

University of Louisiana at Lafayette

Detailed Assessment Report 2015-2016 Student Health Services (SHS)

As of: 11/21/2016 10:32 AM CENTRAL

(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request.*)

Mission / Purpose

The UL Lafayette Student Health Services (SHS) contributes to the University's strategic plan by working in partnership with the University committee to provide quality, accessible, cost sensitive medical care and active health promotion to the students within the campus community.

Student Learning Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 3: Decision Making / Increased Self-Esteem

Students participating in relevant programs will become aware of certain issues outside the classroom that may impact their ability to make decisions which could have huge effect on their lives

Relevant Associations:

Student Affairs: Student Engagement; Student Retention; Student Success

Related Measures

M 3: Knowledge Gain / Learning Outcomes Survey

To participate in at least one event annually that focuses on student's issues outside of the classroom that may affect their decision making abilities.

Source of Evidence: Academic indirect indicator of learning - other

Connected Documents

[Classroom Lecture Dr. Hayes Results Letter 2012-2013](#)
[Classroom Lecture Letter Dr. Hayes 2014-2015](#)
[Courageous Leadership 11-4-15 Results](#)
[Courageous Leadership Evaluation Form 11-2015](#)
[SANE Event Vermilion Publicity 2012](#)
[SANE Event Flyer 2012](#)
[SANE Letter Save the Date 2012](#)
[SANE Results Letter Dean Cottonham 2012](#)
[SANE Survey Comments 2012](#)
[SANE Survey Form & Proof of Attendance 2012](#)
[SANE Survey Results 2012](#)
[Self-Esteem Event Survey 09-10](#)
[Vermilion Articles](#)
[Well Woman Video Learning Objective Form 2012-2013](#)
[Well Woman Video Survey Comments 2014-2015](#)
[Well Woman Video Survey Results 2014-2015](#)

Target:

Target

i. To participate in at least one event annually that focuses on student's issues outside of the classroom that may affect their decision making abilities.

- ii. Develop and distribute a survey.
- iii. Evaluation of the completed surveys would reveal:
 - a. 90% would score a 3 or 4 (with 0 = least and 4 = most) on the Event Survey query addressing a “gain of knowledge”
 - b. 90% would respond positively to the learning outcomes.

Connected Documents

[Classroom Lecture Dr. Hayes Results Letter 2012-2013](#)
[Classroom Lecture Letter Dr. Hayes 2014-2015](#)
[Courageous Leadership 11-4-15 Results](#)
[SANE Event Vermilion Publicity 2012](#)
[SANE Event Flyer 2012](#)
[SANE Letter Save the Date 2012](#)
[SANE Results Letter Dean Cottonham 2012](#)
[SANE Survey Comments 2012](#)
[SANE Survey Form & Proof of Attendance 2012](#)
[SANE Survey Results 2012](#)
[Vermilion Articles](#)
[Well Woman Video Learning Objective Form 2012-2013](#)
[Well Woman Video Survey Comments 2014-2015](#)
[Well Woman Video Survey Results 2014-2015](#)

Finding (2015-2016) - Target: Met

Partnered with Student Leadership to sponsor Mike Dilbeck through Campus Speak. Over 90 percent of those surveyed responded with positively to the learning outcomes.

Related Action Plans (by Established cycle, then alpha):

Expand Programming

Event to focus on the student’s self esteem and personal choices - goal to continue offering the students guest speakers in collaboration with other groups on campus and expect a ‘gain of knowledge’ on the survey to be maintained above 90% for good and excellent.

Established in Cycle: 2009-2010

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge Gain / Learning Outcomes Survey |

Outcome/Objective: Decision Making / Increased Self-Esteem

Decision Making Program

Event was successful.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge Gain / Learning Outcomes Survey |

Outcome/Objective: Decision Making / Increased Self-Esteem

Implementation Description: Will continue to offer one event to the students / year

Responsible Person/Group: Various employees from Student Affairs

Additional Resources: none

Decision Making Program

To sponsor a program with other groups on campus that will focus on discussions that will increase the student's self-esteem and promote healthy personal choices.

Established in Cycle: 2011-2012

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge Gain / Learning Outcomes Survey |

Outcome/Objective: Decision Making / Increased Self-Esteem

Implementation Description: Planned

Responsible Person/Group: Housing; Greeks; Athletics; Department Heads of various Colleges; SHS staff; Counseling and Testing Staff

Budget Amount Requested: \$5,000.00 (recurring)

Sponsor an event

To offer to the students at UL Lafayette the opportunity to expert speakers to address issues that affect them outside of the classroom.

