

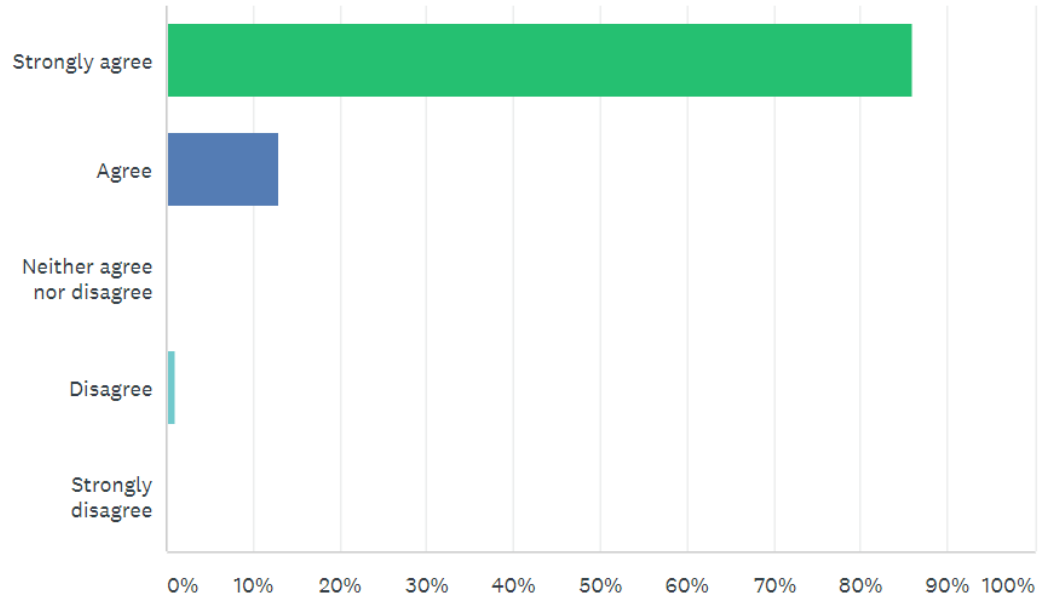
# Queens Wellness Clinic Survey

March, 2018

Q1

Scheduling my biometrics appointment was easy.

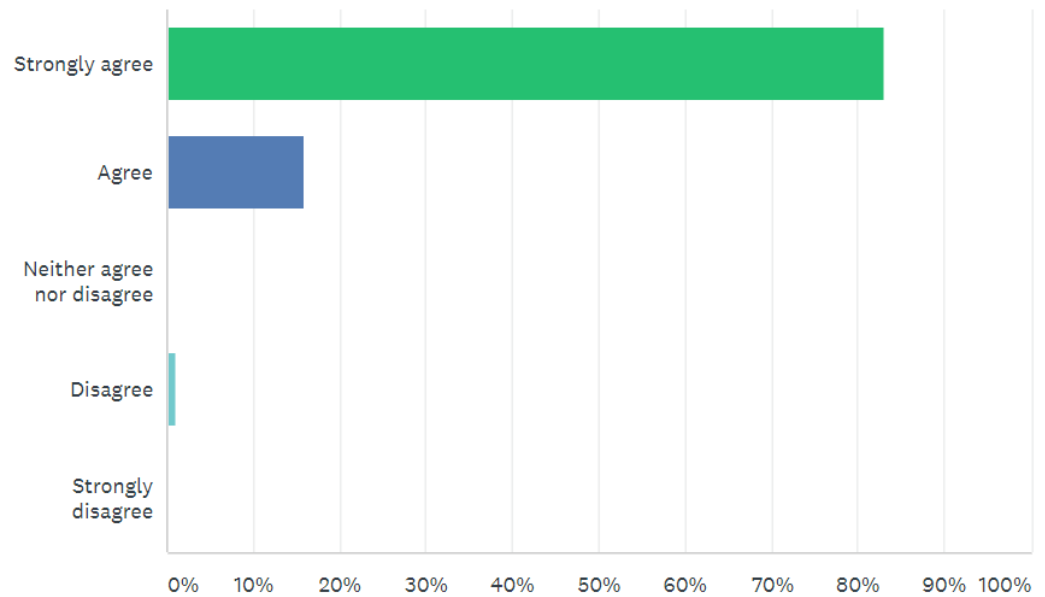
Answered: 100 Skipped: 0



Q2

My appointment time was convenient for me.

