























| SCALE | | BEFORE VISIT | Responses |
|--|----|---|-----------|
|  | 0 | No distress at all. Feeling okay and calm. | 8 |
|  | 1 | Feeling little if any stress. Not quite fully calm. | 6 |
|  | 2 | Faint tension or mild stress. | 4 |
|  | 3 | Feeling slightly unpleasant or uncomfortable. | 6 |
|  | 4 | Growing distress or discomfort. Mildly agitated. | 4 |
|  | 5 | Verging on becoming very uncomfortable and distressed. | 2 |
|  | 6 | Very uncomfortable affecting my attention. | 2 |
|  | 7 | Emotionally painful becoming severe. | 1 |
|  | 8 | The emotional pain is taking over my attention. | 3 |
|  | 9 | The emotional discomfort is almost unbearable. | 0 |
|  | 10 | The emotional pain is overwhelming me--the worst possible | 0 |

| DEMOGRAPHICS | Responses |
|---------------------------|-----------|
| AGE | |
| < 18 y.o | 2 |
| 18 – 20 y.o | 14 |
| 21 - 24 | 5 |
| 25 - 29 | 6 |
| 30+ | 9 |
| TOTAL | 36 |
| GENDER | |
| Male | 11 |
| Female | 25 |
| Other | 0 |
| TOTAL | 36 |
| ETHNICITY | |
| White | 2 |
| Black or African American | 2 |
| Hispanic or Latino/a | 22 |
| Asian or Pacific Islander | 1 |
| American Indian, Alaskan | 0 |
| Native or Native Hawaiian | 1 |
| Biracial or Multicultural | 3 |
| Declined to answer | 5 |
| TOTAL | 36 |

| BEFORE VISIT | Responses |
|--|-----------|
| Expectations for service & quality of care are: | |
| Excellent | 24 |
| Above average | 6 |
| Average | 6 |
| Poor | 0 |
| TOTAL | 36 |

| SCALE | | AFTER VISIT | Responses |
|---|----|--|-----------|
|  | 0 | No distress at all. Feeling okay and calm. | 14 |
|  | 1 | Feeling little if any stress. Not quite fully calm. | 9 |
|  | 2 | Faint tension or mild stress. | 7 |
|  | 3 | Feeling slightly unpleasant or uncomfortable. | 2 |
|  | 4 | Growing distress or discomfort. Mildly agitated. | 2 |
|  | 5 | Verging on becoming very uncomfortable and distressed. | 2 |
|  | 6 | Very uncomfortable affecting my attention. | 0 |
|  | 7 | Emotionally painful becoming severe. | 0 |
|  | 8 | The emotional pain is taking over my attention. | 0 |
|  | 9 | The emotional discomfort is almost unbearable. | 0 |
|  | 10 | The emotional pain is overwhelming me-- the worst possible | 0 |

| Rate your providers | | Responses |
|---------------------------|--|-----------|
| Nurse | | |
| Excellent | | 14 |
| Above average | | 1 |
| Average | | 0 |
| Poor | | 0 |
| TOTAL | | 15 |
| Nurse Practitioner | | |
| Excellent | | 8 |
| Above average | | 2 |
| Average | | 0 |
| Poor | | 1 |
| TOTAL | | 11 |
| Counselor | | |
| Excellent | | 21 |
| Above average | | 0 |
| Average | | 0 |
| Poor | | 0 |
| TOTAL | | 21 |
| Office Staff | | |
| Excellent | | 22 |
| Above average | | 1 |
| Average | | 1 |
| Poor | | 0 |
| TOTAL | | 24 |

| AFTER VISIT | Responses |
|--|-----------|
| My expectations for service & quality of care were met: | |
| Strongly Agree | 29 |
| Agree | 5 |
| Undecided | 0 |
| Disagree | 1 |
| TOTAL (1 participant did not respond) | 35 |
| I will use Student Health Services again? | |
| Strongly Agree | 32 |
| Agree | 4 |
| Undecided | 0 |
| Disagree | 0 |
| TOTAL | 36 |

| AFTER VISIT | Responses |
|--|-----------|
| Your clinic visit helped you with your problem? | |
| Strongly Agree | 24 |
| Agree | 6 |
| Undecided | 6 |
| Disagree | 0 |
| Total | 36 |

BEFORE- VISIT SUMMARY**Demographics (percentage)****1. Age (years)**

6% = < 18
39% = 18 - 20
14% = 21 – 24
16% = 25 – 29
25% = 30+

2. Gender

30% = Male
70% = Female
0% = other

3. Ethnicity

6% = white
6% = black or African American
61% = Hispanic or Latino/a
3% = Asian or Pacific Islander
0% = American Indian, Alaskan
3% = Native or Native Hawaiian
8% = Biracial or Multicultural
13% = Declined to answer

Before Visit: (percentages)**Expectation of Service and Quality of Care**

66% = Excellent
17% = Above average
17% = Average
0% = Poor

Overall Summary Notes:

- Clients SUDS level decreased after their visit
- Clients were pleased and satisfied with their visit because; (1) we met their expectations for service and quality of care and (2) we helped them with their problem
- All of them would use/visit SHS again
- Most of the providers ranked "Excellent", followed by "Above average" and then "Average". Only one "Poor" ranking noted for the Nurse Practitioner(s).

AFTER- VISIT SUMMARY**Rate your providers (percentages)****1. Nurse**

93% = Excellent
7% = Above average
0% = Average
0% = Poor

2. Nurse Practitioner

73% = Excellent
18% = Above average
0% = Average
9% = Poor

4. Counselor

100% = Excellent
0% = Above average
0% = Average
0% = Poor

5. Office Staff

92% = Excellent
4% = Above average
4% = Average
0% = Poor

After Visit: (percentages)**Clinic visit helped student with their problem:**

66% = Strongly agree
17% = Agree
17% = Undecided
0% = Disagree

Expectation of service and quality care were met:

83% = Strongly agree
14% = Agree
0% = Undecided
3% = Disagree

Student will use Student Health Services again:

89% = Strongly agree
11% = Agree
0% = Undecided
0% = Disagree