

Western Carolina University  
Assessment Summary Form  
*Student Affairs Division*

**Name of Unit/Area:** Health Center

**Name of Person(s) Conducting Assessment Activity:** Katie Williams

**Other Partners Involved in Activity (e.g., faculty, staff, alumni, other departments, community, etc.):**

Health Center staff, students, faculty and staff

**Semester & Year of Assessment Activity:**

**Objectives for Assessment Activity:**

1. Continue meeting the Health Campus 2010 goals and objectives
2. Continue assessing learning outcomes
3. Determine patient use of world wide web to assess personal health care needs
4. Continue to enhance processes that lead to external accreditation
5. Determine patient overall satisfaction

**Nature of Assessment Activity (e.g., survey, focus group, pre/post-test, etc; instruments used to be attached):**

1. General Clinic Survey (Spring of 2006) 32 surveys returned.
2. Women's Clinic Survey (Spring of 2006) 8 surveys returned.
3. Nutrition Survey (Spring of 2006) 6 surveys returned.

*(A much smaller sample of survey's were analyzed this semester due to the impact of transition the Health Center encumbered)*

**Highlights of Significant Findings from Assessment and Comparison to Criteria for Success Established by Area:**

General Clinic

- We are continuing to serve our off campus community 43.8% off campus
- Continuing to have a significant presence at orientation 46.9% heard about the Health Center through summer orientation
- Continue to have a presence in the campus community 37.5% heard about the Health Center through word of mouth
- 71.9% were very satisfied with the confidentiality of our services and 12.5% were satisfied
- Continuing to offer cost effective health care with 71.9% very satisfied with the cost of services rendered
- 65.6% were very satisfied with the interaction and are likely to seek medical care at the Health Center again. 6.3% had no opinion, 12.5% were satisfied, and 15.6% did not answer.
- My overall needs and expectations were met: 62.5% very satisfied, 18.8% satisfied, 3.1% no opinion, and 15.6% did not answer.

Women's Health Clinic

- Increase in diverse population being served 25% African American, 75% Caucasian.
- 87.5% were very satisfied with the involvement they had in decisions about treatments, 12.5% were satisfied
- 75% surveyed said they were better prepared to reach their academic goals based on the interactions at date of service, 25% had no opinion.
- 87.5% are more likely to make responsible decisions about sexual health based on the education received, 12.5% had no opinion

- Comments also suggest that the students are very happy with the services provided and felt very comfortable

#### Nutrition

- Word of mouth continues to be an effective form of communication for dietitian services 66.7%
- Every student surveyed was very satisfied with the professionalism of the dietitian
- Every student surveyed also felt that all their overall needs and expectations were met

#### **Program Improvements: Specific Use of Findings in Area(s) and Key Changes Made in Area(s):**

1. Mandatory Hard Waiver Health Insurance Policy implementation Fall 2006
2. Updated health related information placed in each exam room
3. Planning for expansion of pharmacy services

#### **Other Comments:**