

Student Health Services

Assessment



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?

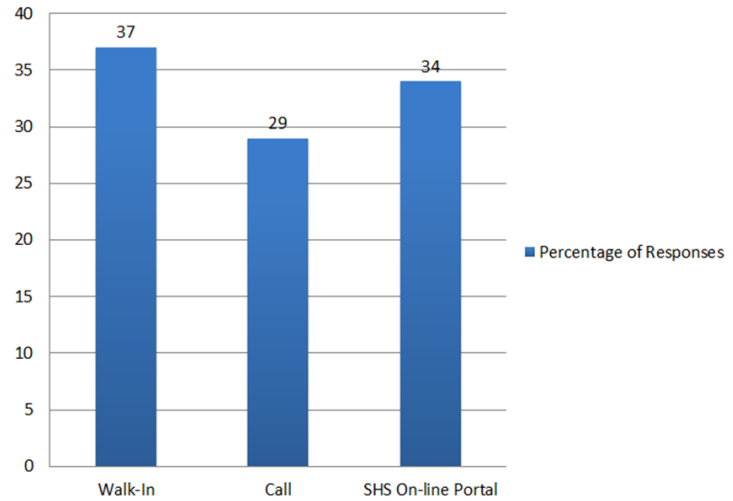
Data Highlights:

- 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 on-line 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.*

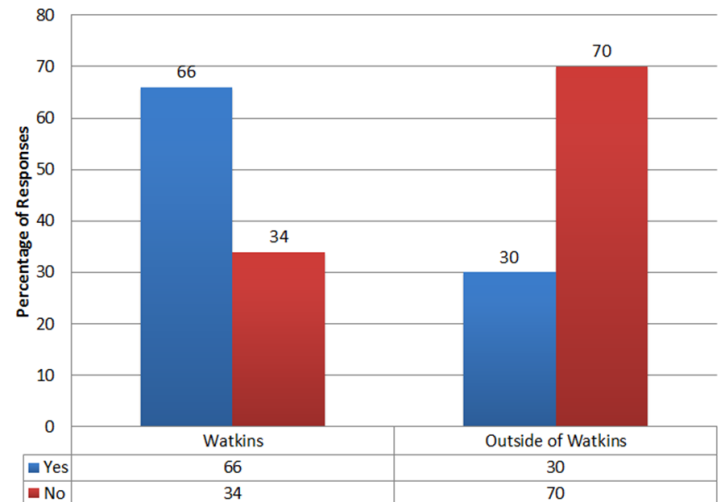
Action Steps as Result of Assessment

- 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.

How Participants Prefer To Make Appointments



Participants Who Have Used the SHS On-line Portal



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