

# Instructions for the SBHC Student Satisfaction Survey

1. **ONLY** students in **Grades 6-12** can fill out a survey. **DO NOT** give the survey to parents/guardians or to patients who are older or younger.
2. All clinical staff must participate.
3. Surveys should be administered after a visit.

## Steps for administering the surveys:

1. Start the surveys once you receive this packet.
2. Right after a visit with a provider/nurse/mental health counselor:
  - Ask the student to fill out a survey. *If the student says **NO***, then keep that survey for your next student so you can ask them if they would like to complete the survey.
  - *If the student says **YES***, then ask if they have already filled one out. If they have already participated, then **do not** have them complete another one.
  - If they have **not** filled out a survey and they want to participate, then **FLIP** a coin. If the coin lands **HEADS**, the student fills it out. If it is **TAILS**, then they do not fill-out the survey. **\*\*Keep the survey for the next student so you can ask them if they would like to complete the survey.\*\***
  - The student should fill out the survey in a private place and then place it into the envelope provided. Do not look at the surveys. They are confidential.
3. Continue this until **ALL** of your surveys are completed.  
  
**\*\*All surveys in your packet must be filled-out. If one student refuses, ask the next student to complete the survey.\*\***
4. Once the surveys are completed, put them in the return envelope with the survey reporting form and mail them back to the SBHC State Program Office.