Established in Cycle: 2013-2014

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge Gain / Learning Outcomes Survey |

Outcome/Objective: Decision Making / Increased Self-Esteem

Implementation Description: In collaboration with the Office of Student Engagement and Leadership to offer to the entire student body one national speaker on issues that affect the students outside of the classroom. Develop learning outcomes and survey. Evaluate survey responses

Responsible Person/Group: Various SHS staff members Director of Office of Student Engagement and Leadership

Additional Resources: Support from Academic Departments to promote the event offering extra credit.

Budget Amount Requested: \$5,000.00 (recurring)

Decision making/Increase Self Esteem

Collaborate with other departments to determine student's needs and type of event.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge Gain / Learning Outcomes Survey |

Outcome/Objective: Decision Making / Increased Self-Esteem

Event planning

SHS sponsors an student speaker each year. The speaker usually engages students in topics such as leadership, self esteem etc. This continues to be a successful event. Action plan: survey the students to inquire if there are any topics that they would like to hear more information about.

Established in Cycle: 2015-2016
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge Gain / Learning Outcomes Survey |
Outcome/Objective: Decision Making / Increased Self-Esteem

SLO 4: Specific Medical Event / Learning Outcomes

Students will learn from specific medical event.

Relevant Associations:

Student Affairs: Student Engagement; Student Retention; Student Success

Related Measures

M 4: Specific Medical Event / Learning Outcome

To assess areas in the SHS that handle specific teaching opportunities; to establish learning outcomes for these specific areas; to monitor a query survey to evaluate if the learning goals have been met.

Source of Evidence: Focus groups on teaching, learning, program value

Connected Documents

[ADHD Medication Management Survey Fall 2015](#)
[Allergy Injection Learning Objective Survey Results 2012-2013](#)
[Allergy Injection Survey 2015-2016](#)
[Allergy Injection Survey Results 2014-2015](#)
[Chronic Stable Medical Handout - Cholesterol](#)
[Chronic Stable Medical Handout - Asthma](#)
[Chronic Stable Medical Handout - Depression](#)
[Chronic Stable Medical Handout - Diabetes](#)
[Chronic Stable Medical Handout - High Blood Pressure](#)
[Chronic Stable Medical Handout - Hypothyroidism](#)
[Chronic Stable Medical Handouts - Attention-Deficit Hyperactivity](#)
[Classroom Int'l Women Survey Results 2010-2011](#)
Classroom Lecture Dr. Hayes Results Letter 2010-2011 (Path Not Found)
[Courageous Leadership 11-4-15 Results](#)
[Courageous Leadership Evaluation Form 11-2015](#)
[Well Woman Survey Results 2012-2013](#)
[Well Woman Video Survey Comments 2010-2011](#)
[Well Woman Video Survey Comments 2012-2013](#)

Target:

Target 2015-2016

- i. To assess areas in the SHS that handle specific teaching opportunities.
- ii. To establish learning outcomes for these specific areas and to monitor a query survey to evaluate if the learning goals have been met:
 - a) Well Woman Visit - prior to the first visit the student is required to view 3 to 4 educational videos; after viewing the videos the student will be given the Well Woman

Video Objective / Evaluation form to complete; goal: >90% will have a better understanding of women issues;

b) Allergy Injections - all students / faculty who receive their allergy injections at the SHS will be given a handout on Allergy Injection Information Sheet; goal: >90% will have a better understanding of allergies and allergy injections;

c) International Women's Orientation – include a session on women issues and cultural differences

d) Classroom guest lectures / Dr. Hayes – following the lecture, the students will be given query survey, goal is to continue to see that 85% of the student have learned something new about the topic presented.

e) To identify one chronic stable medical condition, develop learning outcomes and distribute a survey.

Established in Cycle: 2010-2011

Connected Documents

[ADHD Medication Management Survey Fall 2015](#)
[Allergy Injection Learning Objective Survey Results 2012-2013](#)
[Allergy Injection Survey 2015-2016](#)
[Allergy Injection Survey Results 2014-2015](#)
[Chronic Stable Medical Handout - Cholesterol](#)
[Chronic Stable Medical Handout - Asthma](#)
[Chronic Stable Medical Handout - Depression](#)
[Chronic Stable Medical Handout - Diabetes](#)
[Chronic Stable Medical Handout - High Blood Pressure](#)
[Chronic Stable Medical Handout - Hypothyroidism](#)
[Chronic Stable Medical Handouts - Attention-Deficit Hyperactivity](#)
[Courageous Leadership 11-4-15 Results](#)
[Courageous Leadership Evaluation Form 11-2015](#)
[Well Woman Survey Results 2012-2013](#)
[Well Woman Video Survey Comments 2012-2013](#)

Finding (2015-2016) - Target: Met

Measurement for teaching opportunities as changed a little. We are no longer completely surveys for classroom lectures and Well woman visits. Surveys have continued for Medication management and allergies were conducted in Fall 2015. Both surveys had positive outcomes. Response was favorable for the services that are offered. There is an opportunity to reevaluate these survey questions and what information we are gathering.

