



**WESTERN CAROLINA UNIVERSITY
UNIVERSITY HEALTH CENTER**



DEMOGRAPHICS: *Please circle one option.*

Gender	Male	Female	Age	18-21	22-25	25-29	30-34	35+
Classification	Student	Faculty	Staff	Status	Full Time	Part Time		
Residence	On-Campus	Off-Campus	Standing	FR	SO	JR	SR	GRAD
Ethnicity (<i>Circle all that apply</i>)	African-American/Black		Hispanic/Latino(a)	Asian	Native American			
	White/European		Other _____					

YOUR VISIT TODAY IS: A 'WALK-IN' **Y** **N**
A PREVIOUSLY SCHEDULED APPOINTMENT **Y** **N**

YOUR VISIT TODAY IS RELATED TO: *Please circle all choices that apply.*

General Health	Women's Health	Allergy Clinic/Immunizations	Laboratory Tests
Wellness Program	Nutritionist	Pharmacy/Medications	Other: _____

USE OF SERVICES: *Please circle all that apply.*

Reason(s) for seeking services: convenience affordability quality of care confidentiality/respect for my privacy

Have you visited the Health Services website? Yes No <http://www.wcu.edu/studentd/hlthserv/services.html>

YOUR SATISFACTION WITH HEALTH SERVICES: *Please circle only one answer for each question.*

Overall Services	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	No Opinion
1. Overall wait time for services	4	3	2	1	0
2. Availability & range of services	4	3	2	1	0
3. Time allotted for your appointment	4	3	2	1	0
4. Cost/affordability of services/prescriptions	4	3	2	1	0
5. Staff's expertise and professional behavior	4	3	2	1	0
6. Your involvement in decisions about your treatment	4	3	2	1	0
7. Clarity of instructions given to you regarding treatments and/or prescriptions, and/or discharge plans	4	3	2	1	0
8. Friendliness and courtesy of our clinical/treatment staff	4	3	2	1	0
9. Friendliness and courtesy of our front desk/customer service staff	4	3	2	1	0
10. Friendliness and courtesy when communicating with the Health Center via telephone	4	3	2	1	0
11. Having received additional information and/or information sources concerning my healthcare needs.	4	3	2	1	0
12. I was pleased with many aspects of my visit and will likely seek medical care here again.	4	3	2	1	0
13. My overall needs and expectations were met	4	3	2	1	0

COMMENTS: *How may we improve our services?*
