

Student Services
Departmental Goals and Assessment Outcomes 2011-2012

Department Name: Health & Wellness Services

Departmental Goals for 2011-2012

1. Increase student identification of Jordan campus Health and Wellness Services through informational workshops as measured by pre and post workshop surveys.
2. Students will display practical competence of knowledge acquired in workshops by scheduling a new patient visit for a Jordan campus Health and Wellness service as measured by referral source at new patient visit.
3. Launch marketing campaign to promote awareness of Health and Wellness Services as “SLCC’s Best Kept Secret” via informational workshops, marketing videos, podcasts, website, newsletter, peer educators, flyers, Globe, and other sources.
4. Each department will promote monthly themes – September (Back to School/Flu), October (Substance Abuse Awareness), November (Depression/Mood), December (HIV Awareness/World AIDS Day), January (Resolutions), February (Love Your Body & Relationships), March (Injury Prevention), April (Stress/Anxiety) and May (Irritations & Allergies)
5. Increase number of student appointments by 5% over 2010-2011.

Project (Assessment) Title: 2011-2012

Students will increase their identification of Jordan campus Health and Wellness Services through informational workshops as measured by pre and post workshop surveys.

College Priority and Objective

Strategic Priority II – Improve Student Access and Success

Objective II D Improve student participation in advising, learning support and noncurricular activities that are related to student persistence.

Objective II E Improve student completion of desired educational goals: certificates, degrees, and successful transfer to four year colleges and universities.

Methodology (Plan/Timeline/Method):

Students will increase their identification of Jordan campus Health and Wellness Services through informational workshops as measured by pre and post tests.

During fall semester, four Health and Wellness Services informational workshops were presented to students attending SLCC Jordan campus on the following dates on September 13 and November 28. Three workshops were held September 13 and one on November 28. In spring

semester, five Health and Wellness Services informational workshops were presented on the following dates: February 15 and 28, March 6 and 27, and April 24.

Health and Wellness Services management team (Lorri Castro – Director, Michelle Neeshan – Clinic Manager, Alexander Smith – Counseling Manager, Tatiana Burton –Health Education & Promotion/Massage Manager) conducted the initial workshop. Tatiana Burton conducted each subsequent workshop. Each workshop consisted of fifteen minutes of information regarding services offered: ten minute tour of Health and Wellness Services and five minutes of answering questions.

At the beginning of each workshop, participants were given a pre survey to evaluate their current knowledge of Health and Wellness Services at the Jordan campus. Information presented during the workshop was based on Health and Wellness Services’ four services, location of the Jordan campus Health and Wellness Services, and costs of services. The tour began by participants being greeted by a medical assistant informing them of the check-in process, massage therapist explaining various massage modalities offered, nurse practitioner briefly explaining common clinical procedures, counselor identifying a safe space to share confidential information, and health educator explaining various healthy living programs offered. At the end of each workshop, an on-site post test will be administered to participants.

Student Services Outcomes Supporting Student Learning

Learning Outcome:

2. Acquire Knowledge.

C. Know about campus resources.

Results/Findings

A question/answer survey tool was developed that evaluated the participants’ knowledge of Health and Wellness Services on the Jordan campus pre and post informational workshops. The following questions were asked on the survey tool:

“List three of the four departments in Health & Wellness Services.”

“Where is Health & Wellness Services located at the Jordan campus?”

“Name four free services offered by Health & Wellness Services.”

“How likely are you to schedule an appointment for Health & Wellness Services?”

The survey asked participants to rate the last statement using a 5-point scale ranging from *not likely at all* (1) to *very likely* (5). Higher scores indicate students would be more likely to schedule an appointment for any of the four services that Health and Wellness Services offers.

Although 102 students participated in the workshops, over thirty students participated in the pre and post test for the informational workshops. Most students who participated in the pre and post test self-reported they were in their first semester or year at Salt Lake Community College.

Assessed from the question “List three of the four departments in Health and Wellness Services”, most participants (n=24, 80%) were not aware of Health and Wellness Services on campus. Those participants were unable to name one of the four departments (medical clinic, counseling, health education, and massage) Health and Wellness Services provided. At the conclusion of the

workshop, 24 (80%) participants correctly identified counseling and medical clinic as departments of Health and Wellness. Twenty-one (70%) participants correctly listed massage services, and 17 (57%) participants correctly answered health education as departments of Health and Wellness Services.

In the pre test, 18 (60%) participants did not know where Health and Wellness Services were located on the Jordan campus. Less than half (n=12, 40%) of the participants identified the correct location of Health and Wellness Services during the pre test. Survey results from the post test showed 24 (80%) participants correctly identified that Health and Wellness Services were located in the Jordan Health Sciences building in room 011.

During the pre test, participants were asked to “Name four free services offered by Health and Wellness Services.” Most participants (n=24, 80%) were unable to identify any services offered by Health and Wellness Services. Post data reflects the number of participants correctly identifying the following services: medical clinic nurse practitioner intake visit (n=28, 93%), free hour massage session (n=25, 83%), health education services (most commonly reported: nutrition/diet, stress management, tobacco cessation consultations) (n=25, 83%), and counseling intake visit (n=24, 80%).

Half (n=15, 50%) of the participants were not likely to schedule an appointment with Health and Wellness Services before the workshop, while an additional 13 (43%) participants did not answer the question because they did not know about the services provided. The likelihood of participants to schedule an appointment with Health and Wellness Services increased with 63% (n=19) of participants scoring 3 or higher on the rating scale.

Actions Taken (Use of Results/Improvements)

Health and Wellness Services met the objective to increase students’ knowledge of services provided on the Jordan campus.

Our plans for future student assessments are to provide electronic, interactive information regarding our services for students to complete during their leisure rather than being “inconvenienced” to go to another location for a workshop or filling out a print evaluation. With our new electronic medical records system, it will be more efficient to track students’ referral methods to our services rather than a print source document.

After the post test, eight (26%) participants answered they would not schedule an appointment in our department. To increase the utilization of Health and Wellness Services on the Jordan campus, our next assessment will include a question on reasons why students may or may not schedule an appointment. Future efforts to increase students’ knowledge of the services we provide on the Jordan campus will include outreach activities and other media sources.