



**NON-ACADEMIC
DEPARTMENTAL REVIEW
TEMPLATE**

August 2022

College Health



Non-Academic Departmental Review Self-Study

Department:
College Health
Department Head:
Patricia Miller, RN, BSN

Submitted by: Patricia Miller

Submission Date: January 4, 2023

INSTRUCTIONS:

Complete this form using department documentation and your own observations. This self-study is designed to be a narrative document and all responses to questions should be supported by rationale, explanation and or specific documentation.

All documentation provided for the Non-Academic Departmental Review Self-Study should include the previous five years, beginning with the 2017-2018 academic year.

Adapted from Azusa Pacific University, Arizona State University, & Tyler Junior College, 2017.

TABLE OF CONTENTS

1: Non-Academic Departmental Review Participants	1
2: Departmental Profile.....	2
A. Mission/Purpose.....	2
B. Human Resources.....	2
C. Description of the Department and the Customers/Clients Served.....	4
3: Departmental Resources.....	6
4: Departmental Innovation	8
5: Outcomes, Assessment Measures, Targets of Achievement, and Prior Results.....	10
6: Additional Comments	18
7: Executive Summary.....	19
8: Departmental Action Plan (with timelines for recommendations).....	22
9: Signature Page and Archiving	24

1: Non-Academic Departmental Review Participants

List the names of **your department personnel** who contributed to the writing of this report and their position/association within your department.

Name	Association/Dept Role
Patricia Miller	College Health Nurse

2: Departmental Profile

A. Mission/Purpose

1. What is the mission of the department and how does it align with the institutional mission and other strategic priorities?

MISSION OF GCCC STUDENT HEALTH SERVICES

Student Health Services at GCCC assists students and employees in maintaining optimum physical and emotional health which will empower their pursuit of academic goals and personal development consistent with the mission of Garden City Community College. This is accomplished through the provision of quality, accessible, comprehensive, and cost-effective healthcare and the promotion of healthy behaviors and lifestyle choices through ongoing education and prevention.

B. Human Resources

Combine all Sub-units for analysis.

1. How does the department assure that all personnel are qualified for their position?

Kansas State Board of Nursing Licensure
CPR/AED certification
Narcan Training certification

2. Include an organizational chart with names and titles.

Colin Lamb	VP Student Services
Tammy Tabor	Dean of Student Services
Patricia Miller RN BSN	College Health Nurse Fulltime
Melanie Blackburn RN	College Health Nurse PRN
Amber Pilosof RN	College Health Nurse PRN

3. List departmental, divisional, College, professional, or community committee or board activities and leadership roles, if applicable, of each full-time employee for the past **five** years.

Finney County Health Department Advisory Committee
FCHD COVID 19 mass testing/vaccination clinics
Finney County SaneSart Board of Directors
Finney County Prevention Taskforce
Finney County Opioid Taskforce
St. Catherine Hospital Board of Directors

GCCC Sports Advisory Committee
 GCCC Safety Committee

4. List names and anticipated dates of retirement (month, year) within the next five years.

NAME	MONTH	YEAR
Patricia Miller	August	2026

5. How are the results of employee evaluations used in identifying professional development needs?

My goal on the employee evaluations is to identify and attend more off-campus professional development opportunities specific to college health issues. In prior years, I have attended the American College Health Association/Central College Health Association Annual meeting, however I have not attended in recent years because of COVID, and the CCHA has joined with "Meeting of the Minds" and tends to focus more on mental health.

6. What department-specific professional development opportunities are offered/provided by the department?

Organized and sponsored Narcan (naloxone) training provided by DCCCA, a training to learn more about the opioid crisis, opioid overdose prevention, how to identify and respond to opioid overdose, and how to administer naloxone.
 Organized and sponsored CPR/AED First Aid training provided by DPS
 Organized and sponsored Adult Mental Health First Aid training provided by Livewell Finney County

7. Show evidence that employees have continued their professional development by attaching a list of current full-time employees who participated in professional development activities during the past **five** years, and those activities.