Related Action Plans (by Established cycle, then alpha):

Learning outcomes for specified incidences

Each specified area: Well Woman Videos; Allergy Injections; International Women Discussion; Classroom Lectures was successful.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Specific Medical Event / Learning Outcome |

Outcome/Objective: Specific Medical Event / Learning Outcomes

Implementation Description: Will continue to implement these learning objectives to these areas. Will investigate other areas to establish learning objectives

Learning Outcome

To identify specific situations that provides an opportunity to teach, develop learning objectives and to monitor a query survey that will evaluate if the learning goals have been met.

i. Will continue to evaluate: Well Woman Videos; Allergy Injections; International Women Discussion; Classroom Lectures.

ii. Will identify specific chronic stable medical conditions and develop teaching programs.

Established in Cycle: 2011-2012

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Specific Medical Event / Learning Outcome |

Outcome/Objective: Specific Medical Event / Learning Outcomes

Implementation Description: planned

Responsible Person/Group: Various SHS employees

Additional Resources: College of Nursing; Nutritionist

Learning Outcomes with Specific Medical Event / Condition

Although SHS is not classified as an academic area, each staff member takes every opportunity to teach the students as they come to the SHS. Every student is encouraged to be responsible for their health. Each visit entails education about the specific medical conditions for which the student is seeking evaluation and management. The clinicians have developed handouts to bring home various take home points about specific conditions. The staff also instructs the students on how to use insurance by understanding their benefits, filing claim forms, and checking on the status of their claims.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Specific Medical Event / Learning Outcome |

Outcome/Objective: Specific Medical Event / Learning Outcomes

Implementation Description: Identify specific medical events / conditions to evaluate. Develop appropriate learning outcomes. Monitor a query survey to evaluate if the learning goals have been met.

Responsible Person/Group: Various staff members

Specific Medical Event/Learning outcomes

Re-evaluate each outcome/objective to include new area of educational opportunities.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Specific Medical Event / Learning Outcome |

Outcome/Objective: Specific Medical Event / Learning Outcomes

Learning Outcomes

Every situation is an opportunity to learn. SHS measures learning outcomes for areas in the clinic. Recently some of those measurements have changed. Although targets were met, it is time to look at perhaps another approach to measuring learning outcomes. Action plan: review opportunities for learning in areas around the clinic. Survey students to determine what information they would like to know more about. Target and measure those areas to assess outcomes.

Established in Cycle: 2015-2016

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Specific Medical Event / Learning Outcome |

Outcome/Objective: Specific Medical Event / Learning Outcomes

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Service Awareness

Students will be aware of the services available to UL Lafayette students so as to better utilize the SHS to help the student regain / maintain good health so that they may be successful in achieving their academic goals.

Relevant Associations:

Student Affairs: Student Retention; Student Success

Related Measures

M 1: Increase awareness

To increase awareness / familiarity of the SHS with students, faculty and Staff

Source of Evidence: Focus groups on teaching, learning, program value

Connected Documents

[Faculty & Staff Awareness Summary Sp'15](#)

[Faculty & Staff Responses Spring 2016](#)

[Faculty & Staff Survey Spring 2016](#)

[Faculty & Staff Survey Thank You Response 2013](#)

[Faculty & Staff Survey Zimbra](#)

[Faculty and Staff Awareness Survey Form 09-10](#)

[Flu Announcement U-Link 2015](#)

[Graduate Orientation Survey Results Spring 2012](#)

[Graduate School Orientation Fall 2014 - Spring 2015](#)

[International Orientation Results Fall 2014](#)

[International Orientation Results Spring 2015](#)

[International Orientation Survey Form 2014](#)
[International Orientation Survey Results Fall 2012](#)
[SHS Newsletter Fall 2009](#)
[SHS Newsletter Fall 2010](#)
[SHS Newsletter Fall 2012](#)
[SHS Newsletter Fall 2014](#)
[SHS Newsletter Fall 2015](#)
[SHS Semester Announcement FA '14](#)
[SHS Semester Announcement FA '15](#)
[Student Awareness Results & Comments 2013](#)
[Student Awareness Summary Sp '15](#)
[Student Awareness Survey 09-10](#)
[Student Awareness Survey Form Spring 2015](#)
[Student Awareness Survey Spring 2016](#)
[Student Awareness Thank you 2013](#)
[Welcome Letter On Campus Students Fa 2014](#)
[Welcome Students Fall 2015](#)

