

Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Be sure to **SAVE** your progress as you work!

Administrative Unit

Wellness and Holistic Support

Submission Year

2025-2026

Assessment Coordinator Name

Kim Shannon

Enter Assessment Coordinator Email

kshannon@lander.edu

Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Health Services will provide students with quality, competent care.

Pillar of Success Supported

Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Students are satisfied with the quality of care received from the Office of Health Services.

Timeframe for this Outcome

2024-2025 Academic Year

Performance Target for "Met"

Between 79% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"

Between 78% and 60% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"

Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used

Health Services Survey

Frequency of Assessment

Following services rendered

Data Collected for this Timeframe (Results)

Following a recent patient satisfaction survey with 123 responses, patients were asked to rate their agreement with the statement:

"My concerns and issues were addressed by Health Services Staff."

Out of 123 responses:

104 (85%) Strongly Agree

13 (11%) Agree

4 (3%) Neutral

2 (2%) Disagree

95.1% (117/123)

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

Health Services reached the threshold "met" with 95.1% of students reporting satisfaction with the competence of the Health Services staff. There was a decrease of 3.4%. The majority of students feel their concerns are effectively addressed by Health Services staff, indicating a high level of competence and quality care. However, a small portion of neutral or disagreeing responses suggests there are opportunities to improve responsiveness and ensure all students feel fully supported.

Resources Needed to Meet/Sustain Results

1-Ongoing Staff Training \$2,000

2-Enhanced Technology \$18,000

3-Adequate Staffing and Support \$50,000

4-Feedback and Quality Improvement \$0 - Utilize University Resources

Explanation of How Resources Will Be Used

1-Ongoing Staff Training:

Continued professional development focused on clinical skills, communication, and cultural competence.

2-Enhanced Technology:

Use of the new Electronic Medical Record (EMR) system to improve accuracy, coordination, and timeliness of care.

3-Adequate Staffing and Support:

Ensuring sufficient clinical staff and support personnel to reduce wait times and provide personalized attention.

4-Feedback and Quality Improvement:

Regular collection and review of patient feedback to identify gaps and implement improvements.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Students are confident in the knowledge, skills, and abilities of nursing staff.

Timeframe for this Outcome

2024-2025 Academic Year

Performance Target for "Met"

Between 79% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"

Between 78% and 60% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"

Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used

Health Services Survey

Frequency of Assessment

Following services rendered

Data Collected for this Timeframe (Results)

Following a recent patient satisfaction survey with 123 responses, patients were asked to rate their agreement with the statement:

"My concerns and issues were addressed by Health Services Staff."

Out of 123 responses:

104 (85%) Strongly Agree

13 (11%) Agree

Score (Met=3, Partially Met=2, Not Met=1)

3

4 (3%) Neutral
2 (2%) Disagree

95.1% (117/123)

Approximately 97.6% of students rated their overall visit as either good or excellent, indicating a high level of satisfaction.

Comments/Narrative

Health Services reached the threshold "met" with 95.1% of students reporting satisfaction with the competence of the Health Services staff. There was a slight decrease of 3.4%. The majority of students feel their concerns are effectively addressed by Health Services staff, indicating a high level of competence and quality care. However, a small portion of neutral or disagreeing responses suggests there are opportunities to improve responsiveness and ensure all students feel fully supported.

Resources Needed to Meet/Sustain Results

1-Ongoing Staff Training \$2,000

2-Enhanced Technology \$18,000

3-Adequate Staffing and Support \$50,000

4-Feedback and Quality Improvement \$0 Utilize University Resources

Explanation of How Resources Will Be Used

1-Ongoing Staff Training:

Continued professional development focused on clinical skills, communication, and cultural competence.

2-Enhanced Technology:

Use of the new Electronic Medical Record (EMR) system to improve accuracy, coordination, and timeliness of care.

3-Adequate Staffing and Support:

Ensuring sufficient clinical staff and support personnel to reduce wait times and provide personalized attention.

4-Feedback and Quality Improvement:

Regular collection and review of patient feedback to identify gaps and implement improvements.

Goal Summary

Goal Summary/Comments

As mentioned, Health Services reached the threshold "met" with 95.1 % students reporting satisfaction with quality of care. The survey results demonstrate that Health Services is successfully addressing the

concerns and issues of the majority of students, reflecting a high standard of quality and competence in care delivery. Continued investment in staff training, technological advancements like the new EMR system, and the upcoming remodeling to create a dedicated, patient-centered space will further enhance the ability of Health Services to meet students' needs effectively. By prioritizing confidentiality, communication, and a supportive environment, Health Services will continue to foster trust and ensure all students receive compassionate, competent care.

