Questions of Interest:

- Are students utilizing Student Health Services Online Portal, why or why not?
- For what reasons are students utilizing Student Health Services portal?

Data Highlights:

- Only 34% of the overall population surveyed chose the on-line portal as their first choice in making an appointment.
- 39% of students who use the Student Health Services Online Portal use it to make appointments.
- 26.7% of students who use the Student Health Services Online Portal use it to obtain Watkins Health Center operating hours.
- 19.5% of students who use the Student Health Services Online Portal use it to obtain telephone numbers.
- Of the students surveyed who are not using the SHS online portal, the majority, 35.5%, were unaware of the portal’s existents.
- This shows that the program needs to be promoted more, especially to incoming students.

Action Steps as Result of Assessment

- Freshman Orientation workshop
  - Training session that demonstrates how to access the Student Health Services Online Portal
  - Training session that demonstrates how to use each component of the Student Health Online Portal
  - Question and Answer session afterwards
- Employee Promotion
  - Direct students to the online portal who call in to Watkins Health Center for an appointment
  - Explain to the students that the online portal is the most efficient way of making appointments and obtaining personal health information.

Demographics:

Gender: Female 63%, Male 26%, Unknown 11%
Year in School: 23.5% 1st year, 21.0% 2nd year, 23.0% 3rd year, 13.5% 4th year, 13.0% 5+ years, 6.0% Unknown
Residence: 56% Kansas, 21% Out of State, 7% International, 16% Unknown

Method:

A total of 200 quantitative surveys were distributed to students in Watkins Memorial Health Center, the Memorial Union, and Anshutz Library.
N = 200