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**OREGON  
SCHOOL-BASED HEALTH CENTER  
PROGRAM**

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**STUDENT SATISFACTION  
SURVEY  
2000-2001**

**Prepared by the Oregon Department of Human Services, Health Services**



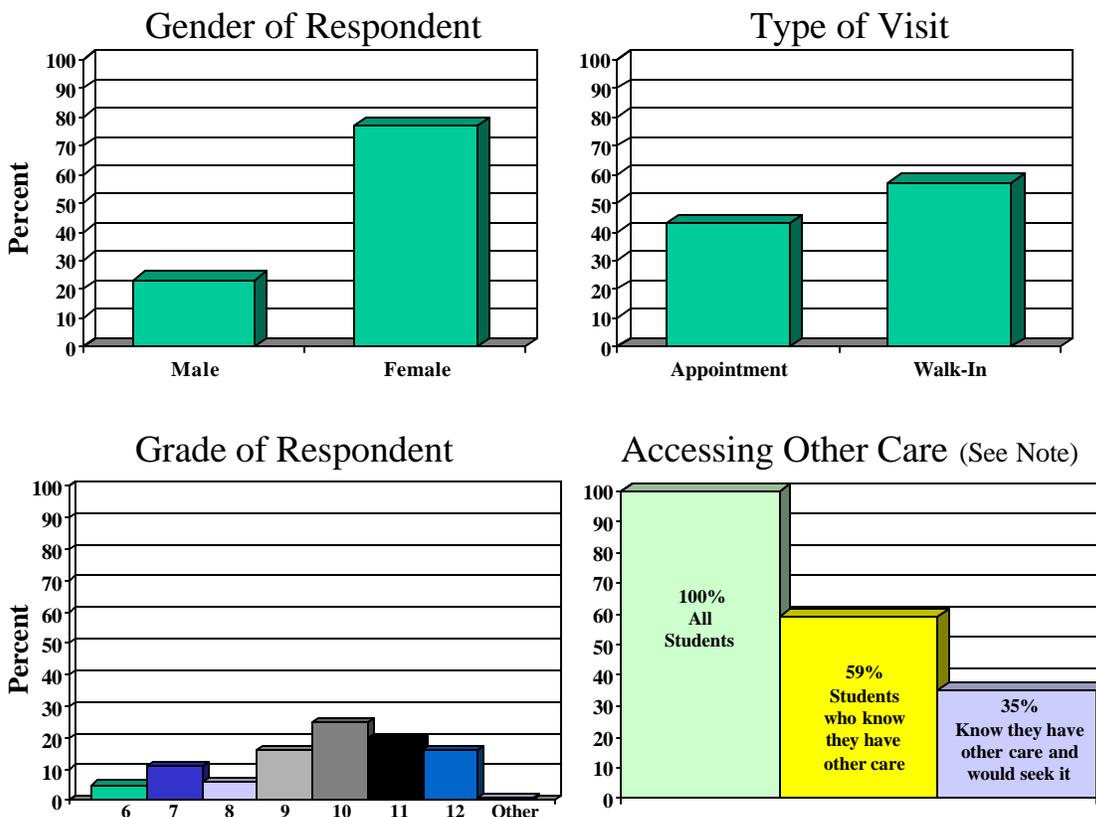
# Student Satisfaction Survey, SY 2001-2002

During the 2001-2002 school year, 36 middle and high school SBHCs participated in a satisfaction survey. A stratified random sample of 700 students was taken, with a response rate of 93% (632 surveys returned), and only 3% of students refusing to participate. General subject categories of the survey were:

- Overall satisfaction with the center the student attended
- Prevention messages in SBHCs
- Contribution the SBHC makes to keeping kids in school

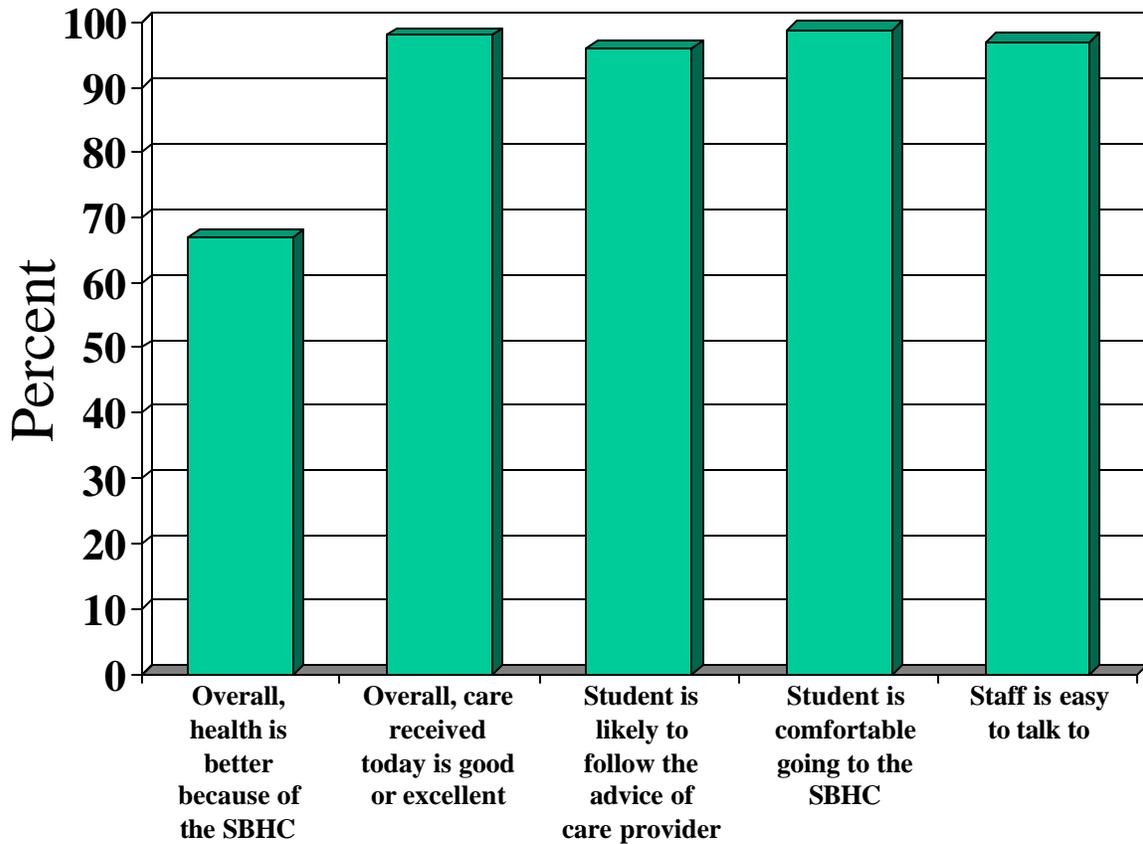
(a copy of the actual survey is available from the state SBHC program office)

## Description of Respondents



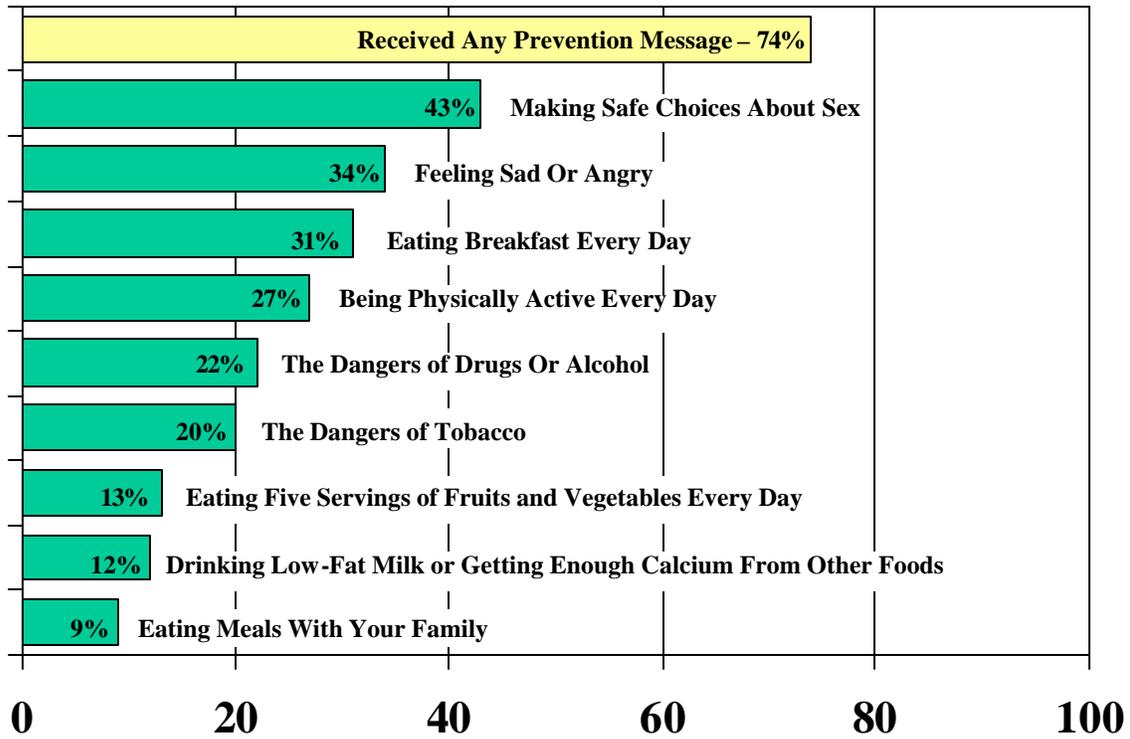
Note: Students were asked whether they had another place to go for care if there was no SBHC. Fifty-nine percent responded that they did have another place to go. Of those, 59% said they would actually go to the other place. Thus, only 35% of students that use SBHCs would be sure to get care if the SBHC did not exist.

## Overall Satisfaction with SBHCs



Students who receive care at Oregon school-based health centers recognize that their health is noticeably improved and have consistently reported very high levels of satisfaction with care, comfort with providers and likelihood that advice given by the providers will be followed.

## Prevention Messages in SBHCs

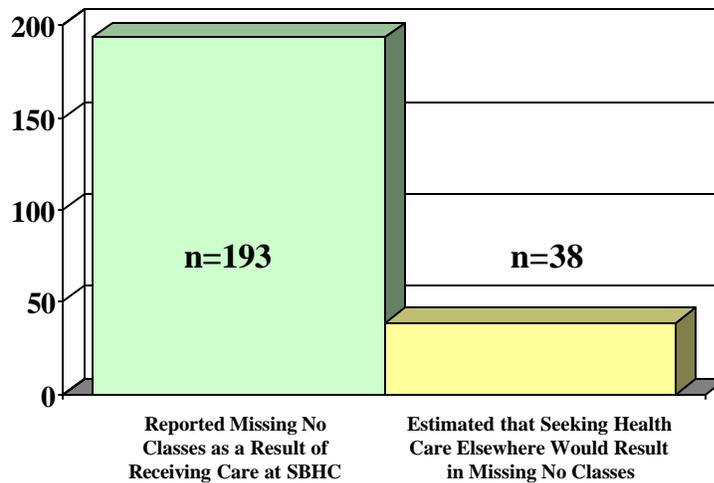


Oregon school-based health centers are an excellent source of information that has been shown to reduce risks to health. This, combined with students' willingness to follow the advice of SBHC providers, puts SBHCs in a unique position to have a positive influence on the lifelong health of the students who receive care in that setting.

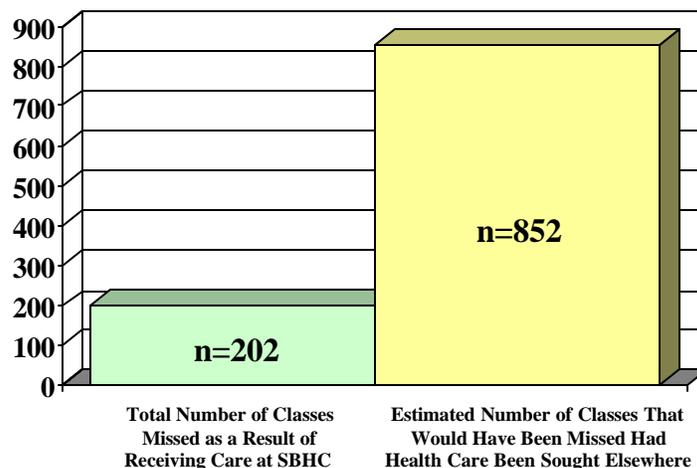
## Keeping Kids in School

Survey respondents were asked how many classes they missed to receive care at the SBHC. Those who reported having other sources of care were asked to estimate how many classes they would have missed had they sought care at those alternative places.

**Students (N=231) Reporting Access to Other Care**



**Total Number of Classes Missed as a Result of Receiving Health Care**



Students with access to other care reported being five times more likely to miss at least some classes if care was not available at the SBHC. When classes were or would have been missed, students estimated that seeking care elsewhere would have resulted in missing four times as much school. Also, students were nearly five times more likely (n=7 vs. n=33) to report being unsure of how much class time they would miss if care had to be sought elsewhere (being unsure may lead to putting off health care).