

**SUNY Potsdam  
Administrative Unit Assessment Plan**

**Administrative Unit: Student Health Center**

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**Mission Statement:** Student Health Services mission at SUNY Potsdam is to create a safe and welcoming environment to provide culturally competent and inclusive healthcare for our students. We will collaborate with students to identify and meet their individual goals, identify barriers to learning and empower them to develop a personal wellness program that lays the foundation for a healthy 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/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"> <li>• African American/Black- non-Hispanic</li> <li>• Asian/Pacific Islander</li> <li>• Hispanic/Latino(a)</li> <li>• Multi-racial</li> <li>• Native American</li> <li>• White, non-Hispanic</li> </ul>
2. Students will be satisfied with the length of time between making their appointments and being seen at the clinic.	<b>90%</b> of the students will be satisfied with the length of time between making their appointments and being seen at the clinic.	<p>Student Satisfaction Study via Survey Monkey asks question: 'Were you satisfied with the length of time between making your appointment and being seen at the clinic?'</p>
3. Students will acknowledge that SHS helped to support their academics, class attendance, and retention.	<b>70%</b> of the students seen at SHS will acknowledge that SHS helped support their academics, class attendance, and retention.	<p>Student Satisfaction Study via Survey Monkey asks question: 'Has coming to SHS helped to support your academics, class attendance, or retention at SUNY Potsdam?'</p>
4. Students will recommend SHS to another student.	<b>90%</b> of students would recommend SHS to another student.	<p>Student Satisfaction Study via Survey Monkey asks question: 'Would you recommend SHS to another student?'</p>