

# UF College of Dentistry Patient Satisfaction Survey

Results: 2014 - 2018



# Patient Satisfaction Survey Results: 2014-2018

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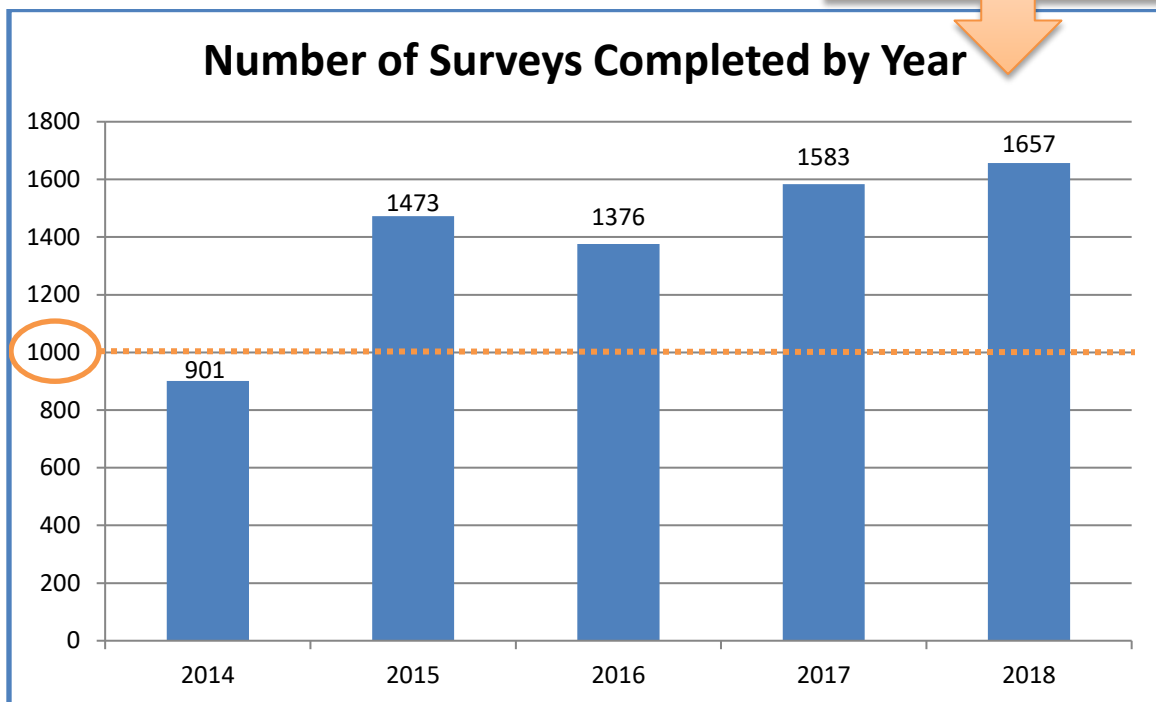
# Patient Satisfaction Survey Results: 2014-2018

## Introduction

The University of Florida College of Dentistry conducts a 'Patient Satisfaction Survey' during a one-week period each year. A two-page survey is distributed to patients at this time. Completed surveys are collected, data reduced, and analyzed. This report presents a summary of the results of the UF College of Dentistry Patient Satisfaction Survey for 2013 through 2017. [Please note that not all data are available for all years.]

## Number of Surveys Completed

**UFCD Goal:  
1,000 Completed Surveys**

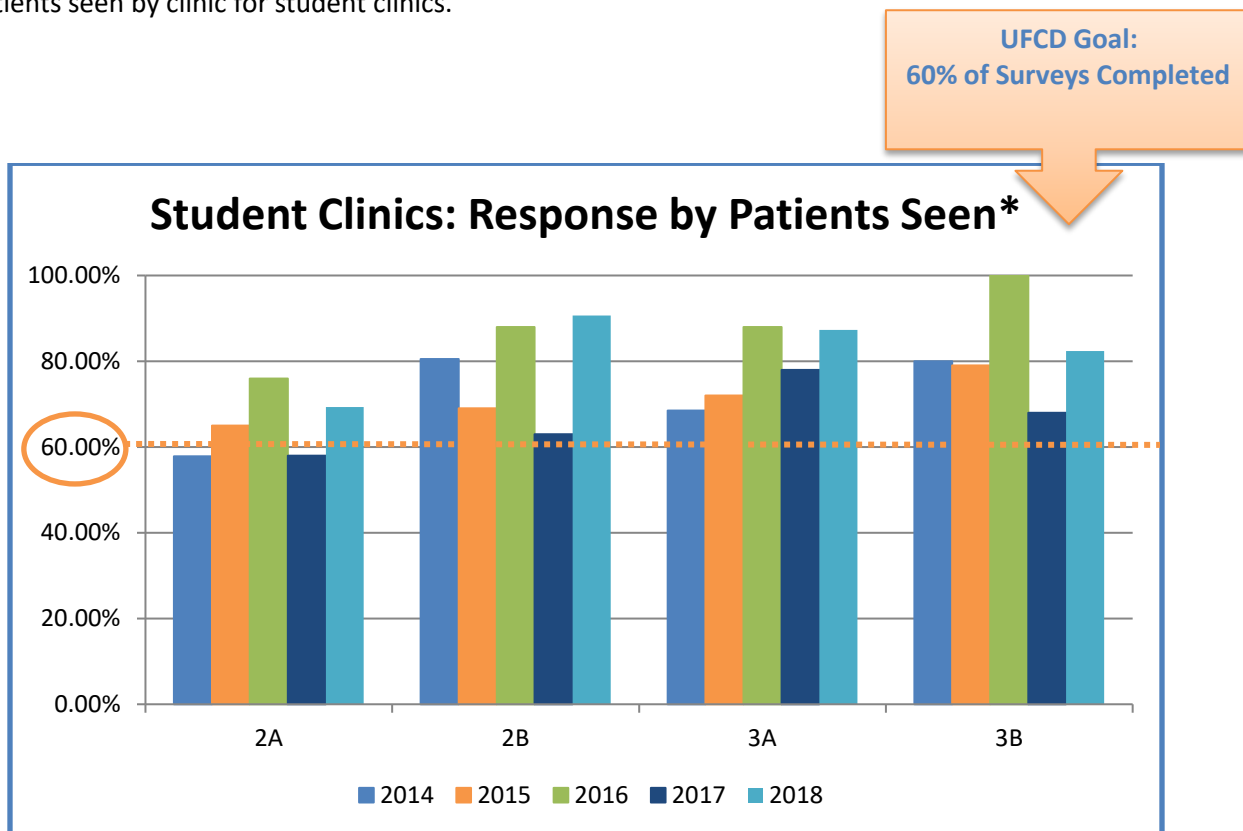


The number of patient satisfaction surveys completed each year has fluctuated from a high of 1657 in 2018 to a low of 901 in 2014. The average number of completed surveys across this five-year span was 1398. In 2018, of the 1698 surveys submitted to the FSRC, the total number of usable surveys was 1657, well above the UFCD goal of 1000 completed surveys.

# Patient Satisfaction Survey Results: 2014-2018

## Percentage of Surveys Completed to Patients Seen by Clinics

The following table shows the percentage of Patient Satisfaction Surveys completed per the number of patients seen by clinic for student clinics.



In 2018, Clinic 2B completed surveys with nine-tenths (90.7%) of the patients who visited the clinic during the study period. Clinics 3A (87.3%) and 3B (82.4%) completed surveys with more than four-fifths of the patients who visited the clinics, and Clinic 2A completed surveys with more than two-thirds (69.3%) of the patients who visited the clinic.

The UFCD goal of 60 percent of patients completing surveys was reached by all four student clinics.

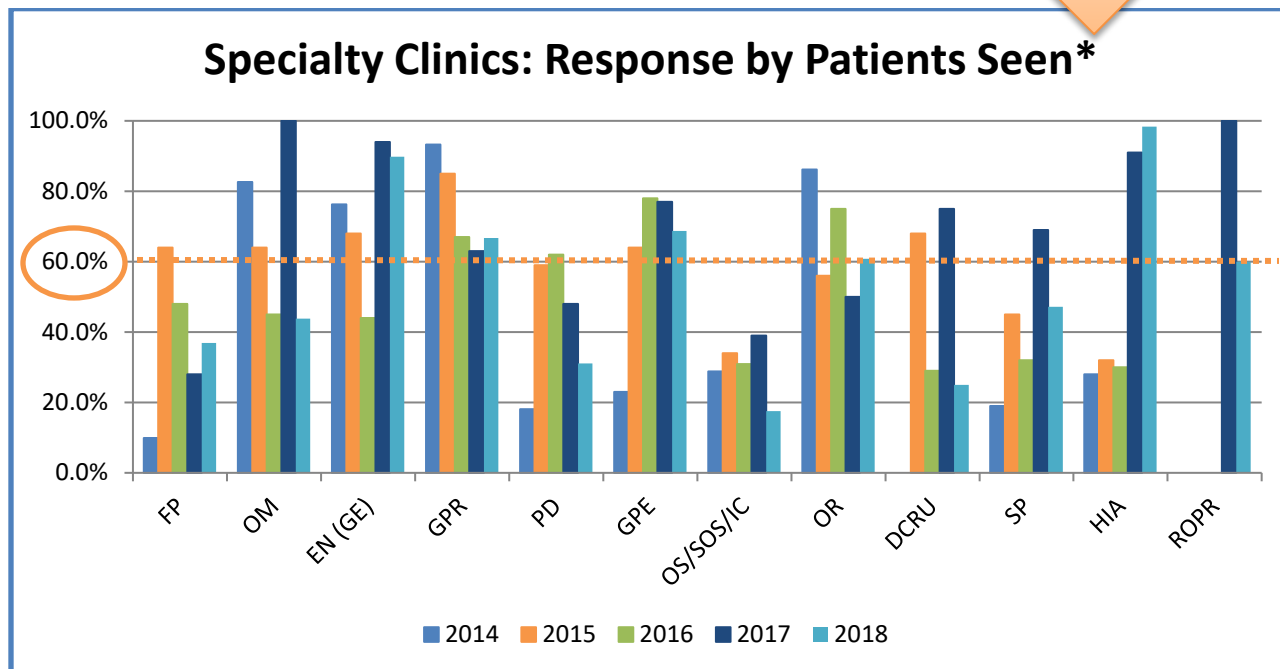
\*Notes:

- The Figure utilizes calculations provided by the UF College of Dentistry based on number of surveys collected (1690) rather than the number of usable surveys (1657) that were data-reduced by the FSRC and used in the calculations throughout the rest of the report.

## Patient Satisfaction Survey Results: 2014-2018

The following table shows the percentage of Patient Satisfaction Surveys completed per the number of patients seen by clinic for specialty clinics.

**UFCD Goal:  
60% of Surveys Completed**



In 2018, there is substantial variation among the specialty clinics for the percentage of patients seen who completed surveys. The Hialeah (98.4%) clinic completed surveys with nearly all of their patients, and Endodontics (89.8%) completed surveys with more than four-fifths of the patients they saw in the study time frame. In contrast, only about one-fifth (17.5%) of patients seen by the combined Oral Surgery, Student Oral Surgery, and Implant Clinics (OS/SOS/IC) completed surveys.

The UFCD goal of 60 percent of patients completing surveys was reached by the following clinics – Graduate Prosthodontics (GPR), Graduate Periodontics (GPE), Endodontics (EN), the Graduate Operative Clinic (ROPR), Hialeah (HIA), and Orthodontics.

**\*Notes:**

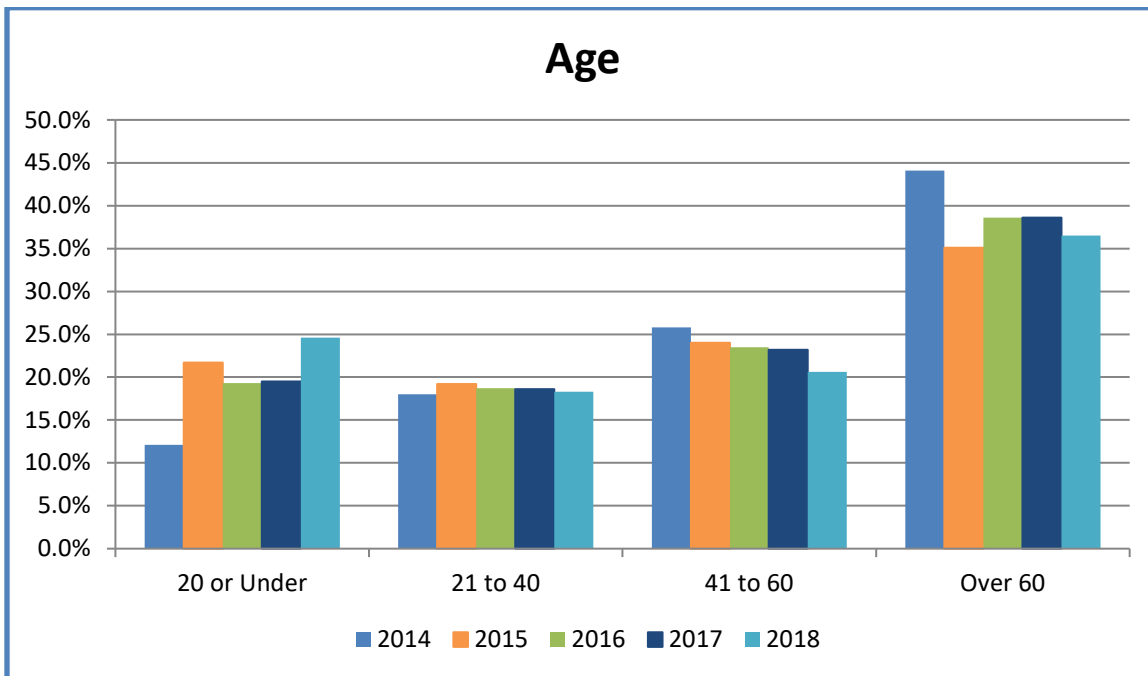
- The Figure utilizes calculations provided by the UF College of Dentistry based on number of surveys collected (1690) rather than the number of usable surveys (1657) that were data-reduced by the FSRC and used in the calculations throughout the rest of the report.
- Percentages are calculated according to the numbers of patients seen the week survey was conducted in these clinics. Some clinics are not depicted here due to inconsistencies in number of surveys received vs number of patients seen reported in axiom.
- UFCD Goal recommended by patient satisfaction committee and approved by CAQA committee.

# Patient Satisfaction Survey Results: 2014-2018

## Demographics

### Age

Patients were asked: "How old are you?"



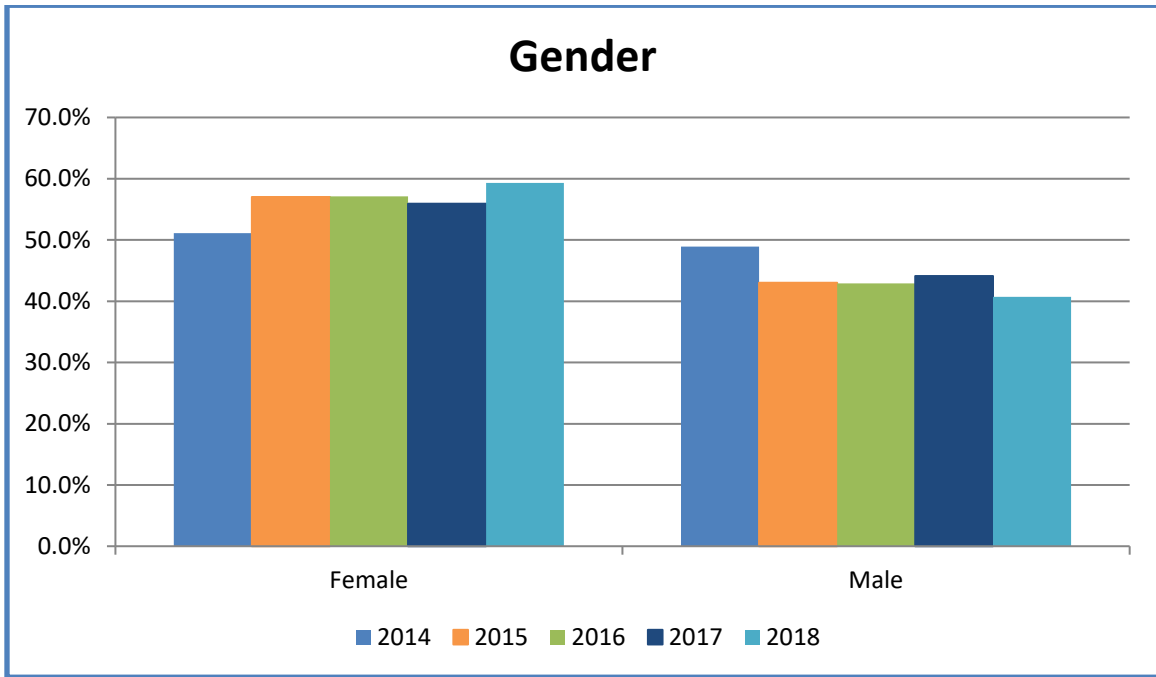
In 2018, about one-quarter of the patients completing surveys were "20 or under" (24.6%), and about one-fifth were "21 to 40" years old (18.3%). About one-fifth (20.6%) of the respondents were "41 to 60" years old, and more than one-third (36.5%) were "Over 60."

Overall, the age group with the smallest number of patients completing surveys across time is the "20 or Under" category. The age category with the largest number of patients completing surveys across time is the "Over 60" group.

# Patient Satisfaction Survey Results: 2014-2018

## Gender

Patients were asked: "Are you female or male?"



More female than male patients complete the survey each year. From 2014 to 2018, on average, a little more than two-fifths of the survey respondents are male and slightly less than three-fifths are female.

In 2018, nearly three-fifths (56.1%) of the responding patients were female, and about two-fifths (43.9%) were male.

## Patient Satisfaction Survey Results: 2014-2018

### County of Residence (2018)

Patients were asked: "In what county do you live?"

| County       | N   | County              | N   |
|--------------|-----|---------------------|-----|
| Alachua      | 299 | Madison             | 1   |
| Baker        | 2   | Manatee             | 3   |
| Bradford     | 22  | Marion              | 174 |
| Brevard      | 6   | Miami-Dade          | 310 |
| Broward      | 27  | Monroe              | 3   |
| Citrus       | 44  | Nassau              | 1   |
| Clay         | 20  | Orange              | 11  |
| Columbia     | 37  | Osceola             | 3   |
| Dixie        | 9   | Palm Beach          | 7   |
| Duval        | 15  | Pasco               | 12  |
| Flagler      | 5   | Pinellas            | 63  |
| Gadsden      | 1   | Polk                | 6   |
| Gilchrist    | 9   | Putnam              | 30  |
| Hamilton     | 2   | Sarasota            | 3   |
| Hernando     | 3   | Seminole            | 5   |
| Highlands    | 1   | St. Johns           | 9   |
| Hillsborough | 13  | St. Lucie           | 2   |
| Indian River | 2   | Sumter              | 35  |
| Lafayette    | 6   | Suwannee            | 20  |
| Lake         | 16  | Taylor              | 1   |
| Lee          | 2   | Union               | 9   |
| Leon         | 6   | Volusia             | 6   |
| Levy         | 37  | <i>Out of State</i> | 10  |

The 2018 survey respondents live in 45 different Florida counties. The largest number of patients is from Miami-Dade County (n=310), with Alachua County (n=299) at the second largest number. Neighboring Marion County (n=174) had the third largest number of patients.

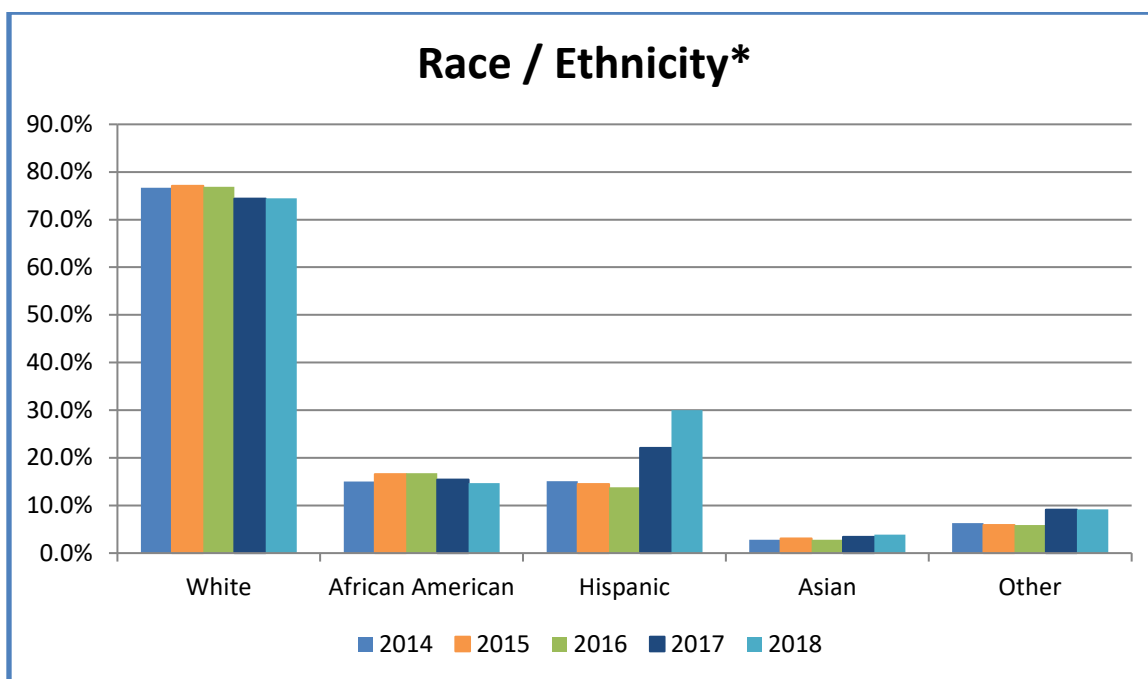


# Patient Satisfaction Survey Results: 2014-2018

## Race/Ethnicity

Patients were asked: “Which of the following best describe your race?” and “Are you Hispanic, Latino, or Spanish?”

| Race / Ethnicity        | 2014  | 2015  | 2016  | 2017  | 2018  |
|-------------------------|-------|-------|-------|-------|-------|
| White                   | 76.7% | 77.1% | 76.9% | 74.4% | 74.5% |
| African American/Black  | 15.0% | 16.6% | 16.8% | 15.4% | 14.7% |
| Hispanic                | 15.1% | 14.5% | 13.8% | 22.1% | 30.0% |
| Asian                   | 2.8%  | 3.1%  | 2.8%  | 3.4%  | 3.9%  |
| American Indian/Alaskan | 0.7%  | 1.3%  | 0.8%  | 1.3%  | 2.0%  |
| Native Hawaiian/PI      | 0.3%  | 0.1%  | 0.1%  | 0.5%  | 0.1%  |
| Other                   | 5.3%  | 4.5%  | 5.0%  | 7.3%  | 7.1%  |



The race/ethnic origin of the survey respondents has remained fairly consistent across the years. On average, about three-quarters of the respondents each year are white, about one-sixth are African American and about one-eighth percent are Hispanic (however, this percent increased substantially in 2017). In 2018, about three-quarters (74.5%) of the patients who responded were white, one-seventh (14.7%) were African American/black, and about four percent were Asian. In addition, nearly one-third (30.0%) of the respondents indicated that they are Hispanic, Latino, or Spanish.

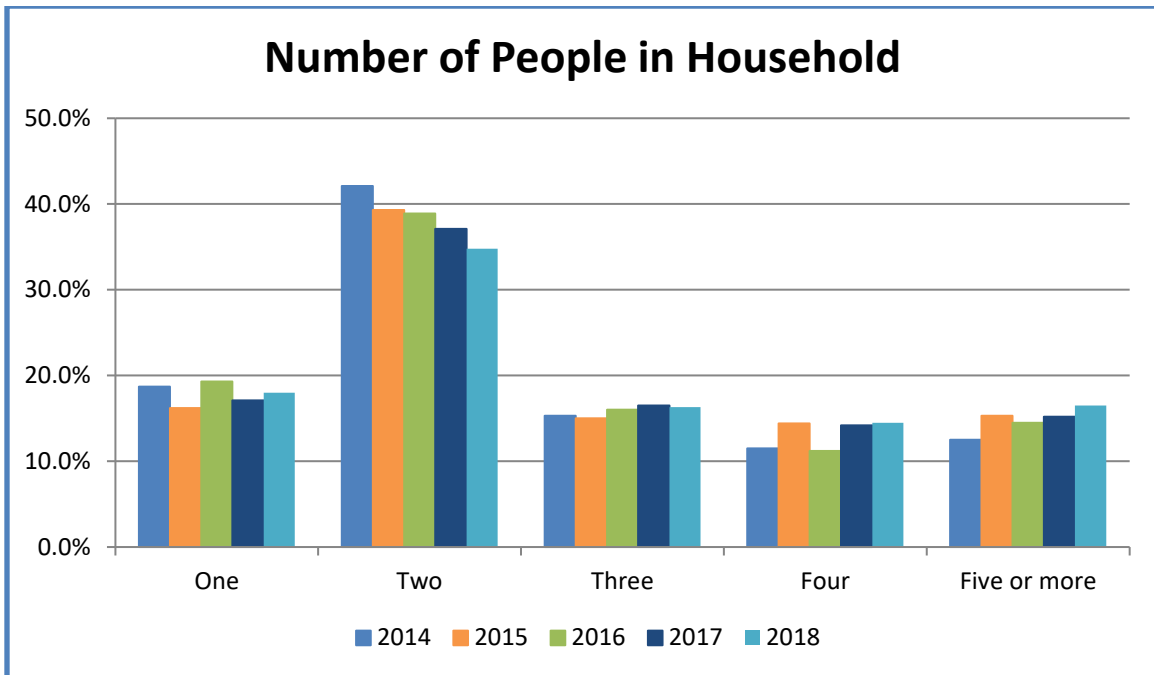
**\*Notes:**

- As in the Census, respondents could choose as many racial categories as apply. The categories presented were: White, Asian, Black/African American, Native Hawaiian/Pacific Islander, American Indian/Native Alaskan, Other. A separate question was asked regarding ethnicity: “Are you Hispanic, Latino or Spanish?”

## Patient Satisfaction Survey Results: 2014-2018

### Household Size

Patients were asked: "How many people, including you, live in your household?"



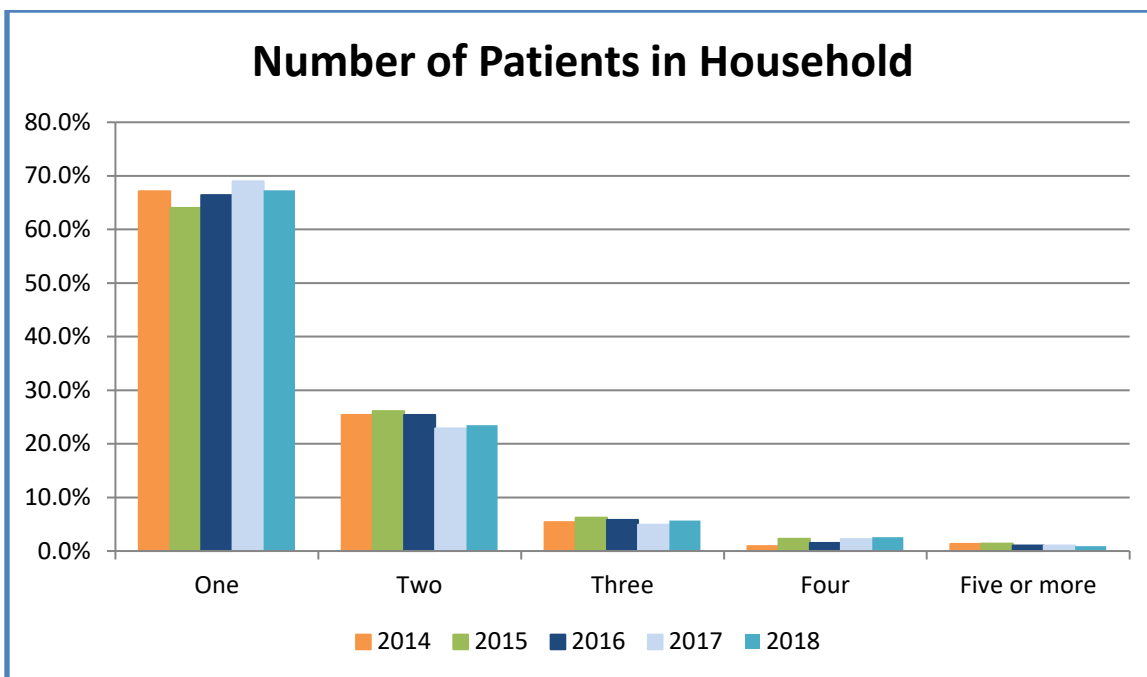
In 2018, about one-third (34.8%) of the patients who completed the survey lived in households with two individuals. One-fifth (18.0%) of the respondents had only one individual in the household and a similar percentage had three-person households (16.3%), four-person households (14.5%) or five-or-more-person households (16.5%).

The average household size for the responding sample in 2018 was three people (mean=2.87).

# Patient Satisfaction Survey Results: 2014-2018

## Patients in Household

Patients were asked: "How many in your household come to UF for dental care?"



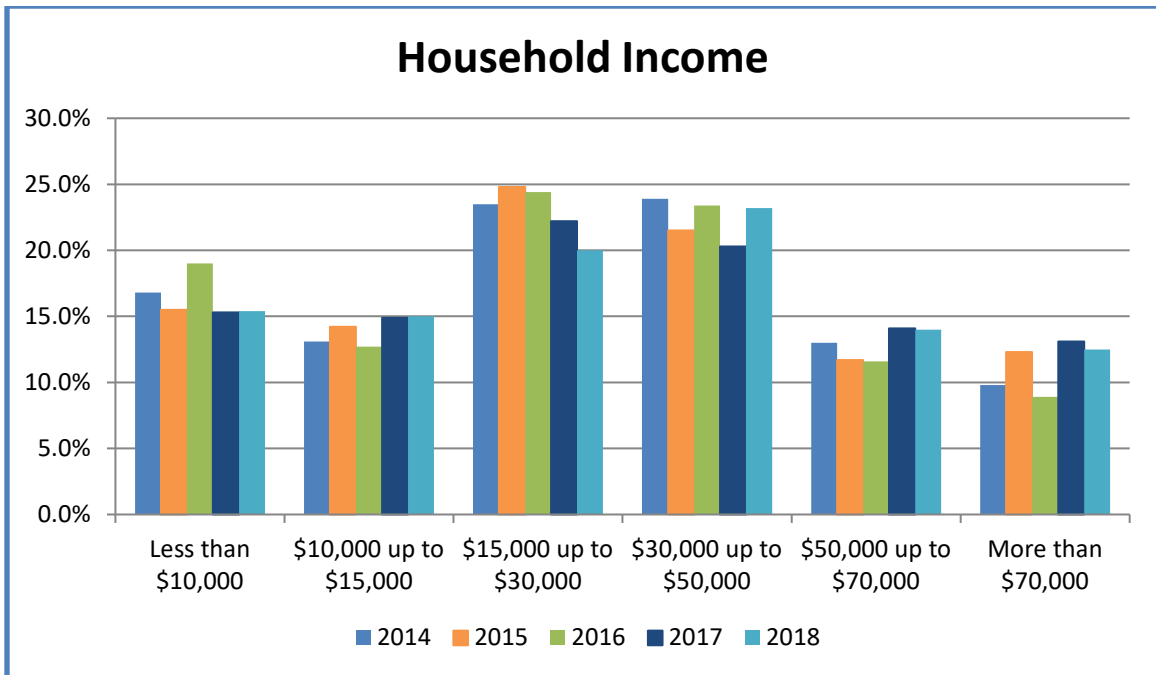
In 2018, more than two-thirds (67.3%) of the patients who completed the survey indicated that one person in their household comes to UF for dental care. Nearly one-quarter (23.5%) of the respondents had two UF dental patients in their households. About six percent of respondents had three patients, and about three percent had four or more patients in their households.

The average number of UF dental patients per household for the responding sample in 2018 is between one and two people (mean=1.47).

# Patient Satisfaction Survey Results: 2014-2018

## Income

Patients were asked: "Please indicate your total annual household income from any source."

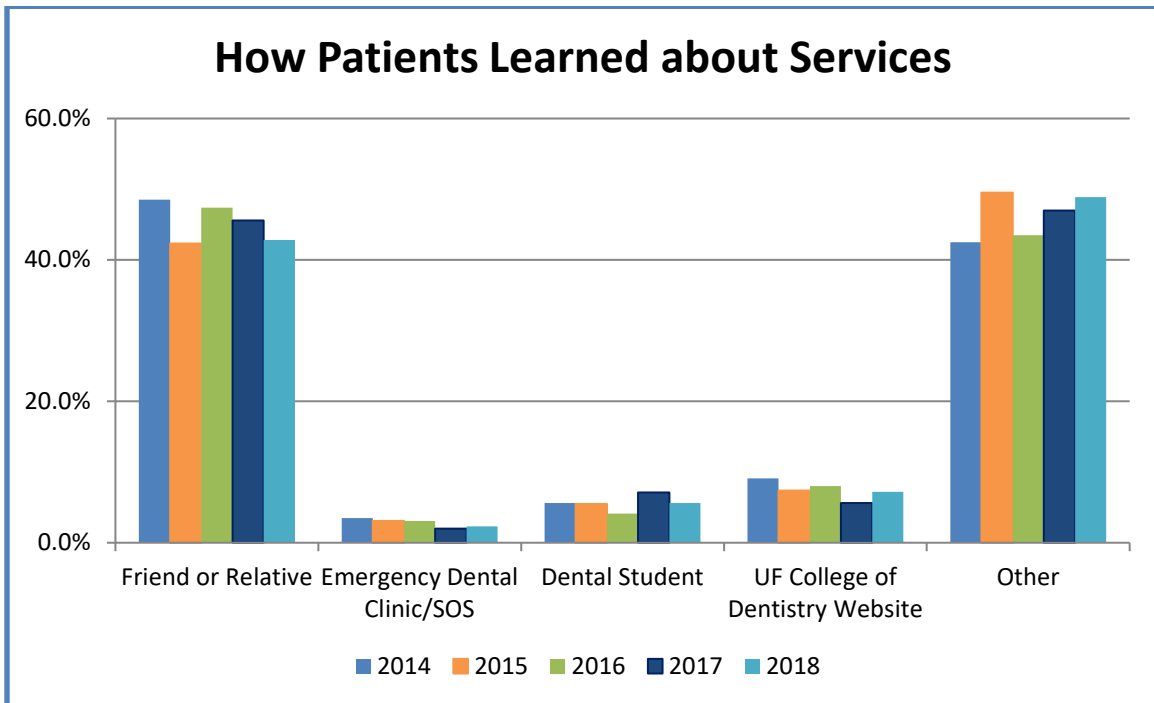


In 2018, about 15 percent of the patients who responded had annual incomes of either less than \$10,000 or from \$10,000 up to \$15,000. One-fifth (20.0%) of the patients who completed the survey had a total annual household income of \$15,000 up to \$30,000 and a similar percentage (23.2%) from \$30,000 up to \$50,000. About one-eighth of the 2018 respondents reported household incomes from \$50,000 up to \$70,000 (14.0%) or of more than \$70,000 (12.5%).

## Marketing

### How Patients Learned about Services

Patients were asked: “How did you learn about the dental services we provide?”  
(Respondents could provide multiple responses.)



Most of the patients who completed surveys learned about the UF dental clinics from friends or relatives. In 2018, more than two-fifths (42.8%) of the patients who completed surveys learned about the UF dental clinics from friends or relatives.

## Patient Satisfaction Survey Results: 2014-2018

### How Patients Learned about Services (2018)

(Respondents could provide multiple responses.)

|   | Frequency | % (N=1646) |
|---|-----------|------------|
| Referred by friend or relative                  | 704       | 42.8%      |
| Referred by another health care provider        | 397       | 24.1%      |
| UF College of Dentistry website                 | 118       | 7.2%       |
| Enrolled in Medicaid Insurance program          | 99        | 6.0%       |
| Referred by student dentist                     | 92        | 5.6%       |
| Noticed the dental clinics on the way to Shands | 55        | 3.3%       |
| Emergency Clinic/SOS                            | 38        | 2.3%       |
| At a health fair/community event                | 22        | 1.3%       |
| Gator Advantage member                          | 11        | 0.7%       |
| Other   | 223       | 13.5%      |

More than two-fifths (42.8%) of the respondents indicated that they learned about the dental services provided by the UF College of Dentistry through a referral by a friend or relative – by far the most frequently cited response. One-quarter (24.1%) of the patients who completed surveys indicated that they were referred by another health care provider. Less than one-tenth of the respondents said they utilized the college website (7.2%), were enrolled in the Medicaid insurance program (6.0%), or were referred by a student dentist (5.6%).

