



School-Based Health Center iPad Satisfaction Survey: 2023-2024 User's Guide

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Connecting to the Internet

First, make sure that the iPad has wi-fi turned on and has a good signal. To check this, look at the upper left-hand corner of the screen for the little wi-fi icon. Try to find a location that gives the iPad 2 to 3 bars of wireless signal strength. This is not only important to download the initial survey, but also to sync the survey entries with the State's database.

If you don't see the wi-fi icon, check to see if it is turned on by going into settings by tapping the "Settings" icon:



Select "Wi-Fi" near the top, and make sure wi-fi toggle is in the "On" position:



Note: If "Airplane Mode" is turned on, your wi-fi will not work.

FileMaker Go Version 18 or 19

Either application Version 18 or 19 survey will work with this year's survey – this is the same version used last year. Reach out to Loretta at Loretta.L.Gallant@oha.oregon.gov if you're having any issues with getting the correct version of FileMaker Go installed on your iPad.

Download the 2023-24 Satisfaction Survey File

To download this year's copy of the Satisfaction Survey file, you will need to access either your email with a link to the file or the SPO website where it is posted. The file on the website has been Zipped to make it smaller, so you'll need to use iZip or some other Zip application to open the file on the iPad.

1. Once the iPad is connected to wi-fi, open the Safari internet browser by tapping the icon:



2. Go to the SPO website: [Oregon SBHC Website Data Tab](http://www.healthoregon.org/sbhc) or type <http://www.healthoregon.org/sbhc> into the web browser and navigate to the SBHC Data Requirements area of the website.
3. On the SBHC Data Requirements webpage, scroll down to the section about the Student Satisfaction Survey and tap on the file named: [Satisfaction_Survey_2023-2024.zip](#)

Website screenshot:

Student Satisfaction Survey

All SBHCs are required to administer the annual Student Satisfaction Survey to a sample of SBHC clients who are between the ages of 12 and 19. SBHCs are provided the SPO-required Client Satisfaction Survey forms and instructions for their completion. SBHCs must submit completed student satisfaction survey data no later than June 30th of each year.

Parental notification of SBHC Client Satisfaction Survey

Students between the ages of 12 and 19 who visit the SBHC may be asked to complete an anonymous survey after their visit. The survey asks about the student's satisfaction and experience at the SBHC, as well as some general questions about their physical and mental health status. Students can refuse to take the survey and this will not affect their ability to get care at the SBHC. A copy of the survey is available below. If you have questions about the survey, please contact the SBHC State Program Office at sbhc.program@state.or.us.

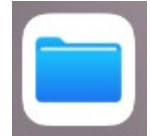
 [Administration of SBHC Satisfaction Survey Instructions](#)

 [Satisfaction_Survey_2023-2024](#)

 [2023-24 iPad Survey User Manual](#)

