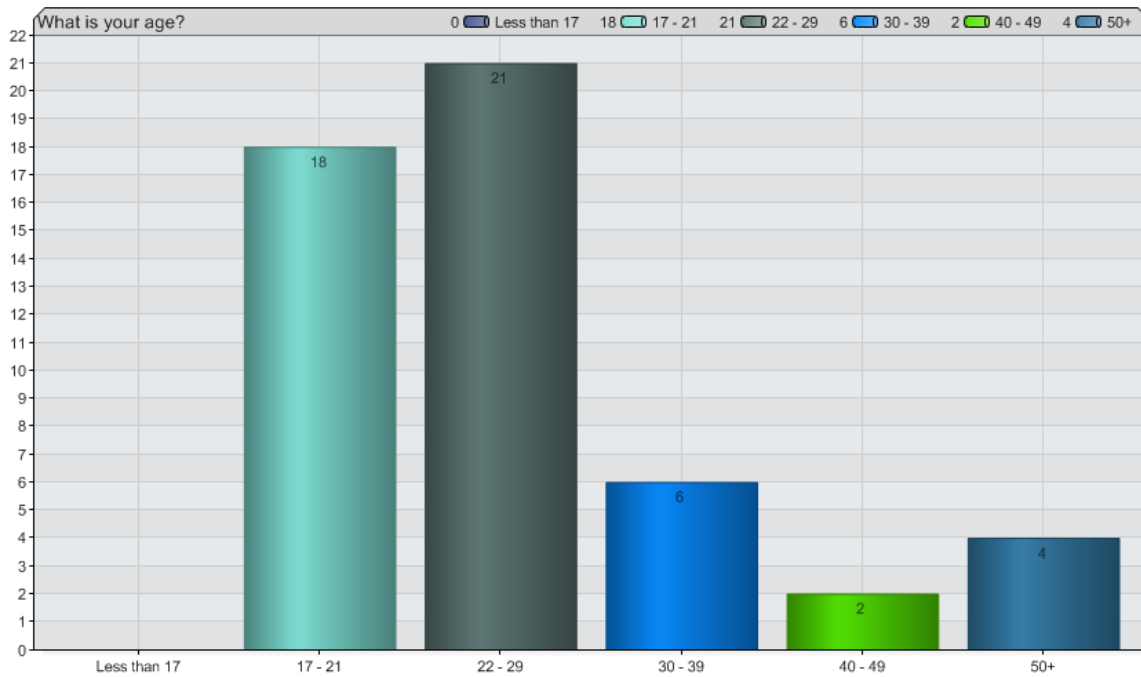
**1. What is your gender?**

	Responses	Percent
Female: 	39	76.47%
Male: 	12	23.53%
Transgendered: 	0	0%
Total Responded to this question:	51	100%
Total who skipped this question:	0	0%
Total:	51	100%









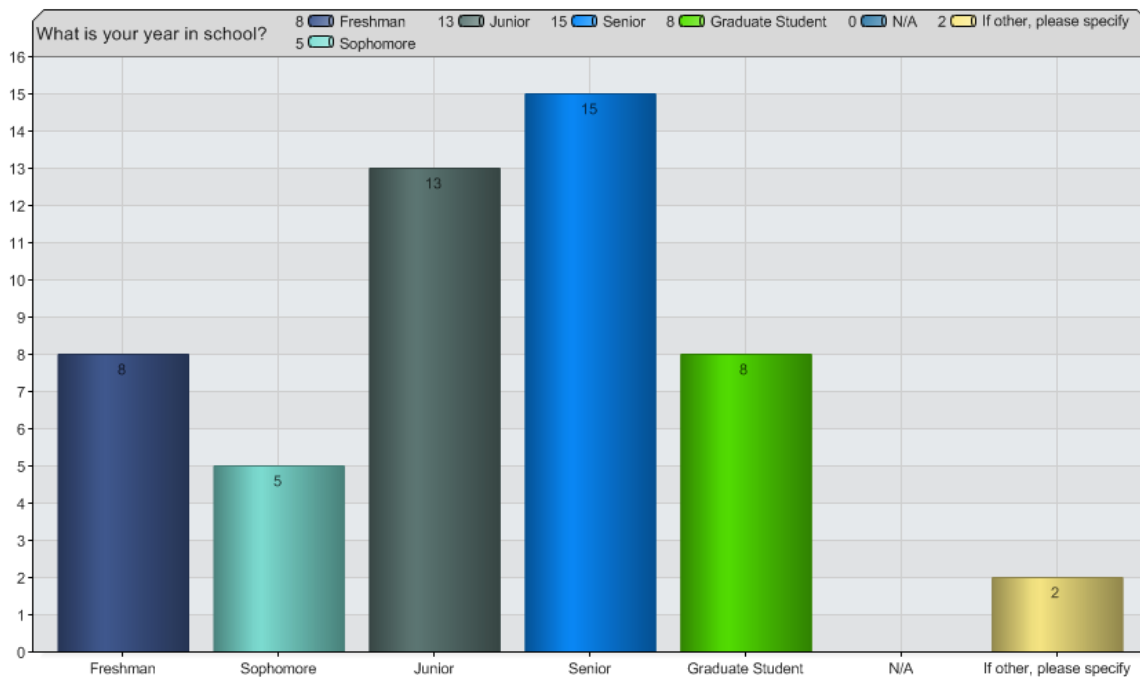
## 2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	18	35.29%
22 - 29: <input type="text"/>	21	41.18%
30 - 39: <input type="text"/>	6	11.76%
40 - 49: <input type="text"/>	2	3.92%
50+: <input type="text"/>	4	7.84%
Total Responded to this question:	51	100%
Total who skipped this question:	0	0%
Total:	51	100%



### 3. What is your year in school?

	Responses	Percent
Freshman: 	8	15.69%
Sophomore: 	5	9.8%
Junior: 	13	25.49%
Senior: 	15	29.41%
Graduate Student: 	8	15.69%
N/A:	0	0%
If other, please specify: 	2	3.92%
Total Responded to this question:	51	100%
Total who skipped this question:	0	0%
Total:	51	100%



### 3. What is your year in school?

Response	Comments
1	second bachelors
2	2nd bachelors

#### 4. Are you an Honors College student?

Yes:



24

47.06%

No:



27

52.94%

Total Responded to this question:

51

100%

Total who skipped this question:

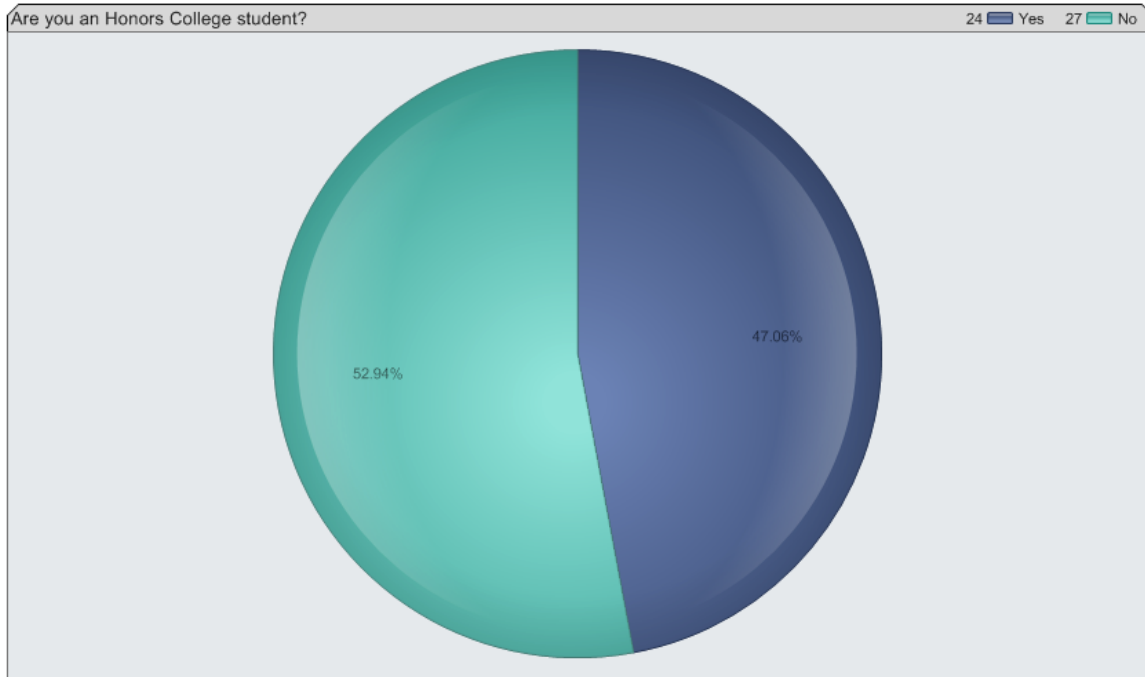
0

0%



Total:

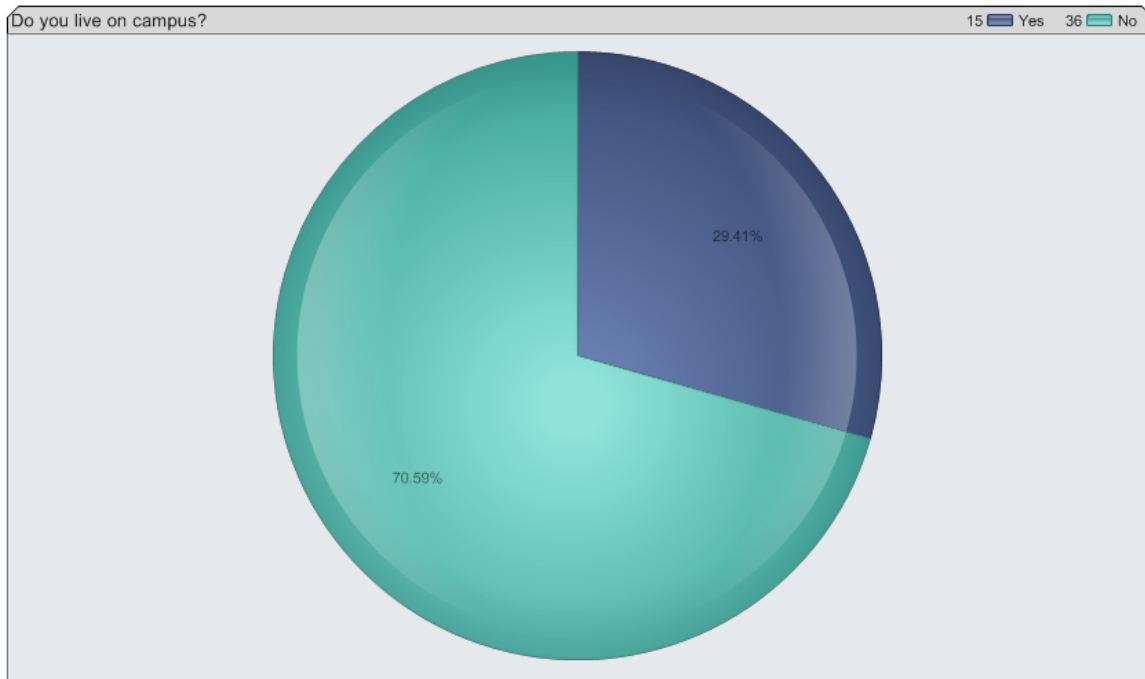
51

100%



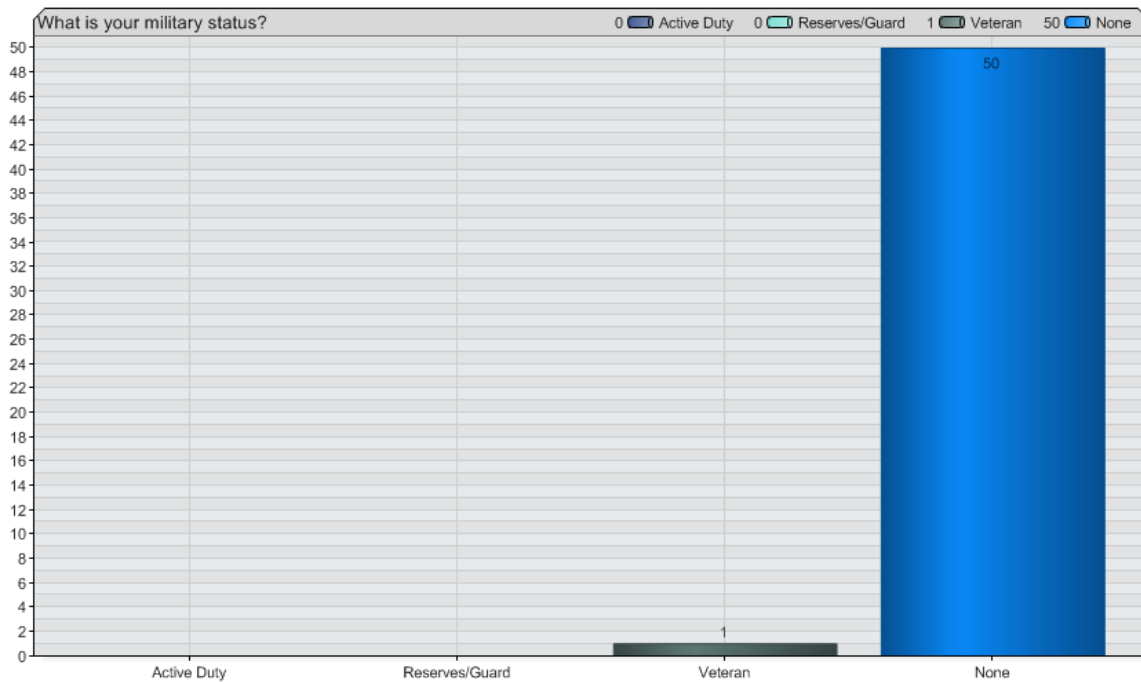
### 5. Do you live on campus?

	Responses	Percent
Yes: 	15	29.41%
No: 	36	70.59%
Total Responded to this question:	51	100%
Total who skipped this question:	0	0%
Total:	51	100%





## 6. What is your military status?

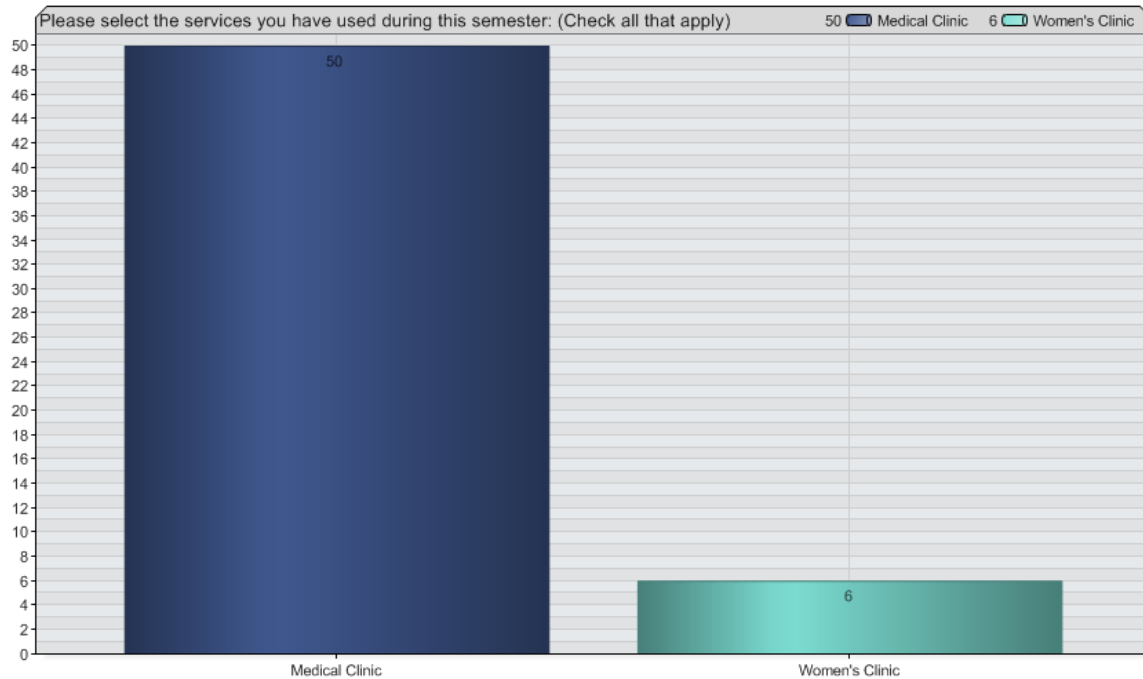
	Responses	Percent
Active Duty: <input type="text"/>	0	0%
Reserves/Guard: <input type="text"/>	0	0%
Veteran: <input type="text"/>	1	1.96%
None: <input type="text"/>	50	98.04%
Total Responded to this question:	51	100%
Total who skipped this question:	0	0%
Total:	51	100%





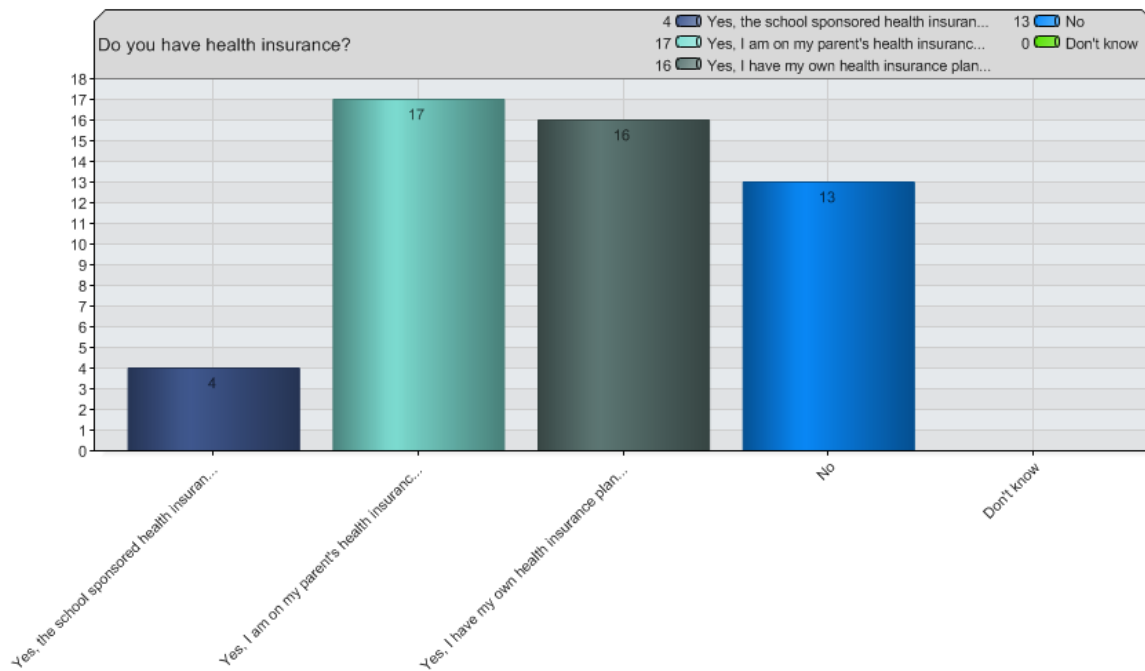
**7. Please select the services you have used during this semester: (Check all that apply)**

	Responses	Percent
Medical Clinic: 	50	98.04%
Women's Clinic: 	6	11.76%
Total Responded to this question:	51	100%
Total who skipped this question:	0	0%
Total:	51	100%



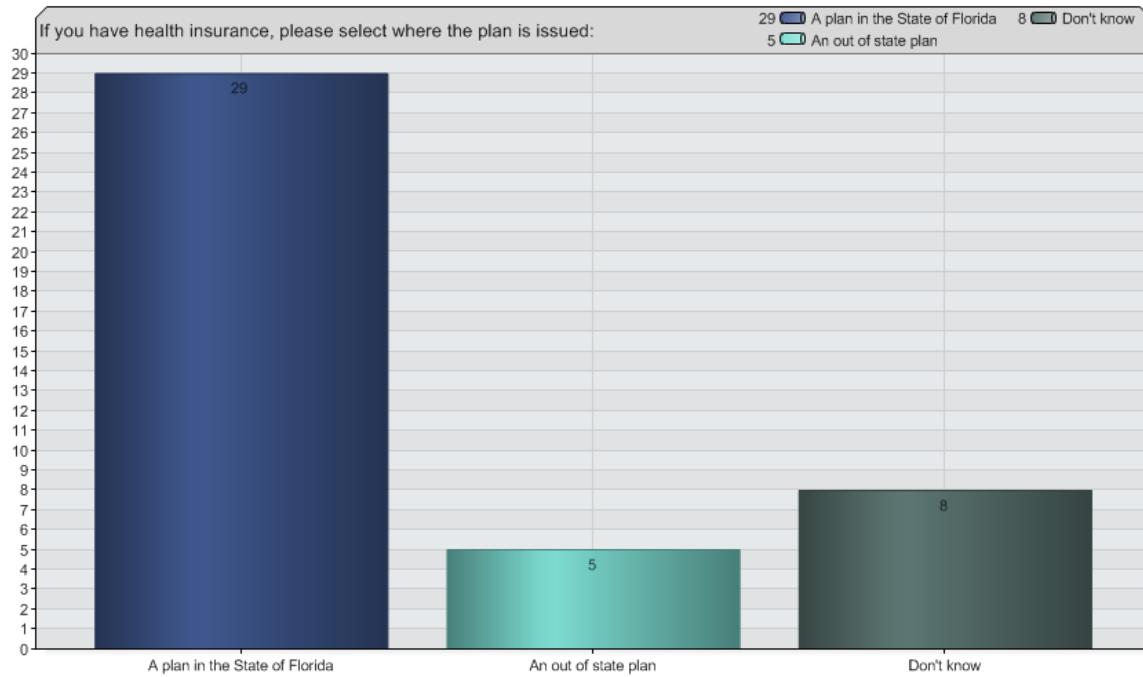
### 8. Do you have health insurance?

