



2018 -2019 Student Affairs Assessment Plan

Department: Watkins Health Services

Watkins Health Services Student Health Advisory Board (SHAB) Survey

Division Mission

To engage the KU community in services and programs that make learning possible.

Department Mission

Watkins Health Services (WHS) supports the student's learning experience through the delivery of high quality affordable healthcare services and innovative programs that promote the health and wellness of the students, University, and community.

Department Student Learning Outcomes

Students who utilize or interact with services and programs provided by [insert department name] will be able to...

1. Recognize the relationship between health and one's capacity to meet academic and personal goals.
2. Recognize prevention measures to avoid health issues/injury in the future.
3. Acquire and use information that will enable them to manage aspects of personal healthcare.

Description of Service/Program

The Watkins Health Services Student Health Advisory Board Survey is distributed across campus with the intent to assess the experience and learning outcomes of those using WHS, along with ascertaining why students choose not to utilize WHS for their health care needs.

Service/Program Student Learning Outcome(s)

Students using services available through Watkins Health Services will be able to...

- Recognize how maintaining good health and wellness positively impacts personal and academic goals (1)

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- Use prevention health information to mitigate health issues/injury in the future (2)
- Acquire and use health information to manage aspects of personal healthcare (3)

Divisional Student Learning Outcomes: *Check all that apply*

- Knowledge Acquisition
- Cognitive Complexity
- Intrapersonal Development
- Interpersonal Competence
- Humanitarianism & Civic Engagement
- Practical Competence

Project Specifics

Project Title: Watkins Health Services Student Health Advisory Board (SHAB) Survey

Purpose of the project: To assess student’s satisfaction with services along with assessing student’s ability to connect prevention and maintenance of personal healthcare with academic success.

Assessment method(s): Dissemination of an anonymous survey that will be distributed across campus both electronically and in paper form to collect a convenient sample of KU students. Questions will be comprised of qualitative and quantitative questions to further measure whether or not students are making the connections laid out in the outlined student learning outcomes.

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Timeline/frequency: Survey begins in April (TBD) and runs till the end of the spring semester.

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Population/Sample: KU students, regardless of level, both users and non-users of Watkins Health Services.

Special challenges to this assessment:

- Ensuring we get a significant random sample size based on KU enrollment
- Collecting sufficient answers for open-ended questions
- Paper surveys will be distributed and collected by WHS SHAB members; their availability to do so limits the number of paper surveys turned in
- There are several other large surveys being done in the spring semester – survey fatigue could be a special consideration for this time of year.

Use to inform current practice: Results can help Watkins Health Services better understand if students are making the connection between personal health and academic success while also measuring student use of preventative health practices, and proper management of personal healthcare. If findings suggest students are not able to make these connections, changes will be made to what and how WHS communicates these messages throughout the campus community; especially during professional interactions between WHS staff and the KU student body. If the findings suggest that students are making these connections, the qualitative responses can be used to better understand how these connections are being made and focus education efforts in the areas where there may be gaps. Responses from non-users can be used as comparative data and as an indication of whether or not WHS messaging is successful outside of WHS programs and services provided in house. There are several questions that have been modified or added in the past three years that it would be helpful to see if there are any longitudinal trends.

Plans for reporting results: Annual Report, WHS staff – Admin and Management Teams as well as Marketing Committee Members, SHAB, WHS Website

CampusLabs Used: Yes No