

Sample Assessment Plan for Student Services and Administrative Units

Student Health Clinic

Mission Statement

The mission of the XYZ University Health Clinic is to provide quality, caring, cost effective and convenient ambulatory healthcare to students, and to provide health education programs and services that promote healthy lifestyles among our students.

Goals

Restore student health when necessary through quality and caring treatment of illness, injury, or stress

Help students maintain their health through education and prevention

Increase students' appreciation of the importance of healthy living and healthful behaviors

Instruct students on how to be effective consumers of health care resources

Short-term Outcomes

1. Increase student participation in wellness education programs.
2. Ensure that wellness programs meet the needs of the student body.
3. Ensure satisfaction with Health Clinic services and quality of care received.
4. Develop and deliver programs that make students aware of the importance of a healthy lifestyle for learning success.

Assessment Methodology

Outcome #1: Annual statistics on participation in wellness education programs will show a 10% overall increase annually

Outcome #2: Annual survey of students to determine the kinds of wellness information students are seeking

Outcome #3: Annual student satisfaction inventory of Health Clinic services. Reach an 80% "excellent" level of satisfaction rating among respondents

Outcome #4: Wellness self-awareness pre- and post-test administered in Freshman Experience sections will indicate a 25% increase in awareness of importance of health and healthy living to learning success.

Suggested web sources for further information on assessment methods

<http://www2.acs.ncsu.edu/UPA/assmt/resource.htm> ---excellent, very complete list of resources

<http://www.tamu.edu/marshome/assess/HTMLfiles/oabooks.html> --TAMU

<http://www.provost.cmich.edu/assessment/resources/resources.htm>

<http://bss.sfsu.edu/bss/sloares.htm>