

# **Texas A&M International University Annual Institutional Effectiveness Review (AIER)**

**Date Submitted** 06/16/08 -- 2007 Report

**Assessment Period Covered (2006)**

**Academic Program/AES Unit** Student Health Services

**Person(s) Preparing Review** Angelina Cantrell

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

The the last cycle concluded that services needed to be augmented in the areas of women's health, sexually transmitted disease screening and treatment. Two fairs a year were funded, and the goals of the Educational Foundation of America (EFA) have influenced every aspect of this department's mission. Our focus in every endeavor, from patient consults to outreach events, has been the education of our students concerning their risk of sexually transmitted diseases, risk of pregnancy, and ways to decrease these risks. Furthermore, they are being assisted with information concerning genital cancer and the importance of screening. Student Health Services is providing genital cancer screening and sexually transmitted disease screening as well as assistance with family planning options.

Section I: Planning and Implementation

**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.

**Academic Program or Administrative/Educational Support Unit Mission**

The mission of the Department of Student Health Services is to provide a clinical response to the immediate health related needs of Texas A&M International University by providing assessment, diagnosis, treatment of disease and minor injuries, entrance physicals, and health information and education.

**Identify outcomes and the relationship to Strategic Plan**

**Outcome 1**

Increase annual client contacts.

Is this outcome related to writing (QEP)?

**Identify Strategic Plan Goal related to Outcome 1**

Goal 3 Service

**Identify Strategic Plan Objective related to Outcome 1**

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

**Identify methods of assessment to be used**

Client sign-in sheets will indicate the percentage of students, staff, and visitors that are seen.

**Indicate when assessment will take place**

Spring

**Criteria/Benchmark**

A 5% increase from the 2006 total of 4,411 is to be achieved.

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**Outcome 2**

**Is this outcome related to writing (QEP)?**

Increase the use of our Pharmacy services by expanding services related to STDs and women's health.

**Identify Strategic Plan Goal related to Outcome 2**

Goal 3 Service

**Identify Strategic Plan Objective related to Outcome 2**

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

**Identify methods of assessment to be used**

Every prescription that is filled by the pharmacy retains a record on the pharmacy log book. These records will be counted. This numeric value will be compared to the previous year's outcome.

**Indicate when assessment will take place**

Spring

**Criteria/Benchmark**

Prescriptions for 2006 totaled 130.

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**Outcome 3**

**Is this outcome related to writing (QEP)?**

Increase education efforts for TAMIU students through innovative education paradigms.

**Identify Strategic Plan Goal related to Outcome 3**

Goal 3 Service

**Identify Strategic Plan Objective related to Outcome 3**

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

**Identify methods of assessment to be used**

Educational efforts will be assessed by the number of participants that attend educational outreach events and event evaluation surveys.

**Indicate when assessment will take place**

Spring

**Criteria/Benchmark**

The number of non-clinical (educational) contacts for 2006 was 1,165. A shift from outside agencies to interdepartmental collaborative efforts and innovative marketing event paradigms is projected to occur. The educational information is the same. The delivery of information differs.

## Section II: Analysis of Results

### **When (term/date) was assessment conducted?**

#### **Outcome 1**

End of December 2007

#### **Outcome 2**

End of December 2007

#### **Outcome 3**

End of December 2007

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### **What were the results attained (raw data)?**

#### **Outcome 1**

The number of patient visits for 2007 (January through December) was 4,634. There was a 49% increase in patient contacts. Our projected goal of 5% was exceeded by 44%.

#### **Outcome 2**

There was a decrease of 32.5%. Rational for decrease: It was uncertain if the pharmacy was to continue to exist prior to the reorganization, and Student Health Services was not allowed to restock the pharmacy.

The state contract for birth control pills no longer extended low prices to universities. The cost was prohibitive. The generics war between Target, HEB, and Walmart began and resulted in more affordable prescription medications to individuals without insurance coverage. We now have decreased the medications we offer to only those drugs considered appropriate for our students' needs.

#### **Outcome 3**

There was an 11% decrease in the number of actual contacts or participants to our events. There were 1030 for 2007.