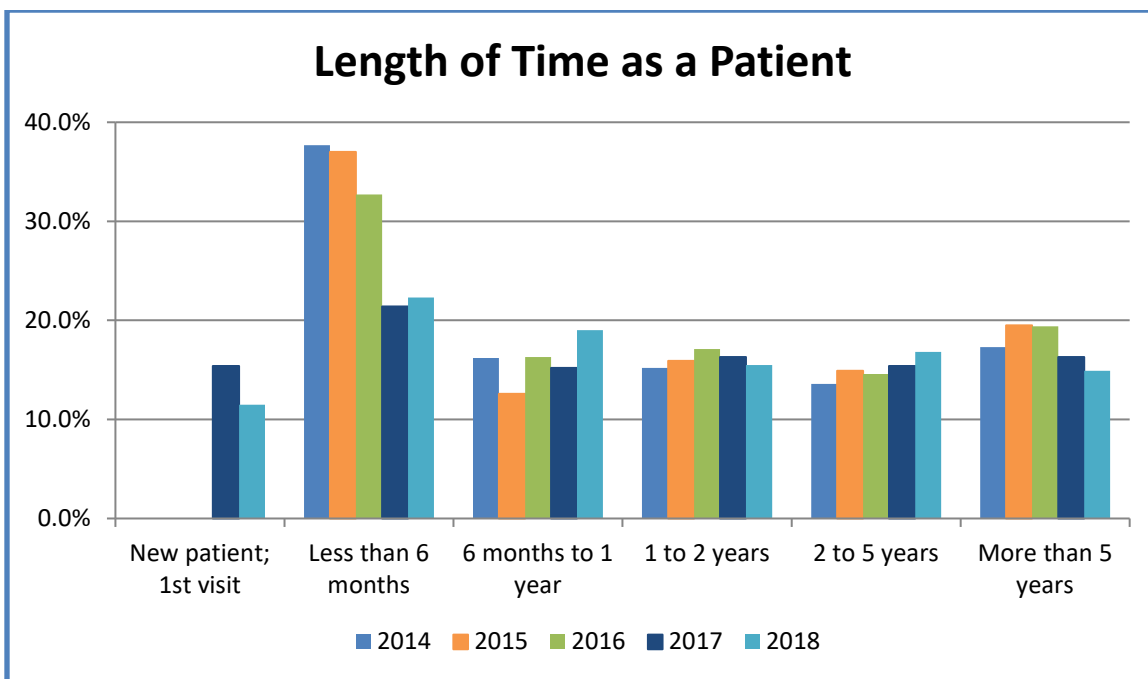
The following are sizable groupings of open-ended responses provided to describe “Other” (13.5%) ways of learning about the services of the College of Dentistry:

- ☞ UF student/Gator Grad Care (n=14)
- ☞ Previous/Long-time patient (n=13)
- ☞ Other UF/Shands connection (n=30)
- ☞ Employee of UF or Shands (n=17)
- ☞ Used/was aware of similar services at other Universities (n=7)

# Patient Satisfaction Survey Results: 2014-2018

## Length of Time as a Patient

Patients were asked: "How long have you been a patient with us?"\*



In all of the study years, a substantial percentage of the survey respondents have been patients for less than six months.

In 2018, about one-eighth (11.5%) of the responding patients indicated being a new patient on their first visit and about one-fifth (22.3%) indicated having been patients for less than six months. Approximately one-fifth (19.0%) of the respondents reported having been a patient for six months to one year; for one to two years (15.5%); for two to five years (16.8%); or, for more than five years (14.9%).

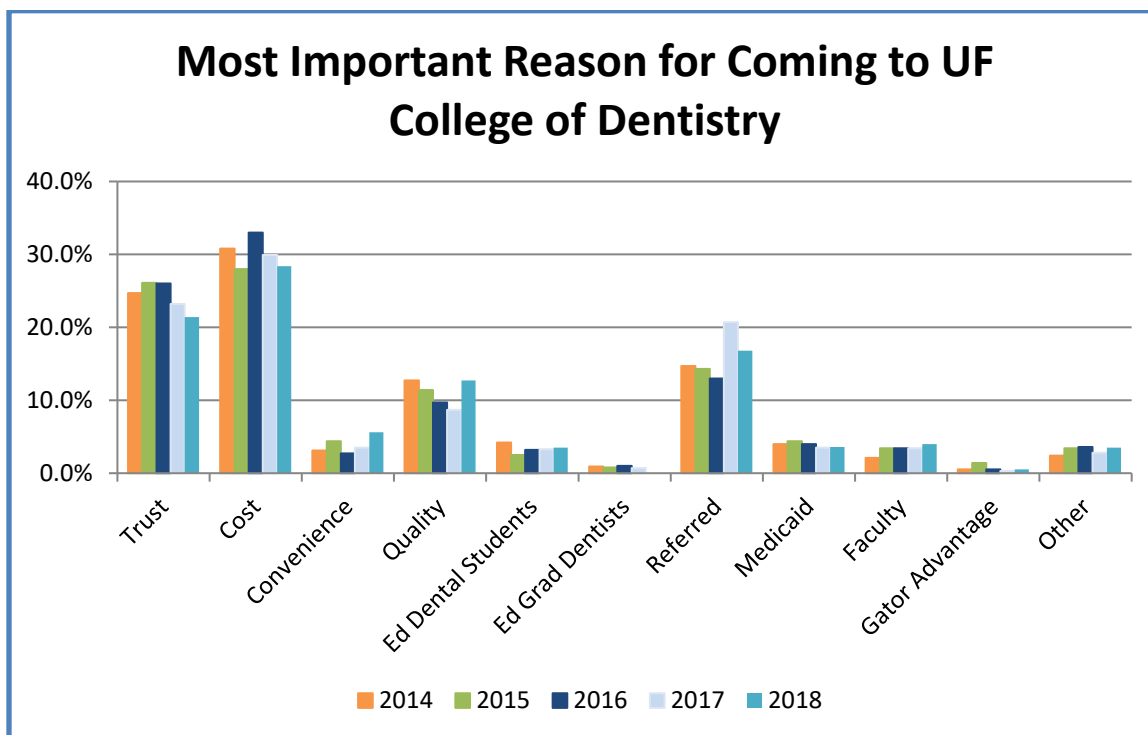
\*Note:

- The wording was changed on this question in 2017; the response category "This is my first visit; I am a new patient" was added.

## Patient Satisfaction Survey Results: 2014-2018

### Reasons for Coming to UF College of Dentistry

Patients were asked: “Which of the following is the most important reason you come to the UF College of Dentistry for your dental care?”  
(Respondents were asked to choose one response.)



Since 2011, rather than asking patients to indicate *all* of the reasons that they come to the UF College of Dentistry for dental care, patients were asked to indicate the single most important reason that they choose to come to the UF College of Dentistry.

In 2018, more than one-quarter (28.4%) of the respondents said that the most important reason for coming to UF was that the “Cost is less expensive than a private dentist.” About one-fifth (21.4%) of the respondents indicated that they “trust the UF College of Dentistry,” and nearly as many (16.8%) said they came because they were referred to UF. About one-eighth (12.7%) of the surveyed patients indicated that their most important reason for coming to the UF College was “for the excellent quality of the work.”

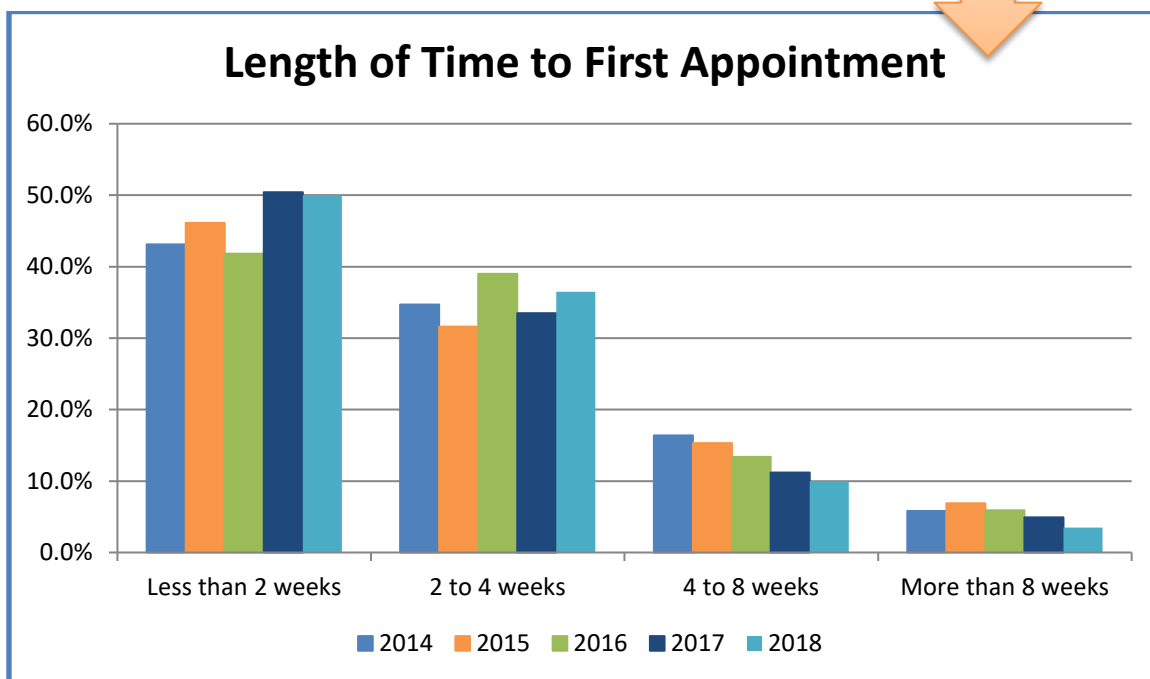


## Patient Services

### Length of Time to First Appointment

Patients were asked: *“How long after initial contact, did it take to get your first appointment with the dental clinic?”*

**UFCD Goal:**  
80% of responses to be 4 weeks or less



In 2018, half (50.0%) of the respondents indicated that they waited less than two weeks from their initial contact until their first appointment, while nearly two-fifths (36.5%) waited from two to four weeks for their first appointment. In contrast, one-tenth (10.0%) of the surveyed patients waited four to eight weeks and only about four percent of the respondents waited for more than eight weeks before they had their first appointment.

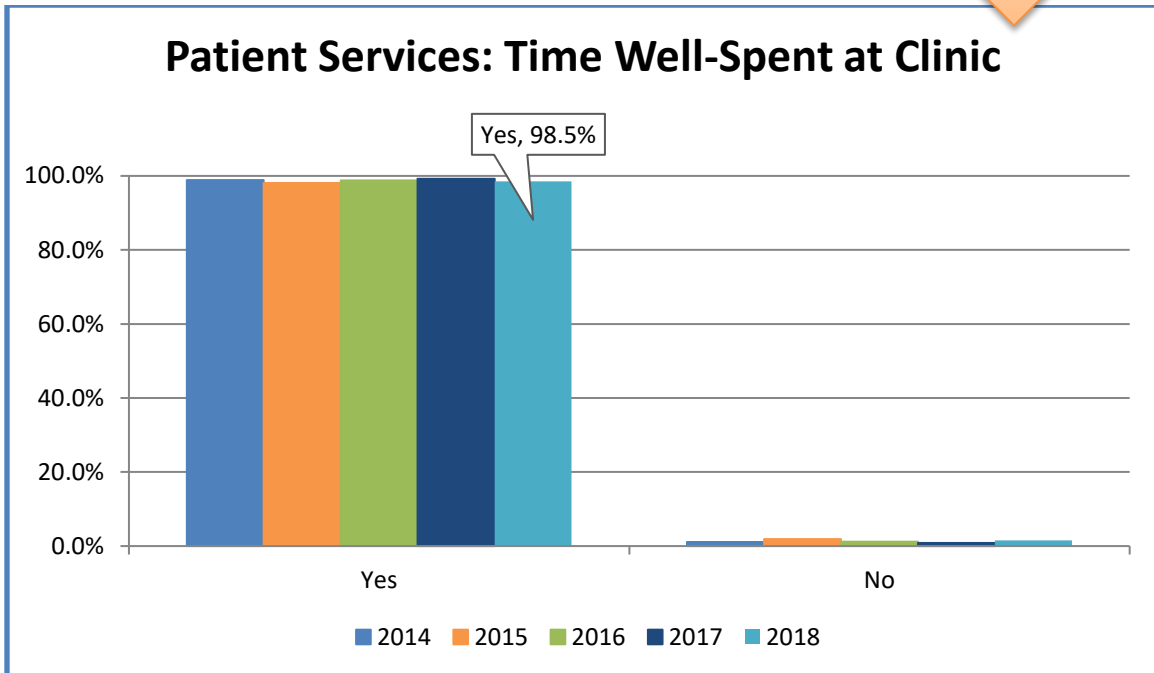
In 2018, 86.5 percent of respondents waited four weeks or less for their first appointment, meeting the UFCD goal of 80 percent.

# Patient Satisfaction Survey Results: 2014-2018

## Time Well-Spent at Clinic

Patients were next asked: "Do you feel your time is being well spent with our dental clinic?"

**UFCD Goal:**  
95% or more "Yes" responses



Almost all of the respondents in each year –2018 (98.5%), 2017 (99.2%), 2016 (98.8%), 2015 (98.1%), and 2014 (98.9%) – indicated that they feel their time at the UF dental clinic is “well spent.”

