



2020 -2021 Student Affairs Assessment Plan

Department: Watkins Health Services

Watkins Health Services Patient Satisfaction Assessment

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 Patient Satisfaction Assessment Services is distributed to WHS users with the intent to assess the experience and learning outcomes of those using WHS, along with evaluating the students' customer experience.

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)

2020 -2021 Student Affairs Assessment Plan

Department: Watkins Health Services

- 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 Patient Satisfaction Assessment

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 a survey that will be distributed to Watkins Health Services' users via our electronic medical record system, Point and Click. 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 to happen two times during the 2020-2021 academic year during the months of November and April.

2020 -2021 Student Affairs Assessment Plan

Department: Watkins Health Services

Population/Sample: Those students who use Watkins Health Services’ patient care departments regardless of level in school. Utilization could be in person or through telehealth pathways.

Special challenges to this assessment:

- Ensuring we get a significant sample size based on KU enrollment
- Collecting sufficient answers for open-ended questions
- There are several other large surveys being done in the spring semester – survey fatigue could be a special consideration for this time of year.
- COVID-related fatigue may also skew responses or limit survey participation

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 members. 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. The responses of those who are using Watkins Health Services via telehealth will inform WHS staff on how this format can continue to be used, post-COVID times, in other applications. Since telehealth is new to our department the potential for use is currently unknown.

Plans for reporting results: Annual Report, Impact Statement, WHS staff – Leadership Team, Marketing Committee Members, SHAB, WHS Website

Qualtrics Used: Yes No