

# Student Health Services

Office or Department of Student Affairs

## Administrative Unit Assessment Report Information

**Year Reporting: FY21 (July 2020 – June 2021)**

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## Department 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.**

6. 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.
7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none"><li>1. Implement brief mental health screenings utilizing the PHQ assessment tool during all patient encounters and track referrals for positive screenings on a monthly basis.</li><li>2. Provide Student Health Services information to all new MGA students attending orientation sessions by creating a flyer by the end of fall 2021 for orientation packet distribution across all five campuses.</li><li>3. Track student learning based on conditions addressed and education provided by Student Health Services through surveys and follow up calls within 30 days of clinic visit (including making more informed health decisions to minimize class/work absences and improvement of services offered?).</li><li>4. Track Student Health Services accessibility and consistency of clinic availability on the Macon campus to determine need for additional staff.</li></ol>

## 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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

### Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Department of SHS will assist students in becoming advocates for their personal health and well-being by providing tools for holistic self-care through collaboration with area health resources and offering at least one quality health event per month.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Event tracking – 7 health-focused events (in person and virtual) along with recurrent volunteer support of Covid-19 testing in addition to direct testing and vaccination efforts within the MGA community.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	8-12 events
11. 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)	Partially met: More than 100 attendees joined the 7 health events. Additionally 1,037 Covid-19 tests directly completed, unknown amount assisted with health department dates, and nearly 400 Covid-19 vaccines administered which did not translate into the event count.
12. Objective 1: Did your department meet this objective?	The department did not meet this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Return to seasonal/monthly health topics and programming in addition to collaborative events.

## Objective 2

14. 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 publish quarterly Health Tips through InsideMGA and KnightlyNews resources, with content links provided on the MGA Health Clinic webpage and Facebook page.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	InsideMGA health tips/posts should number at least 4, 2020-2021 count: 1-2 related to Covid-19 vaccination.
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	4
17. 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)	25-50% of 100%
18. Objective 2: Did your department meet this objective?	The department did not meet this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	By focusing on monthly health topics of SLO 1, correlate health tips for publication/promotion that are timed to also highlight an event for more information when possible, ex: seasonal flu tips in advance of campus vaccine drive.

### Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	SHS will offer HIPAA/FERPA compliant telehealth assessment options to increase student access to health services.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measurable patient encounters as evidenced in medical record and counts in monthly reports.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	80-100%
23. 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)	100 percent
24. Objective 3: Did your department meet this objective?	The department met this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Well received - we will continue to offer this service for improved access to care and ease of care delivery across all five campuses.

### Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	SHS will implement a robust orientation and training program for new hires that is built in to the initial six months of employment with follow up at regular intervals.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Skills checklist and timeline for onboarding created and successfully implemented with new NP hire in fall 2020.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100 percent
29. 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)	100% (1 of 1 new hire)
30. Objective 4: Did your department meet this objective?	The department met this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Periodic revision and updates to improve process and maintain relevancy.

**Future Plans**

<p>32. Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<ol style="list-style-type: none"> <li>1. Implement brief mental health screenings utilizing the PHQ assessment tool during all patient encounters and track referrals for positive screenings on a monthly basis.</li> <li>2. Provide Student Health Services information to all new MGA students attending orientation sessions by creating a flyer by the end of fall 2021 for orientation packet distribution across all five campuses.</li> <li>3. Track student learning based on conditions addressed and education provided by Student Health Services through surveys and follow up calls within 30 days of clinic visit (including making more informed health decisions to minimize class/work absences and improvement of services offered?).</li> <li>4. Track Student Health Services accessibility and consistency of clinic availability on the Macon campus to determine need for additional staff.</li> </ol>
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**Open Box for Assessment Comments**

<p>33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:</p>	<p>Student Health Services continues to be an integral part of campus safety as we navigate the ongoing Covid-19 pandemic. Our small team works well together and with multidisciplinary teams across all five campuses. We will continue to support campus health and safety through testing, campus vaccination partnerships, provision of episodic care, and health education to benefit the MGA community.</p>
<p>37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>The Covid-19 pandemic was the primary focus for Student Health Services given involvement in return to campus plans, testing of symptomatic/exposed students, recurrent athletic testing, and Covid vaccination. In the midst of those efforts, we continued to provide clinic services for non-Covid purposes.</p>

**MGA's Strategic Plan**

<p>34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (<a href="https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf">https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf</a>) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)</p>	<p>Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 7. Cultivate engagement with its local communities</p>
<p>35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p>	<p>Customer Service Changes: Communication, Services, etc., Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other</p>

**Other**

<p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)</p>	<p>NA</p>
<p>38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p>	<p>NA</p>