Target:

Target

A. Faculty / Staff:

i. Annual Newsletter a. Develop Newsletter in the Fall b. Send one copy to each office to post / disperse c. Send out an e-mail bounce to all faculty and staff with a link to the Newsletter on SHS web site.

ii. Awareness survey: a. Send out an e-mail bounce link to an awareness survey to Faculty and Staff in the Spring with the following considerations: 1) That a sick student is not on top of his game, we would appreciate your referring him/her to SHS. 2) Your suggestions will help us improve our services to the students. b. Of those that respond to the survey 1) That better that 80% were aware of our location. 2) That better that 75% were aware that information regarding SHS could be found on the SHS web site.

iii. To provide information about SHS to Faculty and Staff during their Orientation process.

B. Students:

i. Dispersal of information: a. To review and update the SHS General Information Flyer, SHS web site, Parent Guide, Red Orientation Pages, the Graduate catalog as needed. b. To disperse a Welcome / Greetings from SHS at the beginning of every semester to those student who live on campus and include a SHS General Flyer and Information on Meningococcal Meningitis. c. To send out an e-mail bounce to all students at the beginning of each semester to include a welcome greeting, informing the students of our presence and linking them to our web site. d. To establish a committee to: 1) Identify the location of all the electronic boards that are available for information dispersal on campus and identify the contact person; 2) Identify the available social media; 3) Develop a strategy to be most effective to promote SHS and the services provided. e. Partner with Counseling and Testing Department to "be on the street" during the first week of classes. f. To be involved in the orientation process: 1) Provide a presentations to graduate and international students during the Orientation process; 2) Survey students that attended and of those who responded: a) That greater than 90% are aware of our presence on campus; b) That greater than 90% are aware that information regarding SHS could be found on the web site.

ii Awareness survey a. Send out an e-mail bounce link to an awareness survey to a Focus group (Sophomores and Juniors) in the Spring with the following considerations: 1) Student Health Service is available on campus and a link to the SHS web site. 2) Your suggestions will help us improve our services. b. Of those that responded to the survey: 1) That better than 85% were aware of our location. 2) That better that 75% were aware that information regarding SHS could be found on the SHS web site

Connected Documents

[Faculty & Staff Awareness Summary Sp'15](#)
[Faculty & Staff Responses Spring 2016](#)
[Faculty & Staff Survey Spring 2016](#)
[Faculty & Staff Survey Thank You Response 2013](#)
[Faculty & Staff Survey Zimbra](#)
[Flu Announcement U-Link 2015](#)
[Graduate Orientation Survey Results Spring 2012](#)
[Graduate School Orientation Fall 2014 - Spring 2015](#)
[International Orientation Results Fall 2014](#)
[International Orientation Results Spring 2015](#)
[International Orientation Survey Form 2014](#)
[International Orientation Survey Results Fall 2012](#)
[SHS Newsletter Fall 2012](#)
[SHS Newsletter Fall 2014](#)
[SHS Newsletter Fall 2015](#)
[SHS Semester Announcement FA '14](#)
[SHS Semester Announcement FA '15](#)
[Student Awareness Responses Sp 2016](#)
[Student Awareness Results & Comments 2013](#)
[Student Awareness Summary Sp '15](#)
[Student Awareness Survey Form Spring 2015](#)
[Student Awareness Survey Spring 2016](#)
[Student Awareness Thank you 2013](#)
[Welcome Letter On Campus Students Fa 2014](#)
[Welcome Students Fall 2015](#)

Finding (2015-2016) - Target: Met

Target (2015-16)

A. Faculty / Staff: i. Develop Annual Newsletter Faculty / Staff:

i. Annual Newsletter is developed every Fall in collaboration with counseling and testing. It is sent entitled "Health News" and is sent to each office to post / disperse A copy of the newsletter is also on the SHS web site.

ii. Awareness survey: A link to an awareness survey was sent to Faculty and Staff in the Spring via the University announcements. Results of the survey: SHS received 55 responses. of the responses: 91% were aware of the location of student health, 67% were aware of the membership fee details, 80% reasoned "yes" to the question: "this membership entitles the student to unlimited consultation with a doctor or nurse practitioner during the semester?", *5% of those surveyed knew that additions fees may apply of other services, 67% of the faculty and staff answered that they were aware if the

services SHS did not offer such as dental care or management of pregnancy, and 81% of the faculty and staff surveyed knew that additional information about SHS could be found at our web site?

iii. To provide information about SHS to Faculty and Staff during their Orientation process.