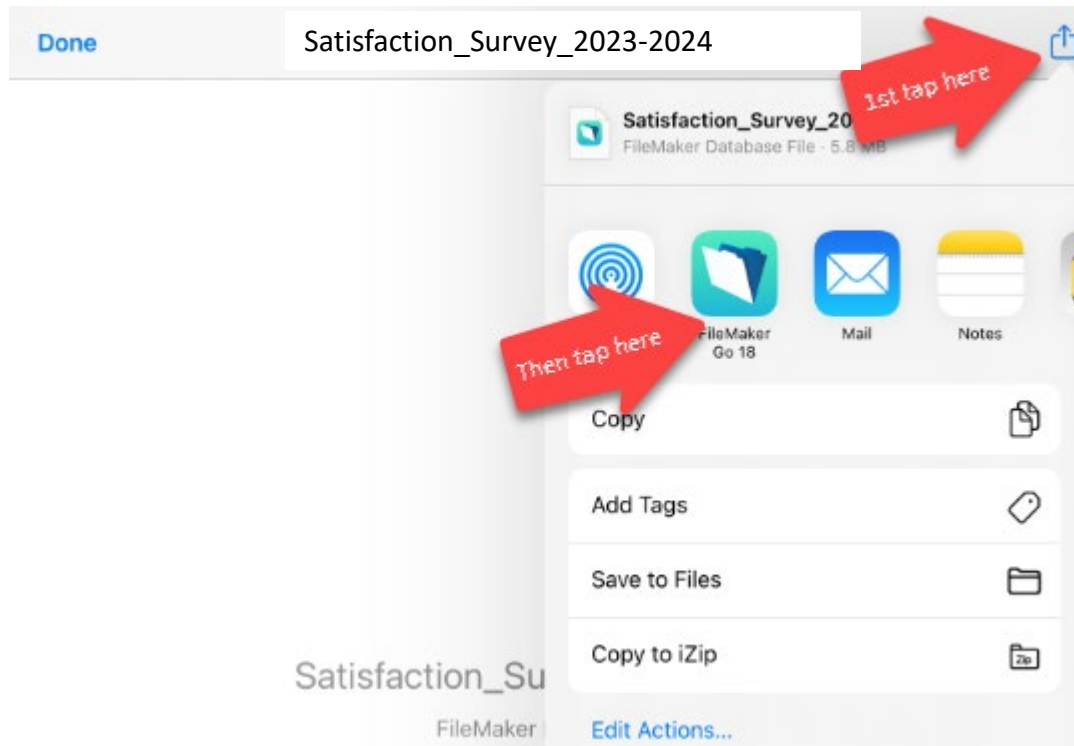
After tapping on the zipped survey file, a message will ask if you want to download the file. Tap Download.

Navigate to the home screen of the iPad and tap on the File folder icon at the bottom of the home screen.

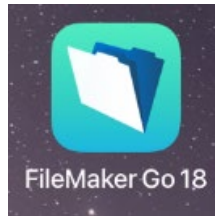


You should see a copy of the Zip file you just downloaded. Tap on the Zip file and a FileMaker Go survey file will appear in the folder.

Tap on the FileMaker Go file and you should see a new window pop up. First you should tap the icon in the upper right corner of the screen, then you'll have the option to open the file in FileMaker Go.



Accessing the Satisfaction Survey



The FileMaker Go application will launch and display all the FileMaker Go files on the iPad. You should see the new 2023-2024 Satisfaction Survey file. Delete last year's survey file because it will NOT work on the iPad.

You will see this error message if you try to open an old survey file:

You are using an old Satisfaction Survey file.

Please delete this file and download the current one. Contact the SBHC State Program office if you need assistance.

EXIT SURVEY

You will need to rename the Survey file if you see an error message like this:

There is an issue with the current file name.

This file is currently named:

'Satisfaction_Survey_2023-2024 – Copy 2'

The file should be named the following to sync correctly:

'Satisfaction_Survey_2023-2024'

Unintentional name changes can happen most commonly in situations where the same file is downloaded multiple times and the iPad automatically changes it to avoid duplicates.

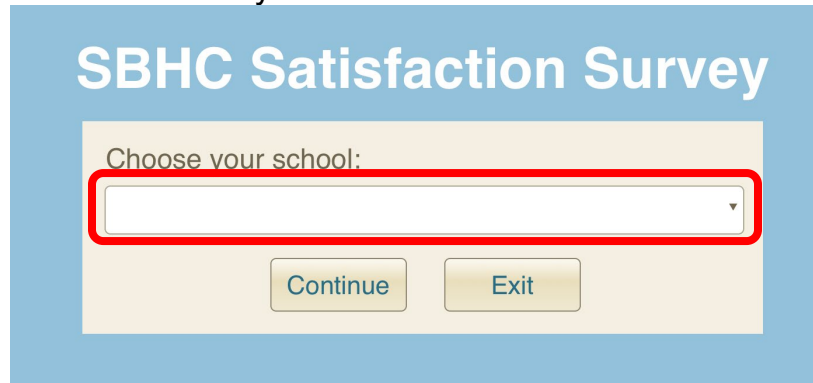
Please edit and correct the name before continuing.

Contact the SBHC State Program office if you need assistance.