	Responses	Percent
Yes, the school sponsored health insurance plan:	4	8%
Yes, I am on my parent's health insurance plan:	17	34%
Yes, I have my own health insurance plan:	16	32%
No:	13	26%
Don't know:	0	0%
Total Responded to this question:		50 98.04%
Total who skipped this question:		1 1.96%
Total:		51 100%



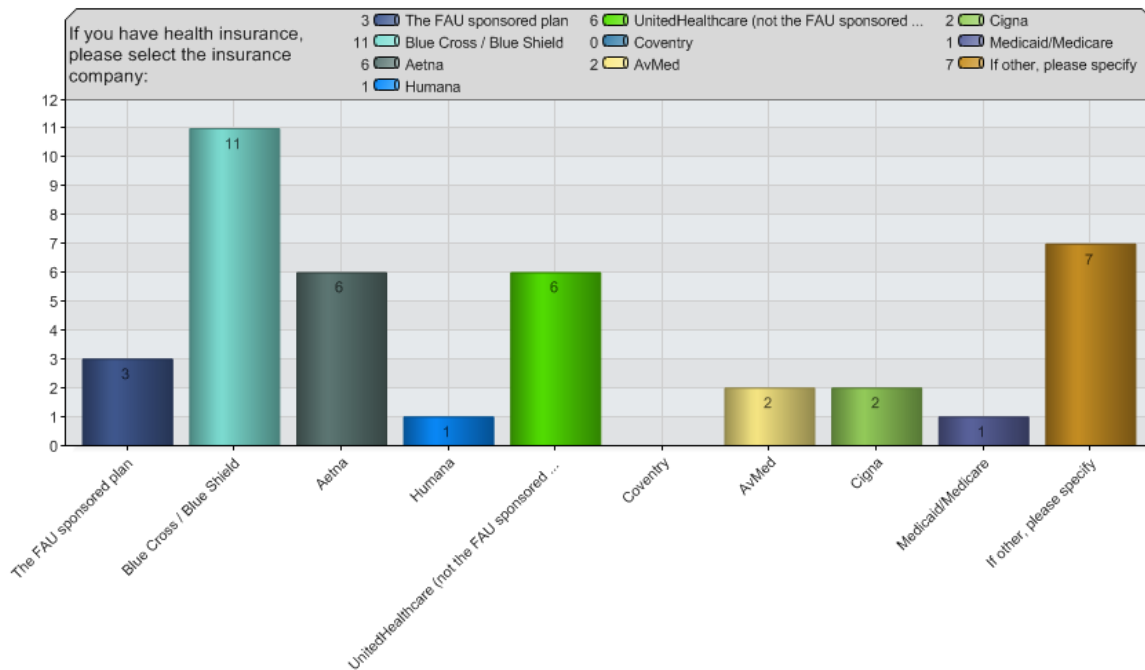
9. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida:	29	69.05%
An out of state plan:	5	11.9%
Don't know:	8	19.05%
Total Responded to this question:	42	82.35%
Total who skipped this question:	9	17.65%
Total:	51	100%



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




	Responses	Percent
The FAU sponsored plan:	3	7.69%
Blue Cross / Blue Shield:	11	28.21%
Aetna:	6	15.38%
Humana:	1	2.56%
UnitedHealthcare (not the FAU sponsored plan):	6	15.38%
Coventry:	0	0%
AvMed:	2	5.13%
Cigna:	2	5.13%
Medicaid/Medicare:	1	2.56%
If other, please specify:	7	17.95%
Total Responded to this question:	39	76.47%
Total who skipped this question:	12	23.53%
Total:	51	100%

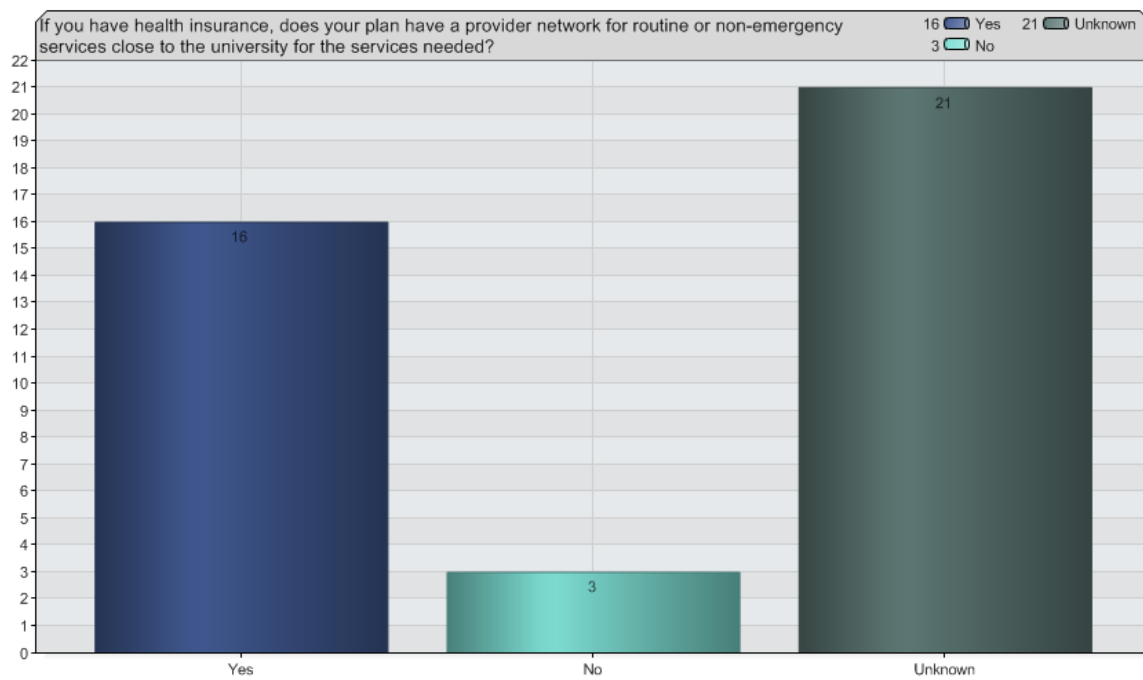


10. If you have health insurance, please select the insurance company:

Response	Comments
1	None
2	GHI
3	FHHS
4	N/A
5	anthem
6	Vita Health
7	Amerigroup

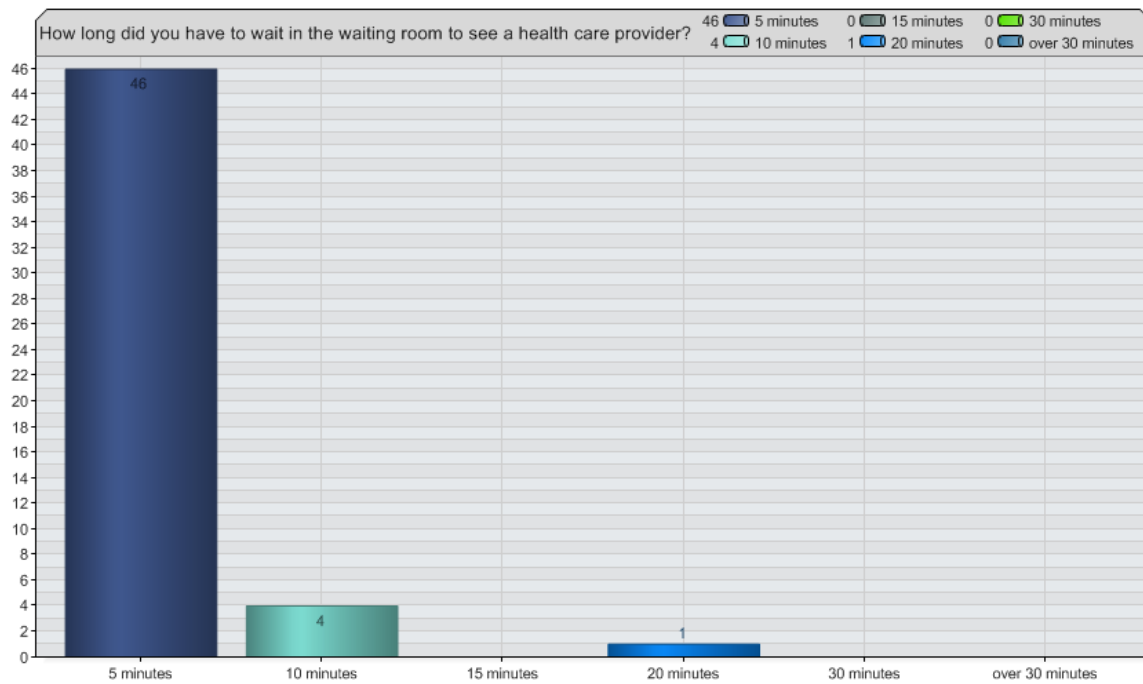
**11. If you have health insurance, does your plan have a provider network for routine or non-emergency services close to the university for the services needed?**

	Responses	Percent
Yes: 	16	40%
No: 	3	7.5%
Unknown: 	21	52.5%
Total Responded to this question:	40	78.43%
Total who skipped this question:	11	21.57%
Total:	51	100%






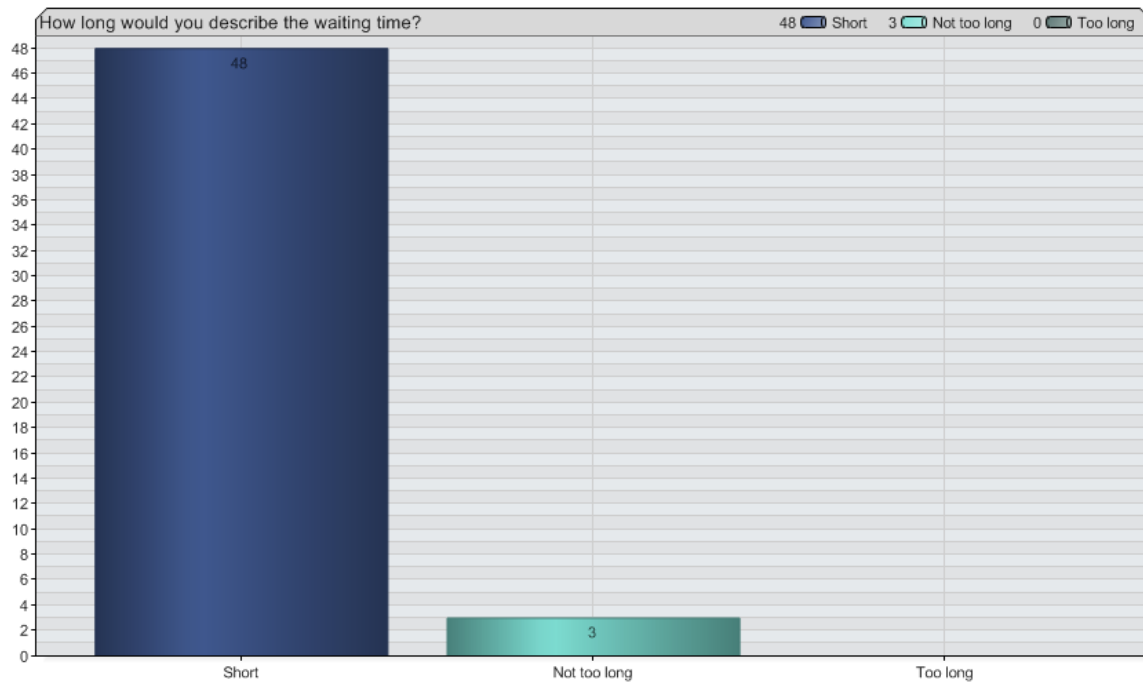
## 12. How long did you have to wait in the waiting room to see a health care provider?

	Responses	Percent
5 minutes:	46	90.2%
10 minutes:	4	7.84%
15 minutes:	0	0%
20 minutes:	1	1.96%
30 minutes:	0	0%
over 30 minutes:	0	0%
Total Responded to this question:		51
Total who skipped this question:		0
Total:		51



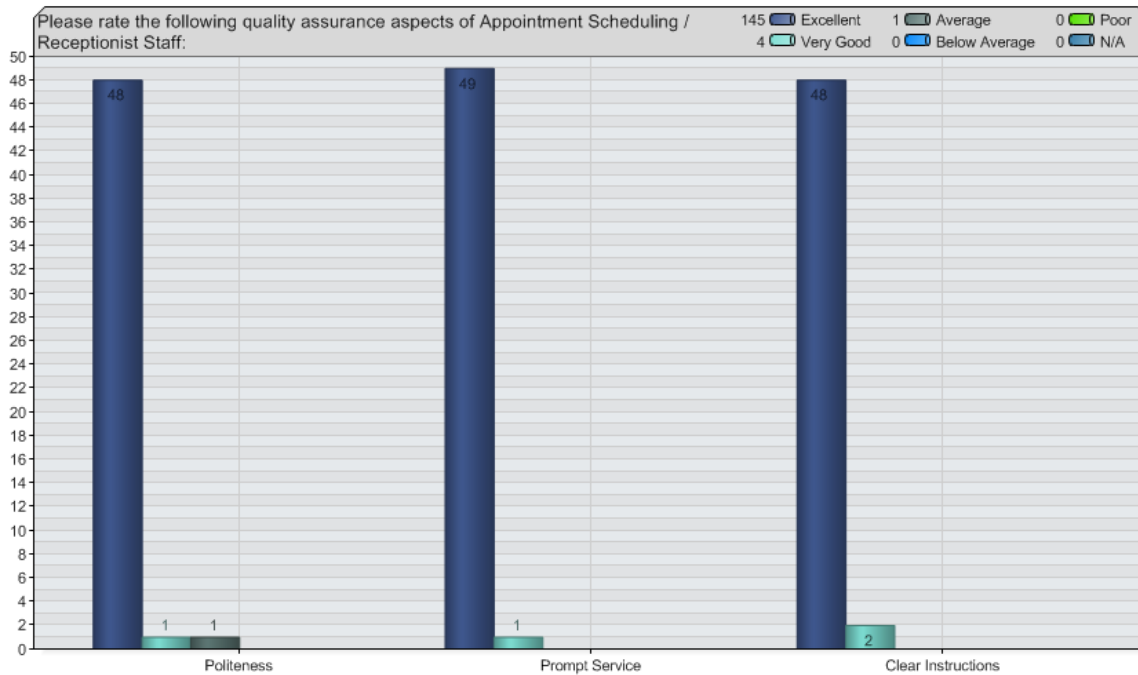
### 13. How long would you describe the waiting time?

	Responses	Percent
Short: 	48	94.12%
Not too long: 	3	5.88%
Too long: 	0	0%
Total Responded to this question:	51	100%
Total who skipped this question:	0	0%
Total:	51	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:	48(96%)	1(2%)	1(2%)	0(0%)	0(0%)	0(0%)	50
Prompt Service:	49(98%)	1(2%)	0(0%)	0(0%)	0(0%)	0(0%)	50
Clear Instructions:	48(96%)	2(4%)	0(0%)	0(0%)	0(0%)	0(0%)	50
Total Responded to this question:						50	98.04%
Total who skipped this question:						1	1.96%
Total:						51	100%





### 15. Comments concerning the Appointment Scheduling Staff:

	Responses	Percent
Responses: 	26	100%
Total Responded to this question:	26	50.98%
Total who skipped this question:	25	49.02%
Total:	51	100%

Graph/Chart function not relevant for this question type.

#### 15. Comments concerning the Appointment Scheduling Staff:


Response	Response Text
1	Very flexible and accomodating :)
2	I was very happy with the service the stuff was very helpful and polite
3	The staff was very professional each time I have visited here. I love the attention to detail they gave me about my health issues and provided me with information that is pertenant to my well-being.
4	I had a wonderful visit.
5	no problem scheduling appointments
6	There is a new person who seems very polite and eager to do a good job here. She was very friendly. The person training her seems polite as well. But when I called to schedule an appointment I left a message and no one called me back. When I called again, the person was short, uninformative and unhelpful. If the cost of an appointment wasn't an issue to me I definitely would have gone somewhere else. I would have recommended that she be fired because she is doing nothing good for FAU.
7	Very efficient and pleasant.
8	It was a very easy experience. Very simple, no complications
9	Very thorough and caring, alwasys provides check ups
10	very nice and professional
11	If this clinic were not here, I would be lost. I cannot afford health care so the fact that FAU provides one is wonderful, I am able to refill prescripiptions that would have cost me literally hundreds of dollars if not for this place, so thank you for the great, prompt service.
12	I arrived earlier than my appointment time and they were able to see me promptly which was excellent. Great service and very convinient.
13	Friendly staff. RNP answered all my questions. Felt confortable and welcome.
14	Receptionist was very plesant as well as the nurse pratician. They were able to answer questions regarding school insurance.
15	Very Kind and Informative.
16	Everyone does an amazing job and they made everything very easy for me.
17	Very helpful, contacted me to make sure she had all the information she needed, made sure I was aware of my appointment.
18	They are awesome and were able to get me an appointent at a quick and convenient time!
19	They were both kind, friendly and very welcoming.
20	Better than the old one! What a nice lady
21	Efficient, was specific and suggested to show up early in order to fill out all paperwork.
22	They're very nice and polite and make sure that you have a comfortable experience.
23	Very helpful and polite. Went out of their way to make sure I understood what I needed to do.
24	They were great!
25	Victora was very kind both on the telephone and in person. She was able to get me in very quickly to take care of my immunization hold. Wonderful!
26	Excellent and effiecent.

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	49(100%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	49
Helpfulness:	49(100%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	49
Explanation of your diagnosis and treatment:	48(97.96%)	0(0%)	1(2.04%)	0(0%)	0(0%)	0(0%)	49
Amount of time spent with you:	49(100%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	49
Total Responded to this question:						49	96.08%
Total who skipped this question:						2	3.92%
Total:						51	100%



### 17. Comments concerning our Physicians / Nurse Practitioners:

	Responses	Percent
Responses: 	23	100%
Total Responded to this question:	23	45.1%
Total who skipped this question:	28	54.9%
Total:	51	100%

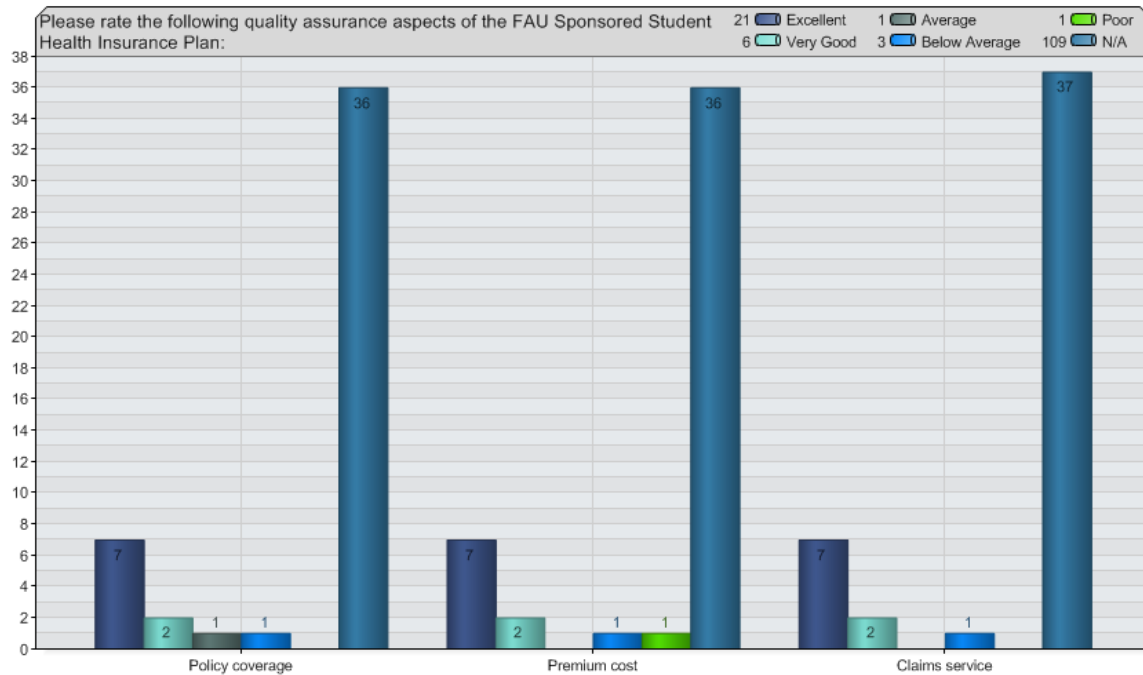
**Graph/Chart function not relevant for this question type.**

### 17. Comments concerning our Physicians / Nurse Practitioners:


Response	Response Text
1	Great and on point with care :)
2	She was very friendly and knowlege about everything
3	I wouldn't change a thing about the service I was given and in fact would recommend the health service to other students.
4	Dr. MARVA WAS AMAZING!!!
5	Very thorough and presents with a plan of care for the patient to agree and have input.
6	Marvis was very helpful and explained things thoroughly.
7	Great service, thank youy.
8	Very nice, polite, and helpful.
9	very nice and professional
10	She is always sweet and always answers all or any questions I may have.
11	The Nurse Practioner gave me advice on various medical issues and was helpful. She was thourough with her explanation and very friendly. She made me feel very comfortable.
12	She was great.
13	Very good at answering questions and very kind. Great experience
14	I was treated very well and my visit was very pleasant.
15	Friendly and explained everything to me.
16	The Doctor was great! Pleasant, engaging and professional! I always enjoy visiting the clinic.
17	They were great
18	Always very considerate and informative
19	Treatment (flu shot) only took a few minutes, no problems.
20	Friendly and makes sure you're given good care.
21	Very pleasant and helpful, asked about my educational goals and explained other campus resources she thought I may find beneficial.
22	She was great, thorough and personable!
23	Polite and welcoming. Great expierence.

**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:	7(14.89%)	2(4.26%)	1(2.13%)	1(2.13%)	0(0%)	36(76.6%)	47
Premium cost:	7(14.89%)	2(4.26%)	0(0%)	1(2.13%)	1(2.13%)	36(76.6%)	47
Claims service:	7(14.89%)	2(4.26%)	0(0%)	1(2.13%)	0(0%)	37(78.72%)	47
Total Responded to this question:						47	92.16%
Total who skipped this question:						4	7.84%
Total:						51	100%



**19. Comments concerning the FAU Sponsored Student Health Insurance Plan:**

	Responses	Percent
Responses: 	4	100%
Total Responded to this question:	4	7.84%
Total who skipped this question:	47	92.16%
Total:	51	100%

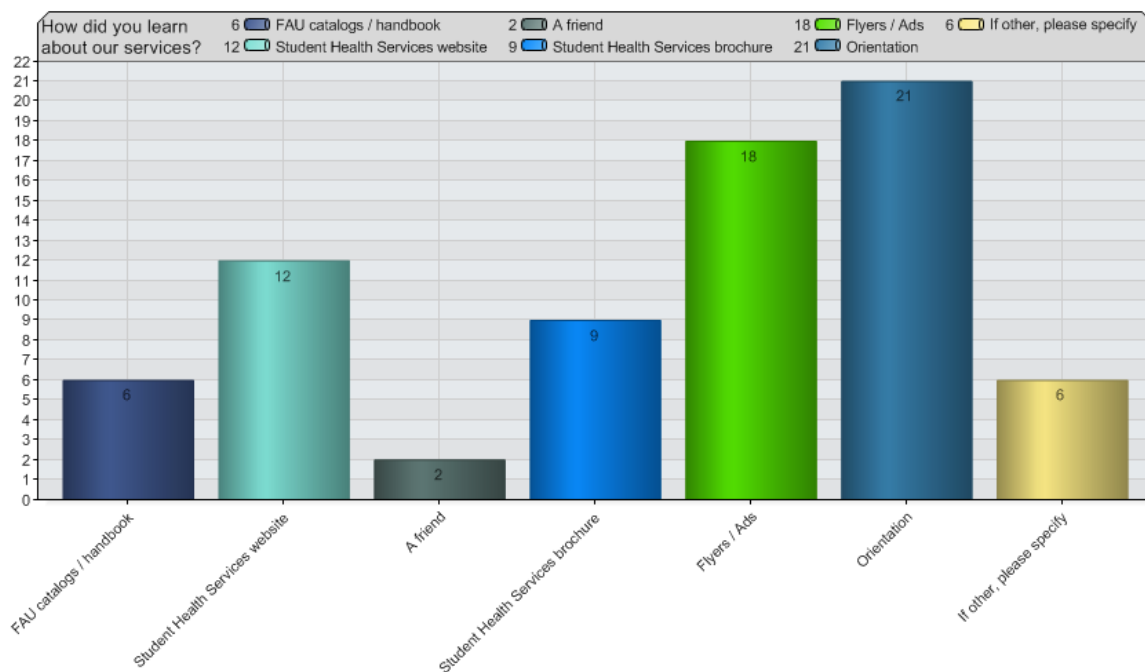
**Graph/Chart function not relevant for this question type.**

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

Response	Response Text
1	For the amount you pay and the little bit I have used the plan, the costs should be much more accomodating.
2	n\la
3	I am not familliar with FAU's insurance plan as I am already covered.
4	It is very expensive in the respect of the actual amount covered.

