

**SUNY Potsdam  
Administrative Unit  
Assessment Summary Form**

**Administrative Unit:** Student Health Services

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**Assessment Year:** 2021-2022

**PURPOSE**

This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

**SECTION 1: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP**

A key component of the continuous improvement assessment process is following up on [prior year assessment plans and reports](#). Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

**Prior Year Assessment Plan – Desired Goal and Outcome(s)**

**Goal:** Students seen at SHS reflect the diverse population on campus for the 2021-2022 academic year.

**Objective:**

**1. The Race/Ethnicity percentage of the students seen in SHS will roughly match the percentage of those on campus.**

- a) **Assessment method:** Data collected on the Student Satisfaction Study will be compared to the data found in the Office of Institutional Effectiveness

**b) Results: 2021-2022**

<b>Race/Ethnicity</b>	<b>IE*</b>	<b>SHS</b>
African American/Black-Non-Hispanic	9.6%	10.9%
Asian/Pacific Islander	1.8%	4.3%
Hispanic/Latino(a)	10.6%	15.1%
Multi-racial	3.1%	2.8%
Native American	1.2%	0.5%
White, non-Hispanic	70.7%	66.4%

**\*Office of Institutional Effectiveness Quick Facts 2021**

**2. The Class Standing of students seen in SHS will reflect all student class years of those on campus.**

a) **Assessment Method:** Data collected on the Student Satisfaction Study will ensure that all class years are seeking care in SHS.

**b) Results:**

<b>YEAR</b>	<b>SHS</b>
First Year	24.3%
Sophomore	26.2%
Junior	29.5%
Senior	19.6%
Graduate	0.5%

**3. The Gender Identity of students seen in SHS will compare to the percentage of students of those on campus 2021-2022.**

**a) Assessment Method:** Data collected on the Student Satisfaction Survey will be compared to the data in the Health Assessment Survey.

**b) Results:**

Gender	IE	Health Assessment Survey Spring of 2022	SHS
Male	37.6%	26.5%	23.3%
Female	62.4%	64.1%	70.7%
Transgender Female	No data	0.14%	0.0%
Transgender Male	No data	1.22%	3.3%
Genderqueer/Non-binary	No data	6.77%	2.8%

**Based on the outcomes, collected data/results, and the planned actions, please describe what specific actions were taken and the resulting impact, if any.**

**Objective 1: Race/Ethnicity**

- Examination of the data indicates that SHS is being utilized heavily by our student of color.
- Posters, artwork, educational handouts, will be inclusive races/ethnicity or more likely made in a way that does not include any race/ethnicity.
- We will continue to promote SHS across all student demographics.
- We reached our target for this objective, therefore will continue with the plan as identified.

**Objective 2: Class Year**

- The percentage of students from each class year is well represented.
- SHS will continue to attend orientation so that students know the services we provide.
- We reached our target for this objective, therefore will continue with the plan as identified.

**Objective 3: Gender**

- The Q center has been invited every 1-2 years to educate SHS and Student Affairs staff about transgender and non-binary/queer students.

- Students have the option to identify their correct name, pronouns, and gender with each visit to SHS at the student check-in kiosk.
- Students have been identified by their correct name and pronouns while in SHS.
- Student Health will continue to provide gender affirming hormone therapy (GAHT); HERFF funding was used to send prescriber of GAHT and Director of Counseling to World Professional Association Transgender Healthcare (WPATH) conference in Montreal.
- We have rainbow colored name tags for our staff member to give a subtle reminder that our LGBTQIA+ community is supported.
- The impact of this work is noted by an increase in positive comments from students such as (noted in the SHS satisfaction survey):
  - *The fact that there's resources for transgender individuals*
  - *Gender affirming care*
  - *Friendly environment with no visible judgement.*
  - *Staff are friendly and accepting, not just in personalities but in pro lgbt and race equality posters displayed throughout the clinic. I never felt unsafe there as I knew the staff would be accommodating :>*
  - *Very respectful of trans students + identities especially in a medical sense. I never felt unaccepted or looked down upon for being trans.*
- We reached our target for this objective, therefore we will continue with the plan as identified.

## SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)

We completed the Health Assessment Survey in March of 2022. Over the summer months, we reviewed the data and found that students wanted to receive Narcan training for Opioids. We set up a program to provide training to our students through a series of steps.

### **We set objectives for this upcoming year based on a discussion about the Narcan training the students requested.**

- Student Health enrolled in NYSDOH Opioid Overdose Prevention Initiative to access free supplies for Narcan training including access to a training video, Narcan, and associated supplies.
- Outreach to Public Health and Human Performance to provide Narcan training in at least 2 classes each semester.
- We will offer the opportunity to students with conduct sanctions to receive Narcan training (not mandated).
- Every 'Wellness Wednesday' in the BSU, students and the larger campus community can sign up for Narcan training.
- SHS has a passive programming poster campaign including a QR code to enroll students for Narcan training.
- SHS has contacted Health and Safety office to place Narcan with the AEDs across campus.

Results so far: we have trained 17 students and have been invited to 2 classrooms to provide training for > 30 more students.