

**Columbia University Medical Center Student Health Service (CUMC SHS) Patient Satisfaction Results: Demographics**

|  | 06-07 Online<br>Survey Results | 07-08 Online<br>Survey Results | Fall 08 Online<br>Survey Results | Spring 2010<br>Online Survey | Fall 2010 Online<br>Survey Results | Change Score from<br>Prior Survey |
|--|--------------------------------|--------------------------------|----------------------------------|------------------------------|------------------------------------|-----------------------------------|
| <b>What is your current age?</b>                   | (n=528)                        | (n=831)                        | (n==1013)                        | (n==986)                     | n=1073                             | μ Δ                               |
| Mean   | 26.9                           | 27.3                           | 27.9                             | 27.3                         | 26.2                               | 0.6                               |
| Median   | 25.0                           | 26.0                           | 26.0                             | 26.0                         |                                    | 0.0                               |
| Mode   | 24.0                           | 25.0                           | 25.0                             | 25.0                         |                                    | 0.0                               |
| <b>How long have you been enrolled in the SHS?</b> | %                              | %                              | %                                | %                            | %                                  | % Δ                               |
| <1 year  | 51                             | 49.7                           | 44.5                             | 49.4                         | 50                                 | 4.9                               |
| 1-2 years  | 27                             | 28                             | 32.6                             | 27                           | 28.4                               | -5.6                              |
| 3-4 years  | 16                             | 14.9                           | 15.6                             | 16.6                         | 16.4                               | 1.0                               |
| >4 years   | 6                              | 7.5                            | 7.3                              | 6.9                          | 5.1                                | -0.2                              |
| <b>Are you:</b>                                    | %                              | %                              | %                                | %                            | %                                  | % Δ                               |
| Full-time  | 94                             | 89.9                           | 91.7                             | 97                           | 96.9                               | 5.3                               |
| Part-time  | 6                              | 10.1                           | 8.3                              | 3                            | 3.1                                | -5.3                              |
| <b>Are you:</b>                                    | %                              | %                              | %                                | %                            | %                                  | % Δ                               |
| Single   | 73                             | 73.9                           | 71.7                             | 71.5                         | 73.4                               | -0.2                              |
| Living with partner/spouse                         | 16                             | 16.5                           | 19.6                             | 19.8                         | 19.1                               | 0.2                               |
| Married/partnered, living apart                    | 6                              | 2.9                            | 3.5                              | 3.5                          | 4                                  | 0.0                               |
| Living with partner/spouse & children              | 3                              | 6.1                            | 5.1                              | 4.7                          | 3.3                                | -0.4                              |
| Living with children                               | 1                              | 0.5                            | 0.1                              | 0.5                          | 0.2                                | 0.4                               |
| <b>Gender</b>                                      | %                              | %                              | %                                | %                            | %                                  | % Δ                               |
| Male   | 26                             | 23.7                           | 24.7                             | 26.5                         | 24.3                               | 1.8                               |
| Female   | 74                             | 76                             | 75.1                             | 73.4                         | 75.5                               | -1.7                              |
| Transgender  | n/a                            | 0.3                            | 0.2                              | 0.1                          | 0.1                                | -0.1                              |
| <b>Race/Ethnicity</b>                              | %                              | %                              | %                                | %                            | %                                  | % Δ                               |
| Asian  | 24                             | 19.5                           | 18.1                             | 21.3                         | 26.1                               | 3.2                               |
| Pacific Islander                                   | 1                              | 0.7                            | 0.1                              | 0.4                          | 0.4                                | 0.3                               |
| Black/African American                             | 5                              | 5.3                            | 6.6                              | 5.5                          | 5.8                                | -1.1                              |
| American Indian/Alaska Native                      | 0                              | 0                              | 0                                | 0                            | 0.3                                | 0.0                               |
| White  | 58                             | 61.1                           | 63.1                             | 58.9                         | 54.6                               | -4.2                              |
| Hispanic/Latino/a                                  | 5                              | 4.9                            | 5.8                              | 3.7                          | 5.5                                | -2.1                              |
| Multiethnic  | 6                              | 4                              | 4.2                              | 5.8                          | 5                                  | 1.6                               |
| Unknown  | 1                              | 4.5                            | 2.1                              | 4.4                          | 2.3                                | 2.3                               |
| <b>School</b>                                      | %                              | %                              | %                                | %                            | %                                  | % Δ                               |
| CDM  | 13.1                           | 6.7                            | 8.4                              | 11.5                         | 9.2                                | 3.1                               |
| GSAS   | 8.1                            | 12.1                           | 10.3                             | 8.7                          | 9.7                                | -1.6                              |
| Nutrition  | 4.5                            | 2.3                            | 2.2                              | 2.3                          | 2.7                                | 0.1                               |
| MSPH   | 20.8                           | 33.4                           | 32.6                             | 28.4                         | 34.5                               | -4.2                              |
| SON  | 22.2                           | 15.1                           | 16.1                             | 17.2                         | 11.5                               | 1.1                               |
| OT   | 4.4                            | 2.9                            | 2.8                              | 3                            | 4.3                                | 0.2                               |
| PT   | 3                              | 3.3                            | 3.7                              | 3.2                          | 3.2                                | -0.5                              |
| P&S  | 23.9                           | 24.1                           | 24                               | 25.9                         | 25                                 | 1.9                               |