## 20. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	6	12.5%
Student Health Services website:	12	25%
A friend:	2	4.17%
Student Health Services brochure:	9	18.75%
Flyers / Ads:	18	37.5%
Orientation:	21	43.75%
If other, please specify:	6	12%
Total Responded to this question:		48
Total who skipped this question:		3
Total:		51

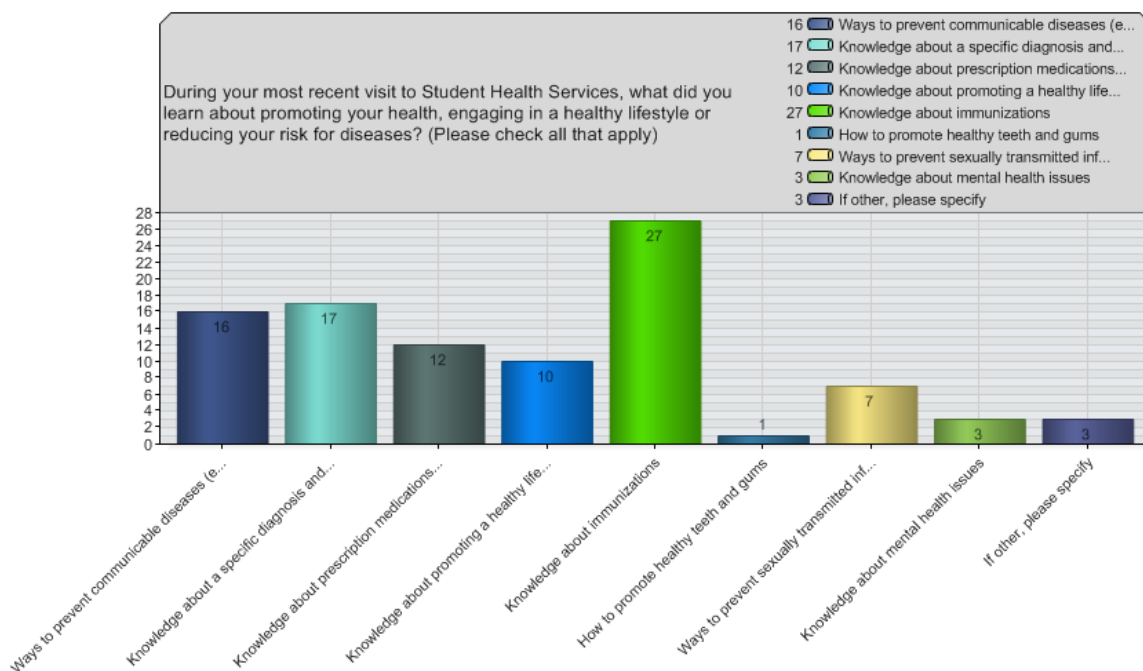


## 20. How did you learn about our services?

Response	Comments
1	a lady who works at the student help desk told me about it.
2	while getting hold removed
3	front desk
4	admission coordinator
5	class requirment
6	Administration

**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.):	16	35.56%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	17	37.78%
Knowledge about prescription medications and/or over-the-counter products:	12	26.67%
Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	10	22.22%
Knowledge about immunizations:	27	60%
How to promote healthy teeth and gums:	1	2.22%
Ways to prevent sexually transmitted infections:	7	15.56%
Knowledge about mental health issues:	3	6.67%
If other, please specify:	3	6%
Total Responded to this question:	45	88.24%
Total who skipped this question:	6	11.76%
Total:	51	100%

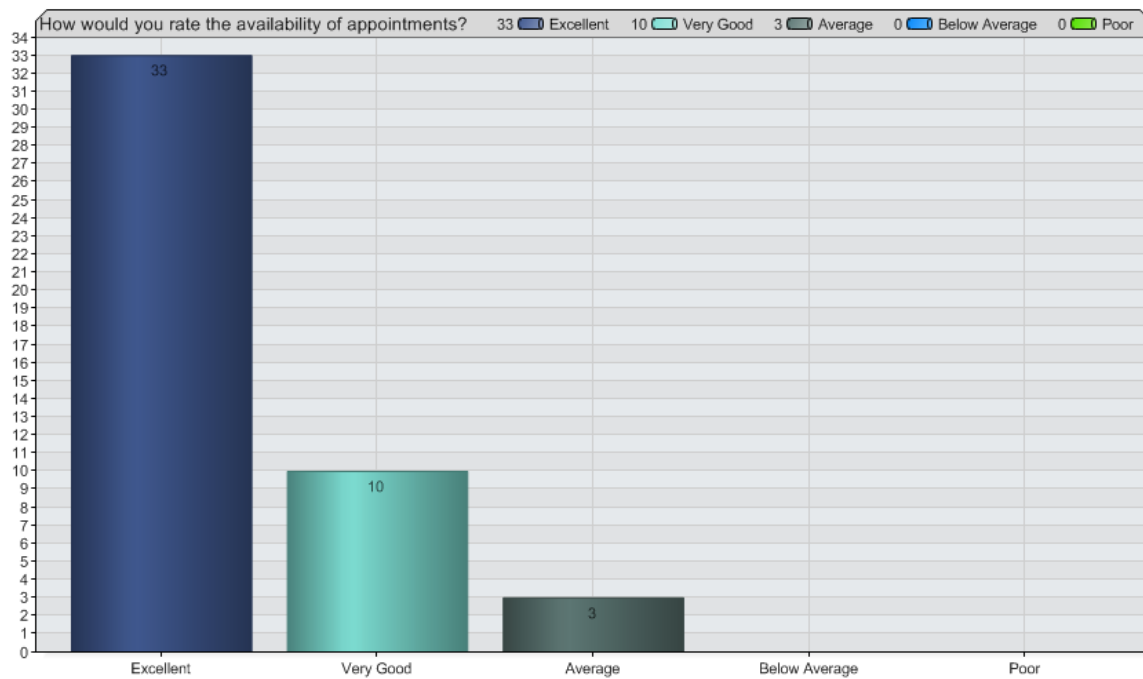


21. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

Response	Comments
1	I learned about breast health and the signs of breast cancer.
2	copper IUD implant
3	Immunization policies and procedure.

## 22. How would you rate the availability of appointments?

	Responses	Percent
Excellent: 	33	71.74%
Very Good: 	10	21.74%
Average: 	3	6.52%
Below Average: 	0	0%
Poor: 	0	0%
Additional Comments: 	2	4.35%
Total Responded to this question:	46	90.2%
Total who skipped this question:	5	9.8%
Total:	51	100%





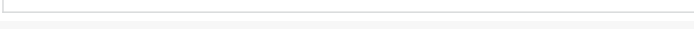


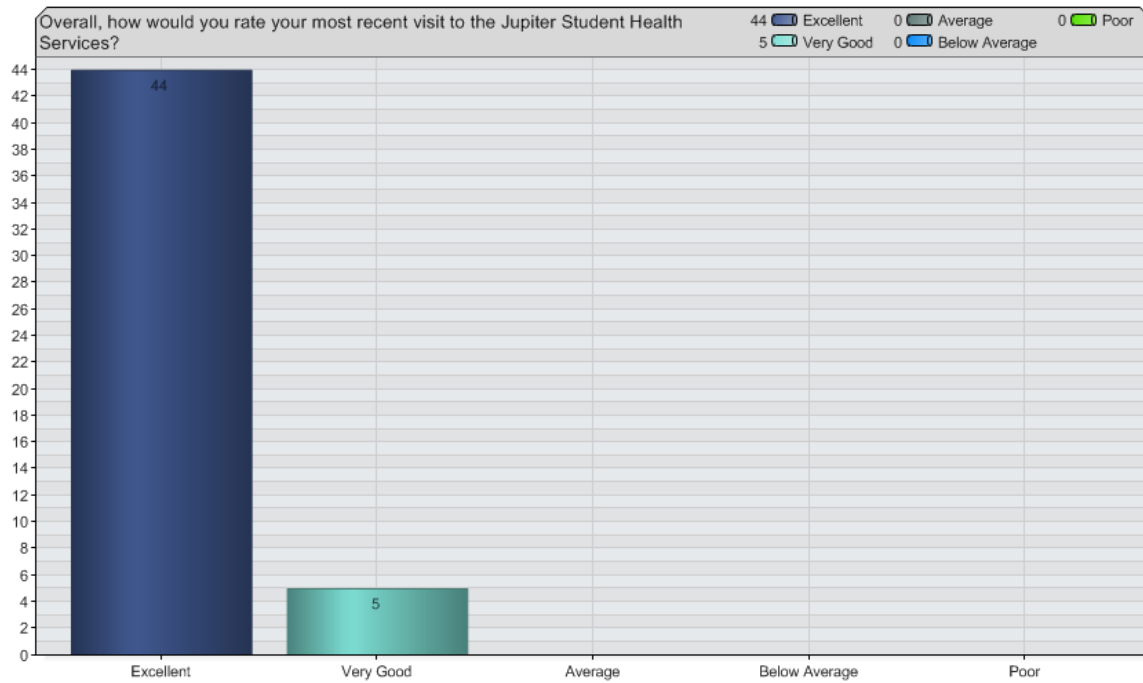
22. How would you rate the availability of appointments?

Response	Comments
1	Very flexible and didn't have to wait long to make an appointment.
2	Was able to see me the next day after I called.



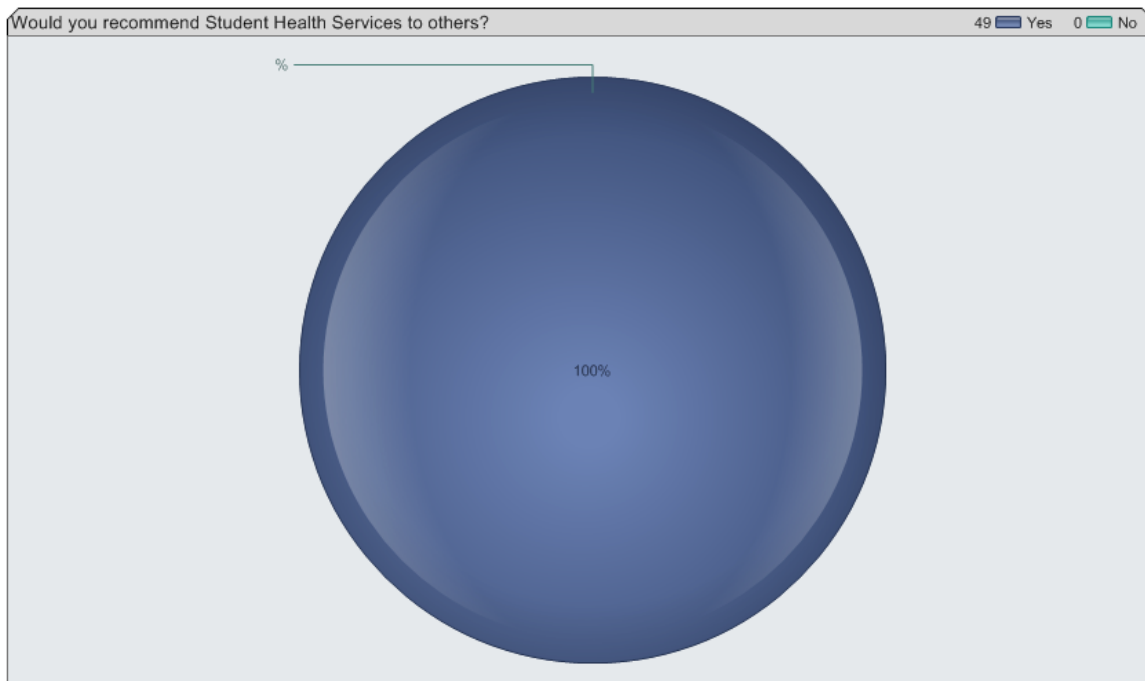
**23. Overall, how would you rate your most recent visit to the Jupiter Student Health Services?**

	Responses	Percent
Excellent: 	44	89.8%
Very Good: 	5	10.2%
Average: 	0	0%
Below Average: 	0	0%
Poor: 	0	0%
Total Responded to this question:	49	96.08%
Total who skipped this question:	2	3.92%
Total:	51	100%




#### 24. Would you recommend Student Health Services to others?

	Responses	Percent
Yes: <div><div></div></div>	49	100%
No: <div></div>	0	0%
Total Responded to this question:	49	96.08%
Total who skipped this question:	2	3.92%
Total:	51	100%



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

	Responses	Percent
Responses: 	14	100%
Total Responded to this question:	14	27.45%
Total who skipped this question:	37	72.55%
Total:	51	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	Insurance plan needs to change and needs to be more accomodating.
2	no but I will tell my friends to come to the clinic.
3	Only wish the hours were longer so that I wouldn't have to lose time from work.
4	None, everyone and everything was perfect.
5	Survey needs to have more user friendly formate, 2 questions per screen on unfamiliar key board a hassel.
6	keep up the good work
7	None.
8	None everyrthing was taken care of.
9	They are awesome! I don't think they could do anything to improve the services! :)
10	No improvements. Great service. The nurse and assistant were kind. Will recommend.
11	Make making an appointment online easier and update the phone number on the FAU Jupiter nurse website! It may be the number for Boca but doesn't get an appointment at the Jupiter office
12	Magazines in the waiting room.
13	No improvement needed!
14	Accept outside health insurance-which I have heard you are working on.






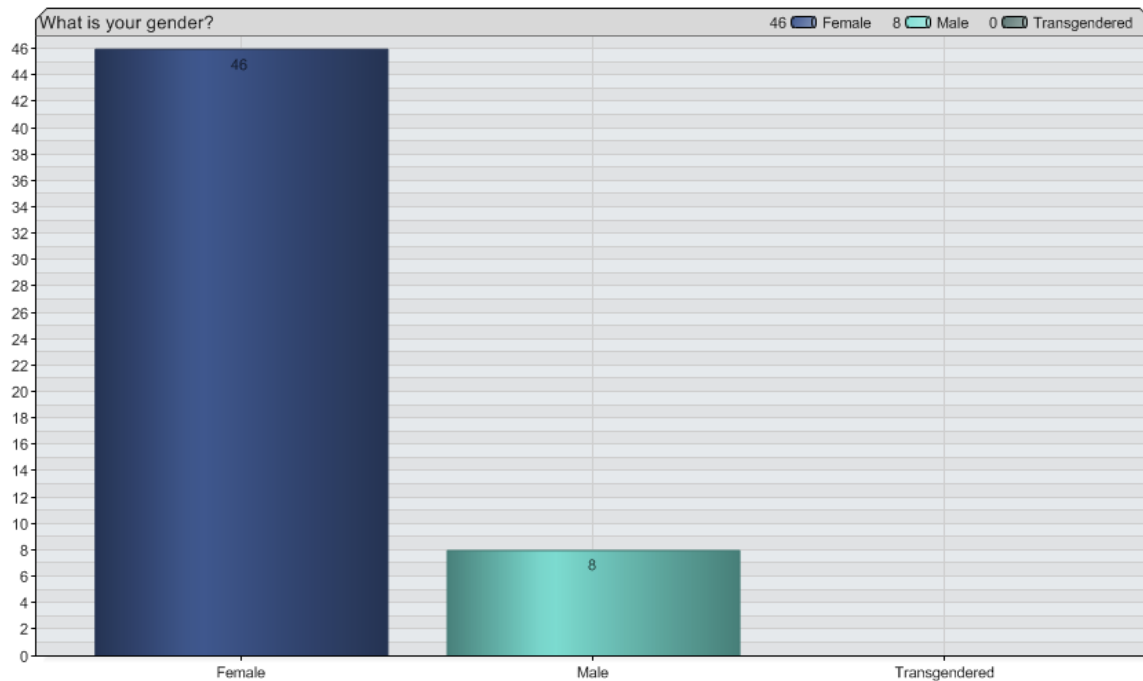
**Survey: Broward Student Health Spring 2013 General Satisfaction Survey**

**Report: Default Report**

Survey Status		Respondent Statistics	Points Summary
Status:	Closed	Total Responses: 55	No Points Questions used in this survey.
Deploy Date:	01/22/2013	Completes: 52	
Closed Date:		Partials: 3	

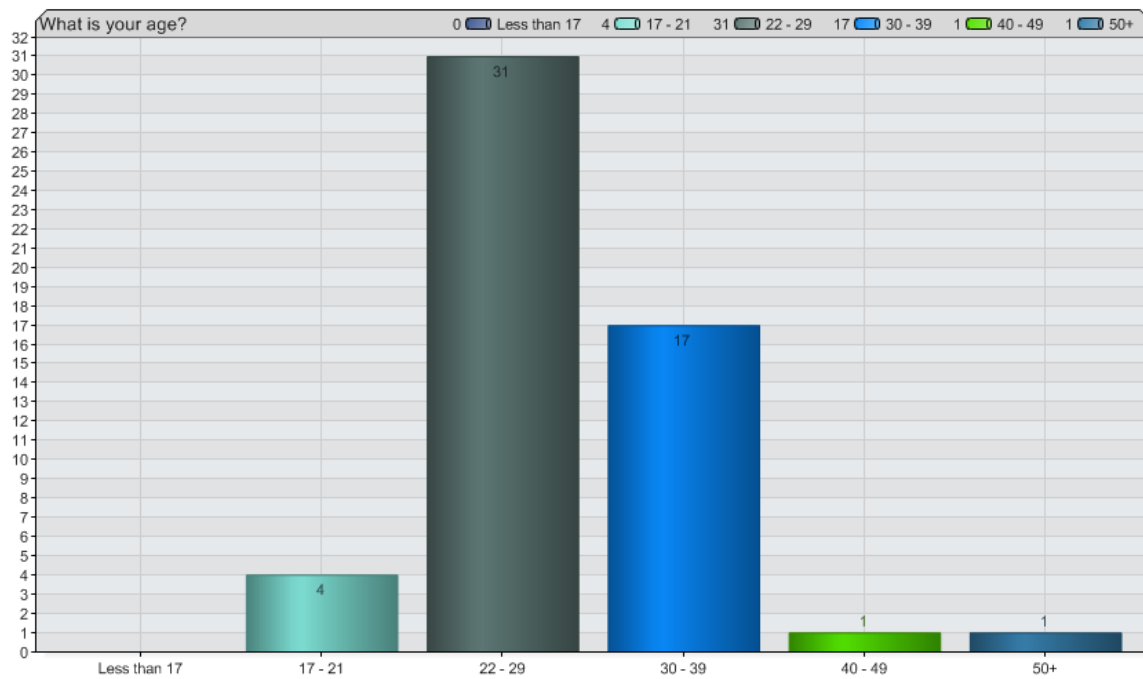
**1. What is your gender?**

	Responses	Percent
Female: 	46	85.19%
Male: 	8	14.81%
Transgendered: 	0	0%
Total Responded to this question:	54	98.18%
Total who skipped this question:	1	1.82%
Total:	55	100%



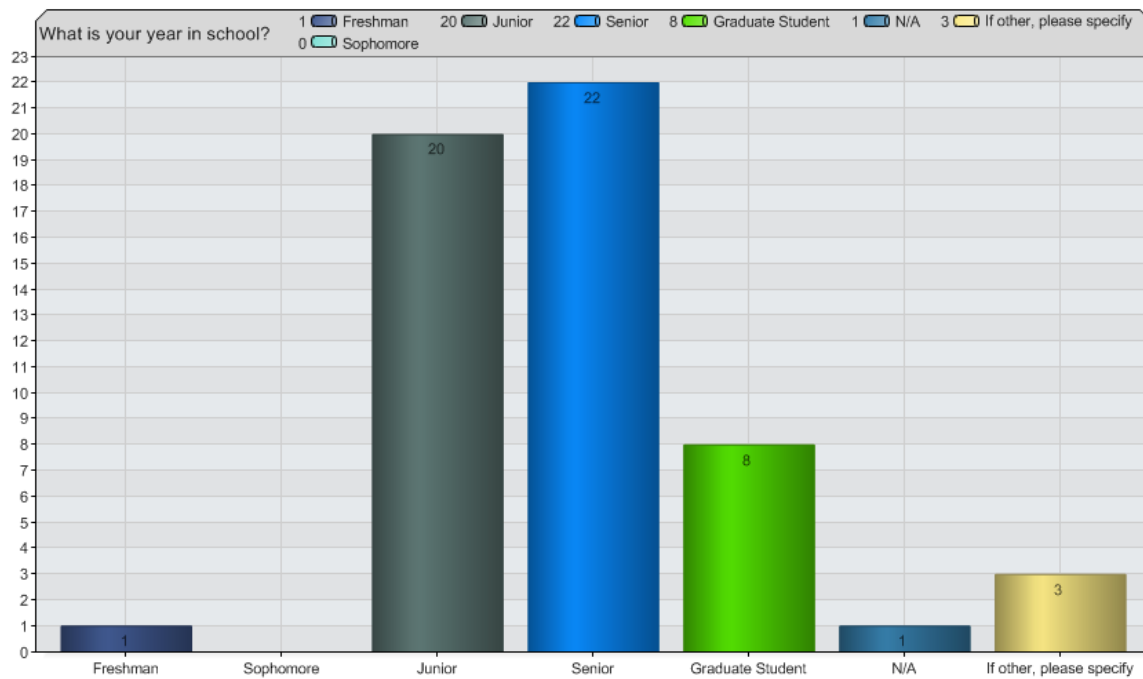
## 2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	4	7.41%
22 - 29: <input type="text"/>	31	57.41%
30 - 39: <input type="text"/>	17	31.48%
40 - 49: <input type="text"/>	1	1.85%
50+: <input type="text"/>	1	1.85%
Total Responded to this question:	54	98.18%
Total who skipped this question:	1	1.82%
Total:	55	100%



### 3. What is your year in school?

	Responses	Percent
Freshman:	1	1.82%
Sophomore:	0	0%
Junior:	20	36.36%
Senior:	22	40%
Graduate Student:	8	14.55%
N/A:	1	1.82%
If other, please specify:	3	5.45%
Total Responded to this question:	55	100%
Total who skipped this question:	0	0%
Total:	55	100%

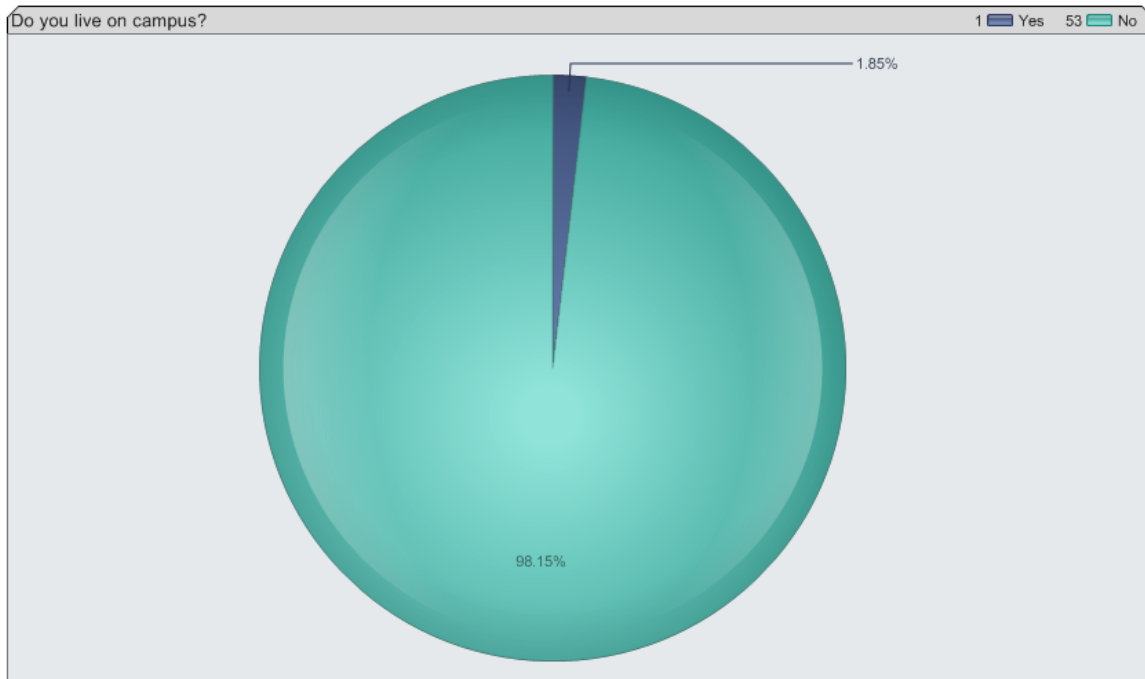


### 3. What is your year in school?

Response	Comments
1	non degree seeking student
2	transient
3	2nd Baccalaureate

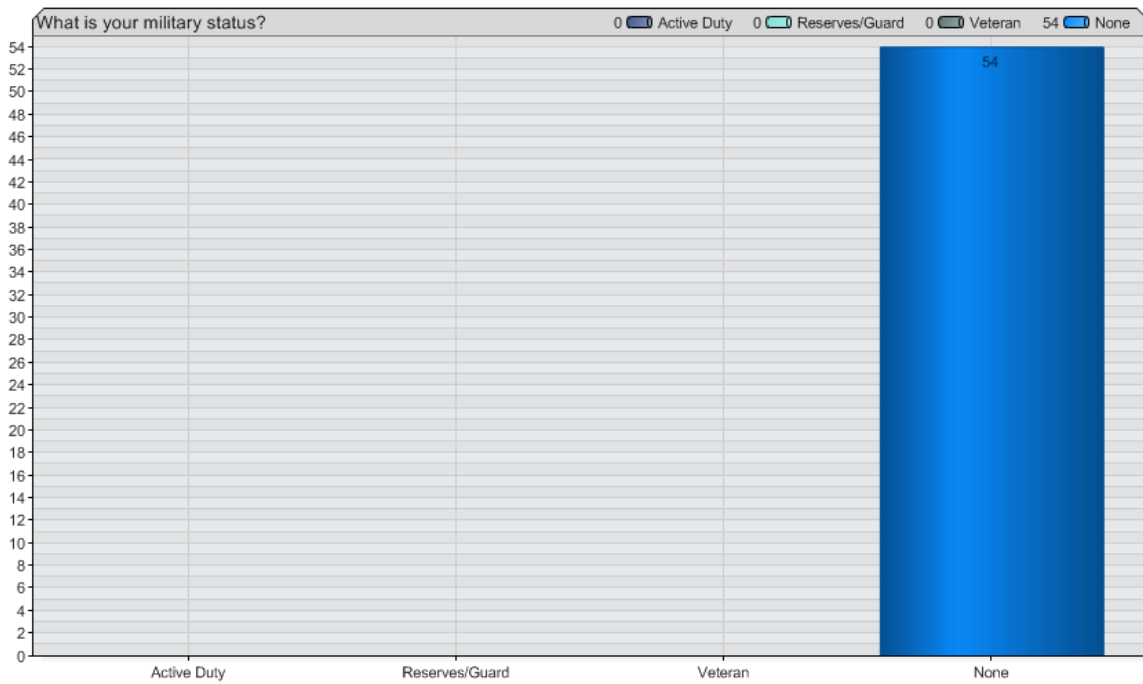
#### 4. Do you live on campus?