Changes Made/Proposed Related to Goal

We have started pursuing a new electronic medical record (EMR) system to keep patient information secure, improve communication among staff, and help students easily access their health records. The upcoming remodeling will create a private, comfortable space dedicated solely to Health Services, ensuring students feel safe and able to speak openly during their visits. Our staff continue to receive ongoing training to improve their skills and make sure they effectively address student concerns. We also regularly collect student feedback to identify areas where we can improve and make necessary changes. Additionally, we are working to have enough staff available to reduce wait times and provide timely, quality care to all students.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Health Services will be perceived as a professional office that values and protects confidentiality.

Pillar of Success Supported

Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Students reported their confidentiality was safeguarded during visits to Health Services.

Timeframe for this Outcome

2024-2025

Performance Target for "Met"

Between 79% and 100% of responses indicate "agree."

Performance Target for "Partially Met"

Between 60% and 78% of responses indicate indicate "agree."

Performance Target for "Not Met"

Less than 60% of responses indicate indicate "agree."

Assessment Measure Used

Health Services Survey

Frequency of Assessment

Following services rendered

Data Collected for this Timeframe (Results)

Following a recent patient satisfaction survey with 123 responses, patients were asked to rate their agreement with the statement:

"Health Services provides a confidential environment where I feel comfortable seeking assistance."

- Strongly Agree: 112 (91%)
- Agree: 9 (7%)
- Neutral: 1 (1%)
- Disagree: 1 (1%)

98.4% (121/123)

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

Health Services reached the threshold "met" with students reporting 98.4 % satisfaction with the competence of Health Services' staff to value and protect their confidentiality. This is an increase in satisfaction from 97.5% in 2023-2024. Survey data was collected from tools administered after each student encounter to determine overall satisfaction. Students were asked if Health Services provides a confidential environment where they feel comfortable seeking assistance. The data demonstrates a high level of patient confidence in the confidentiality of care provided by Health Services, with 98% of respondents expressing agreement or strong agreement. This affirms the effectiveness of current confidentiality measures and patient-centered practices. The few neutral and disagree responses highlight the opportunity to further enhance patient trust and comfort.

Resources Needed to Meet/Sustain Results

1. Staff Training \$2,000
2. Technological Upgrades \$18,000
3. Physical Environment Enhancements
4. Patient Feedback Systems \$0 Utilize University Resources

Explanation of How Resources Will Be Used

1. Staff Training: Regular education on patient confidentiality, privacy regulations, and sensitive communication techniques.

2. Technological Upgrades: Implementation and ongoing support of a secure Electronic Medical Record (EMR) system with robust data protection features. Secure communication tools for confidential patient follow-up.

3. Physical Environment Enhancements: Private, soundproof consultation rooms. Clear signage and layout to protect patient privacy during visits.

Impact of Upcoming Remodeling

The remodeling will create a dedicated, private space exclusively for Health Services, reducing patient exposure to other departments and enhancing confidentiality. Improved soundproofing and thoughtful design will foster a more secure and comfortable environment for sensitive conversations. Overall, the new space will promote a patient-centered atmosphere where individuals feel safe and respected during their visits.

4. Patient Feedback Systems: Continued use of anonymous surveys and feedback tools to monitor confidentiality perceptions and address concerns promptly.

Goal Summary

Goal Summary/Comments

As stated previously, confidentiality will continue to be a goal for professional staff in Health Services. Professional staff will be encouraged to discuss confidentiality with their patients and address any related issues at the time of service. Ensuring patients are aware of confidentiality practices and the protection of their health information is a critical component of providing healthcare. For patients to feel comfortable utilizing resources, they must feel protected.

Changes Made/Proposed Related to Goal

We have started pursuing a new electronic medical record (EMR) system to keep patient information secure. The upcoming remodeling will create a private, comfortable space dedicated solely to Health Services, ensuring students feel safe and able to speak openly during their visits.

Upload Files (if needed)

Goal 3

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Counseling Services will provide a supportive, trusting environment in which students are comfortable seeking assistance.

Pillar of Success Supported

Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Students that have received services report a willingness to seek future support from counseling center staff.

Timeframe for this Outcome

2024-2025 Academic Year

Performance Target for "Met"

Between 85% and 100% of responses indicate "agree."

Performance Target for "Partially Met"

Between 70% and 84.9% of responses indicate indicate "agree."

Performance Target for "Not Met"

Less than 70% of responses indicate indicate "agree."

Assessment Measure Used

Electronic surveys (hosted on Microsoft Forms) sent only to students who received services

Frequency of Assessment

Following services rendered and at the end of each semester

Data Collected for this Timeframe (Results)

Question #6 of in-office electronic survey. "I would return to counseling in the future for help."

Score (Met=3, Partially Met=2, Not Met=1)

3

97% indicated "agree"

Comments/Narrative

The threshold for the outcome of "Students that have received services report a willingness to seek future support from Counseling Center staff" was met, with 97% of students indicating agree with the only "non-agree response being "if I could work with a different counselor". This outcome has been met for the sixth year in a row. Scores from 2022-2023 were 88.3% 2021-2022 were 89%, 2020 -2021 were 86% and 2019- 2020 were 84.3%. This outcome provides a direct link to the larger goal and indicates that students trust and find benefit from the services received through Counseling Services.