- o Title IX Compliance and Collaboration: Understanding & Responding to Sexual Assault on Campus
- o Jana's Campaign Heartland Safety Summit
- o Mandated Reporter Training for Child Abuse
- o Tuberculosis
- o Child Abuse
- o Novovirus
- o Depression: Major Depressive Episode
- o Borderline Personality Disorder
- o Colstridium Difficile: A Growing Problem

- Influenza
- HPV: Genital Warts Recurrent
- Respiratory Papillomatosis
- Pain Management Pearls: Opioids & Culture
- Fibromyalgia
- Hyperlipidemia and Atherosclerotic Cardiovascular Disease
- Pathophysiology: The Renal System
- Per FCHD MOU- Mass COVID vaccination clinic
- KS Opioid and Stimulant Conference-Damon West
- Sex Offenders What every MDT Team Member Should Know
- Safe Return to Campus Preparing for MonkeyPox & COVID 19
- Engaging the Campus Community to prevent Gender Based Violence-Webinar
- COVID-19 Updates: Current Booster Recommendations-Webinar
- Multiple ACHA Online COVID meetings with ACHA leadership & other colleges
- CPR/AED/First Aid recertification every 2 years
- Narcan Training certification

C. Description of the Department and the Customers/Clients Served

1. What are the key functions, processes and services provided by the department? Include production level data such as students/customers served, transactions processed, etc. Explain any compliance duties or responsibilities.

Services offered through Student Health Services helps the student maintain the highest level of health possible. Services include blood pressure checks, height/weight checks, pregnancy tests, strep testing, covid testing, medical referral, suture removal, small wound care, influenza vaccinations, condom distribution, birth control counseling education and or referral, sexually transmitted infection, disease counseling and referral, nutrition counseling, health insurance information.

Population served: on-campus and online students, employees

Students taking on-campus classes (unduplicated headcount)

AY2017-18	2311*
AY2018-19	1865*
AY2019-20	1618*
AY2020-21	1507*
AY2021-22	1470*

*Includes hybrid classes

Note: AY is Fall, Spring, Summer. Example AY21-22 is 21FA,22SP,22Su

(Online data not available. Even though Student Health Services is available for all students, it is unlikely that a student taking classes online, for example in Kansas City, will utilize the service.)

Student Health visits/cases

2017-2018 Students 326 (Res Life 297 Commuter 29) Employees 63 Total 389

2018-2019 Students 236 (Res Life 218 Commuter 18) Employees 79 Total 315

2019-2020 Students 208 (Res Life 188 Commuter 20) Employees 40 Total 248*

2020-2021 Students 55 (Res Life 44 Commuter 11) Employees 45 Total 100 (395 triage cases**)

2021-2022 Students 73 (Res Life 63 Commuter 10) Employees 21 Total 94 (570 triage cases**)

*March-July 2020 COVID shut down

**COVID protocol- phone triage & patient management

Majority of the students seen originate from residential life. It is believed to be because most commuter students have established healthcare with a local PCP. Some commuter students who visit health services report no health insurance.

Transactions include a small amount of Flu Vaccines \$10-15: 2017-25; 2018-29; 2019-22. With the addition of Free Flu Vaccine Clinics, provided by Livewell Finney County, the amount of purchased flu vaccine has been reduced. The student vaccine clinics started in 2019 and then employees were added in 2020. 2019 97 students participated in the event. College Health was not given numbers in attendance 2020 & 2021. With the addition of the Grow Well Clinic for employees, I anticipate utilization of this service for vaccines, decreasing the need for this transaction.

Blood-Borne Pathogen Policy

- Maintain hepatitis vaccination compliance for designated employees

AED & Narcan (naloxone)

- Monthly equipment maintenance
- Maintain designated employee CPR and Narcan training compliance

GCCC Tuberculosis state requirement

- Ensure student is compliant to enroll for classes

Residential Life Immunization

- Ensure student is compliant with immunization policy

What impact do those services have on students and other key stakeholders? What are the department's enhancements to the institution?