	Responses	Percent
Yes: 	1	1.85%
No: 	53	98.15%
Total Responded to this question:	54	98.18%
Total who skipped this question:	1	1.82%
Total:	55	100%





### 5. What is your military status?

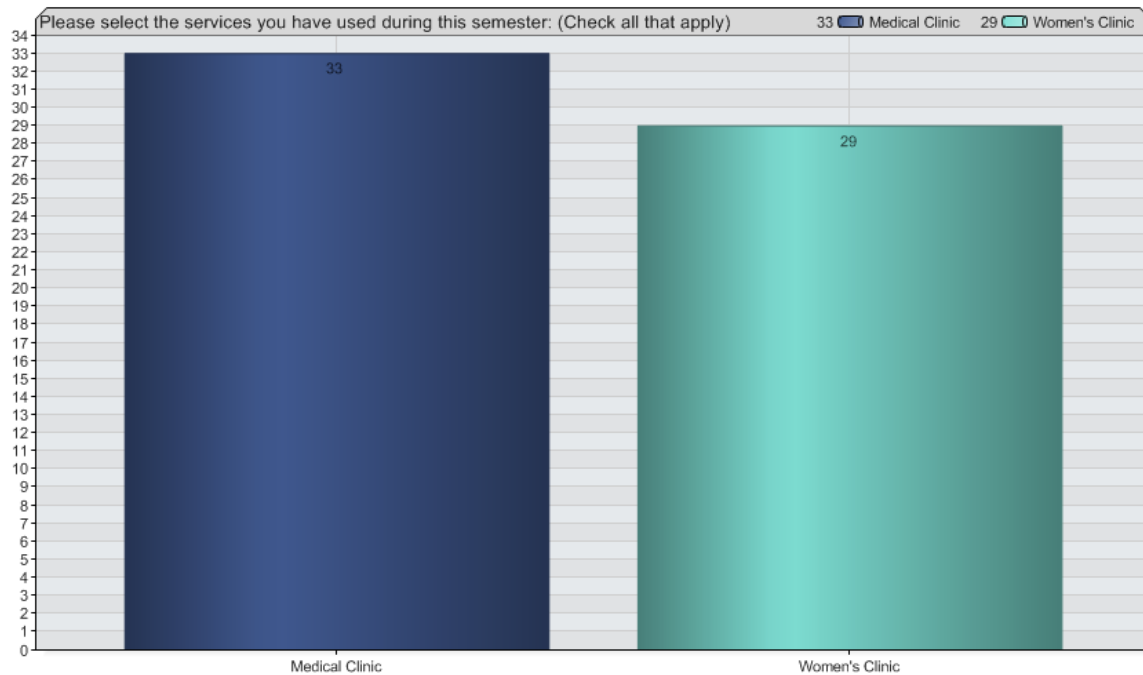
	Responses	Percent
Active Duty: <input type="text"/>	0	0%
Reserves/Guard: <input type="text"/>	0	0%
Veteran: <input type="text"/>	0	0%
None: <input type="text"/>	54	100%
Total Responded to this question:		54
Total who skipped this question:		1
Total:		55
		98.18%
		1.82%
		100%





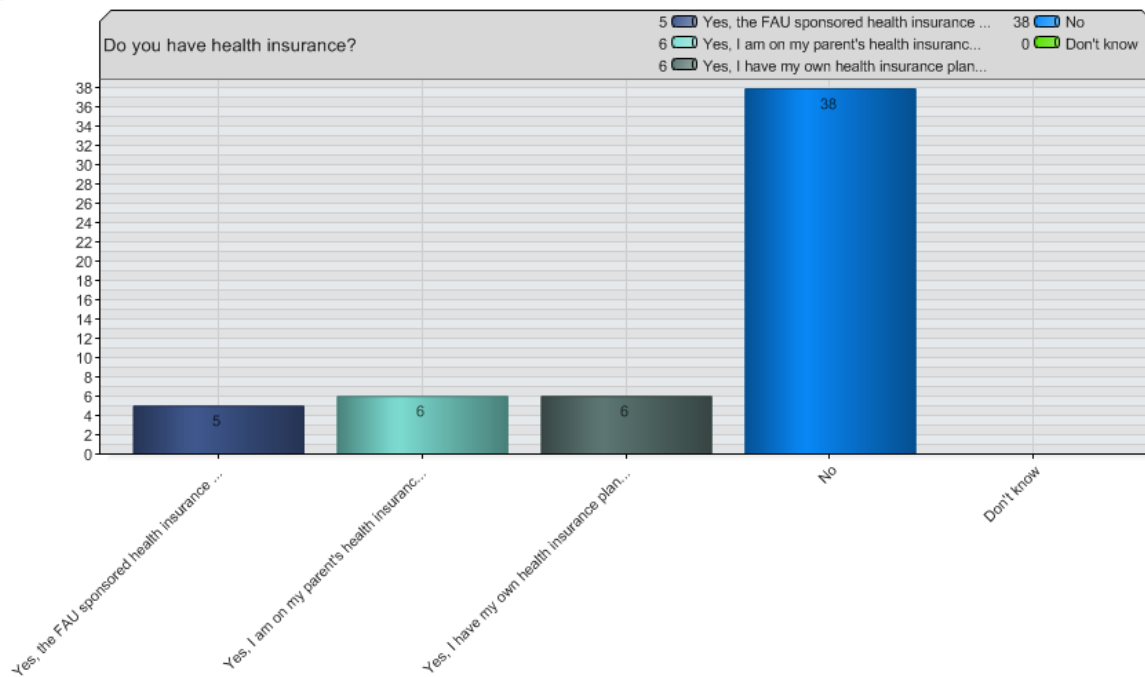
**6. Please select the services you have used during this semester: (Check all that apply)**

	Responses	Percent
Medical Clinic: 	33	62.26%
Women's Clinic: 	29	54.72%
Total Responded to this question:	53	96.36%
Total who skipped this question:	2	3.64%
Total:	55	100%



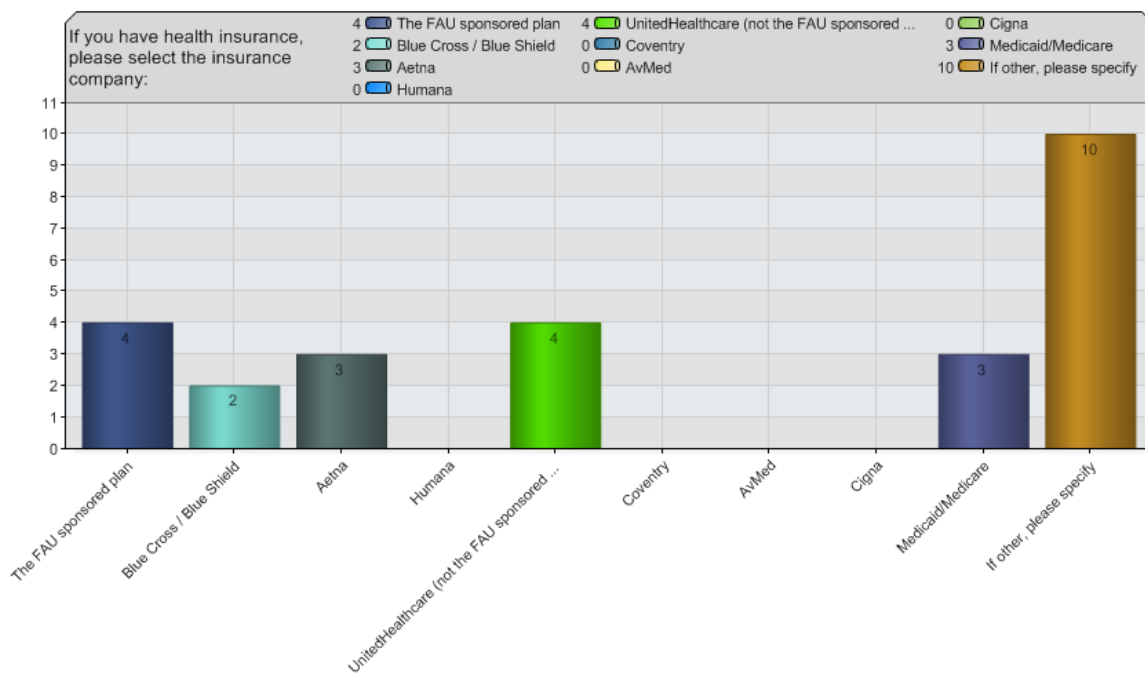
## 7. Do you have health insurance?

	Responses	Percent
Yes, the FAU sponsored health insurance plan:	5	9.09%
Yes, I am on my parent's health insurance plan:	6	10.91%
Yes, I have my own health insurance plan:	6	10.91%
No:	38	69.09%
Don't know:	0	0%
Total Responded to this question:		55
Total who skipped this question:		0
Total:		55



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







	Responses	Percent
The FAU sponsored plan:	4	15.38%
Blue Cross / Blue Shield:	2	7.69%
Aetna:	3	11.54%
Humana:	0	0%
UnitedHealthcare (not the FAU sponsored plan):	4	15.38%
Coventry:	0	0%
AvMed:	0	0%
Cigna:	0	0%
Medicaid/Medicare:	3	11.54%
If other, please specify:	10	38.46%
Total Responded to this question:		26 47.27%
Total who skipped this question:		29 52.73%
Total:		55 100%

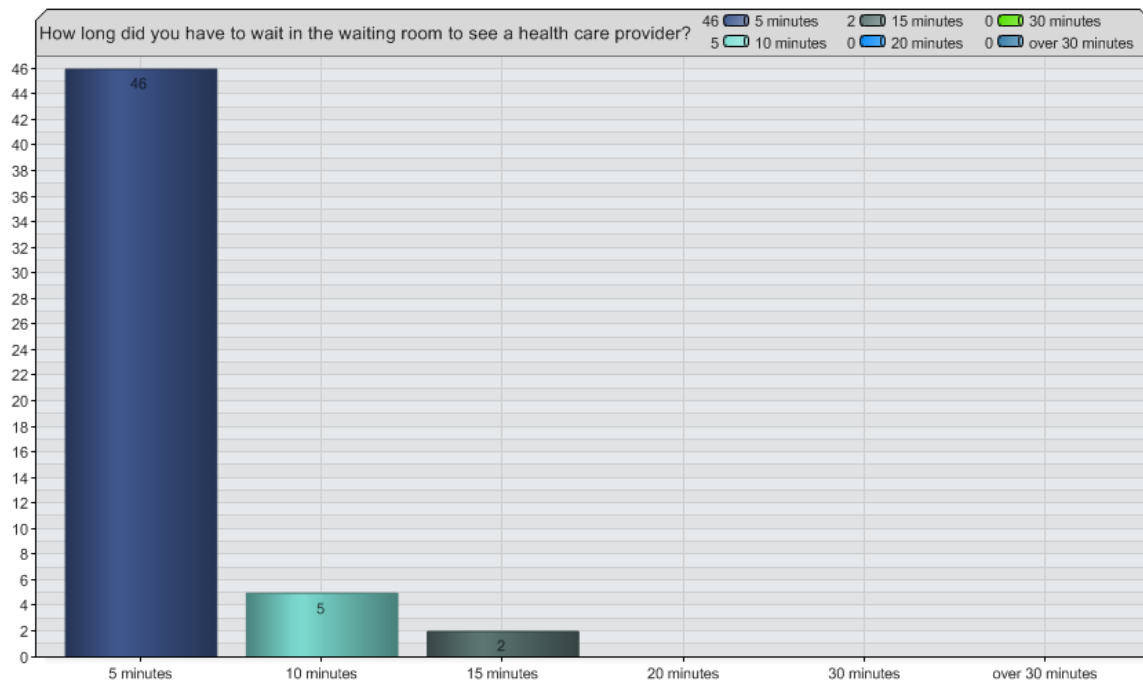


8. If you have health insurance, please select the insurance company:

Response	Comments
1	No insurance
2	none
3	N/A
4	none
5	none
6	none
7	tricare
8	none
9	none
10	Buppa

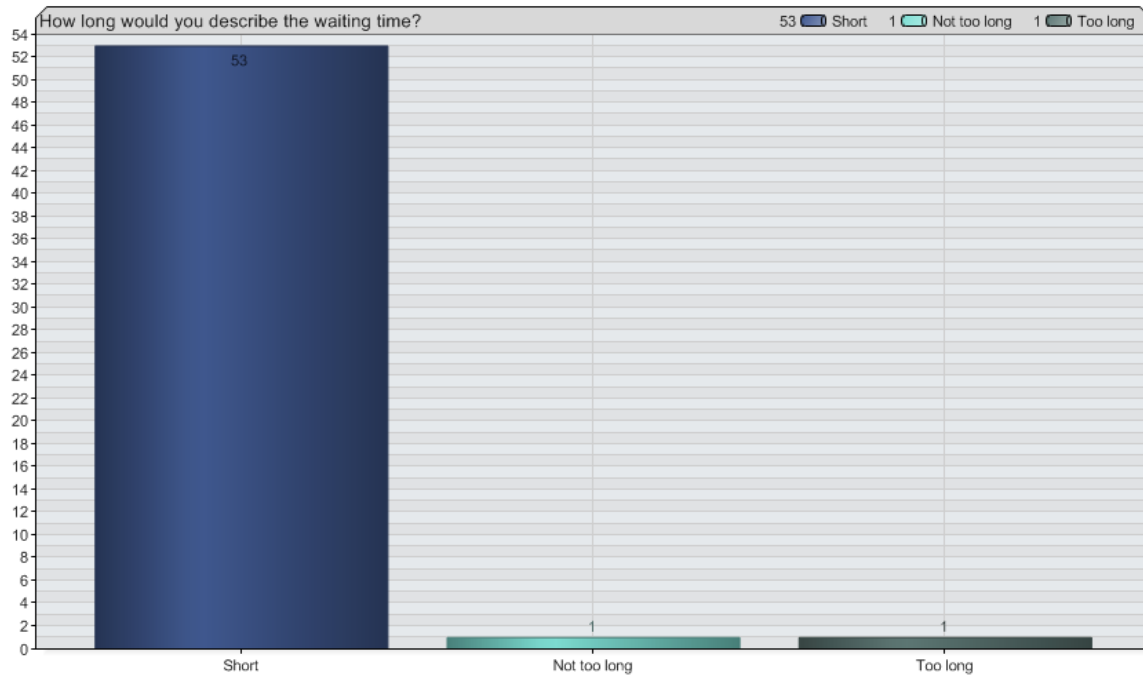
### 9. How long did you have to wait in the waiting room to see a health care provider?

	Responses	Percent
5 minutes: 	46	86.79%
10 minutes: 	5	9.43%
15 minutes: 	2	3.77%
20 minutes: 	0	0%
30 minutes: 	0	0%
over 30 minutes: 	0	0%
Total Responded to this question:	53	96.36%
Total who skipped this question:	2	3.64%
Total:	55	100%



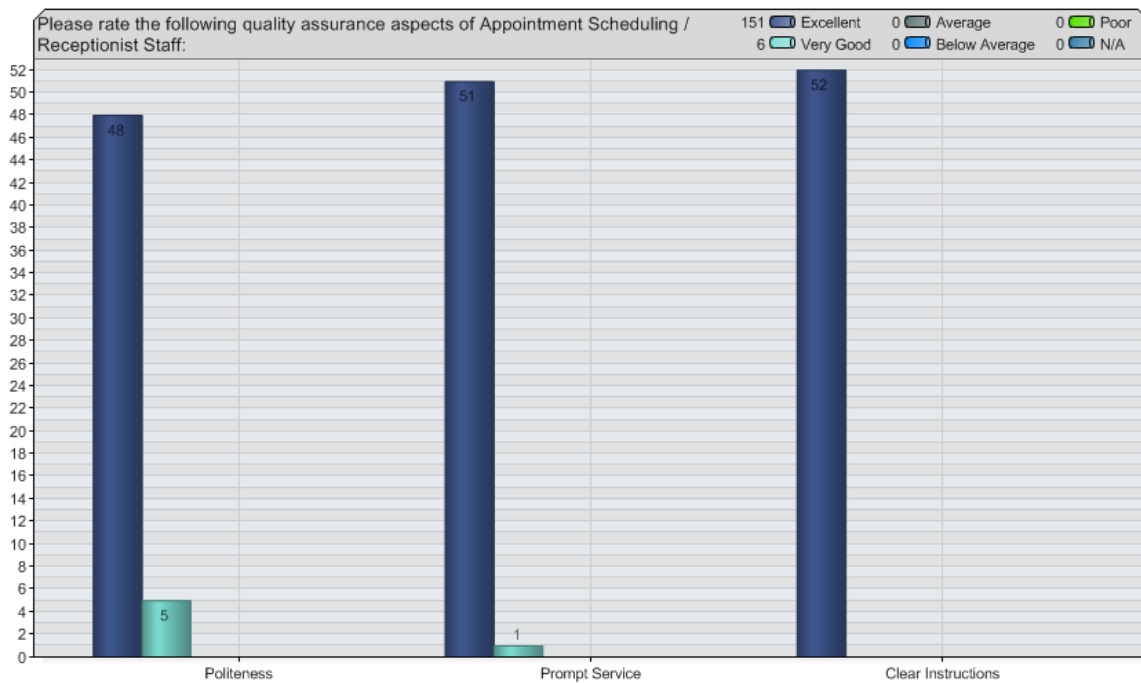
#### 10. How long would you describe the waiting time?

	Responses	Percent
Short:	53	96.36%
Not too long:	1	1.82%
Too long:	1	1.82%
Total Responded to this question:	55	100%
Total who skipped this question:	0	0%
Total:	55	100%




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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	48(90.57%)	5(9.43%)	0(0%)	0(0%)	0(0%)	0(0%)	53
Prompt Service:	51(98.08%)	1(1.92%)	0(0%)	0(0%)	0(0%)	0(0%)	52
Clear Instructions:	52(100%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	52
Total Responded to this question:						53	96.36%
Total who skipped this question:						2	3.64%
Total:						55	100%



## 12. Comments concerning the Appointment Scheduling Staff:

	Responses	Percent
Responses: 	21	100%
Total Responded to this question:	21	38.18%
Total who skipped this question:	34	61.82%
Total:	55	100%

**Graph/Chart function not relevant for this question type.**

### 12. Comments concerning the Appointment Scheduling Staff:

Response	Response Text
1	great service
2	great service, and excellent staff
3	Everything was wonderful!
4	They were friendly and professional.
5	Easy and wonderful experience
6	Courteous
7	good service so happy
8	Excellent, prompt, and efficient
9	great
10	Very kind!
11	Easy to schedule appointments.
12	Very helpful.
13	Claire is wonderful
14	fast and friendly
15	none
16	quick, easy!
17	The staff was wonder.
18	very good
19	She answered all my questions and I left the clinic informed.
20	AWESOME!!!!
21	She was a bit harsh but overall nice


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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	50(94.34%)	3(5.66%)	0(0%)	0(0%)	0(0%)	0(0%)	53
Helpfulness:	50(96.15%)	2(3.85%)	0(0%)	0(0%)	0(0%)	0(0%)	52
Explanation of your diagnosis and treatment:	49(92.45%)	3(5.66%)	0(0%)	0(0%)	0(0%)	1(1.89%)	53
Amount of time spent with you:	51(96.23%)	2(3.77%)	0(0%)	0(0%)	0(0%)	0(0%)	53
Total Responded to this question:						53	96.36%
Total who skipped this question:						2	3.64%
Total:						55	100%





#### 14. Comments concerning our Physicians / Nurse Practitioners:

	Responses	Percent
Responses: 	19	100%
Total Responded to this question:	19	34.55%
Total who skipped this question:	36	65.45%
Total:	55	100%

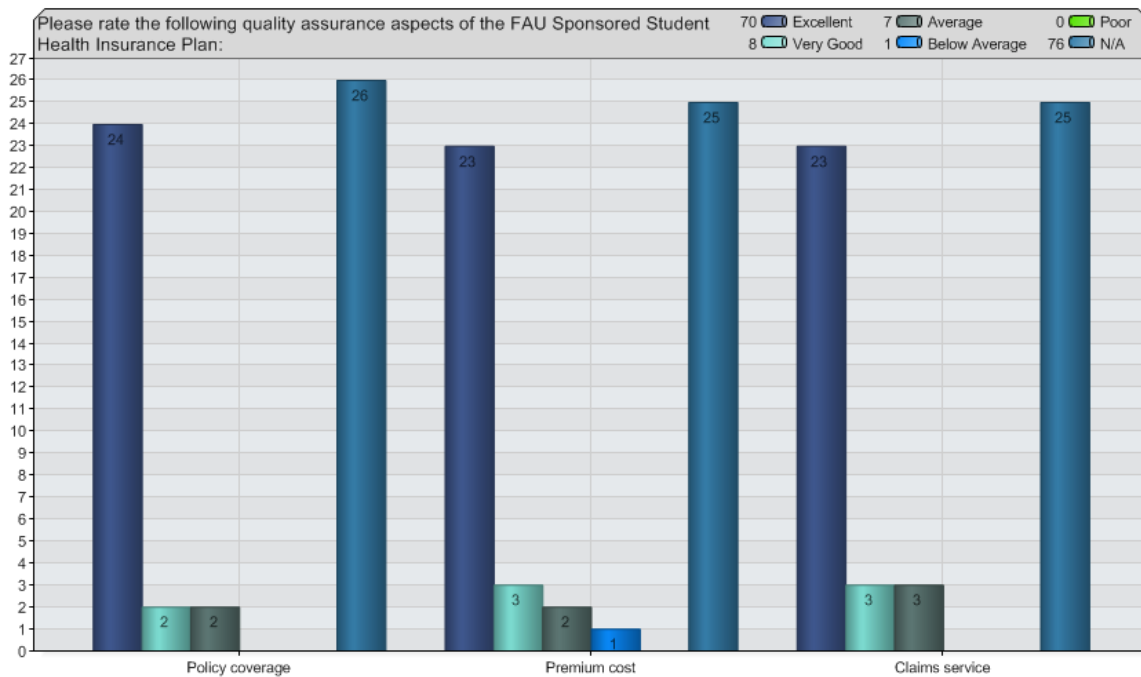
**Graph/Chart function not relevant for this question type.**

#### 14. Comments concerning our Physicians / Nurse Practitioners:


Response	Response Text
1	she is very profesional and answer all my questions
2	excellent
3	She was great! She took time to explain me everything and gave exceptional service
4	Very professional and friendly. Does not make you feel uncomfortable
5	Excellent in education and quickness of the appointment
6	caring
7	very content
8	GREAT
9	Very helpful and informative
10	Dr. McCarthy is excellent! She is very helpful and informs me of everything and anything as needed.
11	Felt very comfortable with the Nurse Practitioner. Very thorough.
12	DR.McCarthy, was very polite and she made me feel comfortable for my first time visit. I really appreciate the service today
13	none
14	very friendly and comfortable!
15	Claire is an amazing part of FAU. She goes out of her way to make sure her patients are receiving adequate care. I have learned so much about my health through her and it is great to have someone who really cares working here! I wish I could stay a student longer to be able to continue to see her.
16	AMAZING!!!!
17	Dr. McCarthy is very helpful and I appreciate her as my doctor. She is very nice and makes me feel very comfortable when I come in.
18	Absolutely appreciative to have Ms. Claire. She is very knowledgable, professional, friendly and easy to confide in.
19	She was knowledgable and very nice and helpful.

