

# 2017-2018 Assessment Final Report

Department: Watkins Health Services

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## Watkins Health Services Student Health Advisory Board (SHAB) Survey

### Introduction

#### Assessment Project Description

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. Additionally, to assess student's satisfaction with services along with assessing student's ability to connect prevention and maintenance of personal healthcare with academic success.

#### Service/Program Student Learning Outcome(s)

Students participating in the Watkins Health Services Student Health Advisory Board Survey will be able to...

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

#### Population/Sample:

The Student Health Advisory Board (SHAB) Survey is sent to all KU students on the KU Lawrence Campus. There were 3,273 responses for 2017-2018. Of those respondents, 69% were undergraduate and 31% were graduate students. Seventy percent of respondents were students who have used WHS and 26% of all respondents lived on

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campus while 74% of respondents lived off campus. Of all the respondents, 95% report having health insurance.

### **Assessment Method(s):**

Dissemination of this anonymous survey took place in April of the spring 2018 semester to all KU Lawrence Campus students. It was distributed across campus electronically to collect a convenient sample of KU students. Questions were 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.

### **Summary of Key Findings/Results**

- 99% of respondents who are WHS users felt as though their privacy was respected during their visit
- 96% of respondents who are WHS users felt as though they were respected during their visit
- 89% of respondents who are WHS users were satisfied with their treatment
- 75% of respondents who are WHS users knew that they paid a health fee each semester as a part of their required campus fees
- 60% of users have a positive image of WHS
- 38% of respondents who are WHS users agree that health information from WHS has helped them avoid additional health issues/injuries
- 86% of respondents who are WHS users agree that by maintaining good personal health & wellness they are more likely to achieve their academic goals
- 73% of respondents who are WHS users agree that the health information they received helped them to better manage aspects of their personal health.
- 64% of respondents who are not WHS users report that they do not know they pay a health fee each semester as a part of their required campus fees
- The greatest percentage of non-users rational for not using WHS services is that they have never been sick/haven't needed to use (52%)
- Of the respondents who do not use WHS, only 10% have a negative image of WHS.

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## Conclusions

### Impact of Assessment

We will use these results to continue moving forward with education information concerning the following:

- Health fee – educating students that they pay it and what services are covered under it
- Importance of preventative care – over half of the non-users report not using WHS because they were not sick/did not need to. Preventative care is arguably more impactful than treatment when considering health and wellness on a large scale
- Continuing work to brand WHS so that students understand that they may be WHS users even though they have never walked through our doors as there are many WHS coordinated events happening all over the KULC.

### Lessons Learned

WHS continues to enjoy a large response rate from the SHAB survey which gives us a great deal of reliable data to work from. Now that this survey has been done exclusively via email with success, paper surveys will no longer be utilized which cuts back on cost as well as people hours entering data.

Data trends show that our learning outcomes are very similar in the past three years. To continue to enjoy success in these areas we must continue to educate new staff as they are being onboarded and maintain the expectation that students who are utilizing WHS services are seamlessly also gaining these learning outcomes.

Open ended questions still need to be looked through to find trends and get more detailed feedback.