

STUDENT HEALTH PILOTS PULSE SURVEY

Heading into the 24-25 academic year, Student Health was facing an increasingly common challenge; response rates to the annual student satisfaction survey continued to decrease.

Despite declining response rates, satisfaction data remains critical both for improving student experiences and meeting accreditation requirements. To respond to this challenge, Student Health launched a pilot program using monthly pulse surveys administered during visits. Using QR codes, Student Health staff encourage students to complete a brief, two question survey during or immediately after their visit. Questions for these surveys rotate every one to two months. At first, adding the surveys into the visit flow felt a little out of the ordinary for staff—it was something new to remember. As the weeks went on, it has started to feel more natural, and now the pulse surveys are just part of the routine.

In November 2025, 98.7% of respondents indicated that they received clear explanations about their diagnosis, treatment, and next steps. Staff additionally received qualitative feedback that supported these answers. For example, one student said, "I was seen by a super nice nurse. Also talked to the same nurse yesterday on the phone and she was so helpful answered my questions thoroughly."

Responses are reviewed during staff meetings, enabling quick action on student concerns and reinforcing positive experiences far faster than the traditional annual survey. While still in its pilot phase, early results are promising and suggest this approach could significantly improve engagement and responsiveness.