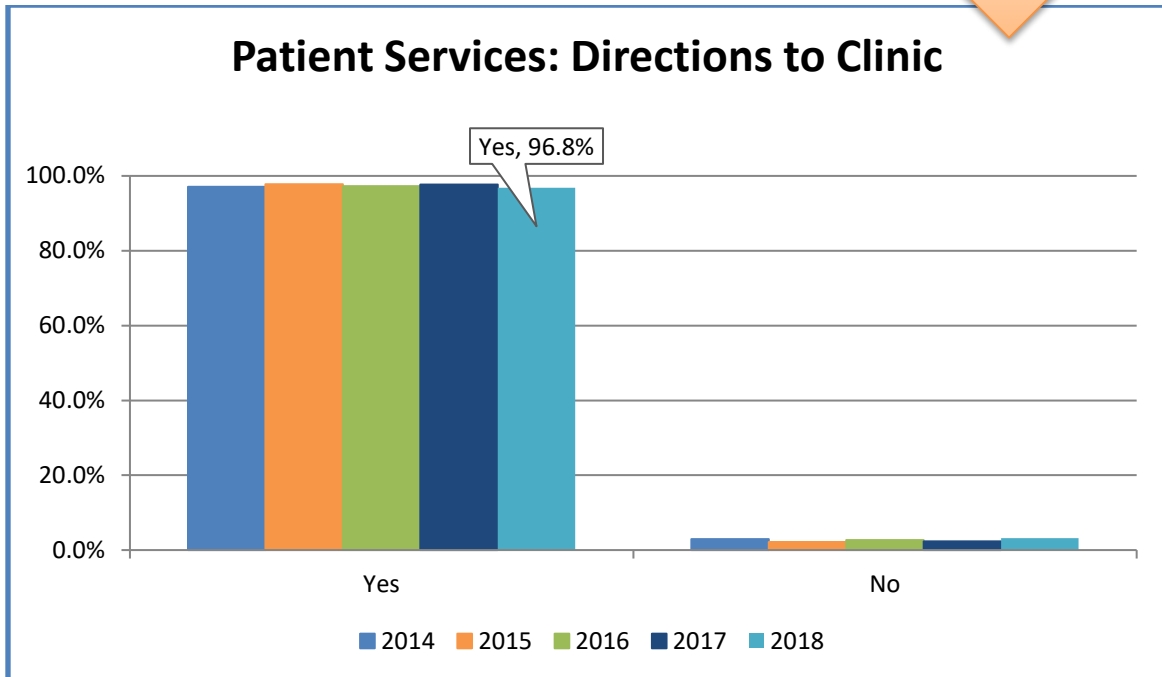
In 2018, the UFCD goal of 95 percent or more respondents agreeing that their time is being well spent in the dental clinic was met.

# Patient Satisfaction Survey Results: 2014-2018

## Directions for Finding the Clinic

Patients were next asked: “Were you given good directions for finding our location?”

UFCD Goal:  
95% or more “Yes”  
responses



Almost all of the respondents in each year – 2018 (96.8%), 2017 (97.7%), 2016 (97.3%), 2015 (97.8%), and 2014 (97.1%) – indicated that they were given good directions to the clinic.

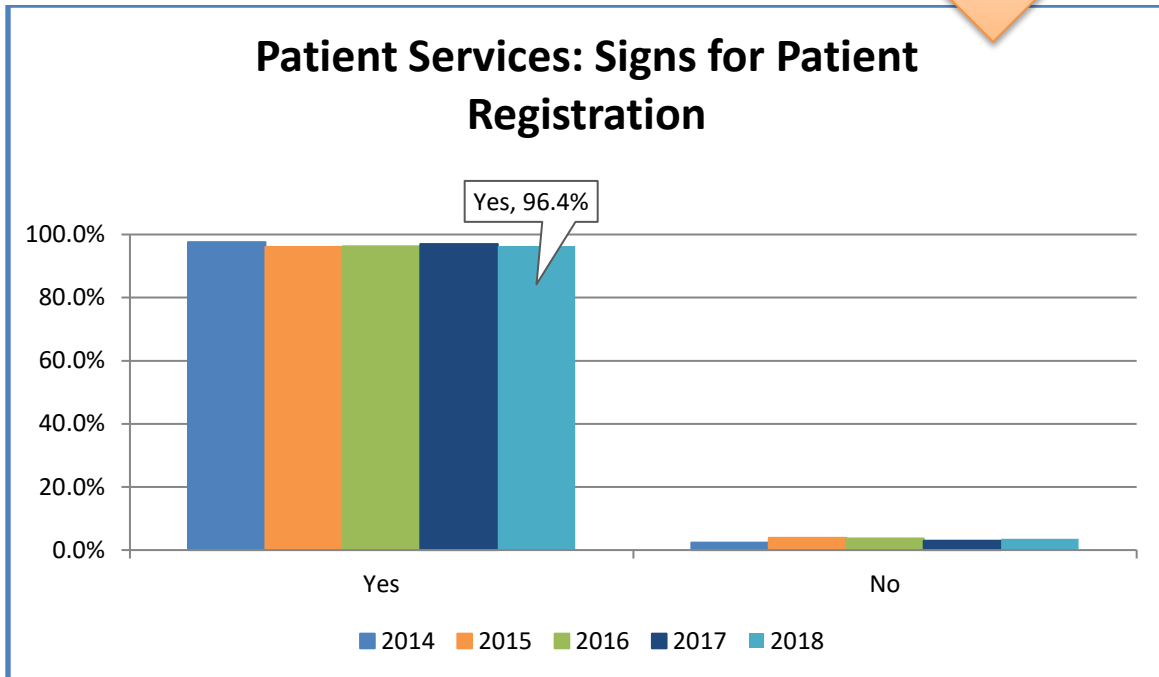
In 2018, the UFCD goal of 95 percent or more respondents agreeing that they were given good directions to the dental clinic was met.

# Patient Satisfaction Survey Results: 2014-2018

## Signs for Patient Registration

Patients were next asked: "Were the signs helpful to you for finding dental patient registration?"

UFCD Goal:  
95% or more "Yes"  
responses



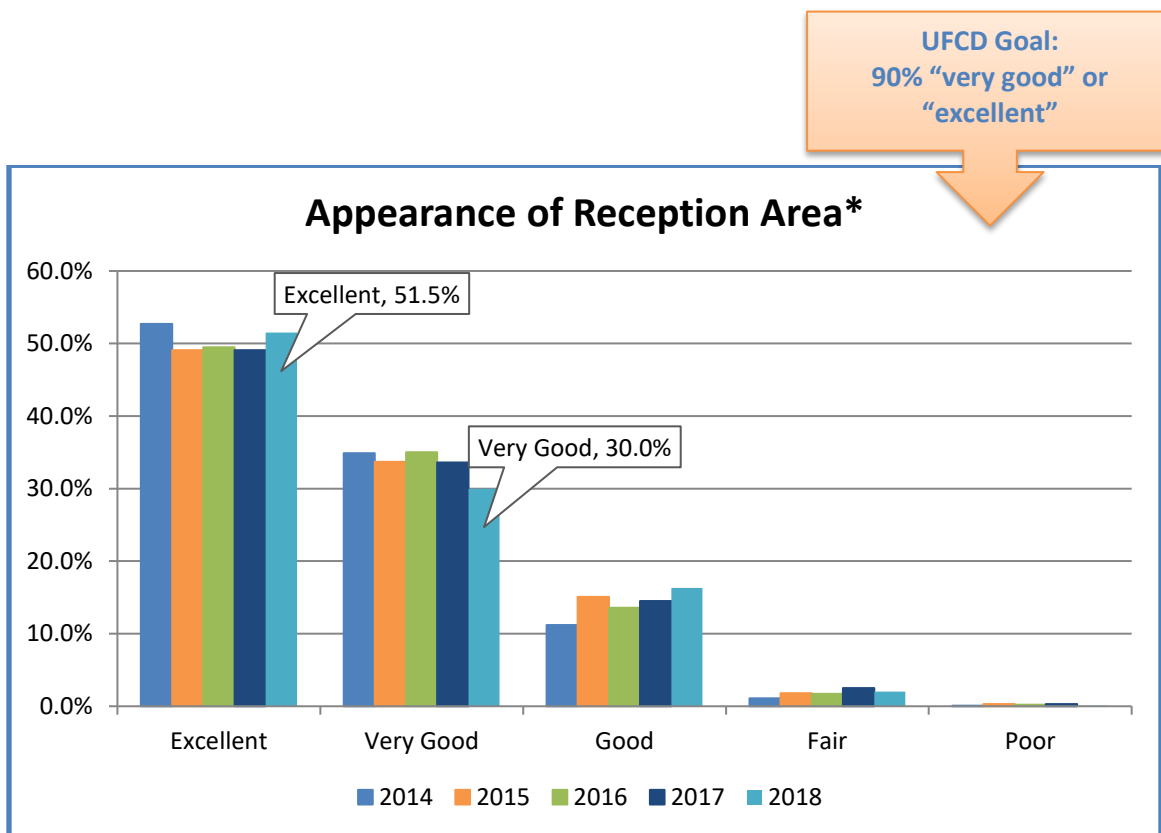
Almost all of the respondents in 2018 (96.4%), 2017 (97.0%), 2016 (96.3%), 2015 (96.1%), and 2014 (97.6%) indicated that the signs were helpful for finding dental patient registration.

In 2018, the UFCD goal of 95 percent or more respondents agreeing that the signs were helpful in finding dental patient registration was met.

# Patient Satisfaction Survey Results: 2014-2018

## Appearance of Reception Area

Patients were asked: "How would you rate the appearance of our patient reception area?"\*



In 2018, about one-half (51.5%) of the respondents rated the appearance of the patient reception area as "Excellent," while about one-third (30.0%) rated it as "Very Good." About one-sixth (16.3%) of the respondents rated the appearance of the patient reception area as "Good," two percent rated it as "Fair," and less than one percent (0.1%) rated it as "Poor." In 2018, the average level of response on a scale where "Excellent" = 5 and "Poor" = 1 was 4.31.

In 2018, the UFCD goal of 90 percent or more respondents rating the appearance of the patient reception area as either "Very Good" or "Excellent" (81.5%) was not met.

\*Notes:

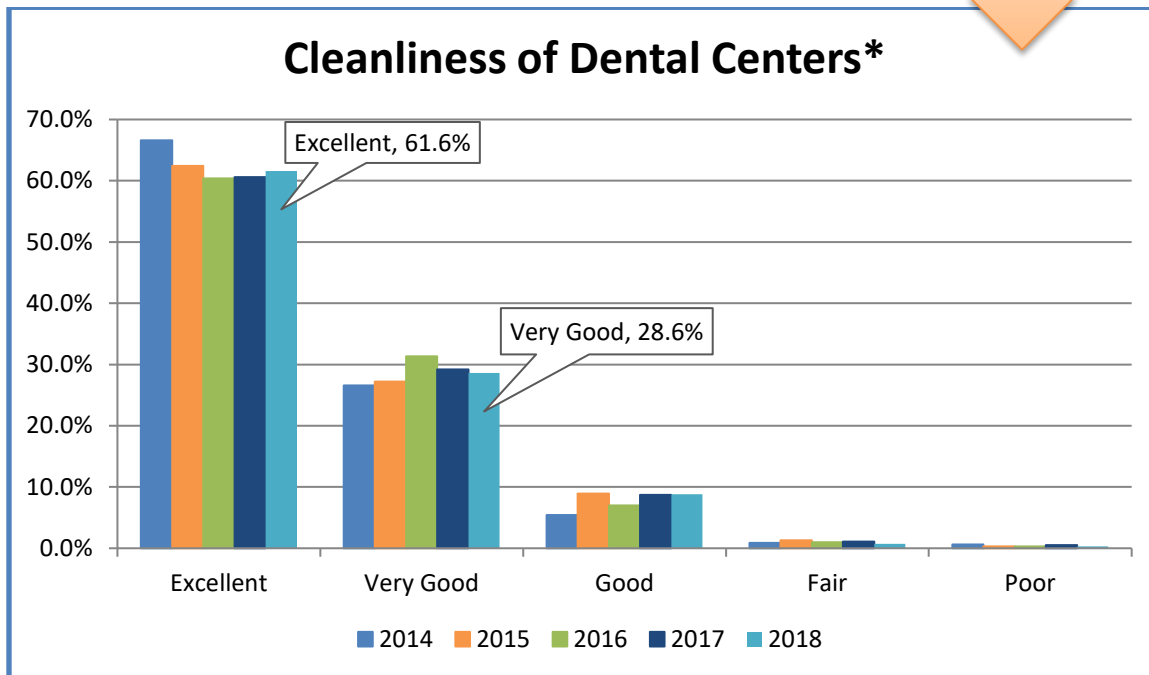
- Note: Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

# Patient Satisfaction Survey Results: 2014-2018

## Cleanliness of Dental Clinics

Patients were asked: "How would you rate the cleanliness of the dental center(s)?"\*

UFCD Goal:  
95% "very good" or  
"excellent"



Three-fifths of the respondents in 2018 (61.6%) rated the cleanliness of the dental centers as "Excellent," and nearly one-third (28.6%) rated this aspect of the dental clinic as "Very Good." In contrast, about one-tenth (8.8%) of the respondents rated the cleanliness of the dental centers as "Good," about one percent rated it as "Fair," and less than one percent rated it as "Poor" (0.3%). In 2018, the average level of response on a scale where "Excellent" = 5 and "Poor" = 1 was 4.50.

In 2018, the UFCD goal of 95 percent or more respondents rating the cleanliness of dental centers as either "Very Good" or "Excellent" (90.2%) was not met.