Virtual contacts to the Wellness website (which includes Student Health Services) numbered 1,992 for 2007. Furthermore, after the Fall 2007 event, a picture of that event (The Haunted House of Health Horrors which was funded through the generosity of the Educational Foundation of America) was posted on the Universities Home Page for the entire month of November. Virtual contacts through web based media which displayed a photographic image of the event numbered 328,001 for the month of November 2007.

The combined actual and virtual contacts for 2007 indicate an increase of 28,313%.

Furthermore, the event evaluation surveys were over 98% positive for the two major events of 2007 (Spring Break Revolution and the Haunted House). Some students even rated the events off the positive end of the scale!

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**Who (specify names) conducted analysis of data?**

**Outcome 1**

A. Cantrell RN, CFNP, Director of Student Health Services

**Outcome 2**

A. Cantrell RN, CFNP, Director of Student Health Services

**Outcome 3**

A. Cantrell RN, CFNP, Director of Student Health Services

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**When were the results and analysis shared and with whom (department chair, supervisor, staff, external stakeholders)? Submit minutes with data analysis to [assessment@tamiu.edu](mailto:assessment@tamiu.edu) (Please use Minutes Template located on the **Project INTEGRATE** web page.)**

The data was placed onto this template in June 2008 and was shared with the current administrative head.

**NOTE: Submit all assessment documentation (i.e., surveys, rubrics, course exams with embedded questions, etc.) to the Office of Institutional Effectiveness and Planning.**

**Use of Results: Indicate whether criteria were met/not met and what changes, if any, have been identified based on the data collected?**

**Outcome 1**

Met    Not Met

**Provide narrative:** Student Health Services was placed in the Division of Student Affairs. The increase in contacts for the year was met and exceeded by focusing the efforts and energy of the department to all of the TAMIU students and ending academic commitments.

**Outcome 2**

Met    Not Met

**Provide narrative:** The number of prescriptions filled by the pharmacy decreased. Under the Division of Student Affairs leadership, Student Health Services continues to have a pharmacy and the pharmacy was restocked. It provides a much needed service to students that are too ill to obtain their medications elsewhere in the community.

**Outcome 3**

Met    Not Met

**Provide narrative:** The remarkable increase in actual and virtual contacts was accomplished by embracing an innovative program planning and marketing paradigm. The information remained unchanged, but its delivery was greatly altered by accessing marketing expertise and through collaborative efforts with other University departments. The outcome of this shift from the staid

programming efforts of the past to this innovative approach where the students actually have fun is clearly illustrated in the statistical outcomes as shown.

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**How have these data-based changes improved your program/unit?**

Under the current re-organization, the mission statement, goals and department resources have been refocused. We believe we are on the right path in both department missions--clinical service and educational outreach. We hope to continue along this fruitful path.

Section III: Programmatic Review

**Are resources affected by the changes identified in Section II?**    Yes    No

**If so, specify the effect(s) using the chart below:**

Funding	Physical	Other
<input type="checkbox"/> New resources required	<input checked="" type="checkbox"/> New or reallocated space	<input type="checkbox"/> Primarily faculty/staff time
<input checked="" type="checkbox"/> Reallocation of current funds		<input type="checkbox"/> University rule/procedure change only
		<input type="checkbox"/> Other: Inter-departmental access to marketing expertise is crucial

**Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)**

In order to increase/maximize service capability (Strategic Plan Section 3.2), re-designation of the current SHS Staff Assistant's duties should encompass coordinating wellness programs and events for members of Team Wellness (Student Health Services, Recreational Sports, Counseling & Disability Services). Furthermore, the title of this individual should reflect the work performed by that individual.

<b>Identify proposed outcomes for the next assessment cycle:</b>
Continuation of present outcome(s) – (Indicate reason for continuation): Increase clinical and educational outreach contacts by 5%. T
New Outcome(s) – (List outcomes below): Explore, create, plan, and develop innovative educational outreach programs.
Modification of present outcome(s) – (Indicate reason for modification): The pharmacy outcomes will no longer be assessed in the next report.

**\*\*\*\* This section to be completed by dean/director/vice-president \*\*\*\***

**Are resources requested a priority for the academic program/AES unit?**

Yes    No

**Comments:**

Enter text here

**If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?**

It is recommended that the duties of the current SHS staff assistant be redefined (along with the title) to encompass the coordinating of wellness events. Toward that end, other departments that

would benefit may be asked to contribute additional space or funding in order to accomplish our mutual wellness outreach goals.