B. Students:

i. Dispersal of information: Welcome / Greetings from SHS at the beginning of every semester to those student who live on campus was sent. SHS also posted information about the flu vaccine on ULINK. SHS General Flyer was updated and handed out at various student event like Cajun Connection. SHS was also present at Freshman orientation, International orientation Graduate school orientation. and involved in the orientation process. Orientation surveys were not conducted this year.

ii Awareness survey An e-mail was sent to 8968 Sophomore and Seniors in Spring 2016 with the following results: Of the 237 responses: 1) 85% were aware of Student Health Service location, 2) 74% knew the number of hours required to be assessed the membership fee, (3) 69% were aware of the services the membership fee entitled them to, (4) 76% knew that there may be additional fees for some services, (5) 61% knew that SHS does not provide for management of pregnancy, unstable chronic illness, medical illness, dental care, or motor vehicle accidents, (6) 67% were aware that information about student health can be found on the website.

Measure: Increase awareness

Outcome/Objective: Service Awareness

Related Action Plans (by Established cycle, then alpha):

Awareness Enhancements

To continue to improve awareness / familiarity of the SHS:

a) Faculty and Staff:

i. Fall Newsletter – will continue to send Fall Newsletter to remind Staff and Faculty of our presence

and provide a discussion of a health related topic.

ii. Electronic survey – will continue to send survey in the spring to remind the staff and faculty of the presence

of SHS on campus to allow for comments, so that we may address any issues and assess the following

awareness items:

a. Our physical location, goal: to increase from 87 to 90%.

b. UL Lafayette students eligible for service, goal: to increase from 65 to 70%.

c. All services provided / not provided are listed on the web site, goal: to increase from 66 to 70%.

d. SHS follows University's hours of operation, goal: to increase from 55

to 60%.

b) Student focus group:

i. Electronic survey – will continue to use the focus group of Sophomores and Seniors so that they are reminded of the services provided by SHS with the understanding that the Freshmen are excluded due to the fact they are informed of our services during the Orientation process. This survey will also offer an opportunity for comments, so that we may address any issues / concerns and access their knowledge of the following facts that guide in our advertisement:

a. SHS presence on campus – 97%.

b. SHS membership is included in registration fees for those students who take 6+ hours in the fall and spring and 3+ hours in the summer – 65%.

c. SHS membership entitles students to unlimited consultation visits – 58%.

d. There are billable fees for other services – 70%.

e. Specific services not provided – 60%.

To continue to improve awareness / familiarity of the SHS:

a) Faculty and Staff:

i. Fall Newsletter: annually in the fall

ii. Electronic survey: annually in the spring

b) Student focus group:

i. Electronic survey: annually in the early spring

Established in Cycle: 2009-2010

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Increase awareness | **Outcome/Objective:** Service Awareness

Awareness

Will continue to promote our services on the Web-site, Student Union Window, Vermillion, Orientations and dorm residents.

Established in Cycle: 2010-2011

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Increase awareness | **Outcome/Objective:** Service Awareness

Implementation Description: 1. Increase our visibility by linking to at least 2 other sites that are frequently viewed by the student population and investigate the idea of implementing a social network site. 2.. Will continue to use the current surveys; as the survey actually serves at an educational tool. 3. Since we will be changing our physical location for Fall 2011, a campaign will be planned and implemented.

Responsible Person/Group: Various SHS employees

Additional Resources: NA

Budget Amount Requested: \$0.00 (no request)

Awareness

To continue to market our visibility on campus which will continue to improve awareness / familiarity of the SHS, so that students may better

utilize the SHS to help them regain / maintain good health so that they may be successful in achieving their academic goals:

1. Will continue to promote and evaluate our visibility through the Faculty / Staff Annual Newsletter and Survey; Students annual survey; SHS web-site; various Orientation presentations / surveys; On-campus residents welcome letters; Vermillion articles; KRVS promotion.
 2. As suggested by the Faculty / Staff Comments, we will investigate the possibility of linking our site to U-Link or to specific course syllabi.
 3. Will investigate the idea of implementing a social network site, as we were not able to address this issue this past year.
1. Will continue to promote and evaluate our visibility through the Faculty / Staff Annual Newsletter and Survey; Students annual survey; SHS web-site; various Orientation presentations / surveys; On-campus residents welcome letters; Vermillion articles; KRVS promotion.
 2. As suggested by the Faculty / Staff Comments, we will investigate the possibility of linking our site to U-Link or to specific course syllabi.
 3. Will investigate the idea of implementing a social network site, as we were not able to address this issue this past year.

