

SERVICE UNIT OUTCOME ASSESSMENT SUMMARY

The purpose of this summary form both to document the results of program outcome assessment levels and to lay part of the foundation for program review analysis. Note: *Program –Level SUO assessed and Performance Indicators need to be completed prior to data collection and assessment

Semester/Year:(Click on Semester/Year?)	<input type="radio"/> Fall <input checked="" type="radio"/> Spring 2011
Program: (Click on Program?)	Student Health Center
Faculty and staff members in attendance at meeting:	Elaine Tennen, SHPS Coordinator, Deanna Flanagan, Nurse Practitioner
*Program-level SUO assessed:	Ventura College students will be aware of the college smoking regulations and cessation services offered at the health center.
*PERFORMANCE INDICATORS: What achievement level has been agreed upon? (i.e. ___% or higher will correctly complete their applications OR ___% will rate the workshop satisfactory or better, etc.)	<u>90</u> % or higher will: <u>demonstrate awareness of the smoking cessation services at the health center and of the college smoking regulation.</u>
Assessment Tool(s) Used: (describe briefly)	A short survey will be distributed at campus events and in the health center
PERFORMANCE ASSESSMENT: Did you meet the performance indicators identified above?	<input checked="" type="radio"/> Yes, the goal was met <input type="radio"/> Could not be determined from data <input type="radio"/> No, did not meet the goal
FINDINGS: Explain the performance assessment results using the data collected and assessed.	Results: 84% aware of college smoking regulations and 60% aware of smoking cessation services at the health center. Survey was done at campus events, not just those coming to the health center which may explain the lack of awareness. We also believe that achieving 90% is unrealistic and 75% is more realistic.
Actions that will be taken to increase student learning, program effectiveness, or service satisfaction for this SUO in future semesters: (check all that apply – these are intended to be examples, and they may or may not be appropriate for your area. Space is provided for additional actions.)	<input type="checkbox"/> Clarify instructions <input type="checkbox"/> Revise workshop or session content <input type="checkbox"/> Increase number of activities in workshop or sessions <input checked="" type="checkbox"/> Create additional handouts <input type="checkbox"/> Provide more student access to computers <input type="checkbox"/> Provide computer assistance for students <input type="checkbox"/> Provide more student access to faculty/staff <input type="checkbox"/> Improve point of service/contact assistance <input type="checkbox"/> Provide documentation in another language or in an alternate format <input checked="" type="checkbox"/> Increase website presence

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	<input checked="" type="checkbox"/> Create or expand online services or resources <input type="checkbox"/> Create instructional videos for website and/or YouTube <input type="checkbox"/> Create online “Ask a ____” (e.g. counselor, A & R representative, etc.) <input type="checkbox"/> Improve services for off-site students <input checked="" type="checkbox"/> Increase outreach <input type="checkbox"/> Increase outreach for online students <input type="checkbox"/> Provide mechanism for students to email questions <input type="checkbox"/> Collect more data <input type="checkbox"/> Assessment indicates no improvement necessary <input checked="" type="checkbox"/> Other actions (please list) Utilize publications dept. to improve the quality of our handouts and expand outreach to face book, student portal, and website.
PROGRAM INITIATIVES:	
<p>From the list of possible actions above, list your highest priorities below and give them a title. (i.e. Revise the online orientation or expand outreach to high schools, etc.) The program faculty and/or staff will determine the number of initiatives. Please place them in priority order.</p>	
INITIATIVE #1 TITLE:	Expand outreach to the campus community.
What steps will be taken:	.Publications will provide quality handouts for the campus and can also be used for social media outreach.
What is your timeline:	<input checked="" type="radio"/> Fall <input checked="" type="radio"/> Spring 2012
What resources does your initiative require? (i.e. equipment, space, training, personnel, budget, etc.)	Will use SHPS budget to pay for publications.
INITIATIVE #2 TITLE:	
What steps will be taken:	
What is your timeline:	<input checked="" type="radio"/> Fall <input checked="" type="radio"/> Spring Year?
What resources does your initiative	.

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require? (i.e. equipment, space, training, personnel, budget, etc.)	
If significant changes are made to address the service unit outcome, it is recommended that the outcome be revisited soon rather than as part of a regular cycle. This service unit outcome will be revisited:	<input checked="" type="radio"/> Fall <input checked="" type="radio"/> Spring 2012 <input type="checkbox"/> This course-level student learning outcome will not be revisited specifically to address the changes
CLOSING THE LOOP: (For Fall 2011 & beyond) What is the status of the prior semester's initiatives?	We are pleased with 71.2% of students being aware of STI (Sexually Transmitted Infections) care at the Student Health Center because with the small sample size we still had a 95% confidence level. In the future, we will attempt to access about 200 participants for surveys. We will still work on outreach so students are aware of our services offered at the Student Health Center.

Other comments: _____

Submitted by _____ Elaine Tennen, Health and Psychological Services Center Coordinator _____

Date 8/31/11, 1/30/12