\*Notes:

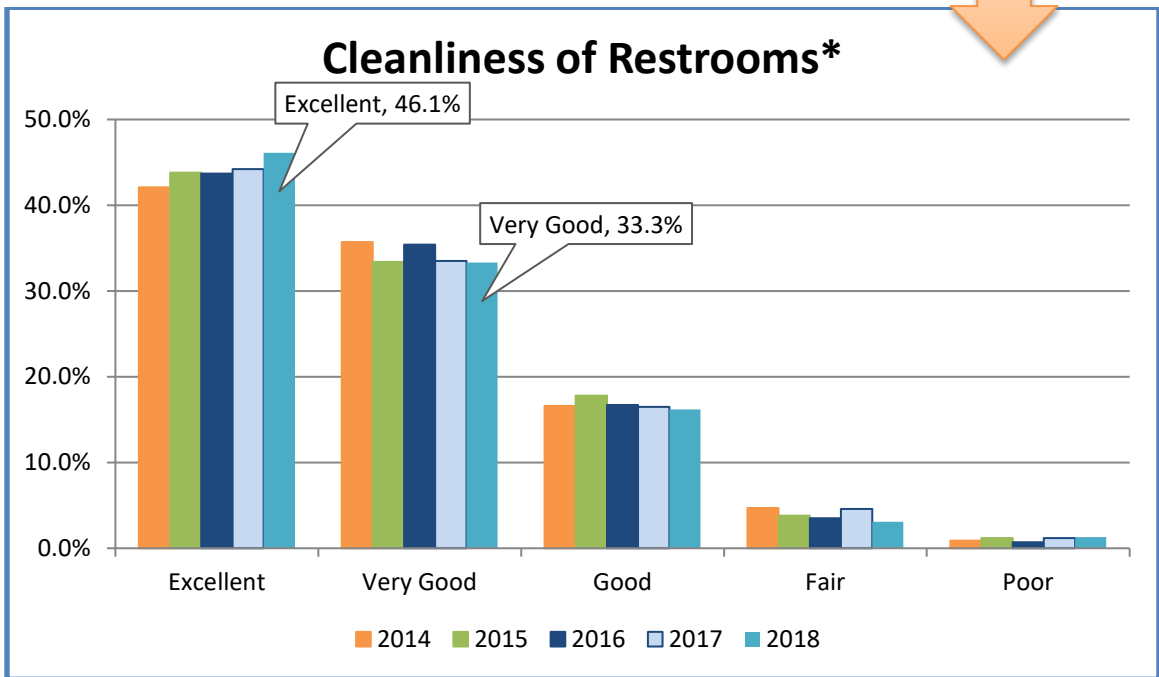
- Note: Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

# Patient Satisfaction Survey Results: 2014-2018

## Cleanliness of Restrooms

Patients were asked: "How would you rate the cleanliness of our restroom(s)?"

**UFCD Goal:**  
95% "very good" or  
"excellent"



Nearly one-half (46.1%) of the respondents in 2018 rated the cleanliness of the restroom(s) as "Excellent," and one-third (33.3%) rated the cleanliness of the restroom(s) as "Very Good." One-sixth (16.2%) of the respondents rated the cleanliness of the restroom(s) as "Good," three percent (3.1%) rated it as "Fair," and about one percent (1.3%) rated it as "Poor." In 2018, the average level of response on a scale where "Excellent" = 5 and "Poor" = 1 was 4.20.

In 2018, the UFCD goal of 95 percent or more respondents rating the cleanliness of the restrooms as either "Very Good" or "Excellent" (79.4%) was not met.

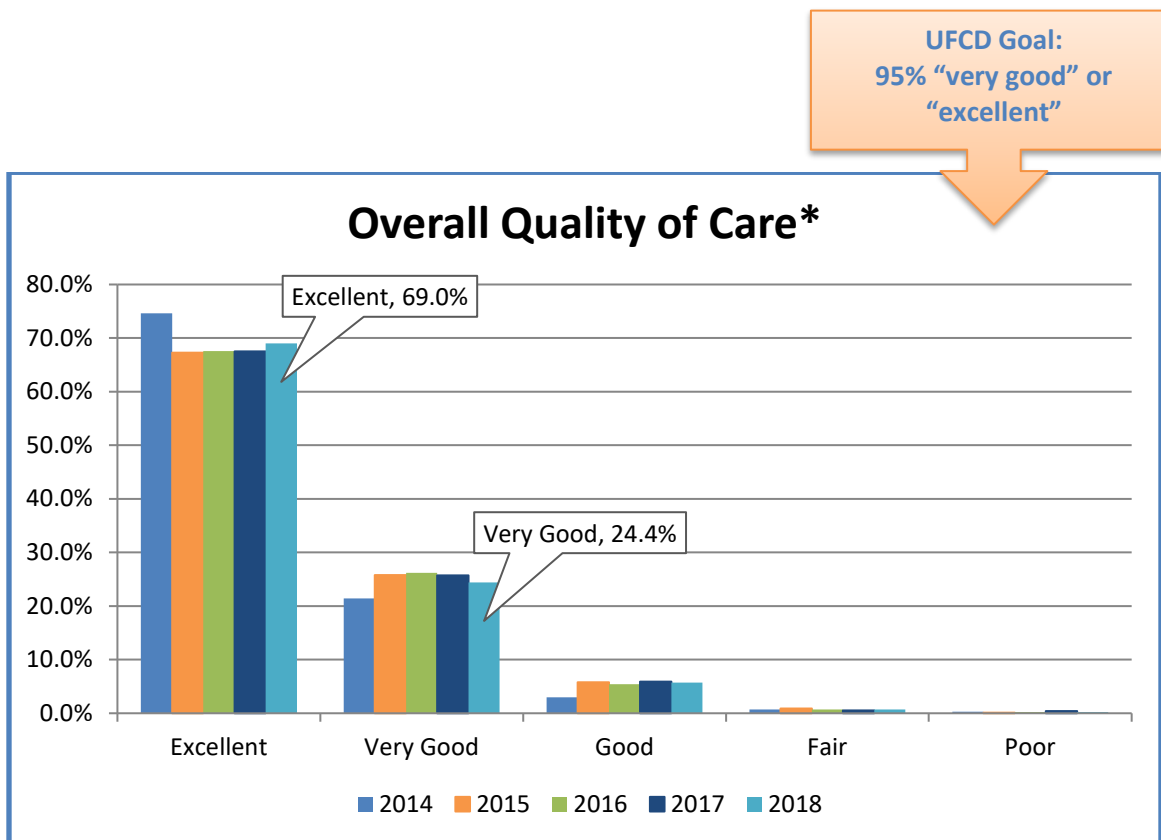
\*Notes:

- Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

# Patient Satisfaction Survey Results: 2014-2018

## Overall Quality of Care

Patients were asked: "How would you rate the overall quality of the dental care you receive here?"\*



On average, more than two-thirds of the respondents from 2014 to 2018 rated the overall quality of the dental care they receive as "Excellent" and about one-quarter rated the overall quality as "Very Good." In contrast, almost none of the respondents rate the overall quality of care as either "Fair" or "Poor."

In 2018, more than two-thirds (69.0%) of the patients who responded rated the overall quality of the dental care they receive at the UF College of Dentistry as "Excellent" and about one-quarter (24.4%) rated it as "Very Good." About six percent of the 2018 respondents rated the overall quality of care as "Good," and less than one percent rated it as "Fair" (0.7%) or "Poor" (0.2%). In 2018, the average level of response on a scale where "Excellent" = 5 and "Poor" = 1 was 4.61.

In 2018, the UFCD goal of 95 percent or more respondents rating the quality of the dental care they receive as either "Very Good" or "Excellent" (93.4%) was not met.

\*Notes:

- Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

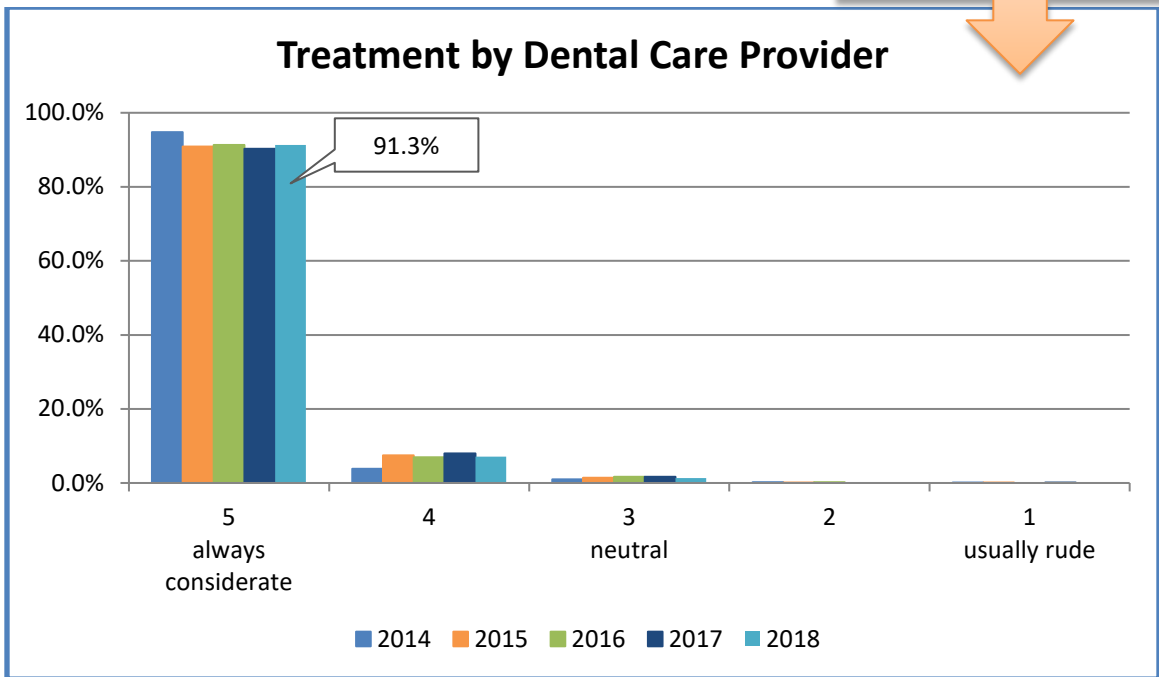


# Patient Satisfaction Survey Results: 2014-2018

## Treatment by Dental Care Provider

Patients were asked: “Using a scale from 5 (always considerate) to 1 (usually rude), how would you describe the way your dental care provider treats you?”

UFCD Goal:  
Over 90% “always considerate”



Almost all of the respondents in each year – 2018 (91.3%), 2017 (90.3%), 2016 (91.3%), 2015 (90.9%), and 2014 (94.8%) – indicated that their dental care provider is “Always considerate.” The average response in 2018 was 4.89.

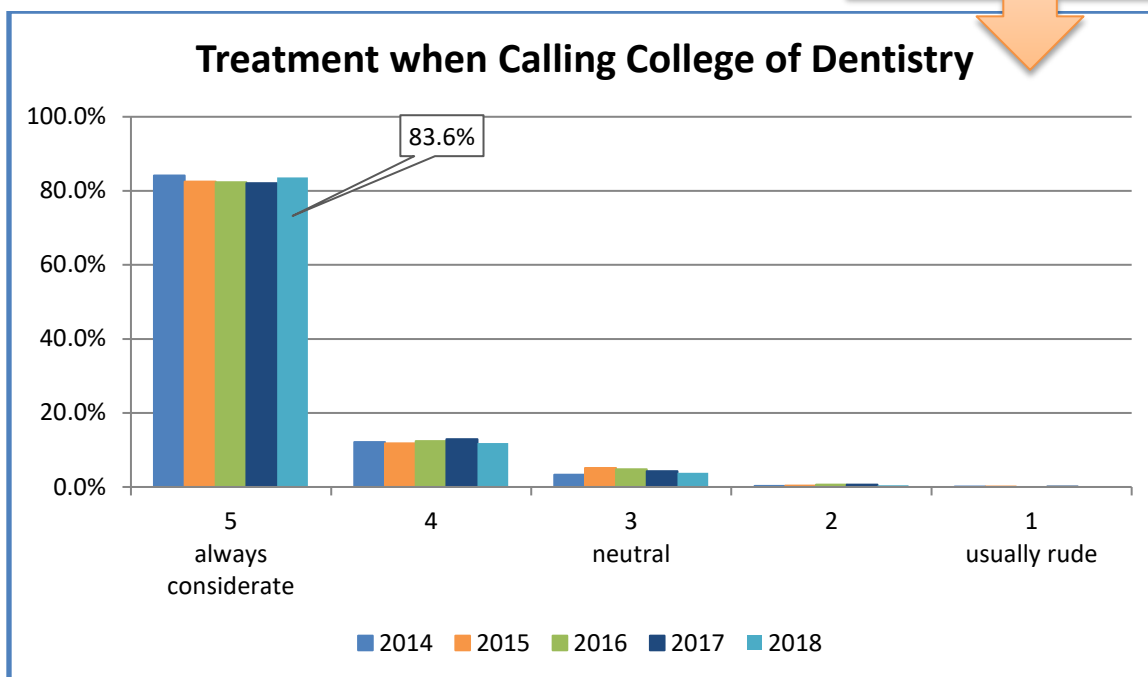
In 2018, the UFCD goal of 90 percent or more respondents rating their dental care provider as “Always considerate” (91.3%) was met.