Established in Cycle: 2011-2012

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Increase awareness | **Outcome/Objective:** Service Awareness

Implementation Description: Planned

Responsible Person/Group: Various SHS employees

Additional Resources: Housing; Student Affairs; SOS; International Office; Graduate Department; Information Technology; Vermillion; KRVS

Increase awareness

Awareness and familiarity with the SHS is essential for utilization of the services and thereby providing the students the opportunity to regain / maintain good health so that they may be successful in achieving their academic goals.

Planning dedicated times / events to remind students, faculty and staff will be an ongoing process. Receiving comments will continue to allow us to assess our processes and will help to improve awareness.

Established in Cycle: 2013-2014

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Increase awareness | **Outcome/Objective:** Service Awareness

Implementation Description: Develop Staff / Faculty Newsletter with Counseling and Testing to be distributed in the fall semester. Continue various surveys to monitor our status

Responsible Person/Group: Various staff members

Additional Resources: To print Newsletter, Patient Information Flyers To replenish magnets as they are distributed

Budget Amount Requested: \$1,000.00 (recurring)

Increased Awareness

Adapted goals/communication to exclude bounce emails.

Collaborate with SHS on ideas of how to improve student awareness of website.

Established in Cycle: 2014-2015

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Increase awareness | **Outcome/Objective:** Service Awareness

Increase awareness

Awareness and familiarity with the SHS is essential for utilization of the services and thereby providing the students the opportunity to regain / maintain good health so that they may be successful in achieving their academic goals. It is also important for faculty and staff to be aware of our services so that they can refer students. Action plan: revisit our current methods of making students and staff aware of our services. Form a focus group to get feedback on students on information that can benefit SHS.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Increase awareness | **Outcome/Objective:** Service Awareness

O/O 2: Patient Satisfaction

Students will be satisfied with their experience at the SHS.

Relevant Associations:

Student Affairs: Student Satisfaction; Student Retention; Student Success

Related Measures

M 2: Patient Satisfaction Instruments

Maintain student satisfaction with the level of service received from Student Health Services:

Source of Evidence: Student satisfaction survey at end of the program

Connected Documents

[SHS Survey Form 2014](#)

[SHS Survey Form 2015-2016](#)

[SHS Survey Satisfaction Comments 2012-2013](#)

[SHS Survey Satisfaction Comments 2014-2015](#)

[SHS Survey Satisfaction Totals 2012-2013](#)

[SHS Survey Satisfaction Totals 2014-2015](#)

[SHS Survey Totals April '15-March '16](#)

[Student Satisfaction Survey 09-10](#)

[Visit Impact Survey 09-10](#)

[Visit Impact Survey Results & Comments Spring 2013](#)

Target:

Target

i. Distribute Satisfaction Survey:

a. To all students that come to the SHS for a one week period each month

b. To any student on request

ii. Of the returned and completed surveys:

- a. That greater than 90% would refer a friend
 - b. 90% would score a 3 or 4 (with 0 = least and 4 = most) on the survey query addressing that the 'sign-in' procedure was discreet and confidential
 - c. 75% would score a 3 or 4 (with 0 = least and 4 = most) on the survey query addressing that the during the 'sign-out' procedure, they were informed of any bills and the process of filing insurance.
- ii. Visit impact Survey (which addresses that the visit to SHS allowed the student to continue their academic studies in a timely fashion) will be revisited to develop a system to better capture this information.
 - iii. Review and address comments from the surveys.

Established in Cycle: 2009-2010

Active Through: Keep Active

Connected Documents

- [SHS Survey Form 2014](#)
- [SHS Survey Form 2015-2016](#)
- [SHS Survey Satisfaction Comments 2012-2013](#)
- [SHS Survey Satisfaction Comments 2014-2015](#)
- [SHS Survey Satisfaction Totals 2012-2013](#)
- [SHS Survey Satisfaction Totals 2014-2015](#)
- [SHS Survey Totals April '15-March '16](#)
- [Visit Impact Survey Results & Comments Spring 2013](#)

Finding (2015-2016) - Target: Met

Satisfaction Survey was distributed to all students that come to the SHS for a one week period each month and to any student on request

Of the returned and completed surveys:

- a. That greater than 90% would refer a friend: Result---**99% would refer a friend.**
- b. 90% would score a 3 or 4 (with 0 = least and 4 = most) on the survey query addressing that the 'sign-in' procedure was discrete and confidential: **88% found the office sign in procedure discrete and confidential.**
- c. 75% would score a 3 or 4 (with 0 = least and 4 = most) on the survey query addressing that the during the 'sign-out' procedure, they were informed of any bills and the process of filing insurance: **86% indicated that during the sign-out procedure, I was informed of any bills & process of filing my insurance.**

Related Action Plans (by Established cycle, then alpha):

Continued Data Gathering

Maintain student satisfaction with the level of service received from Student Health Services

- a) Facts:

ii. Student Satisfaction Survey – will continue to encourage the students to complete the survey so that we may obtain the necessary data to assess ourselves in various areas of the SHS; goal is to increase our return from 87 to 90%

b) Tools:

i) SHS Student Satisfaction Survey - goal is to continue to meet this high percentage consistently with student satisfaction by yielding at least 90% positive response of students referring a friend.

ii) Visit Impact Survey – will continue to use this post visit survey making adjustments in the administration to achieve a higher response rate.

iii) Addressing the comments / complaints in both surveys – our goal is to make appropriate adjustments so that we may improve our service.

Maintain student satisfaction with the level of service received from Student Health Services

a) Facts:

ii. Student Satisfaction Survey – random and monthly during ‘survey week’

b) Tools:

i SHS Student Satisfaction Survey - randomly and monthly during ‘survey week’.

ii Visit Impact Survey – a period of time after their visit and before the end of the semester.

iii Addressing the comments / complaints – upon receipt of the survey.

Established in Cycle: 2009-2010

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Patient Satisfaction Instruments |

Outcome/Objective: Patient Satisfaction

Satisfaction

1. Student Satisfaction Surveys provides good insight into our services.

2. Visit Impact Survey continues to be a difficult assessment.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Patient Satisfaction Instruments |

Outcome/Objective: Patient Satisfaction

Implementation Description: 1. We will continue with the Student Satisfaction Surveys. 2. We will develop different method to evaluate the effect of the students visit.

Satisfaction

To continue to monitor student satisfaction with the service received from Student Health Services:

a) Facts:

i. Satisfaction is a clear indicator that individuals would likely continue to

use the service and / or refer others to use the service. Should the service restore or promote health, this would allow the student the opportunity for academic success and therefore achievement of the goal of graduation.

ii. Surveys must be completed for us to obtain any data in order to assess ourselves in the various areas of SHS.

b) Tools:

i. Student Satisfaction Survey to be completed at the end of their visit.

a. Is available at all times

b. Is given to all students who are seen during the designated 'survey week' each month.

ii Post service survey (Visit Impact Survey) to assess the impact that the student's visit to SHS had on their health status and their ability to resume their academic studies.

iii Comments gives us the opportunity to address specific issues and make appropriate changes to improve our service.

Established in Cycle: 2011-2012

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Patient Satisfaction Instruments |

Outcome/Objective: Patient Satisfaction

Implementation Description: Planned

Responsible Person/Group: Various SHS employees

Additional Resources: Information Technology

Patient Satisfaction

Platient Satisfaction is a clear indicator that individuals would likely continue to use the service and / or refer others to use the service. Should the service restore or promote health, this would allow the student the opportunity for academic success and therefore achievement of the goal of graduation. The data obtained from the 'satisfaction survey' is vital to evaluate our performance in various areas of the clinic. The surveys must be completed for us to obtain information in order to assess ourselves and to make subsequent adjustments. The plan is to continue to make these surveys available and to continue to distribute to all students who are seen during the designated 'survey week' each month. A post service survey (Visit Impact Survey) to assess the impact that the student's visit to SHS had on their health status and their ability to resume their academic studies is vital information. As we have not been able to successfully capture this data, the plan will be to investigate other possible methods Comments for the consumer always gives us the opportunity to address specific issues and make appropriate changes to improve our service.

Established in Cycle: 2013-2014

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Patient Satisfaction Instruments |

Outcome/Objective: Patient Satisfaction

Implementation Description: Distribute surveys and compile data

Responsible Person/Group: Various staff members

Additional Resources: printing of the surveys

Satisfaction

Revisit satisfaction survey, update questions

Consistently meeting high targets therefore it may be time to address other areas.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Patient Satisfaction Instruments |

Outcome/Objective: Patient Satisfaction

Satisfaction Survey

SHS patient satisfaction continues to be high. The survey has been in pace for several years with the same high satisfaction results. Action plan: Review the survey questions and develop new ones. Also develop new methods of gathering the data. SHS is implementing EHR, therefore a plan will be to send a electronic survey through the students patient portal. This will be another method of gathering feedback.