**15. 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:	24(44.44%)	2(3.7%)	2(3.7%)	0(0%)	0(0%)	26(48.15%)	54
Premium cost:	23(42.59%)	3(5.56%)	2(3.7%)	1(1.85%)	0(0%)	25(46.3%)	54
Claims service:	23(42.59%)	3(5.56%)	3(5.56%)	0(0%)	0(0%)	25(46.3%)	54
Total Responded to this question:						54	98.18%
Total who skipped this question:						1	1.82%
Total:						55	100%



**16. Comments concerning the FAU Sponsored Student Health Insurance Plan:**

	Responses	Percent
Responses: 	3	100%
Total Responded to this question:	3	5.45%
Total who skipped this question:	52	94.55%
Total:	55	100%

**Graph/Chart function not relevant for this question type.**

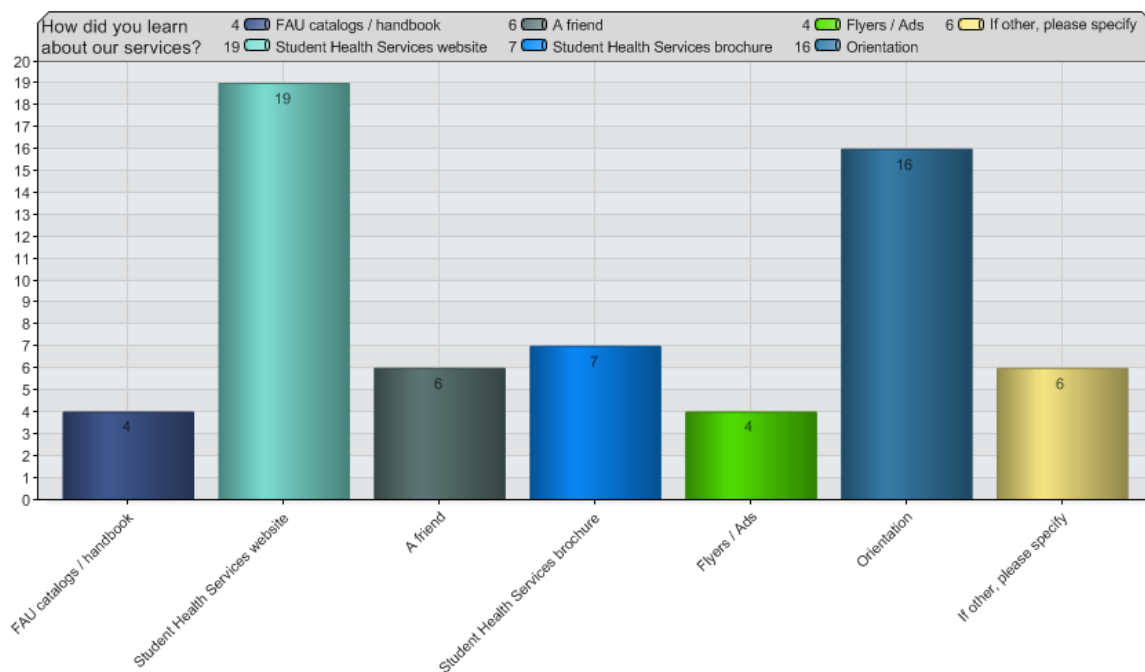
16. Comments concerning the FAU Sponsored Student Health Insurance Plan:

Response      Response Text

- |   |                                                                                                  |
|---|--------------------------------------------------------------------------------------------------|
| 1 | Don't have it and have not obtained any information about it                                     |
| 2 | N/A                                                                                              |
| 3 | It takes some fight sometimes to get what you deserve. It doesn't give dental discount at fau :( |

### 17. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	4	7.84%
Student Health Services website:	19	37.25%
A friend:	6	11.76%
Student Health Services brochure:	7	13.73%
Flyers / Ads:	4	7.84%
Orientation:	16	31.37%
If other, please specify:	6	11%
Total Responded to this question:		51
Total who skipped this question:		4
Total:		55

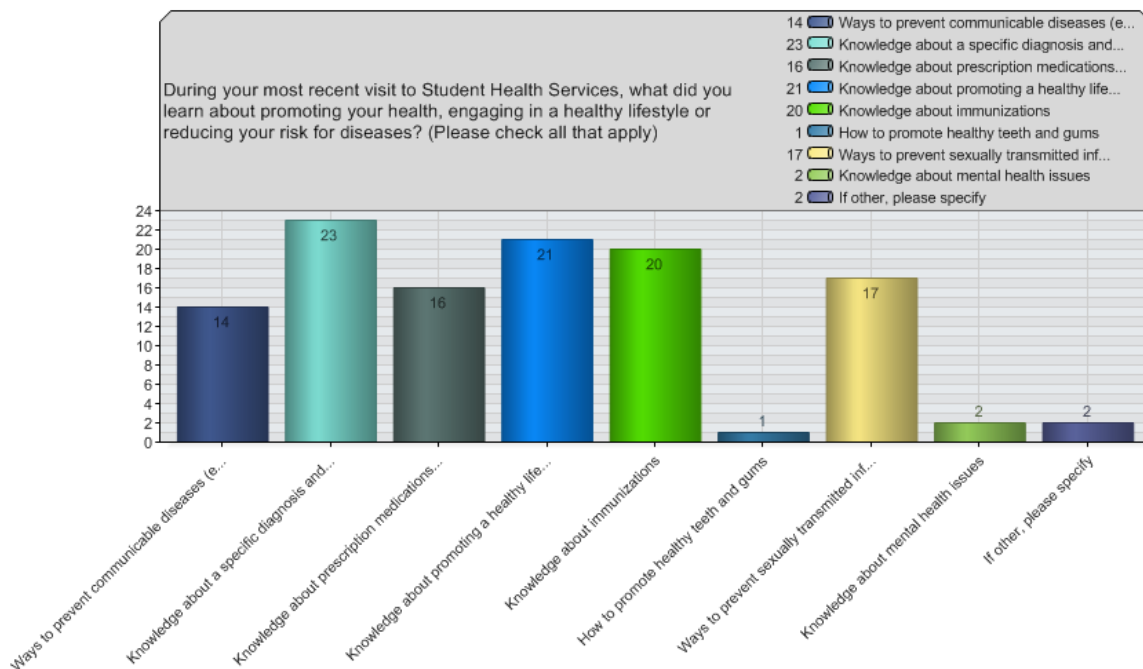


### 17. How did you learn about our services?

Response	Comments
1	student government employee
2	website
3	phone call about admission requirements
4	web site
5	Classmate recommended the mental health services. Saw the health services on my way to counseling.
6	nURSE PRACTITIONER TOLD ME ABOUT IT AT ONE OF THE EVENTS I WAS IN.

**18. 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.):	14	28%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	23	46%
Knowledge about prescription medications and/or over-the-counter products:	16	32%
Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	21	42%
Knowledge about immunizations:	20	40%
How to promote healthy teeth and gums:	1	2%
Ways to prevent sexually transmitted infections:	17	34%
Knowledge about mental health issues:	2	4%
If other, please specify:	2	4%
Total Responded to this question:	50	90.91%
Total who skipped this question:	5	9.09%
Total:	55	100%

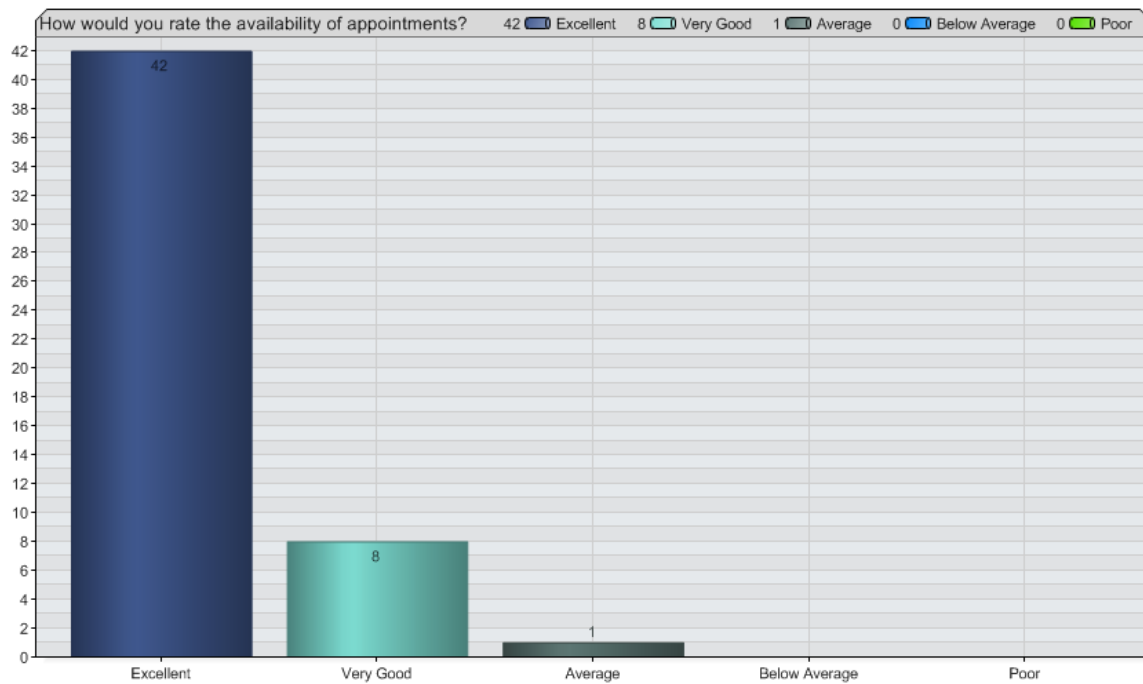


18. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)





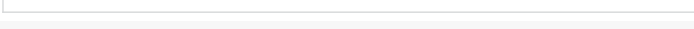
Response	Comments
1	About proper moisturizing for eczema
2	none

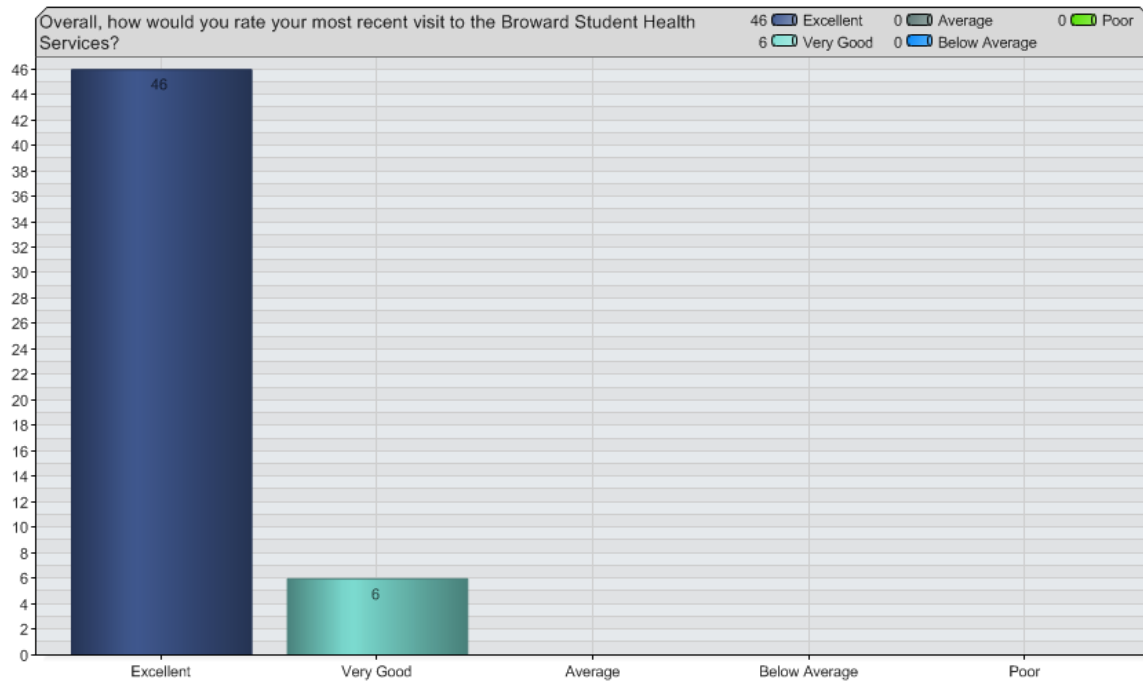
### 19. How would you rate the availability of appointments?

	Responses	Percent
Excellent: 	42	82.35%
Very Good: 	8	15.69%
Average: 	1	1.96%
Below Average: 	0	0%
Poor: 	0	0%
Additional Comments: 	0	0%
Total Responded to this question:		51
Total who skipped this question:		4
Total:		55
		92.73%
		7.27%
		100%


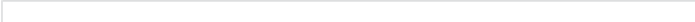


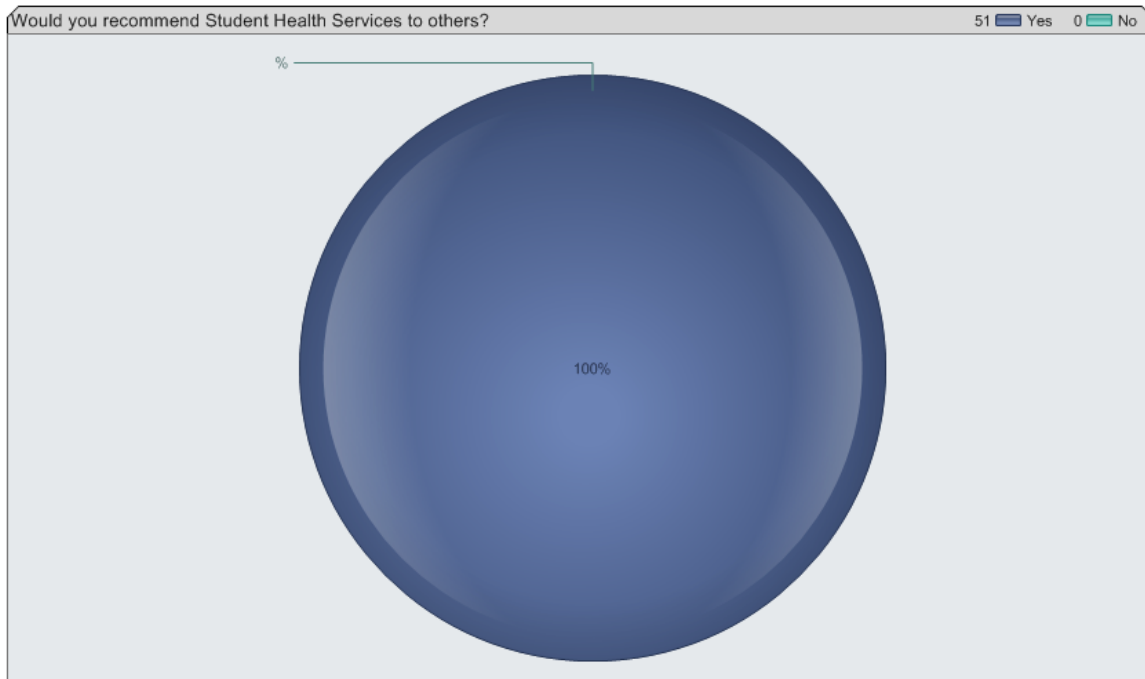
20. Overall, how would you rate your most recent visit to the Broward Student Health Services?

	Responses	Percent
Excellent: 	46	88.46%
Very Good: 	6	11.54%
Average: 	0	0%
Below Average: 	0	0%
Poor: 	0	0%
Total Responded to this question:	52	94.55%
Total who skipped this question:	3	5.45%
Total:	55	100%




## 21. Would you recommend Student Health Services to others?

	Responses	Percent
Yes: 	51	100%
No: 	0	0%
Total Responded to this question:	51	92.73%
Total who skipped this question:	4	7.27%
Total:	55	100%





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

	Responses	Percent
Responses: 	7	100%
Total Responded to this question:	7	12.73%
Total who skipped this question:	48	87.27%
Total:	55	100%

**Graph/Chart function not relevant for this question type.**

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

Response	Response Text
1	Extending FAU Student Health Services post graduation, at least over the summer.
2	keep up the good work
3	none
4	no suggestions, very happy with this clinic!
5	continue to doing what your doing. awesom job
6	I wish I could continue using these services after graduation. It is hard to find excellent quality staff/nurse and services.
7	It was a pleasant experience. Great people, quick service and exam results.



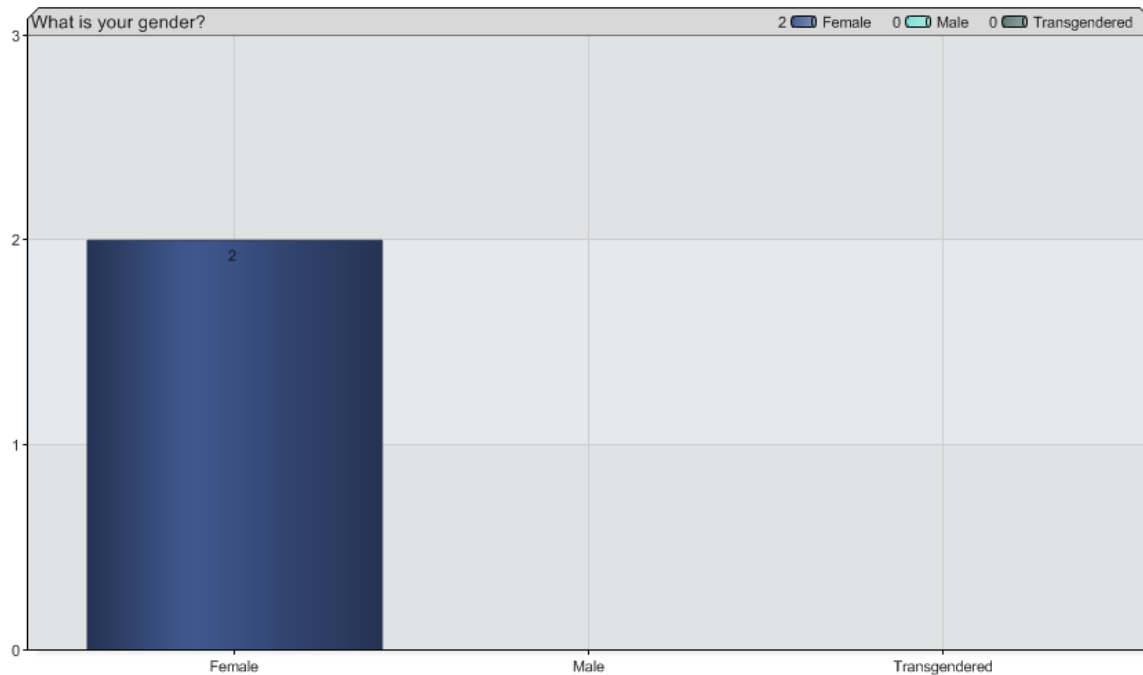
**Survey: St. Lucie County Spring 2013 General Satisfaction Survey**

**Report: Default Report**

Survey Status		Respondent Statistics	Points Summary
Status:	Closed	Total Responses:	No Points Questions used in this survey.
Deploy Date:	01/22/2013	Completes:	
Closed Date:	07/10/2013	Partials:	

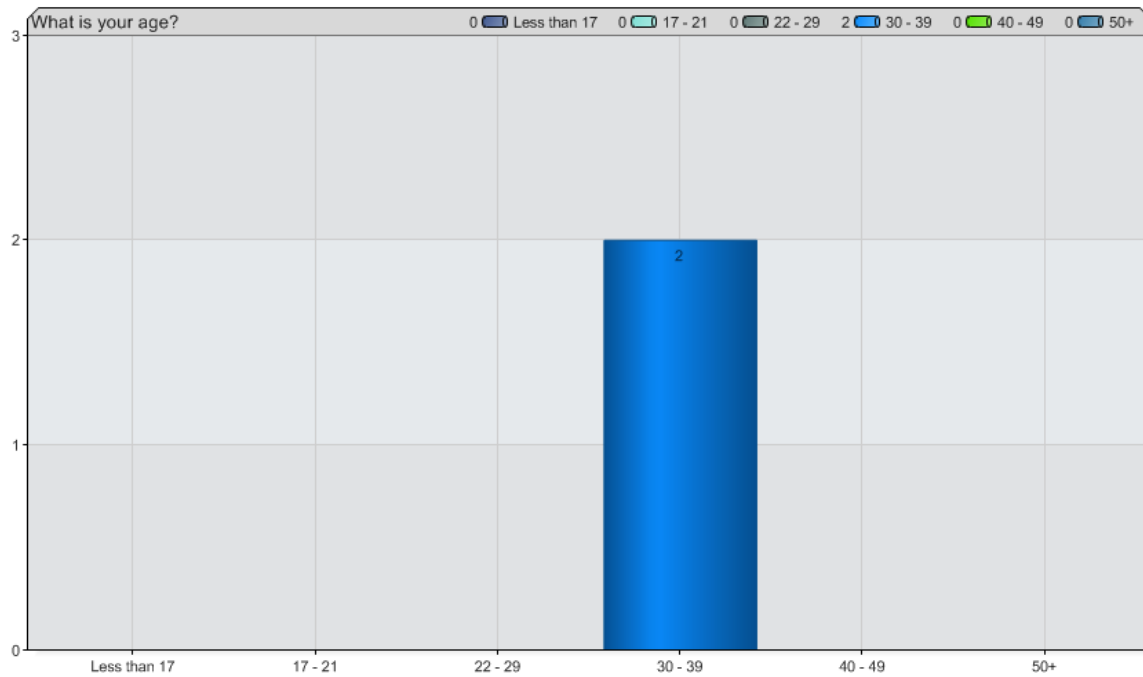
**1. What is your gender?**

	Responses	Percent
Female:	2	100%
Male:	0	0%
Transgendered:	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



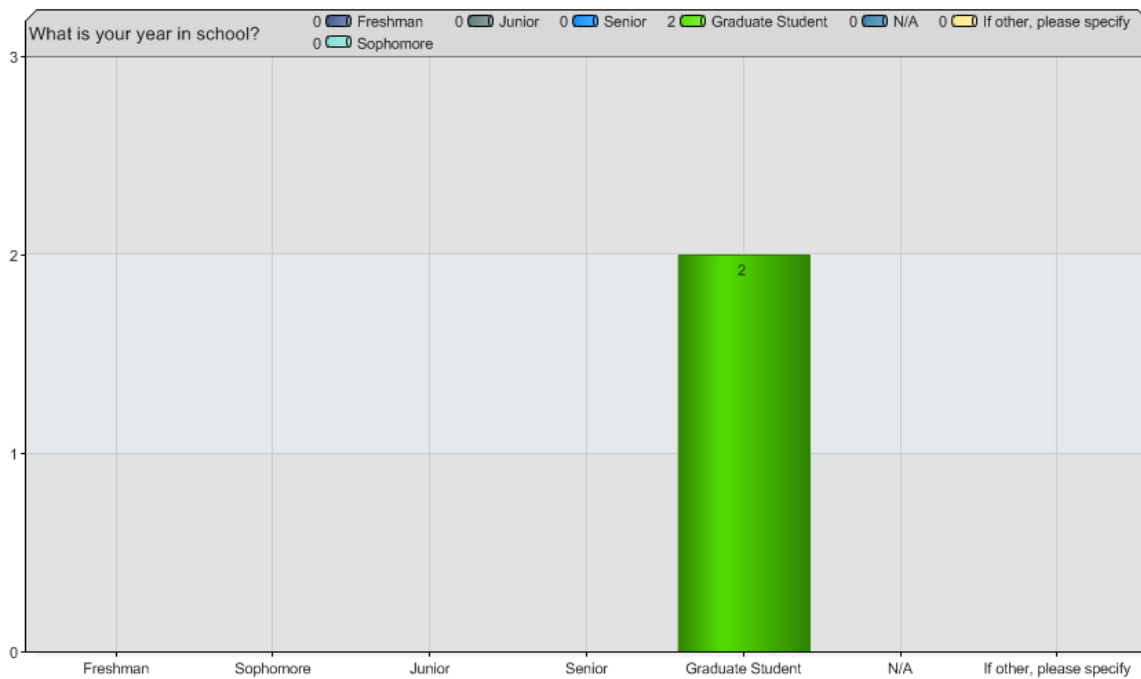
## 2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	0	0%
22 - 29: <input type="text"/>	0	0%
30 - 39: <input type="text"/>	2	100%
40 - 49: <input type="text"/>	0	0%
50+: <input type="text"/>	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	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"/>	0	0%
Senior: <input type="text"/>	0	0%
Graduate Student: <input type="text"/>	2	100%
N/A: <input type="text"/>	0	0%
If other, please specify: <input type="text"/>	0	0%
Total Responded to this question:		2
Total who skipped this question:		0
Total:		2



#### 4. Do you live on campus?

Yes:

No:



Responses

Percent

0

0%

2

100%

Total Responded to this question:

2

100%

Total who skipped this question:

