

## 2019 Carleton Satisfaction Survey for Students

### Health and Counselling Services

Health and Counselling Services	
% Using Service	Number of Users
27.0%	155

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

	%	#
Medical services - appointment	52.3%	81
Medical services - walk-in visit	58.7%	91
Counselling services - appointment with a Psychiatrist	21.9%	34
Counselling services - appointment other than with a Psychiatrist	19.4%	30
Other	9.0%	14

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

	%	#
within a week	32.1%	26
one to two weeks	44.4%	36
more than two weeks	23.5%	19

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

	%	#
within two hours	78.4%	69
more than two hours	21.6%	19

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

	%	#
within three months	76.5%	26
more than three months	23.5%	8

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

	%	#
within two weeks	50.0%	15
two to four weeks	33.3%	10
more than four weeks	16.7%	5

### Mean of Responses

	Health and Counselling Services		
	N	Avg.	Std. Dev.
My overall experience with the medical services of the office	143	7.3	2.5
My overall experience with the counselling services of the office	96	7.5	2.4
Ability of medical services to meet my needs and address my concerns	136	7.1	2.7
Ability of counselling services to meet my needs and address my concerns	98	7.2	2.7
Accessibility of Health and Counselling Services Office (via telephone, walk-in, website, email, etc.)	143	7.5	2.6
Ease of identifying this service as the place to go for my needs	145	7.6	2.4
Professional and helpful staff	144	7.7	2.5
Usefulness of the information on the Health and Counselling Services website	118	7.3	2.5

### Percentage of Responses

	Health and Counselling Services		
	Low	Med.	High
My overall experience with the medical services of the office	15.4%	28.7%	55.9%
My overall experience with the counselling services of the office	11.5%	27.1%	61.5%
Ability of medical services to meet my needs and address my concerns	15.4%	30.1%	54.4%
Ability of counselling services to meet my needs and address my concerns	18.4%	23.5%	58.2%
Accessibility of Health and Counselling Services Office (via telephone, walk-in, website, email, etc.)	12.6%	29.4%	58.0%
Ease of identifying this service as the place to go for my needs	11.7%	27.6%	60.7%
Professional and helpful staff	13.2%	26.4%	60.4%
Usefulness of the information on the Health and Counselling Services website	13.6%	33.9%	52.5%

**Source:** 2019 Carleton Satisfaction Survey for Students

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