

## **UHS Mental Health Satisfaction (2017-18)**

Dear Student: Thank you for coming to this survey. To help us improve our services, we are asking for your feedback about the care you received at UHS Mental Health Services. Your confidential feedback will be given to providers in a general way, but they will not know who made the comments. If you have any questions about this survey or e-mail, please contact Rob Sepich, the student relations manager, at [rtsepich@uhs.wisc.edu](mailto:rtsepich@uhs.wisc.edu). To select your provider's name and submit the survey, please click the >> icon at the bottom right.

### **Number of appointments I have attended:**

- 1
- 2 - 3
- 4 - 6
- 7 - 10
- More than 10

**Please read the statements below and respond at the level to which you agree or disagree.**

The front desk staff were helpful and courteous.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**I was able to access initial services in a reasonable time.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**The paperwork and e-surveys were clear and easy to complete.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**The amount of time it took to get an appointment after my initial Access Consultation was satisfactory.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**The amount of time it took to get a follow-up appointment after my first full visit with my assigned provider was satisfactory.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**My provider listened carefully to my concerns.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**My confidentiality and privacy were carefully protected.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**My cultural identity and background were respected.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**Use of Mental Health Services had a positive impact on my academic performance.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**Use of Mental Health Services helped me stay enrolled as a student.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**My provider informed me of other campus and community resources.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**I would recommend Mental Health Services to a friend.**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

**Overall, how satisfied were you with your Mental Health Services experience?**

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- N/A

**Do you recall the name(s) of any providers with whom you have met during this semester?**

- Yes
- No

*[If “yes,” a drop-down menu of current providers appears]*

**Thank you for completing this survey. Is there anything else that you would like us to know?**