## Patient Satisfaction Survey Results: 2014-2018

### Treatment when Calling the College of Dentistry

Patients were asked: "When you call the College of Dentistry, you are greeted by someone who is... 5 (always considerate) to 1 (usually rude)."

UFCD Goal:  
Over 90% "always considerate"



More than four-fifths of the respondents in 2018 (83.6%), 2017 (82.1%), 2016 (82.3%), 2015 (82.5%), and 2014 (84.1%) indicated that when they call the College of Dentistry they are greeted by an individual who is "Always considerate." The average response in 2018 is 4.78.

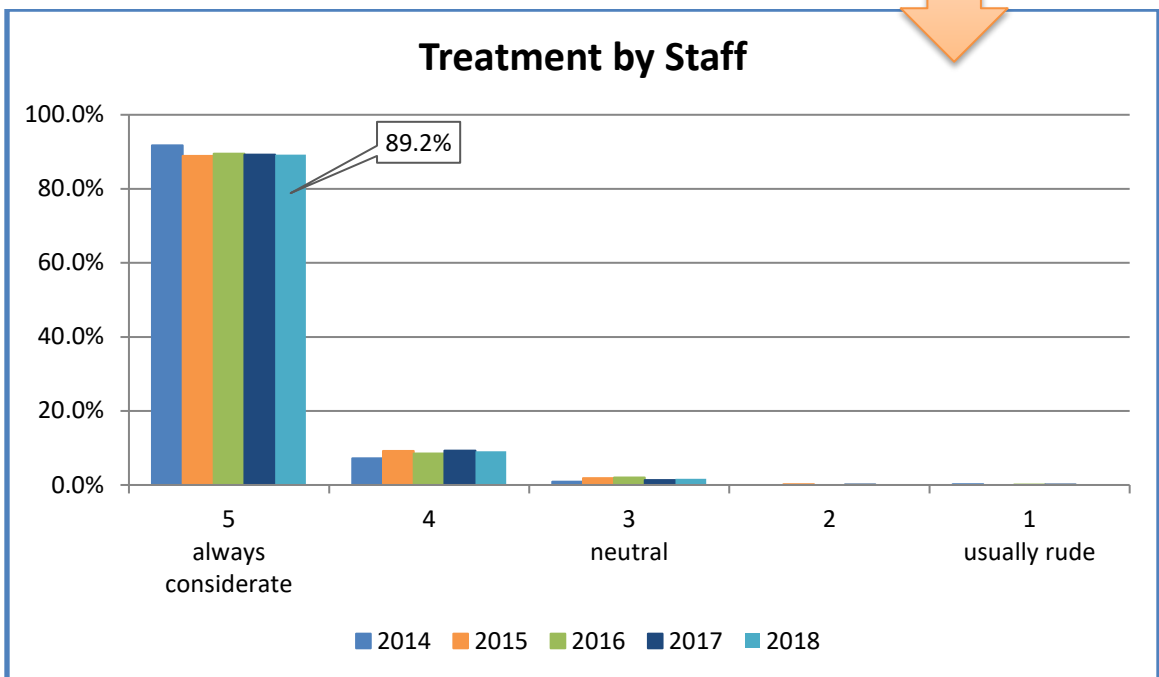
In 2018, the UFCD goal of 90 percent or more respondents rating the phone greeter as "Always considerate" (83.6%) was not met.

# Patient Satisfaction Survey Results: 2014-2018

## Treatment by Staff

Patients were asked: “During appointments, you feel that the staff are... 5 (always considerate and caring) to 1 (usually rude).”

**UFCD Goal:  
Over 90% “always  
considerate”**



Almost all of the respondents in 2018 (89.2%), 2017 (89.2%), 2016 (89.5%), 2015 (88.9%), and 2014 (91.7%) indicated that during their appointments the staff are “Always considerate.” The average response in 2018 was 4.88.

In 2018, the UFCD goal of 90 percent or more respondents rating the staff as “Always considerate” (89.2%) was not met.

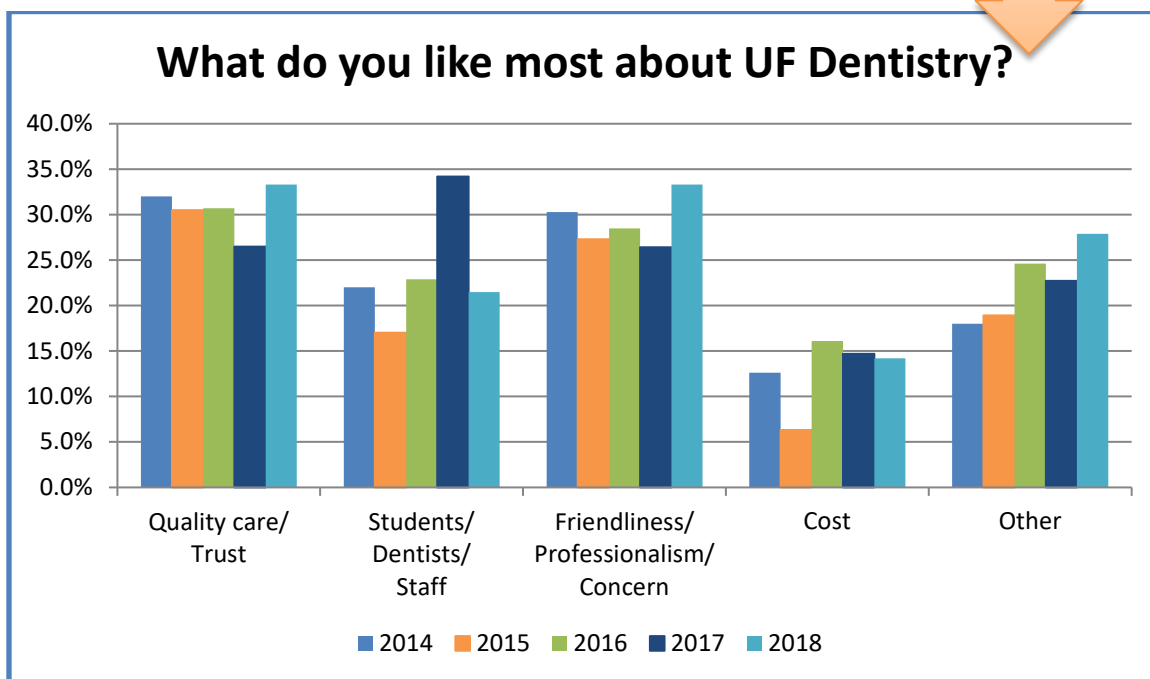
# Patient Satisfaction Survey Results: 2014-2018

## Comments

### What do you like most?

Patients were asked: “What do you like most about coming to the College of Dentistry?”  
(Respondents could provide multiple responses.)

**UFCD Goal:**  
Top categories should be:  
Quality, Trust, & Professionalism



Across the years, on average, about one-third of the comments respondents offered about what they like most about coming to the College of Dentistry relate to the quality of the care they receive, the trust they have in the UF College of Dentistry, the expertise offered, or the fact that the College offers the newest or best treatment. On average, more than one-quarter of the responses cite the friendliness, professionalism, and concern of those at the College of Dentistry, and about one-fifth specifically reference the students, dentists, or staff. About one-eighth of the comments note the reasonable costs as what is most liked.

In 2018, one-third (33.3%) of the comments related to the quality of the care received and the same percentage (33.3%) related to the friendliness or professionalism of the staff. Additionally, about one-fifth (21.5%) of the comments related specifically to the students, dentists, and staff. About one-sixth (14.2%) of the comments related to the cost of services.

In 2018, the UFCD goal of “Quality care/Trust” and “Professionalism” being the top categories for respondent comments was met.

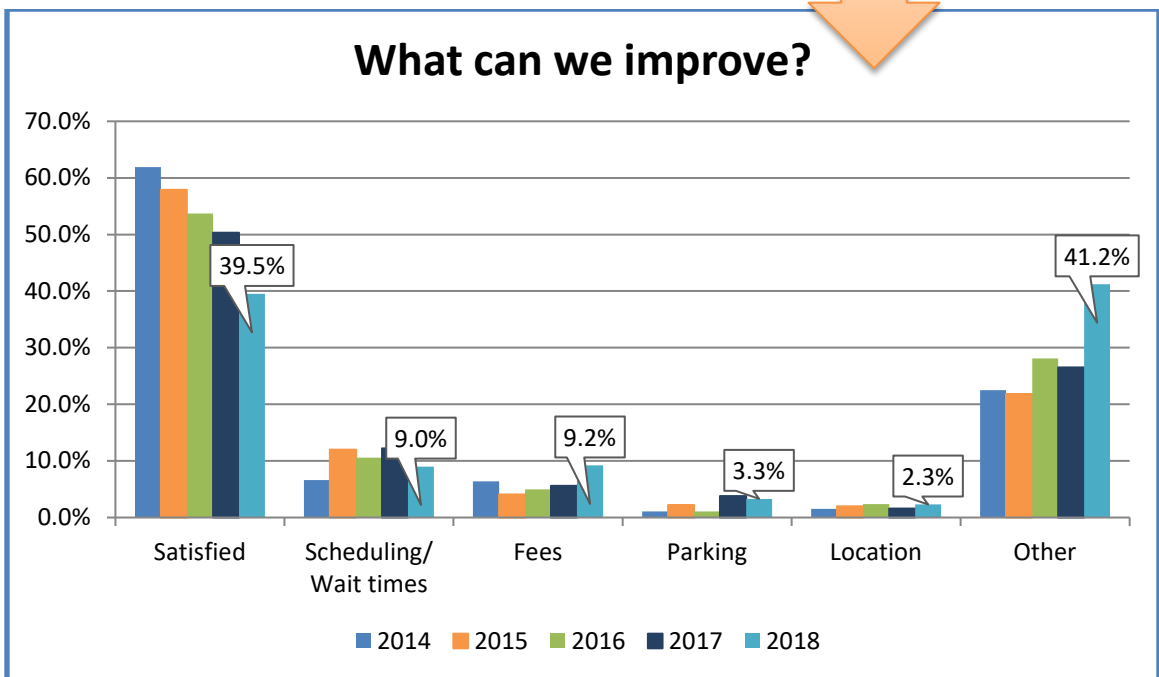
\*Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

# Patient Satisfaction Survey Results: 2014-2018

## Possible Improvements

Patients were asked: "What can we do to make your experience here more pleasant?"

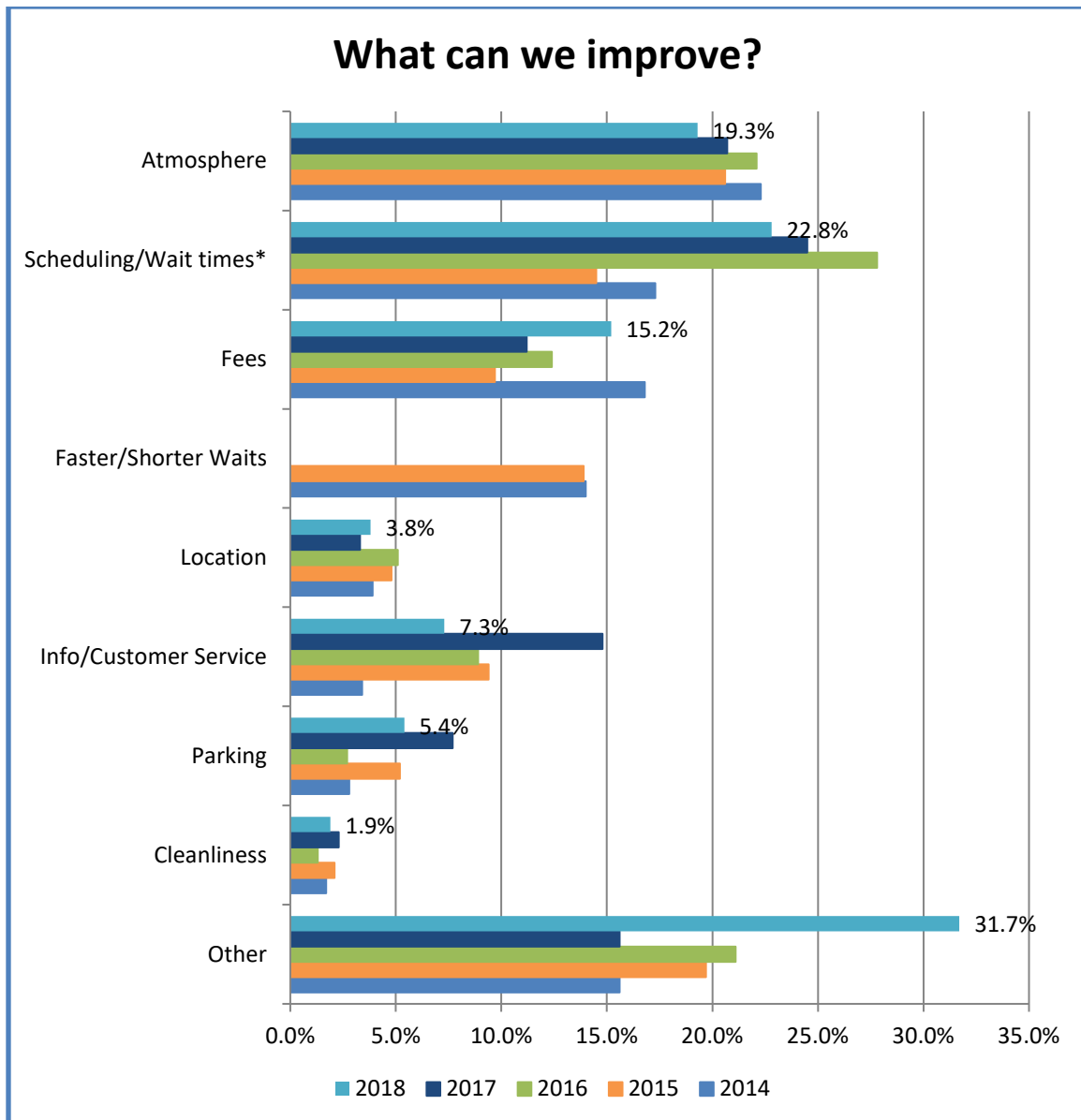
**UFCD Goal:**  
Reduction in percentage of negative responses (in particular, scheduling, parking, atmosphere, & cleanliness)