Setting up the Survey File

Upon successfully opening the Satisfaction Survey file for the first time, you will be directed to a screen asking you to choose your school. You will only enter this once for the file.

1. Tap the drop down and select your school:

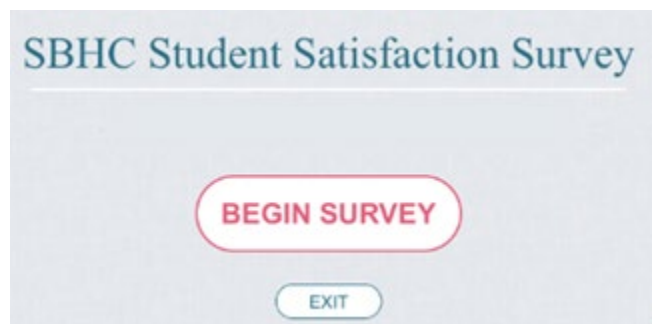


2. Once you have selected your SBHC, tap “Continue” and you will be directed to the main SBHC Satisfaction Survey screen.

Note: If you inadvertently selected the wrong SBHC and no surveys have been administered, simply delete the file, and download a new one.

Instructions for Administering the Survey

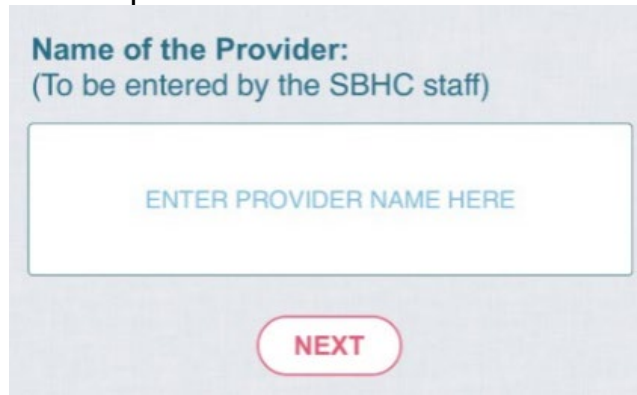
1. **Students ages 12 - 19 should complete the survey once per school year. *DO NOT*** give the survey to parents/guardians or to patients who are outside of the age range.
2. Immediately following a visit with a provider, nurse or mh/bh provider, tap the begin survey button.



3. Next, a screen will open where staff can choose to enter the name of the Provider (it is not required). *If your SBHC is PCPCH-certified, please enter the name of the*

provider and review the information below. Non-PCPCH sites can enter the name of the provider if they wish to collect this information

Enter the Provider name or tap the Next button.



Name of the Provider:
(To be entered by the SBHC staff)

ENTER PROVIDER NAME HERE

NEXT

If you are a PCPCH-certified site, you must obtain surveys from at least 3% of each provider's assigned patient panel every two years. This is a Must-Pass requirement (6.C - Experience of Care) and applies to every primary care provider no matter how often the provider is in the clinic. To meet the PCPCH requirement, you may need to complete more surveys than the SPO requires for SBHC certification. Any questions about this requirement should be directed to the Oregon PCPCH office at PCPCH@oha.oregon.gov