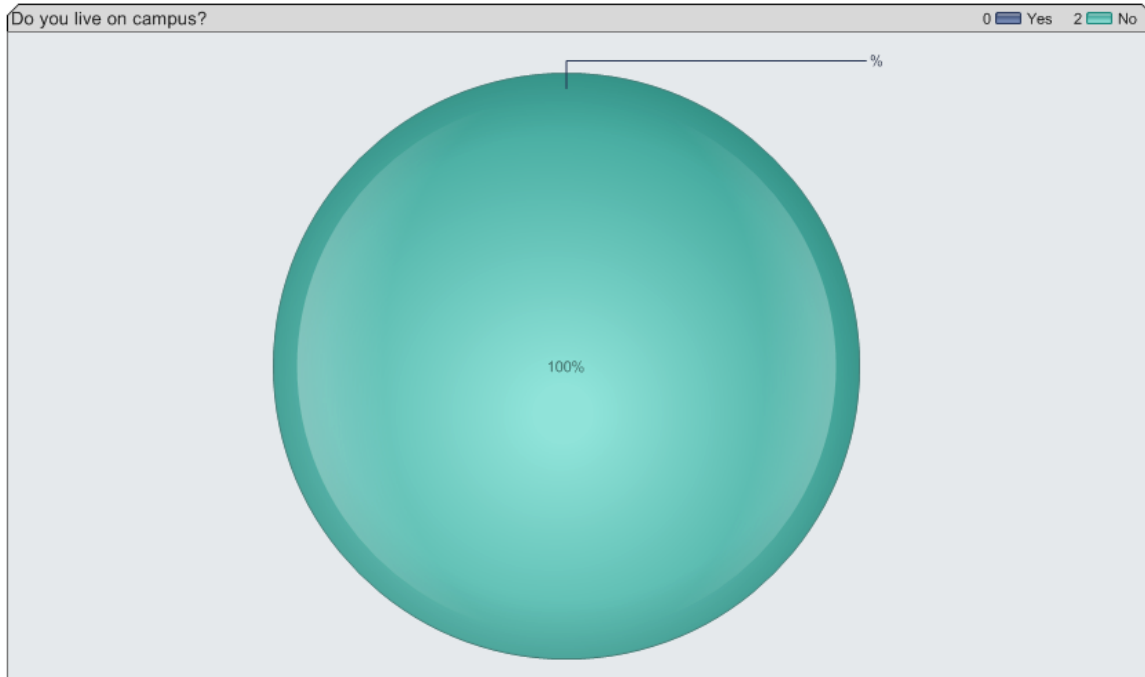
0

0%

Total:

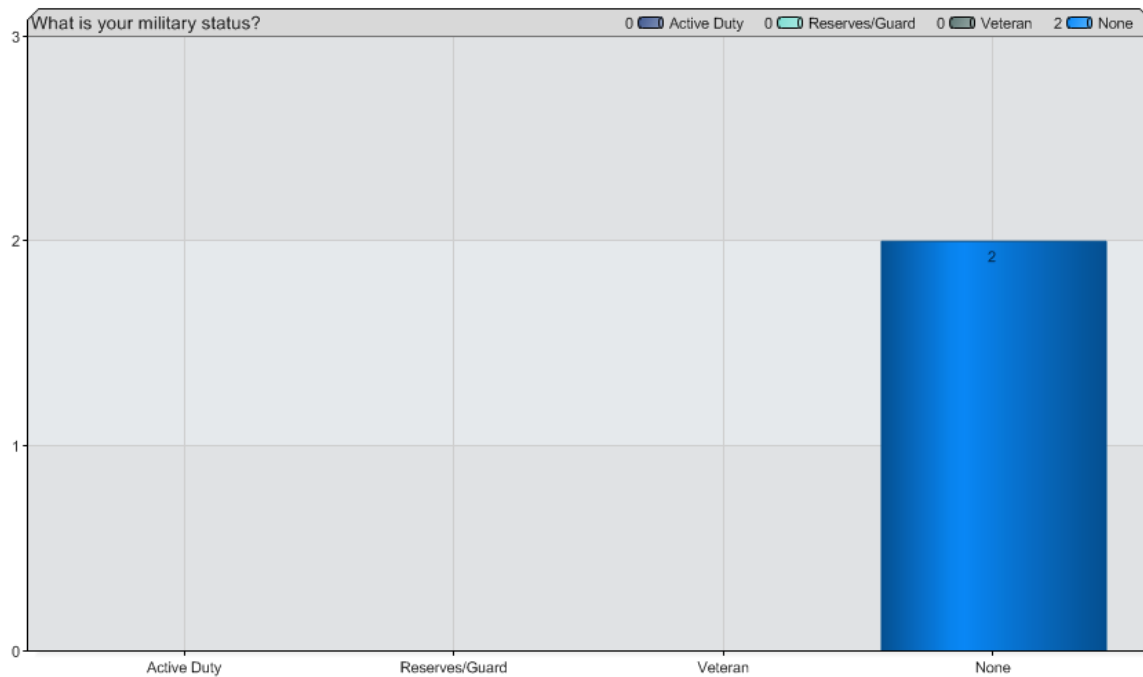
2

100%



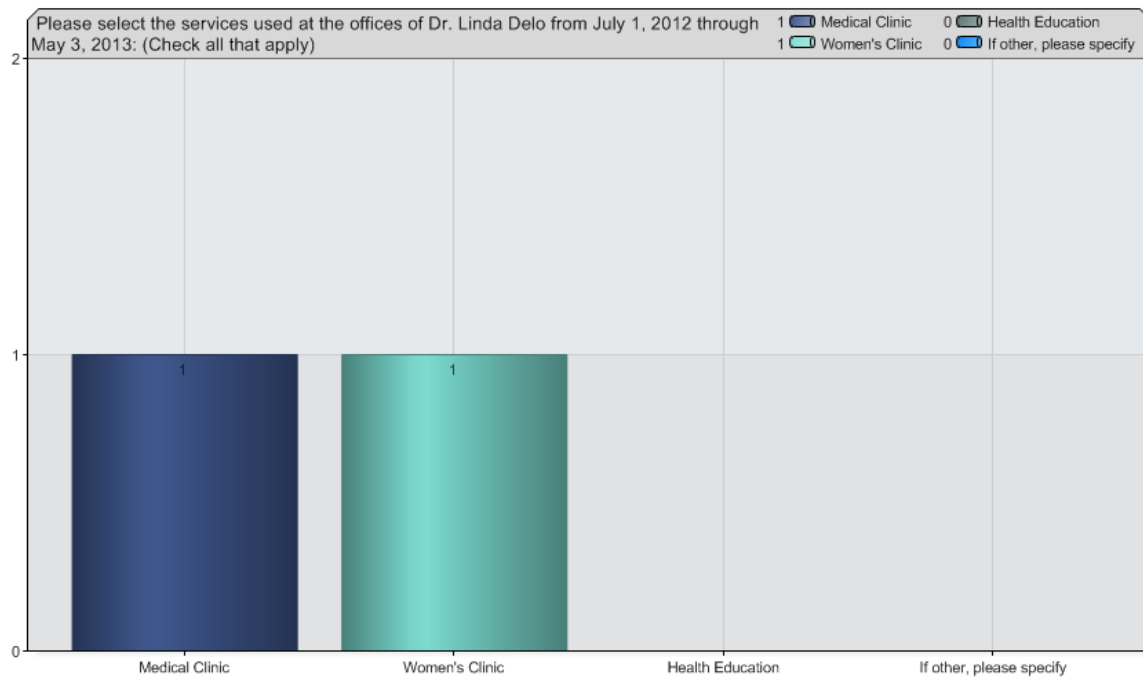
### 5. What is your military status?

		Responses	Percent
Active Duty:	<input type="text"/>	0	0%
Reserves/Guard:	<input type="text"/>	0	0%
Veteran:	<input type="text"/>	0	0%
None:	<div></div>	2	100%
Total Responded to this question:		2	100%
Total who skipped this question:		0	0%
Total:		2	100%


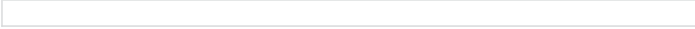




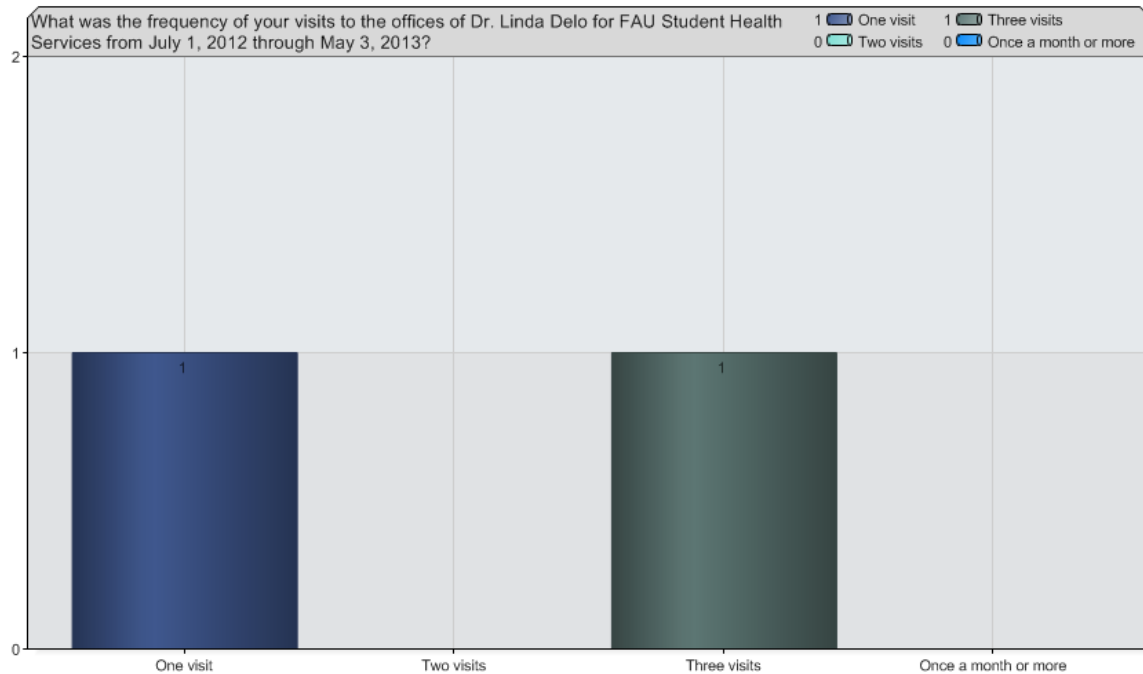
**6. Please select the services used at the offices of Dr. Linda Delo from July 1, 2012 through May 3, 2013: (Check all that apply)**

	Responses	Percent
Medical Clinic: <input checked="" type="checkbox"/>	1	50%
Women's Clinic: <input checked="" type="checkbox"/>	1	50%
Health Education: <input type="checkbox"/>	0	0%
If other, please specify: <input type="text"/>	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%








**7. What was the frequency of your visits to the offices of Dr. Linda Delo for FAU Student Health Services from July 1, 2012 through May 3, 2013?**

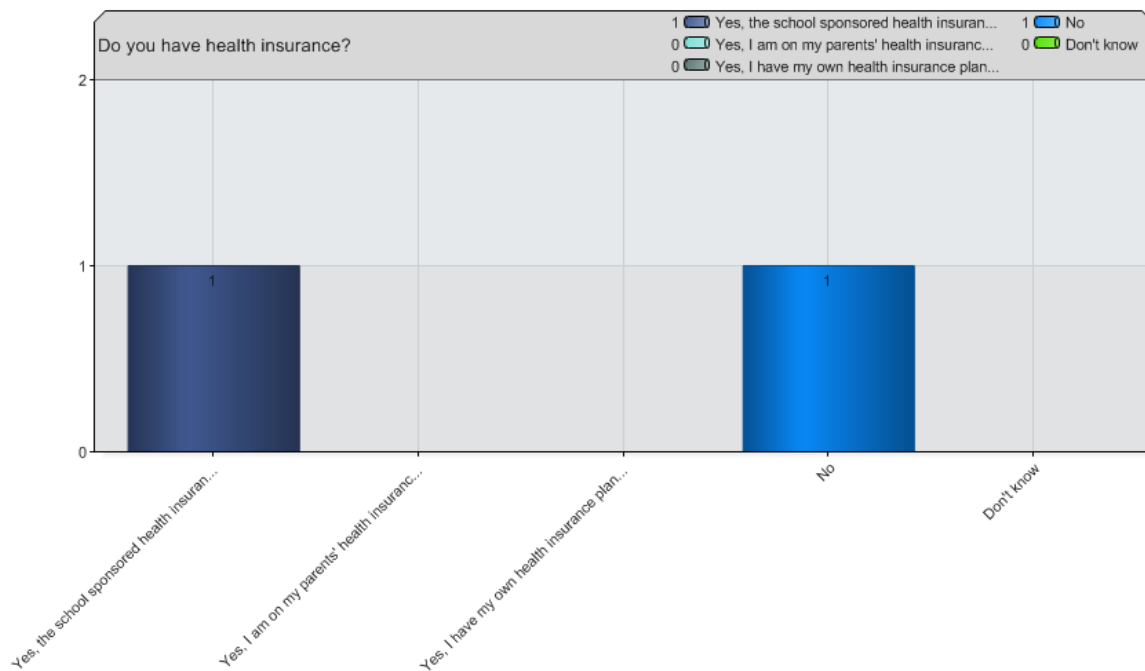
	Responses	Percent
One visit: 	1	50%
Two visits: 	0	0%
Three visits: 	1	50%
Once a month or more: 	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%





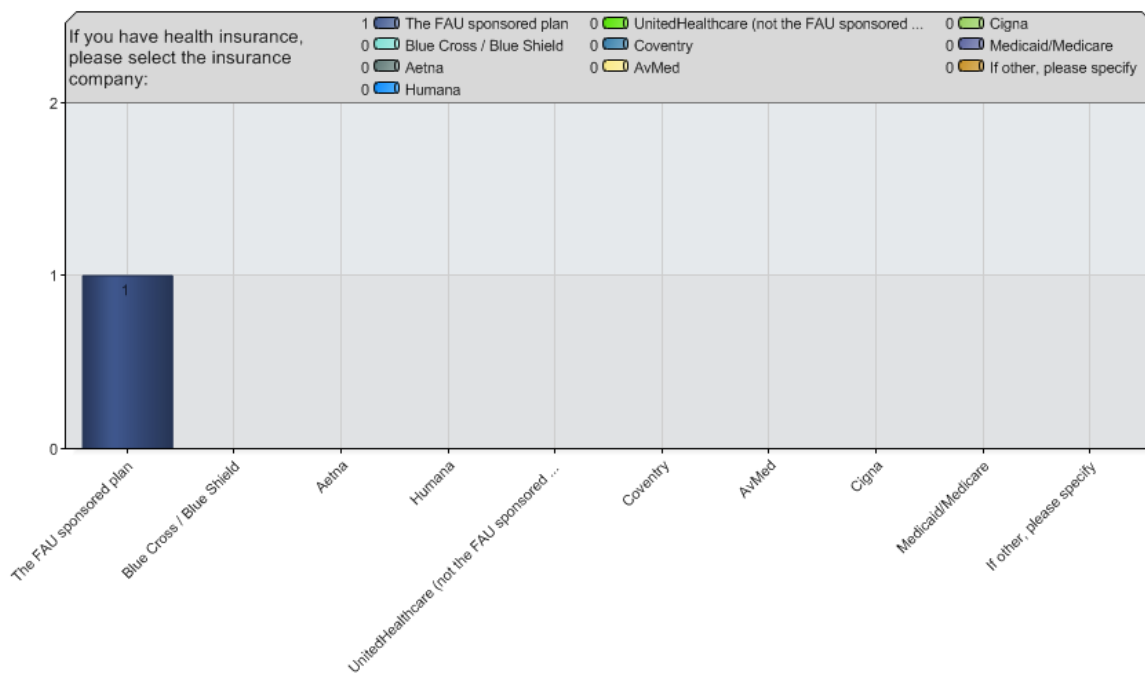
## 8. Do you have health insurance?

	Responses	Percent
Yes, the school sponsored health insurance plan: 	1	50%
Yes, I am on my parents' health insurance plan: 	0	0%
Yes, I have my own health insurance plan: 	0	0%
No: 	1	50%
Don't know: 	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



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

	Responses	Percent
The FAU sponsored plan:	1	100%
Blue Cross / Blue Shield:	0	0%
Aetna:	0	0%
Humana:	0	0%
UnitedHealthcare (not the FAU sponsored plan):	0	0%
Coventry:	0	0%
AvMed:	0	0%
Cigna:	0	0%
Medicaid/Medicare:	0	0%
If other, please specify:	0	0%
Total Responded to this question:		1
Total who skipped this question:		1
Total:		2



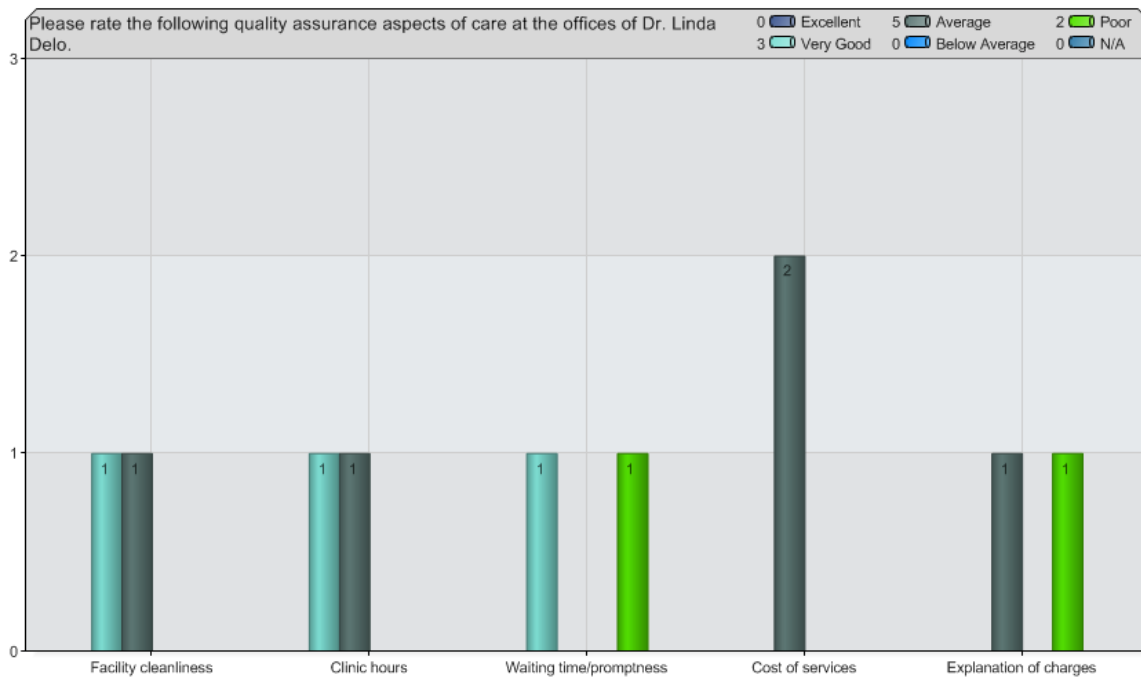
**10. Please rate the following quality assurance aspects of care at the offices of Dr. Linda Delo.**

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Facility cleanliness:	0(0%)	1(50%)	1(50%)	0(0%)	0(0%)	0(0%)	2
Clinic hours:	0(0%)	1(50%)	1(50%)	0(0%)	0(0%)	0(0%)	2
Waiting time/promptness:	0(0%)	1(50%)	0(0%)	0(0%)	1(50%)	0(0%)	2
Cost of services:	0(0%)	0(0%)	2(100%)	0(0%)	0(0%)	0(0%)	2
Explanation of charges:	0(0%)	0(0%)	1(50%)	0(0%)	1(50%)	0(0%)	2

Total Responded to this question: 2 100%

Total who skipped this question: 0 0%

Total: 2 100%

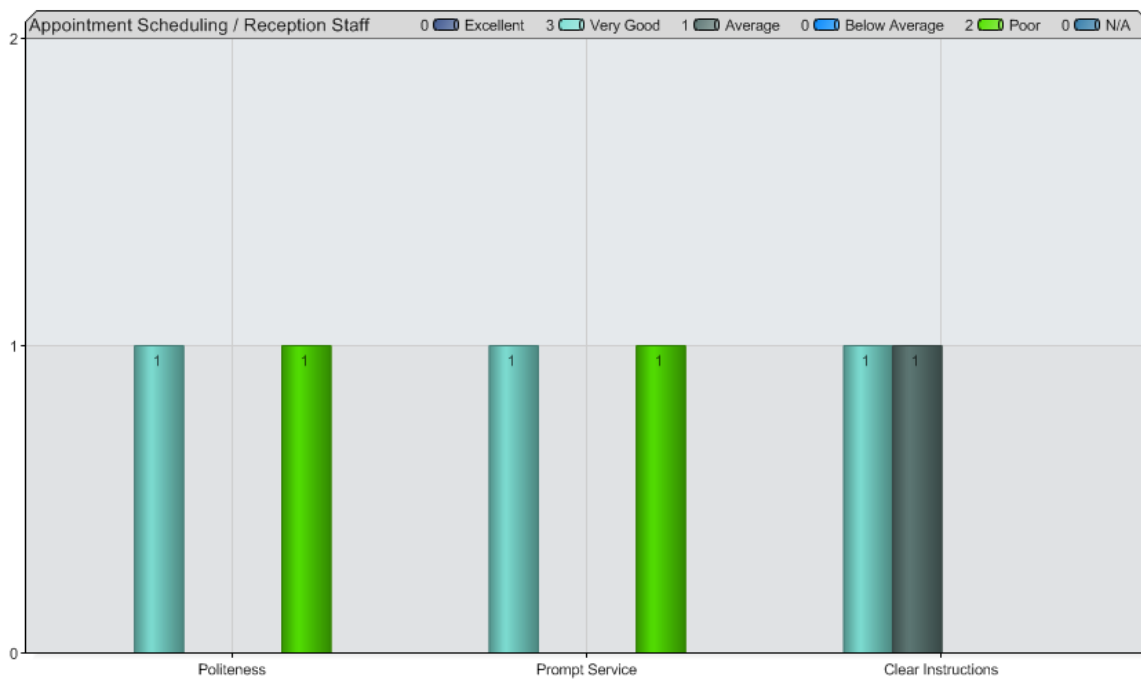


**11. Comments**

		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		2	100%
Total:		2	100%
Graph/Chart function not relevant for this question type.			

## 12. Appointment Scheduling / Reception Staff

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	0(0%)	1(50%)	0(0%)	0(0%)	1(50%)	0(0%)	2
Prompt Service:	0(0%)	1(50%)	0(0%)	0(0%)	1(50%)	0(0%)	2
Clear Instructions:	0(0%)	1(50%)	1(50%)	0(0%)	0(0%)	0(0%)	2
Total Responded to this question:						2	100%
Total who skipped this question:						0	0%
Total:						2	100%

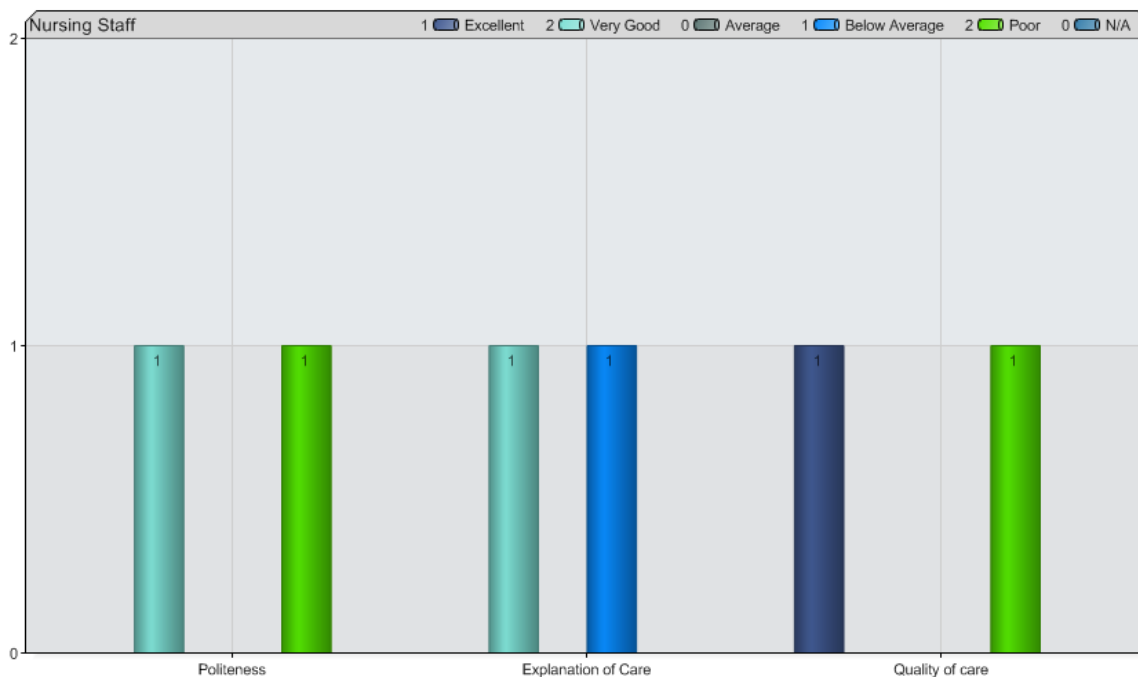


**13. Comments concerning the Appointment Scheduling/Reception Staff:**

		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		2	100%
Total:		2	100%
Graph/Chart function not relevant for this question type.			