Established in Cycle: 2015-2016

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Patient Satisfaction Instruments |

Outcome/Objective: Patient Satisfaction

O/O 5: Collaborate; provide additional services

To continue to collaborate with other departments on campus to offer additional services through the Saucier Wellness Clinic and SHS staff

Relevant Associations:

Standard Associations

SACS (sections): 2010

2.10 Student Support Services

Strategic Plan Associations

Vice President for Student Affairs

3 Awareness

4 Satisfaction

Related Measures

M 5: Collaborate with other departments

Collaboration with other departments on campus to utilize services from various department to work on different activities.

Source of Evidence: Activity volume

Connected Documents

[Athletic Trainer Observations Evaluation Spring 2016](#)

[Athletic Trainer Observations Survey Form](#)

[Nurse Practitioner Observe Sp 2016 Summary](#)

Target:

Target 2015-16

1. To implement processes and policies to have the Immunization clearing process be in SHS.

2. Afford Nutrition Department the use of SHS
 - a) To provide nutrition guidance / information with posters to displayed in the waiting room throughout the semesters
 - b) To provide individual consultations on a monthly schedule.
3. Afford Athletics the use of the SHS to complete their annual physical exam process.
4. Assist Athletics with the physical exam process and administering IV fluids as needed.
5. Assist Human Resources and Environmental Health and Safety by managing the OSHA mandated Hepatitis B Program for all employees with exposure to Blood Borne Pathogens.
6. Assist Environmental Health and Safety with the AED program.
7. Provide College of Nursing the use of SHS for NP students to complete their clinical rotation.

Connected Documents

[Athletic Trainer Observations Evaluation Spring 2016](#)

[Athletic Trainer Observations Survey Form](#)

[Nurse Practitioner Observe Sp 2016 Summary](#)

Finding (2015-2016) - Target: Met

Target 2015-2016

1. Assist with Registrar and Graduate Admissions with Immunization clearing process. **MET: SHS is now completing the immunization clearing process for the University.**
2. Afford Nutrition Department the use of SHS: **This program in no longer active on campus.**
 - a) To provide nutrition guidance / information with posters to displayed in the waiting room throughout the semesters
 - b) To provide individual consultations on a monthly schedule.
3. Afford Athletics the use of the SHS to complete their annual physical exam process. **MET: SHS is utilized by athletics several time a year to complete athletic physicals. SHS nursing staff provides services including vital sign assessment, EKG testing and coordination of other services.**
4. Assist Athletics with the physical exam process and administering IV fluids as needed. **MET: SHS provides assistance to athletics as needed.**
5. Assist Human Resources and Environmental Health and Safety by managing the OSHA mandated Hepatitis B Program for all employees with exposure to Blood Borne Pathogens. **MET**
6. Assist Environmental Health and Safety with the AED program. **MET**
7. Provide College of Nursing the use of SHS for NP students to complete their clinical observation rotation. **MET**

Related Action Plans (by Established cycle, then alpha):

Provide support to other UL Department

To be open to other UL Departments needs and to provide support and expertise as demanded by the situation

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Collaborate with other departments |

Outcome/Objective: Collaborate; provide additional services

Implementation Description: To respond to other department's request. To develop a plan to provide support needed

Responsible Person/Group: Various staff members

Collaboration

Expand collaboration with other departments to include student focus events.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Collaborate with other departments |

Outcome/Objective: Collaborate; provide additional services

Continued collaboration

Student Health Services has made an effort to collaborate with other departments around the University. There are many other opportunities to explore including adding a group of peer health mentors. To continue to meet this target, the visibility of SHS around campus is important. A plan of action for next cycle is to increase our visibility around campus, lending support and assistance to other departments and groups.

Established in Cycle: 2015-2016

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Collaborate with other departments |

Outcome/Objective: Collaborate; provide additional services

Analysis Questions and Analysis Answers

How were assessment results shared and evaluated within the unit?

Assessment results are shared at staff meeting.

Identify which action plans [created in prior cycle(s)] were implemented in this current cycle. For each of these implemented plans, were there any measurable or perceivable effects? How, if at all, did the findings appear to be affected by the implemented action plan?

SHS sponsored an event with . Students that attended were surveyed. According to the survey, students response favorably to the presenter. I do not think that the findings were affected by the implementation of the action plan.

What has the unit learned from the current assessment cycle? What is working well, and what is working less well in achieving desired outcomes?

Patient satisfaction continues to remain high. Other methods of increasing awareness need to be implemented for the next cycle. Many targets were met for the 2015-16. Targets need to be reevaluated and modified to reflect some the changes that are taking place at SHS.