

**Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units**

Unit Name:

Student Health Services

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 2009 to February 2010

Unit Coordinator (Preparer of Report):

Elizabeth Dodier

List Other Report Contributors (if applicable):

The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

Goal 1- Service

3.2 Provide service and outreach activities to the University service area in a professional, courteous, efficient and timely manner.

Institutional Mission

Texas A&M International University, a Member of The Texas A&M University System, prepares students for leadership roles in their chosen profession in an increasingly complex, culturally diverse state, national, and global society ... Through instruction, faculty and student research, and public service, Texas A&M International University embodies a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Administrative or Educational Support Unit Mission

The mission of the department of Student Health Services is to enhance the educational experience of TAMIU students by reducing student risks for injury and illness, providing episodic care, referrals, and health education.

Provide summary of the last cycle's use of results and changes implemented

This statement should specify if the outcomes addressed were a continuation of previous ones, new outcomes, or modified versions of previous outcomes. In addition, the statement should include a concise analysis of the assessment data collected during the previous year, a brief explanation of actions taken to address specific outcomes, an evaluation of how these actions contributed to the improvement of the unit,

and any recommendations formulated. Assessment data must be viewed and discussed by the unit during this process.

Based on results of last year outcome we have increased services by contracting a nurse practitioner to provide Women’s Health and collaborating with local community agencies like SCAN to provide STD Testing. Through effective Outreach Programs, we have been able to increase the number of students utilizing our services.

List of unit-level outcomes

It is recommended that units rotate through their entire set of outcomes over a multi-year period. Units may focus on one or two outcomes each year, as deemed appropriate.

1. Students will be satisfied with services provided at Student Health Services.
2. Students will be satisfied with Medical Referral recommended by Student Health Services.
- 3.
- 4.
- 5.
- 6.

Section I: Planning and Implementation

Outcome(s)

Identify the outcome(s) that will be focused upon this year.

Students will be satisfied with the services provided by Student Health Services.

Methods of assessment to be used:

Identify and describe the type of assessment(s) that will be used and how the data will be obtained. During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate “Y” if currently being used; “N” if not currently being used but interested in using; and “NA” if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
<u>Volume of Activity:</u> (Number of clients served, circulation data, etc.)		N		
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)		N		
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)		N		
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			Student Satisfaction Survey will be evaluated.
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms,		N		

etc.)				
Review of existing data: (Routine records or reports, institutional data, audits, etc.)		N		
Staff discussions or evaluations of services to clients	Y			Monthly Staff Meetings.
Standards/guidelines provided by professional associations		N		
Standards set by federal, state, county, city or system regulations		N		
External evaluations or auditors		N		
Benchmarks or comparisons with peer institutions		N		
Other				

Criteria/Benchmark(s):

Specify, if deemed appropriate to assess outcome(s). Criteria/ benchmark(s) may be optional, especially if qualitative measures are used for data collection.

Students will be 90% satisfied with the diversity of services provided by Student Health Services.

Section II: Analysis of Results

What were the results attained?

Describe the primary results or findings from your analysis of the information collected. Were the results used to improve the unit services or operations? Please specify:

The students were 100% satisfied with the services provided at Student Health Services.

What were the conclusions reached?

Include a brief description of the procedure used for reaching the conclusion(s) based on the evidence collected and describe the process used to disseminate the information to other individuals. For example, if the discussion took place during the annual retreat, include a summary from those deliberations using the Meeting Minutes template found on the Project Integrate web page at <http://www.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

Satisfaction Surveys were tallied; the 90% goal was exceeded. The results were discussed in a staff meeting.

Describe the action plan formulated. (The plan may be multi-year in nature.)

Based on the conclusion(s), describe the action plan to be implemented to improve or maintain unit services and operations, including resources needed and a timeline for implementation.

- Student Health Services will continue informing students on the importance of staying healthy by promoting outreach programs, enhancing women wellness services by increasing promotional and educational awareness, and updating the SHS website to reflect services and programs available.

Section III: Resources

Resource(s) to implement action plan:

Describe the resources that will be needed to implement the action plan. Also indicate if the resources are currently available, or if additional funds will be needed to obtain these resources.

Funding

- New Resources Required
- Reallocation of current funds

Physical

- New or reallocated space

Other

- Primarily faculty/staff time
- University rule/procedure change only

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan – or Compact, if relevant)

Identify proposed outcomes for the next assessment cycle:

Continuation of present outcome(s) – (Indicate reason for continuation):

New Outcome(s) – (List outcomes below):

Modification of present outcome(s) – (Indicate reason for modification):

Student's visits to Student Health Services will increase by 5%.

Date Completed: 01/25/2010