#### 14. Nursing Staff

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	0(0%)	1(50%)	0(0%)	0(0%)	1(50%)	0(0%)	2
Explanation of Care:	0(0%)	1(50%)	0(0%)	1(50%)	0(0%)	0(0%)	2
Quality of care:	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	0(0%)	2
Total Responded to this question:						2	100%
Total who skipped this question:						0	0%
Total:						2	100%



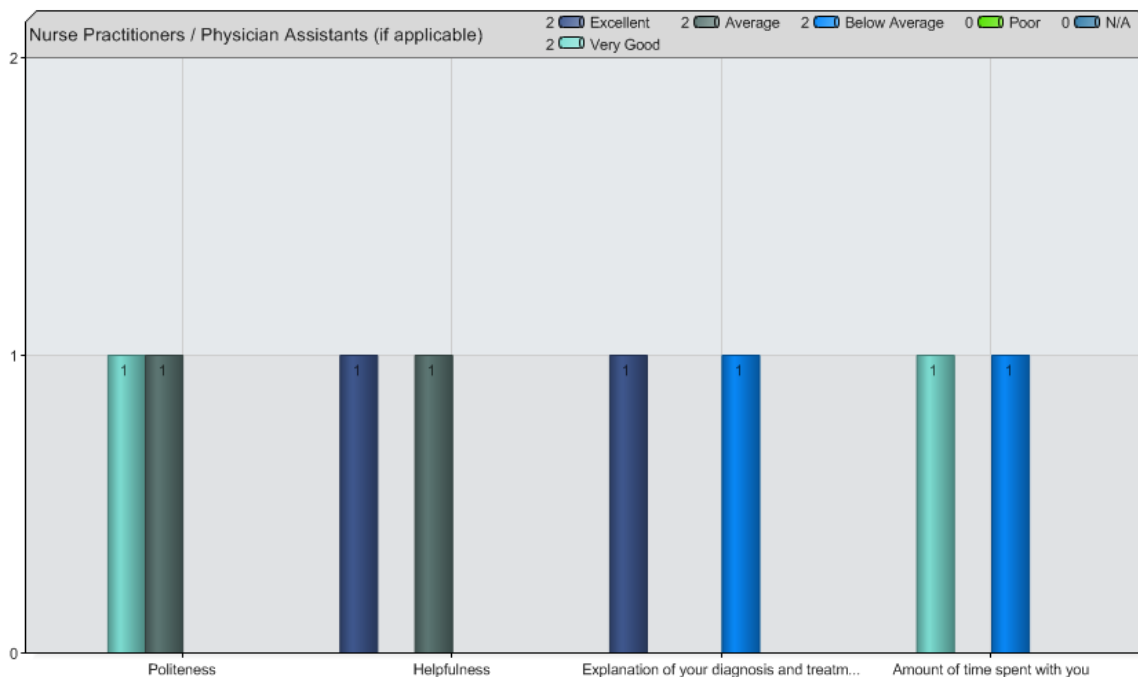
**15. Comments concerning Nursing Staff:**

		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		2	100%
Total:		2	100%
Graph/Chart function not relevant for this question type.			



# 16. Nurse Practitioners / Physician Assistants (if applicable)

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

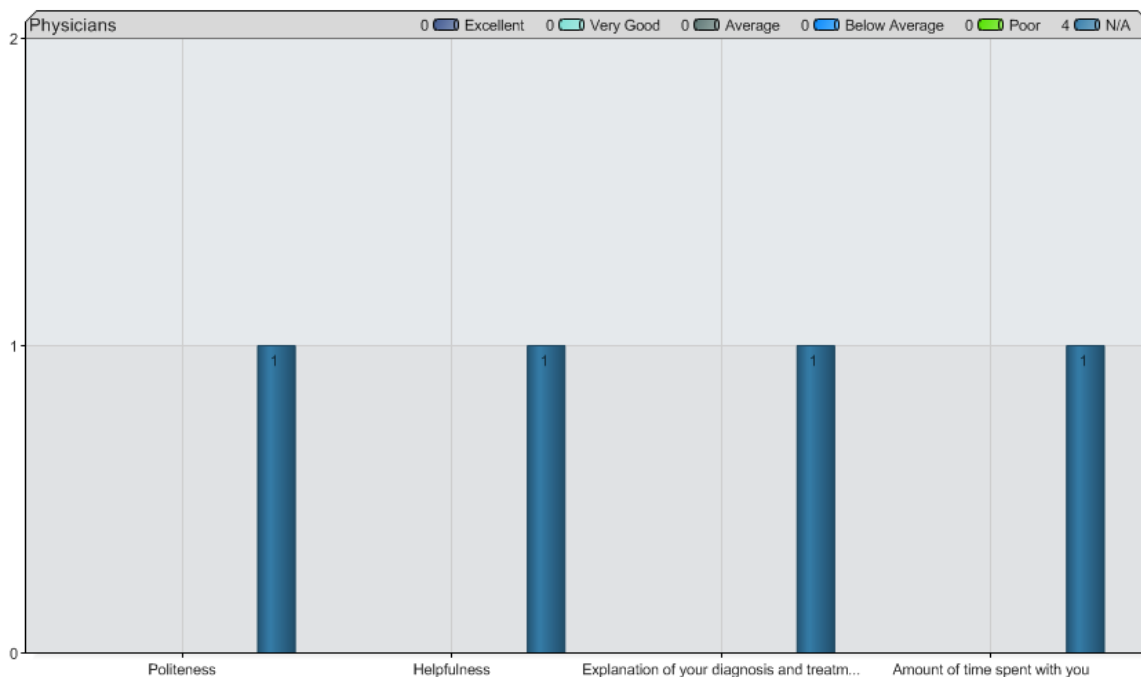


**17. Comments concerning the Nurse Practitioners/Physician Assistants):**

		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		2	100%
Total:		2	100%
Graph/Chart function not relevant for this question type.			

## 18. Physicians

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

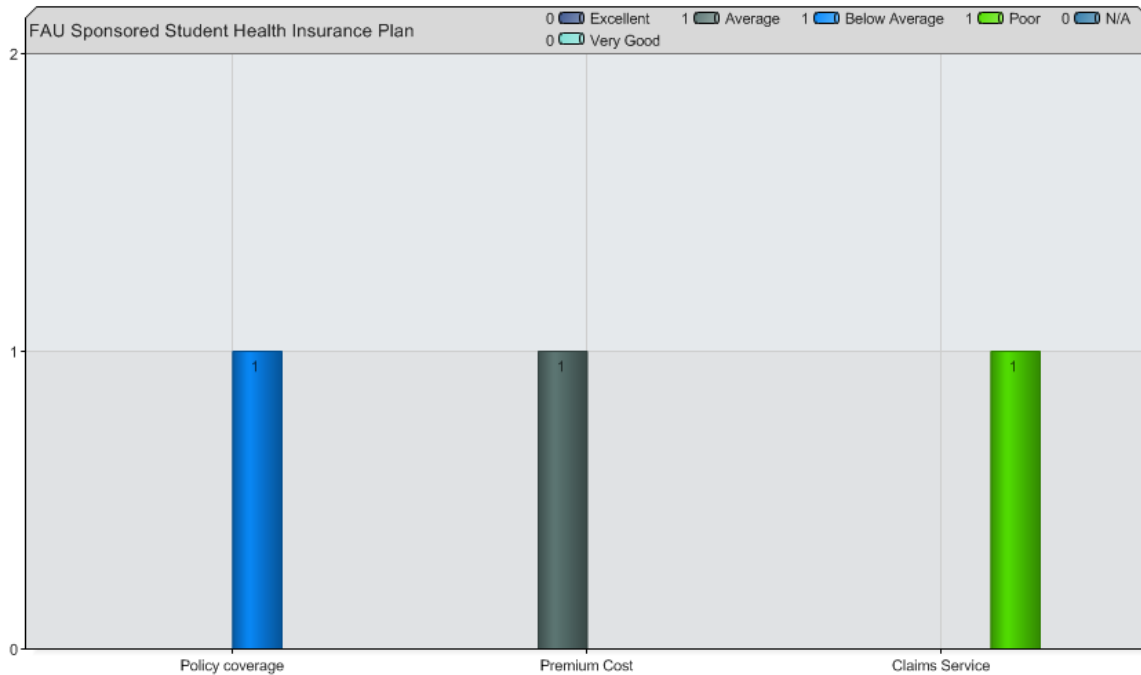


**19. Comments concerning the Physicians:**


		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		2	100%
Total:		2	100%
Graph/Chart function not relevant for this question type.			

## 20. FAU Sponsored Student Health Insurance Plan

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



### 21. Comments concerning the FAU Sponsored Student Health Insurance Plan:

	Responses	Percent
Responses: 	1	100%
Total Responded to this question:	1	50%
Total who skipped this question:	1	50%
Total:	2	100%

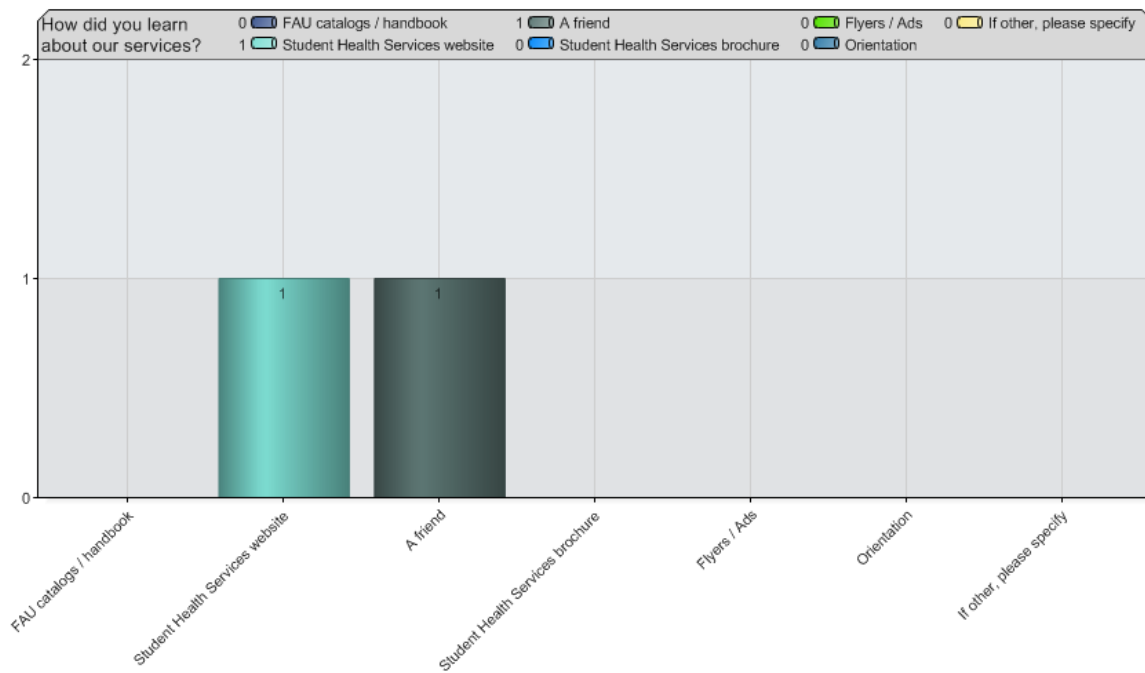
**Graph/Chart function not relevant for this question type.**

### 21. Comments concerning the FAU Sponsored Student Health Insurance Plan:

Response	Response Text
1	The plan was okay, however, they constantly failed to recognize Dr. Delo's office as an FAU provider. I'm still receiving bills from 2011 and am having to explain to them that Dr. Delo is considered part of the FAU clinic system. I had to guide the insurance company to the page under the Plan of Coverage every time I saw the PA at Dr. Delo's. This occurred with office visits and annual lab work fees.

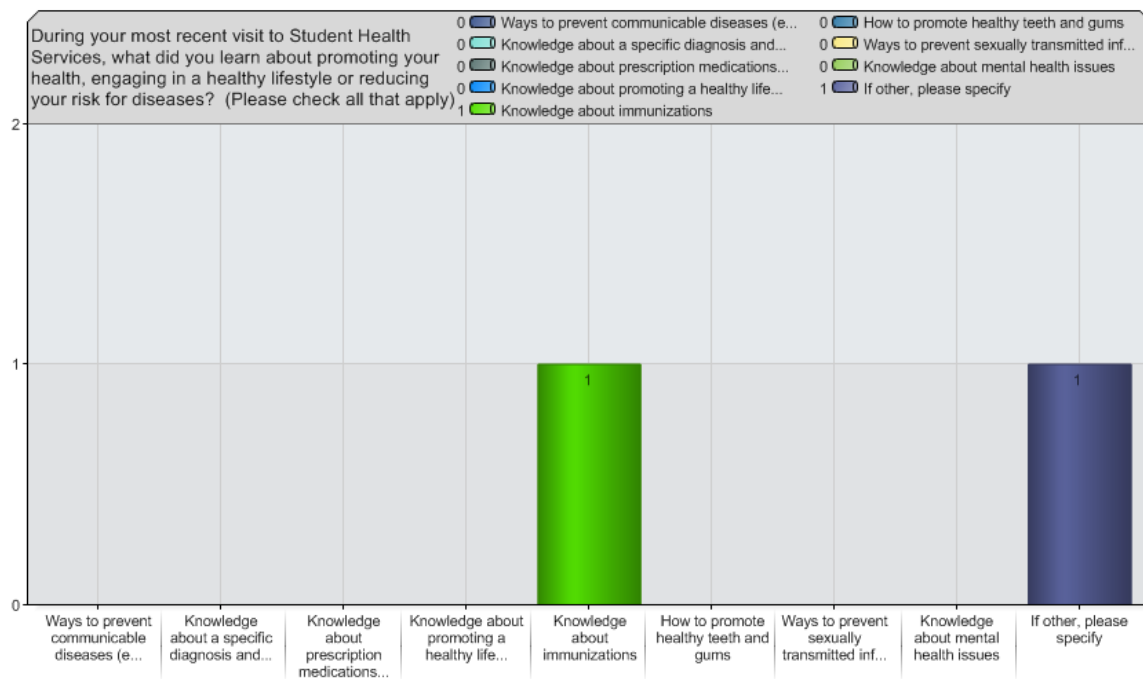
## 22. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	0	0%
Student Health Services website:	1	50%
A friend:	1	50%
Student Health Services brochure:	0	0%
Flyers / Ads:	0	0%
Orientation:	0	0%
If other, please specify:	0	0%
Total Responded to this question:		2
Total who skipped this question:		0
Total:		2



**23. 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:	1	50%
How to promote healthy teeth and gums:	0	0%
Ways to prevent sexually transmitted infections:	0	0%
Knowledge about mental health issues:	0	0%
If other, please specify:	1	50%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



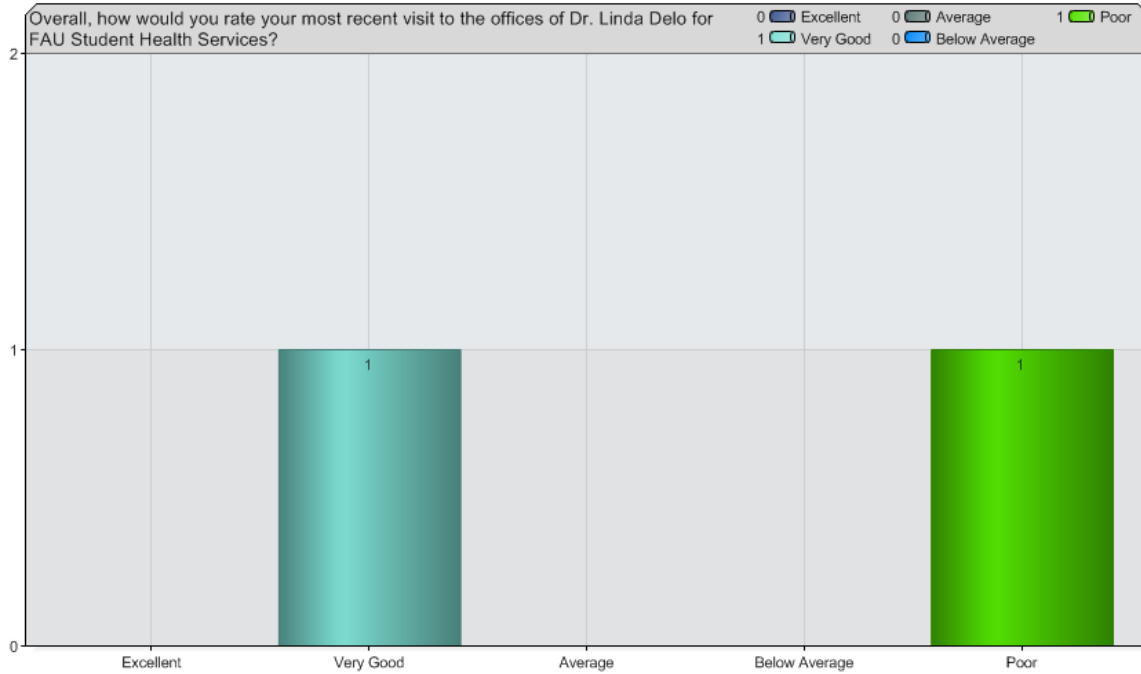
23. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

Response	Comments
1	N/A




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

	Responses	Percent
Excellent: <input type="text"/>	0	0%
Very Good: <input type="text"/>	1	50%
Average: <input type="text"/>	0	0%
Below Average: <input type="text"/>	0	0%
Poor: <input type="text"/>	1	50%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



**25. Do you have any additional comments or recommendations?**

	Responses	Percent
Responses: 	1	100%
Total Responded to this question:	1	50%
Total who skipped this question:	1	50%
Total:	2	100%

**Graph/Chart function not relevant for this question type.**

25. Do you have any additional comments or recommendations?

Response	Response Text
1	Please fix the lack of communication between FAU's health services at Dr. Delo's and the insurance company. The insurance company had no clue what was going on at any time.

## APPENDIX F

[illegible]

JARNP	Dentist			Hygienist		
	2010/2011	2011/2012	2012/2013	2010/2011	2011/2012	2012/2013
July	154	151	157	73	67	69
August	224	279	262	58	42	63
September	558	576	424	132	120	128
October	450	516	554	109	101	93
November	421	428	427	105	83	103
December	188	162	128	53	34	29
January	391	376	436	92	87	105
February	480	441	357	110	112	91
March	463	378	351	81	101	75
April	402	394	383	117	94	113
May	199	187	187	72	57	63
June	125	99	178	92	48	53
Total	4055	3987	3844	1094	946	985

July	52	43	43
August	29	35	31
September	74	75	47
October	61	61	63
November	63	54	50
December	33	27	14
January	60	46	58
February	74	55	70
March	53	48	37
April	86	48	69
May	46	29	28
June	45	35	31
Total	676	556	541

		Jupiter			Broward		
	2010/2011	2011/2012	2012/2013		2010/2011	2011/2012	2012/2013
July	28	23	22	July	52	47	42
August	33	55	27	August	58	53	50
September	44	47	16	September	42	36	30
October	44	36	40	October	55	45	36
November	30	33	33	November	66	65	55
December	25	25	18	December	47	46	49
January	32	38	48	January	62	65	85
February	35	37	20	February	48	39	35
March	38	29	23	March	40	44	34
April	39	40	32	April	60	66	53
May	19	19	5	May	46	55	40
June	29	20	7	June	53	42	30
Total	396	402	291	Total	629	603	539

Student Health Services  
Provider Utilization

Imaging - Mobile	2010/2011	2011/2012	2012/2013
July	4	3	7
August	5	1	3
September	7	9	5
October	7	5	1
November	8	6	0
December	5	2	0
January	1	3	2
February	5	6	2
March	8	7	4
April	6	4	1
May	4	2	2
June	3	1	6
Total	63	49	33

	2010/2011	2011/2012	2012/2013
Women's Clinic	1303	1186	1195
RN	1868	1820	2337
MD	2207	2681	2370
ARNP	4055	3987	3844
Imaging - Mobile	63	49	33
Dentist	1094	946	985
Hygienist	676	556	541
Unassigned			71
Jupiter	396	402	291
Broward	629	603	539
Totals	12291	12230	12206

# Student Health Services Time Reports

## Total In Clinic Time

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	0:33:25	0:47:40	0:49:59
August	0:51:28	0:45:56	0:45:45
September	0:49:46	0:51:53	0:47:29
October	0:47:15	0:51:00	0:48:39
November	0:46:22	0:54:01	0:45:37
December	0:44:22	0:55:48	0:44:40
January	0:46:34	0:55:54	0:53:29
February	0:46:11	0:54:28	0:51:53
March	0:47:55	0:53:19	0:52:39
April	0:48:10	0:54:30	0:48:34
May	0:45:13	1:02:31	0:52:44
June	0:46:52	0:48:34	0:48:33
<b>Average</b>	0:46:08	0:52:58	0:49:10

## Wait for Bill Time

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	0:03:26	0:05:30	0:06:02
August	0:11:53	0:05:32	0:04:32
September	0:06:32	0:07:00	0:03:28
October	0:07:42	0:05:29	0:03:01
November	0:06:00	0:07:43	0:02:52
December	0:05:56	0:07:17	0:03:21
January	0:05:43	0:06:11	0:02:54
February	0:06:25	0:05:34	0:02:54
March	0:06:37	0:06:18	0:03:27
April	0:06:34	0:05:12	0:02:57
May	0:05:15	0:07:55	0:04:14
June	0:05:36	0:05:22	0:04:37
<b>Average</b>	0:06:28	0:06:15	0:03:42

## Wait for Call In

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	0:06:46	0:09:58	0:06:16
August	0:11:32	0:11:09	0:06:50
September	0:08:59	0:10:02	0:05:25
October	0:07:59	0:09:42	0:05:21
November	0:08:31	0:10:39	0:04:39
December	0:09:29	0:08:42	0:04:17
January	0:10:42	0:07:04	0:00:21
February	0:08:04	0:06:16	0:04:49
March	0:08:11	0:06:28	0:04:51
April	0:08:52	0:05:35	0:04:21
May	0:10:21	0:05:58	0:03:43
June	0:09:40	0:05:31	0:03:37
<b>Average</b>	0:09:06	0:08:05	0:04:32

# Student Health Services Patients and Encounters

Site/Division	Patients (Unduplicated)			Encounters		
	2010/2011	2011/2012	2012/2013	2010/2011	2011/2012	2012/2013
Boca Dental	698	615	593	1770	1502	1526
Boca Medical	4604	4814	4877	8193	8537	8655
Boca Women's Health	980	929	948	1303	1186	1195
<b>Boca Totals</b>	6282	6358	6418	11266	11225	11376
<b>Broward Medical</b>	468	483	418	629	603	539
<b>Jupiter Medical</b>	241	250	188	396	402	291
<b>Overall Totals</b>	6991	7091	7024	12291	12230	12206

**Student Health Services  
Misc Appointment Statistics  
Fiscal Year 2012/2013**

**Same - Day Appointments**

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	395	273	297
August	494	436	429
September	542	601	500
October	584	585	678
November	581	519	514
December	266	254	190
January	520	471	632
February	420	488	480
March	408	389	472
April	471	451	430
May	316	224	227
June	119	224	240
YTD Total	5116	4915	5089
Monthly Average	426	410	424