Answered: 100 Skipped: 0



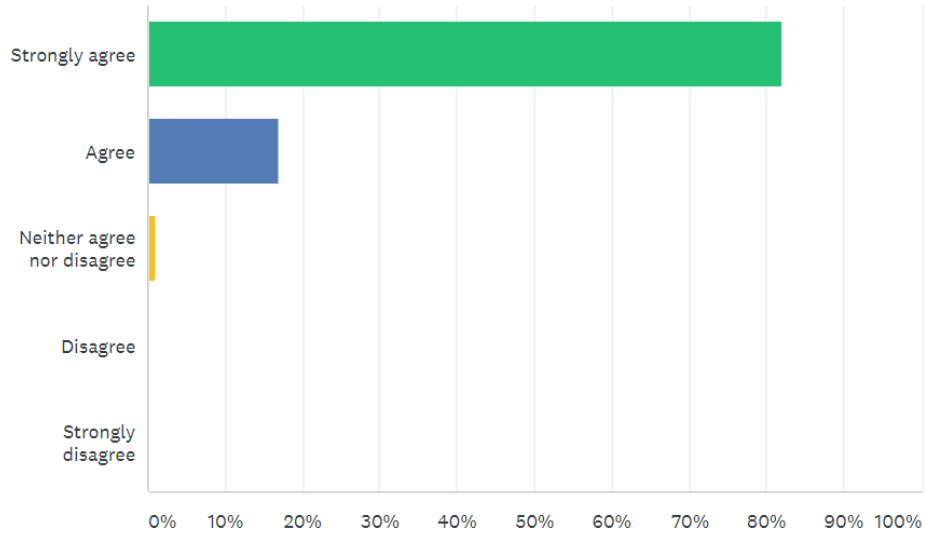
# Queens Wellness Clinic Survey

March, 2018

Q3

I received clear instructions that prepared me well for my biometrics appointment

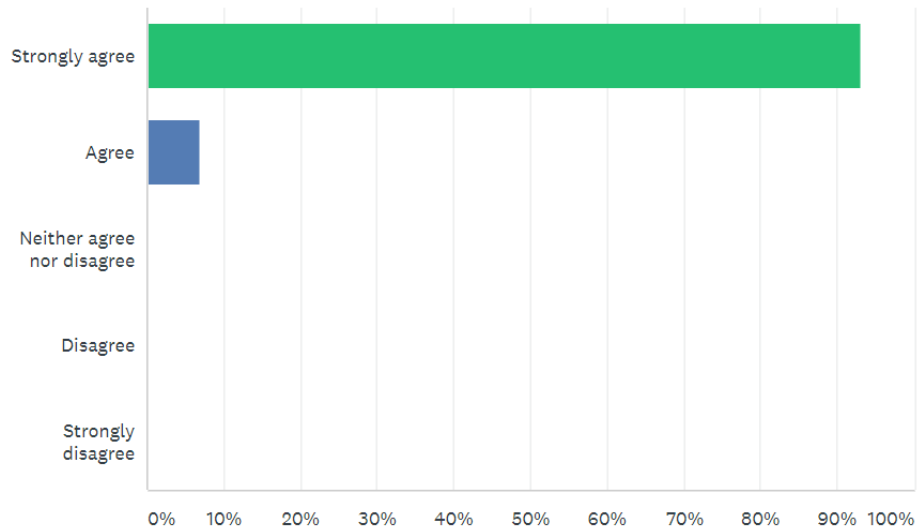
Answered: 100 Skipped: 0



Q4

My biometrics appointment was conducted in a professional manner.

