























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