

**SUNY Potsdam
Administrative Unit Assessment Plan**

Administrative Unit: Student Health Center

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Mission Statement: Student Health Services (SHS) Mission at SUNY Potsdam is to maintain an environment that supports academic and personal development. This includes reducing health related barriers to learning and guiding student toward the development of a personal wellness program that will lay the foundation for a health life.

Goals: The goals for any health care delivery system are derived from the values and needs of those who participate in the system. SUNY Potsdam is a student-centered, residential campus committed to ‘offering, through appropriate means and methods, excellent baccalaureate, master’s and continuing education opportunities in the arts and sciences and selected professional disciplines’. Integral campus values include the appreciation of diversity, multiculturalism, and the belief that each student should be treated holistically.

In the case of SHS, the beliefs of the students, Student Health Advisory Council, staff, and the college community are key contributors to its core values. Its primary beliefs and values are:

- Students have the right to readily accessible, quality, cost-effective, confidential health care. This care includes both physical and mental health, the maintenance of which are integral components in sustaining a productive college life.
- Health and wellness are important aspects of life, necessary for academic success, career and personal fulfillment. The college years are an impressionable time in an individuals’ development and are the time that health habits are formed which may persist a lifetime. Student Health Services plays a critical role in guiding student towards adoption of positive health habits through provision of outreach health promotion and educational programs.

Goals	Desired Outcomes/Objective	Assessment Methods	Results			Planned Improvements											
1. Students seen at SHS reflect the diverse population on campus.	The Race/Ethnicity percentage of the students seen in SHS will match the percentage of those on campus. A comparison will be made between the statistic found from the Office of Institutional Effectiveness and the statistics using Satisfaction survey using survey monkey.	Student Satisfaction Study via Survey Monkey asks question: 'How would you describe yourself?' <ul style="list-style-type: none"> African American/Black-non-Hispanic Asian/Pacific Islander Hispanic/Latino(a) Multi-racial Native American White, non-Hispanic 	Spring 2017 SHS survey results are comparable to the diversity on campus.			We will continue to strive to provide a safe atmosphere for all ethnicities and gender. Our health forms ask all of our students their preferred names to help identify genders subtly. We will continue to collect this data in real time using Survey Monkey. Students are sent this anonymous survey after their appointment.											
			Race/Ethnicity	IE*	SHS												
			African American/Black-Non-Hispanic	11.1%	10.4%												
			Asian/Pacific Islander	0.1%	2.48%												
			Hispanic/Latino(a)	14.4%	11.88%												
			Multi-racial	2.5%	4.95%												
			Native American	1.6%	1.98%												
			White, non-Hispanic	62.4%	68.32%												
			*Institutional Effectiveness quick facts 2016														
			We also keep statistics of class standing and gender identity.														
<table border="1"> <thead> <tr> <th>YEAR</th> <th>PERCENTAGE</th> </tr> </thead> <tbody> <tr> <td>First Year</td> <td>21.18</td> </tr> <tr> <td>Sophomore</td> <td>24.63</td> </tr> <tr> <td>Junior</td> <td>16.75</td> </tr> <tr> <td>Senior</td> <td>30.05</td> </tr> <tr> <td>Graduate</td> <td>7.39</td> </tr> </tbody> </table>			YEAR	PERCENTAGE	First Year	21.18	Sophomore	24.63	Junior	16.75	Senior	30.05	Graduate	7.39			
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2.6% of the students seen at SHS identify as a gender other than male/female.																	

<p>2. Students will be satisfied with the length of time between making their appointments and being seen at the clinic.</p>	<p>90% of the students will be satisfied with the length of time between making their appointments and being seen at the clinic.</p>	<p>Student Satisfaction Study via Survey Monkey asks question:</p> <p>‘Were you satisfied with the length of time between making your appointment and being seen at the clinic?’</p>	<p>95.57% of our students responded ‘yes’ that they were satisfied with the length of time between making their appointment and being seen at the clinic.</p>	<p>We will continue to collect this data in real time using Survey Monkey. Students are sent this anonymous survey after their appointment.</p> <p>We hired part-time nurse practitioners in April 2017 (psychiatric and family) to better serve the students since a full time provider retired in May 2016.</p>
<p>3. Students will acknowledge that SHS helped to support their academics, class attendance, and retention.</p>	<p>70% of the students seen at SHS will acknowledge that SHS helped support their academics, class attendance, and retention.</p>	<p>Student Satisfaction Study via Survey Monkey asks question:</p> <p>‘Has coming to SHS helped to support your academics, class attendance, or retention at SUNY Potsdam?’</p>	<p>74.88% of our students responded ‘yes’ that coming to SHS helped to support their academics, class attendance, or retention at SUNY Potsdam</p>	<p>We will continue to collect this data in real time using Survey Monkey. Students are sent this anonymous survey after their appointment.</p>
<p>4. Students will recommend SHS to another student.</p>	<p>90% of students would recommend SHS to another student.</p>	<p>Student Satisfaction Study via Survey Monkey asks question:</p> <p>‘Would you recommend SHS to another student?’</p>	<p>93.61% of the students would recommend Student Health Services to another student.</p>	<p>We will continue to provide high quality care in a courteous, professional manner.</p>

Goals	Desired Outcomes/Objectives	Assessment Methods and Target/Measures
1. Students seen at SHS reflect the diverse population on campus.	<p>The Race/Ethnicity percentage of the students seen in SHS will match the percentage of those on campus.</p> <p>A comparison will be made between the statistic found from the Office of Institutional Effectiveness and the statistics using Satisfaction survey using survey monkey.</p>	<p>Student Satisfaction Study via Survey Monkey asks question: ‘How would you describe yourself?’</p> <ul style="list-style-type: none"> • African American/Black- non-Hispanic • Asian/Pacific Islander • Hispanic/Latino(a) • Multi-racial • Native American • White, non-Hispanic
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