Answered: 100 Skipped: 0



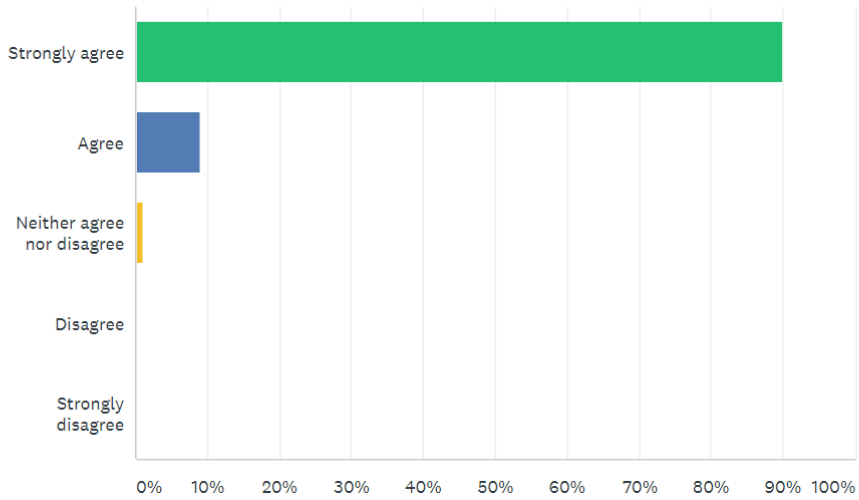
# Queens Wellness Clinic Survey

March, 2018

Q5

The nurse who conducted my biometrics appointment cared about me as a person.

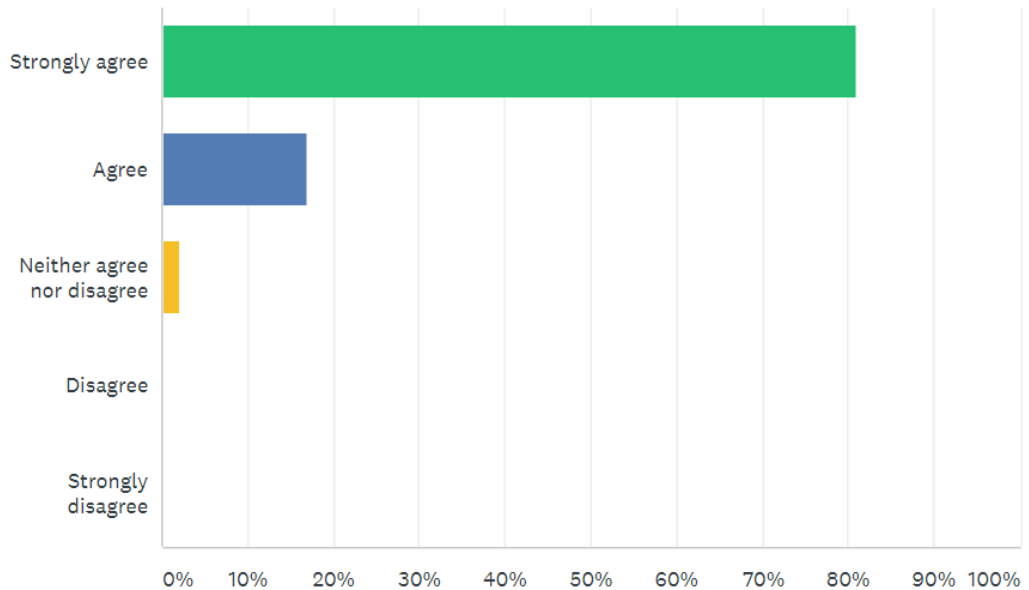
Answered: 100 Skipped: 0



Q6

I received my biometrics results in a timely manner.

Answered: 100 Skipped: 0



# Queens Wellness Clinic Survey

March, 2018

Q7

Is there anything you particularly liked or that could be done better?

Answered: 55 Skipped: 45

1. No
2. The scheduling link did not work, and I found this very frustrating.
3. Melissa Santander is the key to this success! She makes it so easy and personable. Access to the building was not working for faculty IDs the day I had my appointment, so she had to waste time waiting in the lobby to look for people trying to get in. Surely that has been fixed!
4. Personalized care. Encouragement rather than lecturing about lifestyle changes.
5. Melissa has a great personality and the screening was a delight.
6. No
7. Nothing Melissa is wonderful!!
8. No
9. I am very grateful that Queens is assessing this information...because Melissa Santander is the BEST and we are lucky to have her supporting our campus community.
10. I would rather not discuss personal health concerns with someone other than my doctor, so I would prefer if we didn't require this process in order to pay a reasonable health insurance rate. It feels coercive rather than supportive. Melissa Santander is the epitome of professional and caring, so this should not reflect on her performance. Instead, I want to register my concern about the sense of intrusiveness of the system itself, blurring the line between privacy rights and employment.
11. Melissa is warm. I think she puts people at ease.
12. N/A
13. all was good!
14. Nothing
15. Well done!
16. No, the process was simple and Melissa was so kind and friendly.
17. Nope
18. No.
19. Like that we have this as an option on campus rather than taking more time out of my day to schedule with my PCP.
20. Location and time was on point. Received great information on my health. Thanks for taking the time to help me get back on course
21. The screening felt rushed, and I didn't feel encouraged to ask questions.
22. I thought it was very convenient!
23. It was fine.
24. none
25. The letter that gets sent out after has confusing instructions regarding earning your points if you didn't earn them all from the metrics. It suggests that there are required follow-up appointments, which isn't true.
26. I'm waiting for the actual results and if I have any questions, I'm confident Melissa Santander will be a great resource.

# Queens Wellness Clinic Survey

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March, 2018

27. Melissa is great and having the screening done on campus is very convenient.
28. Keep up the poised and professional work!
29. Very easy process
30. everything was perfect!
31. Thank ya
32. no.
33. nothing.
34. Melissa did a great job
35. Melissa is great. We're lucky to have her.
36. There should be online scheduling. Allegedly you can do this through Health and Wellness, but the system never works.
37. when receiving emails about wellness program steps it would be nice if they told you how much you had already completed since the emails are generic...i sometimes question whether my entries went through or if i have to do something else
38. Melissa made the appointment very professional and comfortable.
39. Melissa was great and the appointment was fast and easy. Bravo!
40. The convenience was great.
41. MELISSA is Great! I feel comfortable discussing my health with her and receive good advice and encouragement. Office location was confusing but nicer than Going to Levine
42. No, overall it was a good experience
43. None
44. Well done.
45. I honestly think the process was quite smooth. Scheduling was seamless and easy, I was taken on time, and was treated not only professionally but with care.
46. Excellent!
47. I had to make an appointment by calling. The automated system did not work for me.
48. The process was very clear and easy. I liked the individual office appt. instead of the one big room and seeing other colleagues upon entering/exiting.
49. n/a
50. Melissa does a great job in her role as Wellness Nurse for Queens. I never feel rushed and always feel her compassion and understanding of my unique health situation.
51. Always goes smoothly for me, people just need to not wait until the last minute!
52. Melissa was wonderful. She has gone over and above for me time and time again.
53. Melissa is outstanding and she is always there to help in a caring and professional mannner
54. It is a great service - Melissa is fantastic to work with!
55. no

# Queens Wellness Clinic Survey

March, 2018

Q8

Please enter any general comments here.

Answered: 33 Skipped: 67

1. Due to my current medical conditions, the nurse was very accommodating when scheduling my follow up visits.
2. Melissa is wonderful.
3. Beats the "cattle call" feel from earlier days of biometric screening. The points are confusing. This year for next year???? Some of my numbers can't be changed and I feel judged or penalized for genetics.
4. Melissa is wonderful!
5. N/A
6. Queens is lucky to have such a highly competent nurse who is also a sympathetic and understanding person
7. the nurse was very professional yet friendly and accommodating
8. Melissa is OUTSTANDING!
9. Very convenient.
10. Nope!
11. I actually had my doctor perform the biometrics - so probably should not have included me in the survey.
12. Thanks, Melissa, for your professionalism, courtesy, and concern. You made this such an easy process!
13. Thanks to Health and Wellness, Melissa is the best!!
14. n/a
15. Melissa is fantastic.
16. It would be nice to have an easier way to confirm that you've checked off all of your steps. When I get generic reminder emails I always fear that I haven't done something and I'm about to miss a deadline that will put me in jeopardy. Could you just reach out to those who haven't completed the steps?
17. Thank ya
18. Melissa is great!
19. Times are convenient and this service is appreciated. I was able to use results for my 6 months check at my PCP's so this was a time saver as well as a money saver for me.
20. See #7. :)
21. see above about wellness update emails
22. I love having this clinic as an option on campus.
23. I appreciate Melissa and her efforts to bring a culture of wellness to Queens
24. Great work!
25. The wellness program has been very beneficial for me. I walked my first 5K as an activity to meet a wellness goal and found that I enjoyed it enough to continue participating in 5K walks. Even though I will have enough points to meet this year's incentive without doing anything above and beyond, I'm participating in the Weight Watchers group as a personal challenge to myself to lose 5% of my body weight, and find it effective and sustainable enough that I plan to continue after

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the "free" period ends. Walking and weight loss -- two things that were prompted by the wellness program that I may not have tried otherwise. Thank you for nudging me!

26. No improvements warranted.

27. Great Job!

28. -Melissa is great. I always feel like she is a resource I can use to improve my health.

29. n/a

30. -----

31. I think its great, keep it up!

32. Melissa makes it as easy and it can possibly be!!

33. none