

## Western Carolina University

### Division of Student Affairs Program Assessment Report 2007-2008

Program/Department Name: University Health Center AAAHC ( American Association of Ambulatory Health Care Accreditation Standards)	Department Contact Name and Title: <b>Ami Williams, CMA</b>	Phone Number: <b>2935</b>	Email Address: <b>amiwilliams@email.wcu.edu</b>
Date Submitted:	Other Partners Involved in Activity (e.g., faculty, staff, alumni, other departments, community, etc).		

Department Mission Statement (include date of last revision):

The primary mission of the Western Carolina University Health Center is to provide uncomplicated access to quality health care provided by compassionate staff who is dedicated to making health care accessible and affordable for students. To promote personal, social and intellectual development and well-being that meet the health needs for a diverse campus community through ethically sound practice, confidentiality, and integrity. Our purpose is directed toward enhancing the student's educational experience by modifying or removing healthcare barriers to learning, promoting optimal wellness, and enabling individuals to make informed decisions about health related concerns. We strive to empower students to be self-directed and well-informed consumers of health care services.

Intended Outcome:	Assessment Method(s)	Assessment Results	Improvements Based on Results	Timeline for Implementation	Resources Needed
State the outcome as reflected in your 2007-2008 Assessment Plan.  <b>This process determines quality and appropriateness of services, programs and activities. Process assists in the direction of programs, services, activities and assists with improving the quality of care provided by the HC and its staff</b>	Please summarize the methods used to assess the corresponding outcome. Attach copies of any instruments used, including copies of surveys, list of questions, or rubrics.  This is an ongoing assessment. We have purchased the AAAHC assessment book and are working toward accreditation Late summer 08	Please include a summary of the findings and interpretation of these results.  NA	Please describe your plans for specific use of assessment results and key changes made.  We plan to purchase the assessment manual spring 08 and do a "mock" assessment during spring break	If no specific date indicated, please estimate a semester and year.  Late Summer 08	What resources are needed for implementation of these improvements?  NA