Overall, for all years, most respondents note that they are currently satisfied with their experiences at the UF College of Dentistry. However, many patients cite possible improvements to the scheduling process, the fees charged, parking availability, and several would like to see an expansion of locations where services are offered by the UF College of Dentistry.

In 2018, the UFCD goal to reduce the percentage of replies with suggested improvements was not met.

## Patient Satisfaction Survey Results: 2014-2018



Looking only at those patients who offered recommended areas of improvement (n=316) in 2018, about one-fifth (19.3%) suggested improvements to the atmosphere of the waiting or patient care areas in the clinics (such as temperature, reading materials, additional chairs, coffee, or televisions), and a similar percentage (22.8%) suggested improvements to scheduling or appointments. Fifteen percent suggested improvements to costs or fees (15.2%).

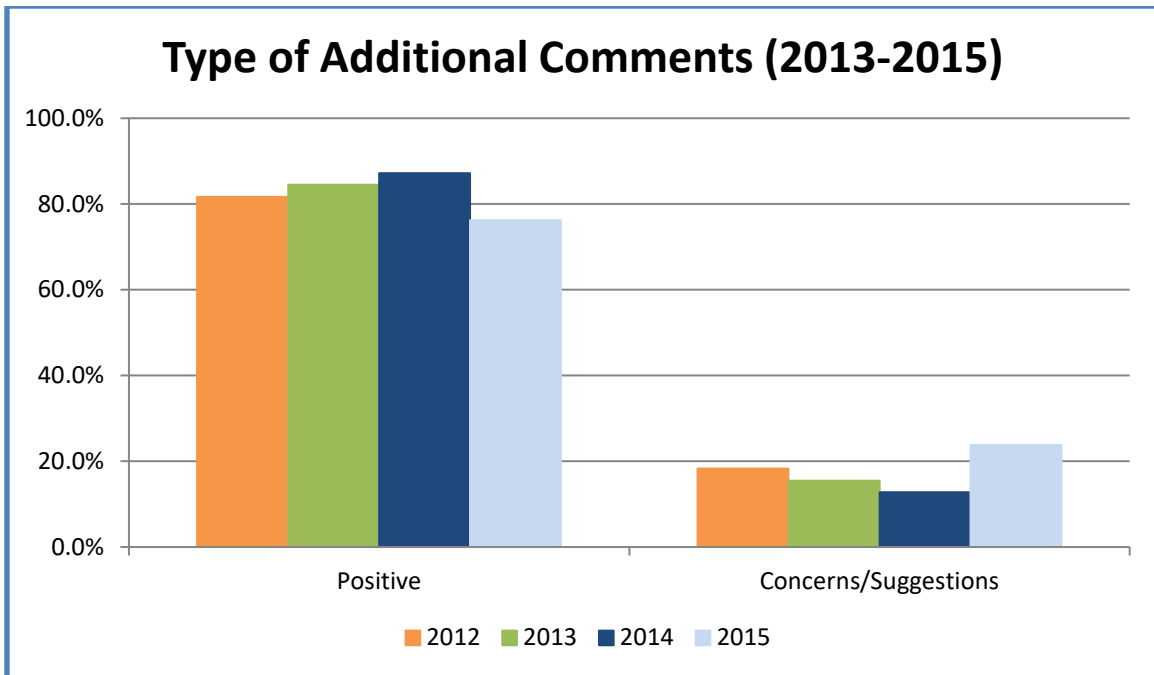
Fewer than 10 percent of these respondents suggested improvements or commented on information/customer service (7.3%), parking (5.4%), available locations (3.8%), or cleanliness (1.9%).

\*From 2016 to 2018, comments related to “scheduling” and “wait times” were combined.

# Patient Satisfaction Survey Results: 2014-2018

## Additional Comments (2013-2015)\*

Patients were asked: "Please share any additional comments or concerns with us."



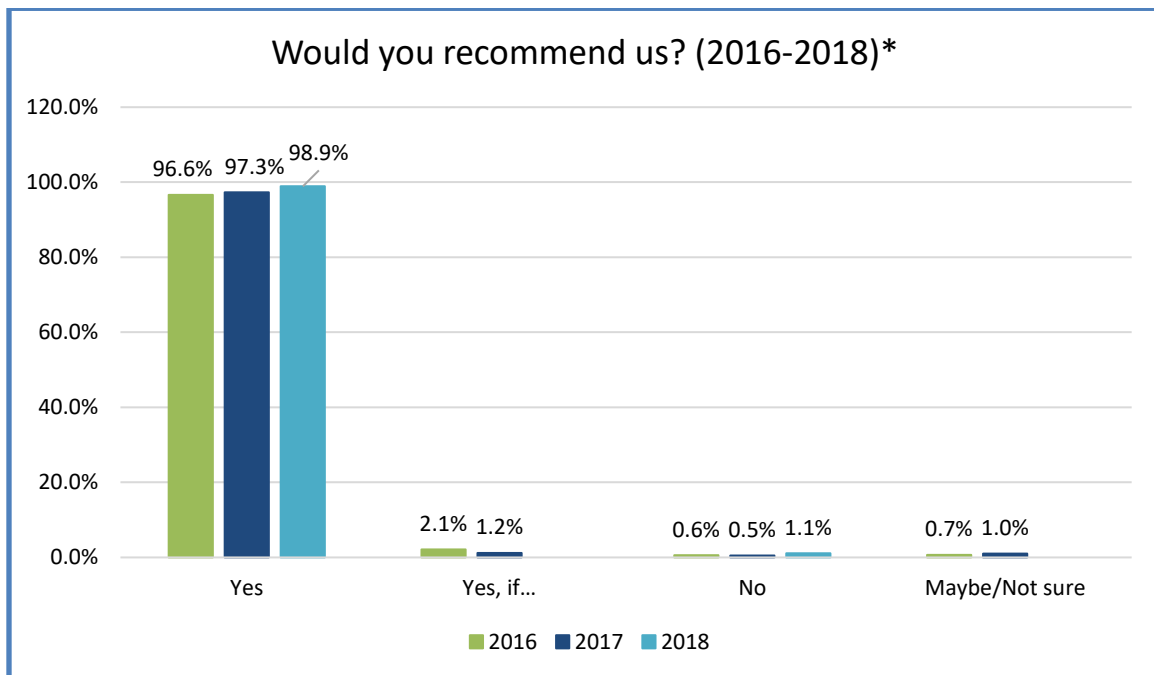
\*Notes:

- This question was changed in 2016.

## Patient Satisfaction Survey Results: 2014-2018

### Would you recommend us to your friends and family?\*

Patients were asked: "Would you recommend us to your friends and family? Why or why not?"



In 2016 and 2017, respondents were asked, as an open-ended question (i.e. "yes/no" boxes were not provided) if they would recommend the UF College of Dentistry to their friends and family. In 2018, "Yes" and "No" response boxes were added for this question, and a follow-up asking, "Why, or why not?" ensued.

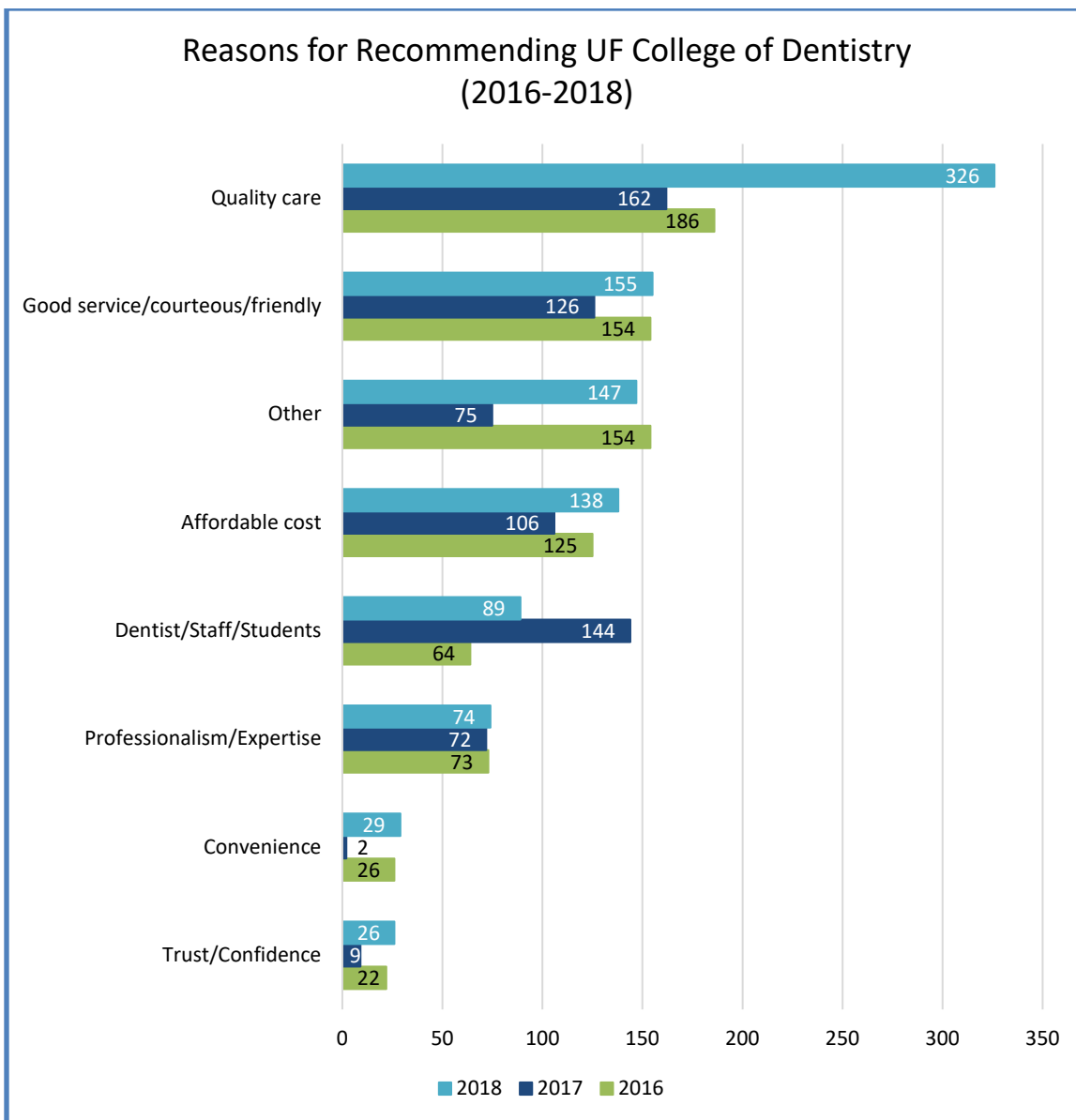
Of those who said they would recommend the college, 689 added comments. The reasons provided for recommending the UF College of Dentistry are summarized below. Note that respondents could provide more than one comment.

\*Notes:

- This question was added in 2016.



## Patient Satisfaction Survey Results: 2014-2018



Of the 689 people who said they would recommend the UF College of Dentistry and offered comments, the largest number (nearly one-half) commented on the quality of care they receive (n=326). About one in five of these respondents commented on the service they receive (n=155), and one in five commented on the affordable cost for services (n=138).