

Student Health Services, Macon

Semester reporting: Spring Semester 2020

Academic and Student Support Assessment

Details about the Academic or Student Support Area

Prepared on:	7/30/2020 7:15:49 PM
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Type of support services offered:	Student Support
For which campus are these assessments being submitted? A separate assessment report is needed for each location a program is offered.	Macon
Approximately how many students were served in this center/area this year?	400

Data and Reporting of Student Learning

SLO 1

<p>SLO 1: What is the first Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)</p>	<p>SHS will collaborate with SGA to determine best ways to expand services to Warner Robins and Dublin campuses to meet the needs/desires of student populations.</p>
<p>SLO 1: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability,)</p>	<p>The proposed instrument of measurement was to be implementation of the Cochran NP acting as a wellness liasion, participating in physical meetings for open dialogue and establishing a clinic email address for direct submission of suggestions and/or feedback regarding clinic services and programming. The email is now established and has been well utilized, particularly when student health services shifted to virtual.</p>
<p>SLO 1: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on.....).</p>	<p>Determining ideal partnerships with student organizations and campus representatives, each of the five campuses would be represented and participate, so a perfect goal would be 5/5. As a starting point, our goal would be 2/5 to ensure that student organization/SGA collaborations are taking place on the two campuses where clinics are located, Macon and Cochran. Future goals will include adding at least one additional campus partnership each year.</p>
<p>SLO 1: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)</p>	<p>0</p>
<p>SLO 1: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)</p>	<p>We were unable to meet this goal, as a result we have learned that certain parts of the NP job description are weighted heavily, including education/outreach and forming strong working partnerships, both on campus and off. This effort will now be integrated more directly into the orientation and training process for new hires.</p>

SLO2

SLO 2: What is the second Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	90% of students who seek clinic services will be educated on their patient rights and responsibilities.
SLO 2: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	During initial appointment, each student will be advised of their patient rights and responsibilities and will be provided a copy of those upon request.
SLO 2: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	90% Students will acknowledge their understanding of their patient rights and responsibilities
SLO 2: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	100%
SLO 2: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	100% of student clients (regardless of the delivery method) acknowledged their understanding of their patient rights and responsibilities, as evidenced through notations in patient records and initial paperwork. As all students acknowledge their understanding of their patient rights, no changes will be made to the existing process at this time, but will continue to be evaluated.

SLO3

SLO 3: What is the third Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	80% of students using clinic services will indicate at least two benefits of scheduling appointments in advance
SLO 3: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	During each patient encounter, the Nurse Practitioner will discuss the importance of scheduling appointments and will note student's responses
SLO 3: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	80% of students using clinic services will indicate at least two benefits of scheduling appointments in advance.
SLO 3: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	0
SLO 3: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	Due to the shift to providing tele-health services due to COVID-19, all students had to make/request tele-health appointments. We will maintain or adapt it moving forward, depending on ongoing conditions related to the pandemic.

SLO4

SLO 4: What is the fourth Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	0
SLO 4: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)	0
SLO 4: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).	0
SLO 4: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	0
SLO 4: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	Due to staffing, scheduling, and pandemic challenges that created barriers to consistency, SHS plans to revisit the above goals in order to establish a baseline that will enable each clinic location to evaluate performance and outcomes accurately. With this data, SHS will be better prepared to continue provision of exemplary health services to the MGA community while actively highlighting strategies for improvement, implementing those strategies, and setting goals to meet our department mission most effectively.

Additional Assessment Information

Additional Assessment Open Text Comment Box	
27. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Clinic health services rapidly shifted to telehealth with the campus closures, coupled with with a nurse practitioner vacancy.