**Same - Day Appointments**

(Unique Patients)

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	355	252	277
August	475	420	409
September	480	549	462
October	536	533	624
November	540	485	484
December	249	242	184
January	488	441	591
February	387	462	437
March	374	376	437
April	441	419	395
May	294	211	212
June	112	209	223
YTD Total	4731	4599	4735
Monthly Average	394	383	395

# Student Health Services Encounters by International

<u><b>Boca Medical</b></u>	<u><b>2010/2011</b></u>	<u><b>2011/2012</b></u>	<u><b>2012/2013</b></u>	<u><b>2010/2011</b></u>	<u><b>2011/2012</b></u>	<u><b>2012/2013</b></u>
International Students	3151	3963	1101	422	457	166
Domestic Students	1421	783	7441	307	154	1029
Blank	3621	3791	113	574	575	0

<u><b>Boca Women's Health</b></u>	<u><b>2010/2011</b></u>	<u><b>2011/2012</b></u>	<u><b>2012/2013</b></u>
International Students			
Domestic Students			
Blank			

<u><b>Boca Dental</b></u>	<u><b>2010/2011</b></u>	<u><b>2011/2012</b></u>	<u><b>2012/2013</b></u>	<u><b>2010/2011</b></u>	<u><b>2011/2012</b></u>	<u><b>2012/2013</b></u>
International Students	350	416	311	10	10	109
Domestic Students	530	310	1215	75	39	428
Blank	890	776	0	544	554	2

<u><b>Broward Medical</b></u>	<u><b>2010/2011</b></u>	<u><b>2011/2012</b></u>	<u><b>2012/2013</b></u>
International Students			
Domestic Students			
Blank			

<u><b>Jupiter Medical</b></u>	<u><b>2010/2011</b></u>	<u><b>2011/2012</b></u>	<u><b>2012/2013</b></u>
International Students	162	162	21
Domestic Students	19	18	268
Blank	215	222	2

<u><b>Clinic Totals</b></u>	<u><b>2010/2011</b></u>	<u><b>2011/2012</b></u>	<u><b>2012/2013</b></u>
International Students	4095	5008	1708
Domestic Students	2352	1304	10381
Blank	5844	5918	117

12291	12230	12206
-------	-------	-------



# Student Health Services Encounters by Gender

Site/Division	Male			Female			Other/Blank		
	2010/2011	2011/2012	2012/2013	2010/2011	2011/2012	2012/2013	2010/2011	2011/2012	2012/2013
Boca Dental	609	532	517	1161	970	1009	0	0	0
Boca Medical	3229	3126	3050	4963	5411	5533	1	0	72
Boca Women's Health	7	7	2	1296	1179	1193	0	0	0
<b>Boca Total</b>	3845	3665	3569	7420	7560	7735	1	0	72
<b>Broward Medcial</b>	187	172	145	442	431	394	0	0	0
<b>Jupiter Medcial</b>	102	92	55	294	310	236	0	0	0
<b>Overall Totals</b>	4134	3929	3769	8156	8301	8365	1	0	72

# Student Health Services Encounters by Ethnicity

<b>Boca Medical</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>	<b>Boca Women's Health</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>
Asian or Pacific Islander	225	204	181	Asian or Pacific Islander	44	30	17
Black	928	741	561	Black	184	147	118
Hispanic	936	667	455	Hispanic	196	143	84
American Indian/ Alaskan Native	18	15	9	American Indian/ Alaskan Native	0	1	1
White	3026	2222	1743	White	549	346	271
Not Indicated	149	145	175	Not Indicated	24	27	23
Non Resident Alien	76	35	40	Non Resident Alien	9	4	9
Blank	2835	4508	5491	Blank	297	488	672

<b>Boca Dental</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>	<b>Broward Medical</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>
Asian or Pacific Islander	73	37	53	Asian or Pacific Islander	13	11	16
Black	322	174	152	Black	82	55	43
Hispanic	276	155	135	Hispanic	81	65	35
American Indian/ Alaskan Native	11	2	0	American Indian/ Alaskan Native	0	2	3
White	711	537	330	White	96	59	65
Not Indicated	22	23	29	Not Indicated	13	21	10
Non Resident Alien	35	4	39	Non Resident Alien	5	4	2
Blank	320	570	788	Blank	339	386	365

<b>Jupiter Medical</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>
Asian or Pacific Islander	3	1	1
Black	22	20	13
Hispanic	41	31	20
American Indian/ Alaskan Native	0	2	0
White	157	95	71
Not Indicated	4	5	5
Non Resident Alien	0	1	0
Blank	169	247	181

<b>Clinic Totals</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>
Asian or Pacific Islander	358	283	268
Black	1538	1137	887
Hispanic	1530	1061	729
American Indian/ Alaskan Native	29	22	13
White	4539	3259	2480
Not Indicated	212	221	242
Non Resident Alien	125	48	90
Blank	3960	6199	7497

<b>Total Encounters</b>	<b>12291</b>	<b>12230</b>	<b>12206</b>
-------------------------	--------------	--------------	--------------

# Student Health Services HIV Testing

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Totals - YTD
HIV 1/2 Antigen/Antibody, No Charge (State) (86703)	0	0	0	0	0	0	7	21	17	20	27	11	103
HIV Antibody, HIV-1/2, EIA with Reflexes (86703)	0	1	4	1	4	3	3	2	5	4	2	0	29
HIV-1 SCR (Reflex) - No Charge (State) (86701)	0	5	11	13	5	6	8	0	0	0	0	0	48
OraSure OraQuick Advanced Rapid HIV 1/2 (86703QW)	9	6	9	15	15	7	8	8	4	9	11	5	106
HIV Antibody, HIV 1, Western Blot	0	0	0	0	0	0	2	0	0	0	0	0	2
HIV AB, HIV 1/2, EIA, With Reflexes	0	0	0	0	0	0	2	0	0	0	0	0	2
Totals	9	12	24	29	24	16	30	31	26	33	40	16	158

**Florida Atlantic University  
Student Health Services  
Immunization Statistics  
Fiscal Year 2012/2013**

Vaccine	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Hepatitis B	2	9	2	5	4	3	3	2	3	1	6	5	45
HPV	5	5	5	8	8	1	2	4	4	3	6	0	51
HPV (No Charge)	7	6	4	10	6	7	8	5	6	7	5	4	75
Influenza	0	0	0	162	179	28	260	28	2	4	1	0	664
Meningitis	1	2	0	3	0	0	0	0	0	2	1	3	14
MMR	23	32	9	16	20	13	23	8	9	9	14	20	196
Pneumonia													0
Tdap	11	8	5	10	4	3	7	4	14	18	6	15	105
Varicella		1					1	1			1		4
<b>Total</b>	<b>49</b>	<b>63</b>	<b>25</b>	<b>214</b>	<b>221</b>	<b>55</b>	<b>305</b>	<b>53</b>	<b>38</b>	<b>44</b>	<b>40</b>	<b>47</b>	<b>1154</b>

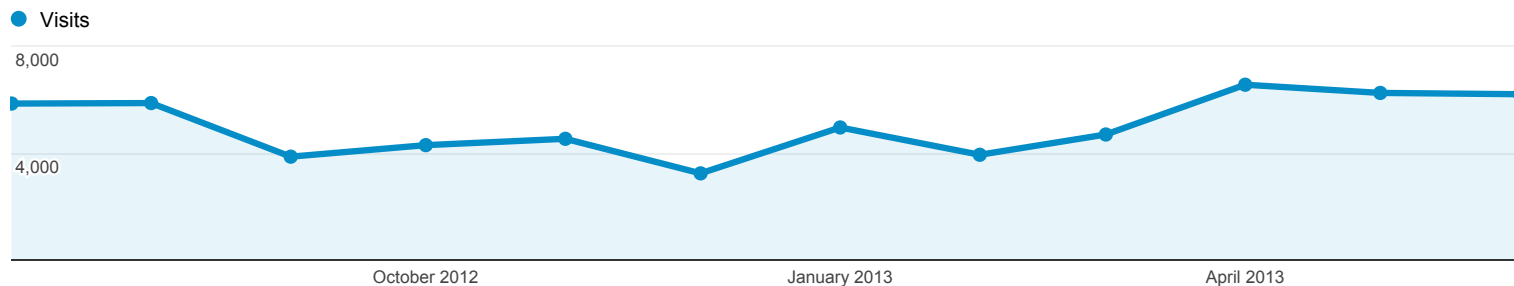
http://www.fau.edu - http://www.fau.edu  
Student Health Services [DEFAULT]

## Audience Overview

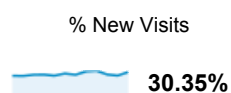
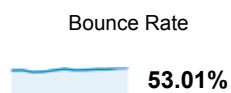
Jul 1, 2012 - Jun 30, 2013

● % of visits: 100.00%

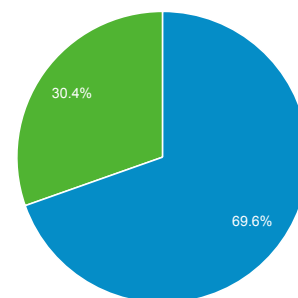
### Overview



## 19,796 people visited this site



■ Returning Visitor ■ New Visitor



Language		Visits	% Visits
1.	<a href="#">en-us</a>	57,045	94.44%
2.	<a href="#">en</a>	2,191	3.63%
3.	<a href="#">en-gb</a>	230	0.38%
4.	<a href="#">es</a>	106	0.18%
5.	<a href="#">es-es</a>	82	0.14%
6.	<a href="#">fr</a>	78	0.13%
7.	<a href="#">en_us</a>	77	0.13%
8.	<a href="#">zh-cn</a>	56	0.09%
9.	<a href="#">pt-br</a>	48	0.08%
10.	<a href="#">de-de</a>	46	0.08%

[view full report](#)

# Student Health Services Provider Utilization

<b>Women's Clinic</b>	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>	<b>MD</b>	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	75	78	83	July	136	122	127
August	99	102	96	August	142	174	177
September	136	114	154	September	210	297	338
October	142	109	160	October	247	302	278
November	80	88	93	November	259	292	212
December	73	68	65	December	97	132	67
January	119	114	82	January	205	278	265
February	133	125	114	February	158	316	305
March	138	134	121	March	192	257	238
April	141	93	85	April	254	278	242
May	77	84	66	May	115	99	58
June	90	77	76	June	192	134	63
<b>Total</b>	<b>1303</b>	<b>1186</b>	<b>1195</b>	<b>Total</b>	<b>2207</b>	<b>2681</b>	<b>2370</b>

<b>ARNP</b>	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>	<b>Hygienist</b>	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	154	151	157	July	52	43	43
August	224	279	262	August	29	35	31
September	558	576	424	September	74	75	47
October	450	516	554	October	61	61	63
November	421	428	427	November	63	54	50
December	188	162	128	December	33	27	14
January	391	376	436	January	60	46	58
February	480	441	357	February	74	55	70
March	463	378	351	March	53	48	37
April	402	394	383	April	86	48	69
May	199	187	187	May	46	29	28
June	125	99	178	June	45	35	31
<b>Total</b>	<b>4055</b>	<b>3987</b>	<b>3844</b>	<b>Total</b>	<b>676</b>	<b>556</b>	<b>541</b>

<b>Jupiter</b>	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>	<b>Broward</b>	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	28	23	22	July	52	47	42
August	33	55	27	August	58	53	50
September	44	47	16	September	42	36	30
October	44	36	40	October	55	45	36
November	30	33	33	November	66	65	55
December	25	25	18	December	47	46	49
January	32	38	48	January	62	65	85
February	35	37	20	February	48	39	35
March	38	29	23	March	40	44	34
April	39	40	32	April	60	66	53
May	19	19	5	May	46	55	40
June	29	20	7	June	53	42	30
<b>Total</b>	<b>396</b>	<b>402</b>	<b>291</b>	<b>Total</b>	<b>629</b>	<b>603</b>	<b>539</b>

Student Health Services  
Provider Utilization

Imaging - Mobile	2010/2011	2011/2012	2012/2013
July	4	3	7
August	5	1	3
September	7	9	5
October	7	5	1
November	8	6	0
December	5	2	0
January	1	3	2
February	5	6	2
March	8	7	4
April	6	4	1
May	4	2	2
June	3	1	6
Total	63	49	33

	2010/2011	2011/2012	2012/2013
Women's Clinic	1303	1186	1195
RN	1868	1820	2337
MD	2207	2681	2370
ARNP	4055	3987	3844
Imaging - Mobile	63	49	33
Dentist	1094	946	985
Hygienist	676	556	541
Unassigned			71
Jupiter	396	402	291
Broward	629	603	539
Totals	12291	12230	12206

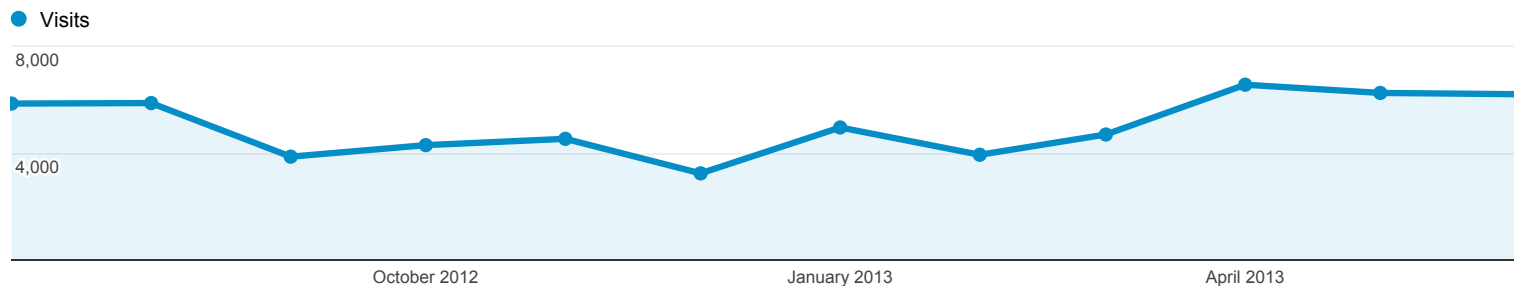
http://www.fau.edu - http://www.fau.edu  
Student Health Services [DEFAULT]

## Audience Overview

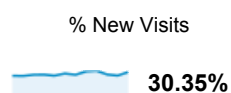
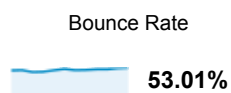
Jul 1, 2012 - Jun 30, 2013

● % of visits: 100.00%

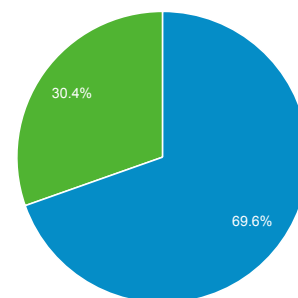
### Overview



## 19,796 people visited this site



■ Returning Visitor ■ New Visitor



Language		Visits	% Visits
1.	<a href="#">en-us</a>	57,045	94.44%
2.	<a href="#">en</a>	2,191	3.63%
3.	<a href="#">en-gb</a>	230	0.38%
4.	<a href="#">es</a>	106	0.18%
5.	<a href="#">es-es</a>	82	0.14%
6.	<a href="#">fr</a>	78	0.13%
7.	<a href="#">en_us</a>	77	0.13%
8.	<a href="#">zh-cn</a>	56	0.09%
9.	<a href="#">pt-br</a>	48	0.08%
10.	<a href="#">de-de</a>	46	0.08%

[view full report](#)



## Student Health Services Time Reports

### Total In Clinic Time

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	0:33:25	0:47:40	0:49:59
August	0:51:28	0:45:56	0:45:45
September	0:49:46	0:51:53	0:47:29
October	0:47:15	0:51:00	0:48:39
November	0:46:22	0:54:01	0:45:37
December	0:44:22	0:55:48	0:44:40
January	0:46:34	0:55:54	0:53:29
February	0:46:11	0:54:28	0:51:53
March	0:47:55	0:53:19	0:52:39
April	0:48:10	0:54:30	0:48:34
May	0:45:13	1:02:31	0:52:44
June	0:46:52	0:48:34	0:48:33
Average	0:46:08	0:52:58	0:49:10

### Wait for Bill Time

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	0:03:26	0:05:30	0:06:02
August	0:11:53	0:05:32	0:04:32
September	0:06:32	0:07:00	0:03:28
October	0:07:42	0:05:29	0:03:01
November	0:06:00	0:07:43	0:02:52
December	0:05:56	0:07:17	0:03:21
January	0:05:43	0:06:11	0:02:54
February	0:06:25	0:05:34	0:02:54
March	0:06:37	0:06:18	0:03:27
April	0:06:34	0:05:12	0:02:57
May	0:05:15	0:07:55	0:04:14
June	0:05:36	0:05:22	0:04:37
Average	0:06:28	0:06:15	0:03:42

### Wait for Call In

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	0:06:46	0:09:58	0:06:16
August	0:11:32	0:11:09	0:06:50
September	0:08:59	0:10:02	0:05:25
October	0:07:59	0:09:42	0:05:21
November	0:08:31	0:10:39	0:04:39
December	0:09:29	0:08:42	0:04:17
January	0:10:42	0:07:04	0:00:21
February	0:08:04	0:06:16	0:04:49
March	0:08:11	0:06:28	0:04:51
April	0:08:52	0:05:35	0:04:21
May	0:10:21	0:05:58	0:03:43
June	0:09:40	0:05:31	0:03:37
Average	0:09:06	0:08:05	0:04:32

# Student Health Services Patients and Encounters

Site/Division	Patients (Unduplicated)			Encounters		
	2010/2011	2011/2012	2012/2013	2010/2011	2011/2012	2012/2013
Boca Dental	698	615	593	1770	1502	1526
Boca Medical	4604	4814	4877	8193	8537	8655
Boca Women's Health	980	929	948	1303	1186	1195
<b>Boca Totals</b>	6282	6358	6418	11266	11225	11376
<b>Broward Medical</b>	468	483	418	629	603	539
<b>Jupiter Medical</b>	241	250	188	396	402	291
<b>Overall Totals</b>	6991	7091	7024	12291	12230	12206

**Student Health Services  
Misc Appointment Statistics  
Fiscal Year 2012/2013**

**Same - Day Appointments**

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	395	273	297
August	494	436	429
September	542	601	500
October	584	585	678
November	581	519	514
December	266	254	190
January	520	471	632
February	420	488	480
March	408	389	472
April	471	451	430
May	316	224	227
June	119	224	240
YTD Total	5116	4915	5089
Monthly Average	426	410	424

**Same - Day Appointments**

(Unique Patients)

	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
July	355	252	277
August	475	420	409
September	480	549	462
October	536	533	624
November	540	485	484
December	249	242	184
January	488	441	591
February	387	462	437
March	374	376	437
April	441	419	395
May	294	211	212
June	112	209	223
YTD Total	4731	4599	4735
Monthly Average	394	383	395

## Student Health Services Encounters by International

### **Boca Medical**

	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
International Students	3151	3963	1101
Domestic Students	1421	783	7441
Blank	3621	3791	113

### **Boca Dental**

	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
International Students	350	416	311
Domestic Students	530	310	1215
Blank	890	776	0

### **Jupiter Medical**

	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
International Students	162	162	21
Domestic Students	19	18	268
Blank	215	222	2

### **Clinic Totals**

	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
International Students	4095	5008	1708
Domestic Students	2352	1304	10381
Blank	5844	5918	117

12291	12230	12206
-------	-------	-------

### **Boca Women's Health**

	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
International Students	422	457	166
Domestic Students	307	154	1029
Blank	574	575	0

### **Broward Medical**

	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
International Students	10	10	109
Domestic Students	75	39	428
Blank	544	554	2

# Student Health Services Encounters by Gender

Site/Division	Male			Female			Other/Blank		
	2010/2011	2011/2012	2012/2013	2010/2011	2011/2012	2012/2013	2010/2011	2011/2012	2012/2013
Boca Dental	609	532	517	1161	970	1009	0	0	0
Boca Medical	3229	3126	3050	4963	5411	5533	1	0	72
Boca Women's Health	7	7	2	1296	1179	1193	0	0	0
<b>Boca Total</b>	3845	3665	3569	7420	7560	7735	1	0	72
<b>Broward Medcial</b>	187	172	145	442	431	394	0	0	0
<b>Jupiter Medcial</b>	102	92	55	294	310	236	0	0	0
<b>Overall Totals</b>	4134	3929	3769	8156	8301	8365	1	0	72

# Student Health Services Encounters by Ethnicity

<b><u>Boca Medical</u></b>	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
Asian or Pacific Islander	225	204	181
Black	928	741	561
Hispanic	936	667	455
American Indian/ Alaskan Native	18	15	9
White	3026	2222	1743
Not Indicated	149	145	175
Non Resident Alien	76	35	40
Blank	2835	4508	5491

<b><u>Boca Women's Health</u></b>	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
Asian or Pacific Islander	44	30	17
Black	184	147	118
Hispanic	196	143	84
American Indian/ Alaskan Native	0	1	1
White	549	346	271
Not Indicated	24	27	23
Non Resident Alien	9	4	9
Blank	297	488	672

<b><u>Boca Dental</u></b>	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
Asian or Pacific Islander	73	37	53
Black	322	174	152
Hispanic	276	155	135
American Indian/ Alaskan Native	11	2	0
White	711	537	330
Not Indicated	22	23	29
Non Resident Alien	35	4	39
Blank	320	570	788

<b><u>Broward Medical</u></b>	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
Asian or Pacific Islander	13	11	16
Black	82	55	43
Hispanic	81	65	35
American Indian/ Alaskan Native	0	2	3
White	96	59	65
Not Indicated	13	21	10
Non Resident Alien	5	4	2
Blank	339	386	365

<b><u>Jupiter Medical</u></b>	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
Asian or Pacific Islander	3	1	1
Black	22	20	13
Hispanic	41	31	20
American Indian/ Alaskan Native	0	2	0
White	157	95	71
Not Indicated	4	5	5
Non Resident Alien	0	1	0
Blank	169	247	181

<b><u>Clinic Totals</u></b>	<b><u>2010/2011</u></b>	<b><u>2011/2012</u></b>	<b><u>2012/2013</u></b>
Asian or Pacific Islander	358	283	268
Black	1538	1137	887
Hispanic	1530	1061	729
American Indian/ Alaskan Native	29	22	13
White	4539	3259	2480
Not Indicated	212	221	242
Non Resident Alien	125	48	90
Blank	3960	6199	7497

<b>Total Encounters</b>	12291	12230	12206
-------------------------	-------	-------	-------

# Student Health Services HIV Testing

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Totals - YTD
HIV 1/2 Antigen/Antibody, No Charge (State) (86703)	0	0	0	0	0	0	7	21	17	20	27	11	103
HIV Antibody, HIV-1/2, EIA with Reflexes (86703)	0	1	4	1	4	3	3	2	5	4	2	0	29
HIV-1 SCR (Reflex) - No Charge (State) (86701)	0	5	11	13	5	6	8	0	0	0	0	0	48
OraSure OraQuick Advanced Rapid HIV 1/2 (86703QW)	9	6	9	15	15	7	8	8	4	9	11	5	106
HIV Antibody, HIV 1, Western Blot	0	0	0	0	0	0	2	0	0	0	0	0	2
HIV AB, HIV 1/2, EIA, With Reflexes	0	0	0	0	0	0	2	0	0	0	0	0	2
Totals	9	12	24	29	24	16	30	31	26	33	40	16	158

**Florida Atlantic University  
Student Health Services  
Immunization Statistics  
Fiscal Year 2012/2013**

Vaccine	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Hepatitis B	2	9	2	5	4	3	3	2	3	1	6	5	45
HPV	5	5	5	8	8	1	2	4	4	3	6	0	51
HPV (No Charge)	7	6	4	10	6	7	8	5	6	7	5	4	75
Influenza	0	0	0	162	179	28	260	28	2	4	1	0	664
Meningitis	1	2	0	3	0	0	0	0	0	2	1	3	14
MMR	23	32	9	16	20	13	23	8	9	9	14	20	196
Pneumonia													0
Tdap	11	8	5	10	4	3	7	4	14	18	6	15	105
Varicella		1					1	1			1		4
<b>Total</b>	<b>49</b>	<b>63</b>	<b>25</b>	<b>214</b>	<b>221</b>	<b>55</b>	<b>305</b>	<b>53</b>	<b>38</b>	<b>44</b>	<b>40</b>	<b>47</b>	<b>1154</b>