

Appendix 1 – Student Satisfaction Survey

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FOR OFFICE USE ONLY:

[NOTE: THIS SECTION TO BE ENTERED BY OFFICE STAFF AND WILL NOT BE SEEN BY STUDENT]

[NOTE: STUDENT SURVEY WILL NOT BE ACCESSIBLE UNTIL THIS SECTION IS COMPLETE]

MRN: _____

Student age:

- 11 years old
- 12 years old
- 13 years old
- 14 years old

[NOTE: THIS A DATA CHECK. STOP HERE IF STUDENT IS OLDER THAN 14 OR YOUNGER THAN 11. STUDENT IS INELIGIBLE FOR SURVEY.]

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STUDENT SURVEY:

The questions in this survey ask for your opinions and about your experience at the Health Center today. The answers you provide will be used to help Health Centers in Multnomah County provide students with the best care.

YOU DO NOT HAVE TO GIVE US YOUR NAME ON THIS SURVEY.

The answers you give will be kept private. No one will know how you answer. This is not a test. There are no right or wrong answers, and your participation in this survey is completely **VOLUNTARY**. Please be honest with your answers. If you are not comfortable answering a question, you can leave it blank. If there is a question you don't understand, you can ask the nurse to help you.

1. How comfortable are you going to the Health Center?
 - a. Very comfortable
 - b. Somewhat comfortable
 - c. Not very comfortable
 - d. Not at all comfortable

- e. Don't know or this does not apply to me
2. When you came to the Health Center, how long did you have to sit in the waiting area before going into the exam room?
- a. 0-5 minutes
 - b. 5-10 minutes
 - c. More than 10 minutes
 - d. Don't know or this does not apply to me
3. How friendly was the front desk person?
- a. Very friendly
 - b. Somewhat friendly
 - c. Not very friendly
 - d. Not at all friendly
 - e. Don't know or this does not apply to me
4. At today's visit, did you talk to a doctor on the screen in the exam room?



- a. Yes (Continue)
- b. No (**Skip to 16**)
- c. Don't know (**Skip to 16**)

[NOTE TO CALEB: Q5 – Q15 are TELEMEDICINE ONLY]

5. When you came into the exam room, how long did you wait for the doctor to be on the screen?
- a. Less than 5 minutes
 - b. 5-10 minutes
 - c. More than 10 minutes
 - d. Don't know or this does not apply to me

For these next questions, please tell us how much you agree or disagree with these statements:

6. I was able to talk with the doctor on the screen without any problems.
 - a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
 - e. Don't know or this does not apply to me

7. The picture on the screen was good.
 - a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
 - e. Don't know or this does not apply to me

8. The sound was good.
 - a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
 - e. Don't know or this does not apply to me

9. The nurse in the room with me explained things in a way that was easy to understand.
 - a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
 - e. Don't know or this does not apply to me

10. The doctor on the screen explained things in a way that was easy to understand.
 - a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
 - e. Don't know or this does not apply to me

11. I felt that what I said to the doctor on the screen would be kept private.
 - a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
 - e. Don't know or this does not apply to me

12. I was comfortable with the nurse using the special equipment to show pictures on the screen of things like a skin rash, eyes, ears, and throat to the doctor on the screen.
- a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
 - e. Don't know or this does not apply to me
13. Next time I come to the Health Center I would like to:
- a. See a doctor in the room with me
 - b. See a doctor on the screen
 - c. Either a. or b. is fine
 - d. Don't know or this does not apply to me
14. How satisfied are you with having your doctor visit on a screen?
- a. Very satisfied
 - b. Somewhat satisfied
 - c. Not very satisfied
 - d. Not at all satisfied

Now, for the last question...

15. How satisfied are you with the **Health Center overall**?
- a. Very satisfied
 - b. Somewhat satisfied
 - c. Not very satisfied
 - d. Not at all satisfied

[END SURVEY FOR TELEMEDICINE CLIENTS]

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[NOTE: Q16-20 are IN PERSON VISITS ONLY – NO TELEMED]

16. How long did you have to wait to see the doctor in the exam room?
- a. Less than 5 minutes
 - b. 5-10 minutes
 - c. More than 10 minutes
 - d. Don't know

For these next questions, please tell us how much you agree or disagree with these statements:

17. The nurse who brought you into the exam room explained things in a way that was easy to understand.

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree
- e. Don't know or this does not apply to me

18. The doctor explained things in a way that was easy to understand.

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree
- e. Don't know or this does not apply to me

19. I felt that what I said to the doctor in the exam room would be kept private.

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree
- e. Don't know or this does not apply to me

Now, for the last question...

20. How satisfied are you with the **Health Center overall**?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Not at all satisfied