

## 2016 Carleton Satisfaction Survey for Students

### Health and Counselling Services

Health and Counselling Services	
% Using Service	Number of Users
24.4%	105

#### What service(s) did you use?

	%	#
Medical services with appointment	55.2%	58
Medical services with walk-in visit	59.0%	62
Counselling services with appointment with a Psychiatrist	17.1%	18
Counselling services with appointment other than with a Psychiatrist	15.2%	16
Others	6.7%	7

#### How long did it take for your most recent attempt to get an appointment with a Physician?

	%	#
within a week	43.1%	25
one to two weeks	46.6%	27
more than two weeks	10.3%	6

#### How long did it take you to see a Physician for your most recent walk-in visit?

	%	#
within two hours	75.4%	46
more than two hours	24.6%	15

#### How long did it take for your most recent attempt to get an appointment with a Psychiatrist?

	%	#
within three months	88.2%	15
more than three months	11.8%	2

#### How long did it take for your most recent attempt to get a counselling appointment other than with a Psychiatrist?

	%	#
within two weeks	31.3%	5
two to four weeks	56.3%	9
more than four weeks	12.5%	2

### Mean of Responses

	Health and Counselling Services		
	N	Avg.	Std. Dev.
My overall experience with the medical services of the office	99	7.8	2.3
My overall experience with the counselling services of the office	57	7.6	2.7
Ability of medical services to meet my needs and address my concerns	97	7.9	2.2
Ability of counselling services to meet my needs and address my concerns	64	7.3	2.8
Accessibility of Health and Counselling Services Office (via telephone, walk-in, website, email, etc.)	94	7.6	2.4
Ease of identifying this service as the place to go for my needs	100	7.7	2.3
Professional and helpful staff	100	8.0	2.2
Usefulness of the information on the Health and Counselling Services website	78	7.7	2.1

### Percentage of Responses

	Health and Counselling Services		
	Low	Med.	High
My overall experience with the medical services of the office	13.1%	14.1%	72.7%
My overall experience with the counselling services of the office	15.8%	12.3%	71.9%
Ability of medical services to meet my needs and address my concerns	10.3%	16.5%	73.2%
Ability of counselling services to meet my needs and address my concerns	18.8%	17.2%	64.1%
Accessibility of Health and Counselling Services Office (via telephone, walk-in, website, email, etc.)	11.7%	25.5%	62.8%
Ease of identifying this service as the place to go for my needs	12.0%	22.0%	66.0%
Professional and helpful staff	8.0%	23.0%	69.0%
Usefulness of the information on the Health and Counselling Services website	10.3%	28.2%	61.5%

**Source:** 2016 Carleton Satisfaction Survey for Students

**Notes:** 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10