4. Staff should hand the iPad to the client when this screen pops up:



2023-2024

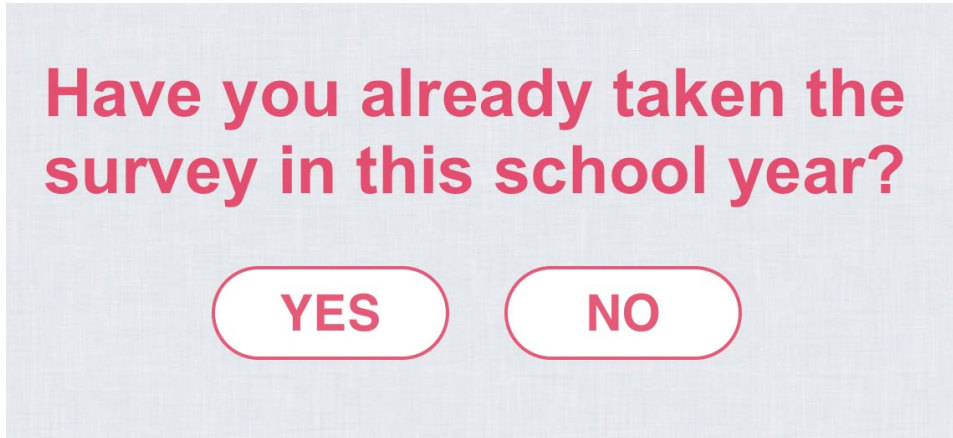
SBHC Student Satisfaction Survey

Fake SBHC

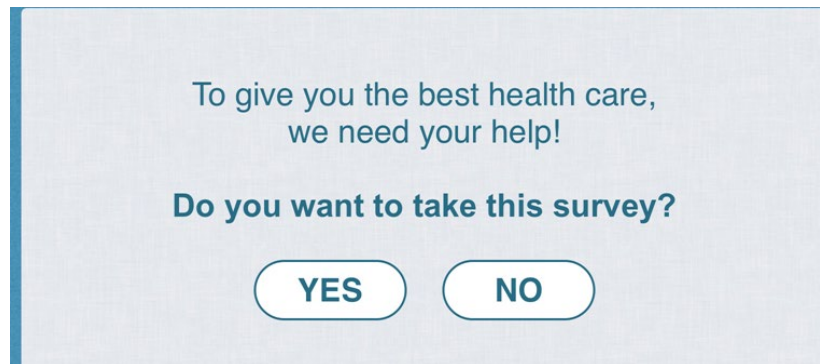
BEGIN SURVEY

EXIT

The client will see this screen asking if they've already taken the survey this school year:

A screenshot of a survey screen with a light blue background. The text "Have you already taken the survey in this school year?" is displayed in a large, bold, pink font. Below the text are two rounded rectangular buttons with pink outlines and white text: "YES" on the left and "NO" on the right.

If the client taps No, then this screen will display asking if they'd like to take the survey:

A screenshot of a survey screen with a light blue background. The text "To give you the best health care, we need your help!" is displayed in a smaller, blue font. Below this is the question "Do you want to take this survey?" in a bold, blue font. At the bottom are two rounded rectangular buttons with blue outlines and white text: "YES" on the left and "NO" on the right.

Sync Completed Satisfaction Surveys

You must sync your surveys to submit the data to the State Program Office. Surveys are not automatically sent to the database.

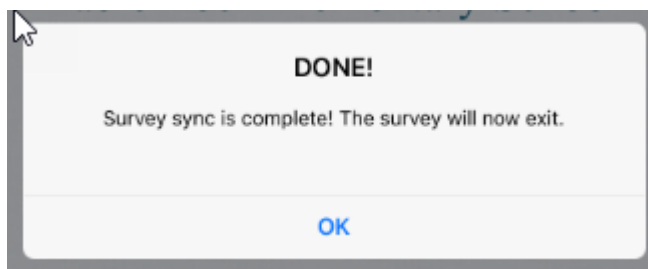
All participating SBHCs must **sync at least one test survey by November 15th** to make sure you're able to properly sync the iPad. Please type the word TEST in the Name of the Provider question and answer a few of the survey questions (or take the entire survey if you'd like). Send Loretta an email letting her know you've submitted a test survey so she can verify it is in the database.

We recommend you sync the surveys once a month. While the surveys are stored on the iPad, it's a good idea to adopt a routine of syncing them so they are submitted to the database.

On the Main Screen of the Survey, there is a button at the bottom right that you will need to press to Sync the surveys. The bottom left corner of the iPad shows when the last survey was completed. The bottom right corner shows how many surveys need to be synced as well as the date when the iPad was last synced. **Make sure you have a wi-fi connection before you press the Sync button.**



After pressing the Sync button, you should see this message pop up:



Your SBHC can complete more than your required number of surveys. Only SBHCs that complete at least 10 surveys will get a summarized report for their center. The State Program Office will be monitoring your progress, so please continue to administer the survey until you hear from us.

****Final deadline for submitting surveys is June 30, 2024****