

Student Health Services/Health Clinic

Student Affairs

Administrative Unit Assessment

FY 18 (July 2017-July 2018)

Department and Assessment Report Information

Prepared on:7/31/2018 12:01:54 PM	By:autumn.lucas@mga.edu
For which department or area are you reporting?	Student Health Services/Health Clinic
What is the name and MGA email address of the person responsible for this report?	Autumn Lucas (entering on behalf of Clinic) autumn.lucas@mga.edu

Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	Our mission is to assist patients with preventive health care and consultations, thereby minimizing their impact on academic and work progress.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	Implement electronic appointment scheduling for students to increase timely provision of service. Strengthen the longterm tracking of students making more informed health decisions to minimize class/work absences and to improve services/programs offered by the Clinic and Student Health Services.
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Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Student Health Services will develop a baseline awareness/advertisement of available services to the campus community through social media posts and institutional resources.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of events per semester and method of promotion used (i.e. Facebook, flyers, KnightlyNews, InsideMGA, event calendar)
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	At least 2 events/month
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	With the exception of 1-2 months, Student Health services was able to provide at least 2 events per month, rotating between campuses in an attempt to meet the need of students on each campus.
Objective 1: Did your department meet this objective?	The department met this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Our department learned more about the unique needs of each campus community, invited student feedback, and tracked awareness of promotional methods, i.e. Facebook activity. Future goals are 3 events/month with consistent attendance tracking via survey data.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	SHS staff will determine the advantages/disadvantages of offering basic over-the-counter (OTC) medications (i.e. antihistamines, Tylenol, acid reducers) to the campus community at little to no cost.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Tracking distribution of OTC medications (via logs)
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	50% of students will indicate the advantage/benefit of being provided OTC meds by the Clinic.
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	75% of students who received OTC meds indicated the benefit of receiving meds at the time of service.
Objective 2: Did your department meet this objective?	The department met this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	There is a continued need for OTC medication dispensing within the campus clinic locations, provided at no cost to the patient along with instructions for use and completion of a waiver prior to administration. Based on findings, we will review and consider adding other common OTC medications to our inventory.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	0
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	0
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	N/A
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

Future Plans

<p>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<p>AO1: The Department of SHS will offer three events/month of quality health programming available to the MGA community.</p> <p>AO2: SHS staff will publish at least four Health Tips on the MGA Health Clinic webpage and link posts via resources such as KnightlyNews.</p> <p>AO3: SHS staff will track demand for services and appointments by students to determine more effective scheduling by campus (i.e. no Cochran hours to provide services on the Eastman campus)</p>
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>Student Health Services is growing with each semester, from services offered to patient census. Every incoming student orientation session has been covered by a clinic nurse practitioner in hopes of increasing awareness and utilization of Student Health Services.</p>

Form run:

Monday, April 1, 2019

