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

Date Submitted   01/27/09 -- 2008 Report

Assessment Period Covered (2006)

Academic Program/AES Unit Student Health Services

Person(s) Preparing Review   Elizabeth Dodier

Provide summary of the last cycle's use of results and changes implemented
The last cycle concluded that services needed to be augmented in the areas of women's health, sexually transmitted disease screening and treatment. Students are being assisted with information concerning genital cancer, the importance of screening, sexually tranmitted disease screening and 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.

Identify outcomes and the relationship to Strategic Plan

Outcome 1   ☐ **Is this outcome related to writing (QEP)?**
Increase annual client contacts.

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 incidate the percentage of students, staff, and visitors that are seen.

Indicate when assessment will take place
Spring

Criteria/Benchmark
A 5% increase from 2007 total of 4,634 is to be achieved.

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 2007 totaled 114.

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
Education contacts will be made with post event evaluations, as well as number of participants.

Indicate when assessment will take place
Spring

Criteria/Benchmark
The number of education contacts for 2007 was 1,030. This does not include virtual contacts. A shift from agencies to interdepartmental collaborative efforts and innovative marketing event is projected to occur. The delivery of educational information is different.

When (term/date) was assessment conducted?
Outcome 1
End of December 2008

Outcome 2
End of December 2008

Outcome 3
End of December 2008

What were the results attained (raw data)?
Outcome 1
The number of patient visits for 2008 was 7,416. There was a 60% increase in patient contacts. Our projected goal of 5% was exceeded by 55%.

Outcome 2
There was an increase of 1%. Rational for minute increase. It was uncertain if the pharmacy was to continue to exist prior to the reorganization.
Pharmacies have come out with their own programs to decrease the cost of medications therefore, the cost is lower. We continue to offer the drugs considered appropriate for our students needs.

Outcome 3
There was a 265% increase in the number of actual contacts to our events. There were 3,759 for 2008., not including virtual contacts.
Virtual contacts were not strictly directed to SHS. The increase was attributed to new outreach events such as: Freshman Experience, Halloween Carnival and presentations to students.

Who (specify names) conducted analysis of data?
Outcome 1
E. Dodier RN

Outcome 2
E. Dodier RN

Outcome 3
E. Dodier RN

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 (Please use Minutes Template located on the Project INTEGRATE web page.)

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 under the Division of Student Success. The increase in contacts for the year was met.

Outcome 2
☒ **Met**   ☐ **Not Met**
Provide narrative: The number of prescriptions filled by the pharmacy increased. Under the Division of Student Success, Student Health Services continues to have a pharmacy. It provides the services to students to be able to obtain medications.

Outcome 3
☒ **Met**   ☐ **Not Met**
Provide narrative: The increase in actual contacts, eliminating virtual contacts, was accomplished by program planning and marketing. The information remained unchanged, but it's execution was altered by accessing marketing and collberative efforts with other University departments.

_____

How have these data-based changes improved your program/unit?
Under the current re-organization , the mission statements, goals and department resources have been refocused. We believe we will be able to continue providing better clinical services and educational outreach programs.

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
☒ New resources required	☐ New or reallocated space	☐ Primarily faculty/staff time
☐ Reallocation of current funds		☐ University rule/procedure change only
		☐ Other: Enter text here

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)
Due to constant changes in medical information, programming, training of staff and materials to provide educational outreach need to be updated. At times, we are able to access community resources however, not all information can be provided by them.

Identify proposed outcomes for the next assessment cycle:
Continuation of present outcome(s) – (Indicate reason for continuation): Increase clinical and educational outreach contacts by 5%.
New Outcome(s) – (List outcomes below): Explore, create, plan, and develop innovative educational outreach programs.
Modification of present outcome(s) – (Indicate reason for modification):

**** 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?
Enter text here