Resources Needed to Meet/Sustain Results

N/A

Explanation of How Resources Will Be Used

N/A

Outcome 2

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Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Students feel comfortable in the Counseling Services waiting area.

Timeframe for this Outcome

2024-2025 Academic Year

Performance Target for "Met"

Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"

Between 60% and 74.9% of responses indicate "agree."

Performance Target for "Not Met"

Less than 60% of responses indicate "agree."

Assessment Measure Used

Electronic surveys (hosted on Microsoft Forms) sent only to students who received services

Frequency of Assessment

Following services rendered and at the end of each semester

Data Collected for this Timeframe (Results)

Question #10 of the in-office electronic survey.
"The counseling waiting area was comfortable."

Score (Met=3, Partially Met=2, Not Met=1)

3

79% indicated "agree"

Comments/Narrative

The threshold for the outcome of "Students will feel comfortable in the counseling services waiting area" was met with 79% of students indicating agree on Question number 10 of the electronic survey. This outcome has been met for the fifth year in a row. The 1% decrease from the previous years score of 80% is still likely attributable to the combined waiting space of health and counseling services. Limitations on space for staff offices and other work/meeting space mandates the ongoing combination of the waiting areas for these two departments and as a result the space is frequently more crowded and will likely prevent a return to the "agree" percentage of 86.9 seen in 2020-2021 or the scores of 82% and 81% in 2021-2022 and 2022-2023, or 80% in 2023-2024 respectively.

Resources Needed to Meet/Sustain Results

Expansion/renovation/new office space. Estimate of cost outside of reporters scope.

Explanation of How Resources Will Be Used

Additional or dedicated space would provide for increased privacy and the ability to outfit/design the area specifically for students seeking counseling services.

Goal Summary

Goal Summary/Comments

As student comfort with and willingness to access services is vital to the effectiveness of counseling services, the department will continue to prioritize this goal. As demand for services continues to increase monitoring student perceptions of department performance will become increasingly vital. Having met this

goal each of the last several years indicates work being done with students continues to be effective. That outcome 2 has been met despite a less than ideal physical space speaks to the hard work of the staff to provide outstanding service to our students day in and day out.

Changes Made/Proposed Related to Goal

Continue to monitor and adjust outcomes as needed for future reporting and make adjustments to facility as necessary.

Upload Files (if needed)

Goal 4

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Counseling Services will provide students with the coping skills, strategies, and emotional support needed to achieve personal goals.

Pillar of Success Supported

Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Students directly correlate attainment of personal goals with their counseling services experience.

Timeframe for this Outcome

2024-2025 Academic Year

Performance Target for "Met"

Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"

Between 60% and 74.9% of responses indicate "agree."

Performance Target for "Not Met"

Less than 60% of responses indicate "agree."

Assessment Measure Used

Electronic surveys (hosted on Microsoft Forms) sent only to students who received services

Frequency of Assessment

Following services rendered and at the end of each semester

Data Collected for this Timeframe (Results)

Question #4 from in-office electronic survey. "My counselor helped me to meet my goals."

Score (Met=3, Partially Met=2, Not Met=1)

3

90% indicated "agree"

Comments/Narrative

The threshold for the outcome of "Students directly correlate attainment of personal goals with their counseling services experience" was met with 90% of students indicating "agree" to the question on the electronic survey. The score represents a two percent decrease from the 2023-2024 score of 92%. Previous years scores were: 2022-2023 - 84%, 2021-2022 - 82%, 2020-2021 - 83%. The department has maintained significant improvement over the last 5 years from the low of 70.3% in the 2019-2020 academic year.

Resources Needed to Meet/Sustain Results

Continuing education funding for clinical staff (\$12,000)

Explanation of How Resources Will Be Used

\$12,000 (\$3,000 per clinician) in additional funding for continuing education will be used to provide clinical staff with the means to obtain mandatory continuing education through national and state level conferences. This will allow staff to effectively maintain licensure and stay up-to-date on best practices and effective skills/intervention strategies.

Goal Summary

Goal Summary/Comments

Counseling services saw substantial positive improvement to the percentage of students indicating agree to this measure. Continued focus on individualized and goal driven services will be an on-going priority for the department. Regular review of the students' individual goals and progress will be monitored through weekly treatment team meetings and individual supervision with clinical staff. The Director of Counseling has instructed clinical staff to focus on the frequency of scheduled individual sessions with students to ensure demand for services is met in as timely a manner as possible while still helping students make progress towards goals.

Changes Made/Proposed Related to Goal

N/A

Upload Files (if needed)