Report:	Assessment Plan Details for: Student Health Services
	Report Generated by TaskStream
Workspace:	Operational Plan & Assessment Report - OPAR
Assessment Plan:	2009-10 Cycle: Assessment Plan and Assessment Findings
Assessment Plan Template:	OPAR Assessment Plan
Report Generated:	Friday, February 25, 2011

Measures and Findings

Student Health Services Unit
Goals 2009-2010

1. Increase in satisfaction scores

To have a 25% increase in the survey rate of satisfaction scores for Student Health Services.

1.1. Customer satisfaction rating

Have a higher score on a customer satisfaction rating.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 5.3.2.

Measures & Findings

Customer Satisfacton Rating

Details/Description: Have a 25% increase in score on a customer satisfaction rating by the end of the fall semester 2009.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Customer Satisfacton Rating

Summary of Findings: Greater than 25% of the student body participated in the internal online satisfaction survey.

Acceptable Target Achievement:

Recommendations : The results were tabulated and reviewed. The changes suggested were to extend the office hours. Baseline data will be used to improve assessment efforts through the use of The Student Voice electronic assessment program.

Reflections/Notes :

Substantiating Evidence:

Increase Student Health Services

Details/Description: Student Health Services will see an increase in the number of students utilizing their service.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Increase Student Health Services

Summary of Findings: On Average SHS had greater than 10 scheduled appointments per day throughout the 2009-2010 Academic Year.

Acceptable Target Achievement:

Recommendations : The staff met to discuss strategies that will provide quality health care for students and increase satisfaction. Baseline data will be used to improve assessment efforts through the use of The Student Voice electronic assessment program.

"OPAR was developed prior to the hiring of a new health services director."

Reflections/Notes :

Substantiating Evidence:

2. Health and Wellness Activities

To provide opportunities and experiences for students to participate in Health and Wellness activities.

2.1. Advocates for Youth

Partnership with Advocates for Youth to

Measures & Findings

provide HIV education.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 2.3.4.

HIV Education

Details/Description: Increase HIV awareness

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for HIV Education

Summary of Findings: Received training to provide educational seminars on statistics, safe sex practices, and HIV testing. Bronco Young Women of Color, a new student organization, was established to provide HIV education. They distributed condoms and held educational in-services promoting safe sex.

Acceptable Target Achievement:

Recommendations : Baseline data will be used to improve assessment efforts through the use of The Student Voice electronic assessment program.

Reflections/Notes :

Substantiating Evidence:

Participation in Co-curricular Activities

Details/Description: Participation of students in co-curricular activities

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Participation in Co-curricular Activities

Summary of Findings: Ten (10) students were identified as Peer Educators within Student Health Services division.

Acceptable Target Achievement:

Recommendations : According to the NSSE survey 29% of first year students and 26% of seniors indicated they participated in 1-5 hours of co-curricular activities. Baseline data will be used to improve assessment efforts through the use of The Student Voice electronic assessment program.

Reflections/Notes :

Substantiating Evidence:

3. Educate students on influenza

To educate students on influenza like illnesses to decrease the number of those affected by it.

3.1. Influenza-like Illnesses

See a decline in the number of students presenting to Student Health Services with Influenza-Like-Illness.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.3.

Measures & Findings

Decrease in Influenza-like-illnesses

Details/Description: The number of students evaluated and treated for Influenza like-illnesses.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Decrease in Influenza-like-illnesses

Summary of Findings: Between September 6, 2009 and February 3, 2010, out of 2750 students seen in SHS, only forty-two (42) students were seen for Influenza-Like-Illness. Compared to other schools in the UNC system over a 9 month period (August 31, 2009 – May 1, 2010), FSU had the lowest number of reported Influenza-Like-Illnesses.

Acceptable Target Achievement:

Recommendations : Baseline data will be used to improve assessment efforts through the use of The Student Voice electronic assessment program.

Reflections/Notes :

Substantiating Evidence:

Free H1N1 vaccine

Details/Description: Free Influenza H1N! vaccine initiative.

Acceptable Target:

Findings for Free H1N1 vaccine

Summary of Findings: During the 2009-2010 Academic School Year SHS administered 85 Influenza Vaccinations.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Acceptable Target Achievement:

Recommendations : Baseline data will be used to improve assessment efforts through the use of The Student Voice electronic assessment program.

Reflections/Notes :

Substantiating Evidence: