

# PATIENT SATISFACTION SURVEY RESULTS

for services provided  
in the following semesters:

**SPRING 2009 and  
FALL 2008**

## FACTOR RATINGS

CATEGORY	PERCENT BREAKDOWN				COMBINED AVERAGE		NUMBER OF RESPONDENTS
	A	B	C	D			
Appointments	85%	11%	3%	2%	4.46	A	681
Check-In	91%	6%	2%	1%	4.58	A	673
Provider	88%	7%	4%	1%	4.57	A	668
Communication	84%	11%	4%	1%	4.45	A	602
Charges	50%	33%	13%	4%	3.61	B	584
Overall Impression	90%	7%	2%	1%	4.64	A	663

**Rating Assignment based on Average Rating:** A = 4.0 to 5.0; B = 3.0 to 3.9; C = 2.0 to 2.9; D = 1.0 to 1.9

Academic Computing & Instructional Technology Services' (ACITS) Statistical and Mathematical consulting group generated the reports.