Physical health is vital to the success of the students and employees to maintain a quality level of functioning. Navigating the healthcare system can be difficult, it is college health desire to assist the student and employee to manage their healthcare needs efficiently. The services provided fulfills a healthcare and financial need for students. College tuition and fees as well as healthcare needs can create a financial burden. Free and reduced fees services can reduce this burden while offering quality healthcare.

St. Catherine Service Agreement offers reduced fees

Awareness Events offer education

Narcan program opioid overdose antagonist

2. Discuss how the department utilizes appropriate technology to provide services to its stakeholders.

- GCCC Buster Biz app
 - Marketing, attendance and survey of events and screenings i.e., vision, dental
 - Daily health screenings during COVID, but only because there was a HIPAA-compliant dashboard with limited access to other college employees.
 - College Health Connection option to reach out to College Health for appointment
 - CDC Isolation/Quarantine calculator walks COVID positive or exposed persons through the current guidelines for isolation/quarantine
- Confidential surveys are available in college health
 - Surveys per QR code are available for student to scan, utilizing personal phone camera, on the date of service.
- Lab Exchange application-
 - Kansas Dept of Health and Environment Lab Exchange application is necessary for COVID testing and results reporting to the state.
 -
- Datatel
 - Immunization reporting and tracking

- Star Rez
 - Immunization record retrieval

3. Describe any existing continuous improvement activities.

Yearly Non-Academic Annual Assessment

- Annual Assessment is a tool to plan and assess established objectives and to report progress of the previous year's action plan by analyzing the data collected

Annual GCCC Student Assessment of Services

- Annual survey spring semester

Chart Review

- Meetings twice a month with Dr. Rosin, College Health Medical Director, to review charts and receive feedback of services provided

Buster Biz app

- Event attendance and feedback
- Arrange appointment with College Health

Finney County Health Department

- Frequent meetings with FCHD professional staff for updates regarding COVID guidelines and for approval and feedback of current processes.

College Health surveys

- Confidential surveys per QR code are available for student to scan, utilizing personal phone camera, on the date of service.

4. Provide any other relevant information needed for a complete understanding of your department.

It is not in the RN's scope of practice to diagnose medical conditions therefore many healthy relationships involving multiple community resources are necessary to assist the student and employee in maintaining optimum physical and mental health.

3: Departmental Resources

1. Describe the overall adequacy of resources (human, technological, capital, facilities, and fiscal) available to the department for providing effective service delivery and achieving outcomes. If additional resources are needed, please provide data and describe how those resources would improve services.

Human resources, technology, budget, space, medical equipment & supplies are adequate for current duties, responsibilities, and needs. The budget replenishes outdated medical equipment, OTC medications, wound dressings, testing supplies (Pregnancy, COVID, Strep) and offers the funds for professional development.

With the onset of COVID, additional professional staff was necessary for nursing coverage with extended hours 7 days a week. An additional fulltime nurse and a PRN (as needed) nurse was added to cover the need. Due to a decrease in COVID infections and Currently staffing is back to a fulltime RN but continues to employ 2 PRN nurses. An additional exam room was also necessary to provide space to assess patients with COVID symptoms keeping those without symptoms in a separate room, apartments were secured on campus to house COVID positive students and space was made available for Genesis to COVID test. A van was and continues to be utilized to transport students without a vehicle to and from their isolation space and is used occasionally to obtain testing off campus.

Since the onset of COVID Genesis Family Health has provided our COVID testing, however currently Genesis offers very limited testing hours in College Health exam room. College Health is COVID testing when Genesis is not available. Of the current testing supplies, some has been purchased and some has been provided by USD 457.

Include documentation if requesting additional resources.

4: Departmental Innovation

1. Does the department engage in extracurricular activities as a service to the students and community (yes or no)?

Educational/Awareness Events and Screenings

- Home Sweet Home – homesickness tips
- Keep It Safe- healthy relationships, campus safety and physical, mental, and sexual health
- Stress/Anxiety- coping skills
- Holiday Blues- depression
- STI- sexually transmitted infection
- Alcohol/Drug & SIDNE (simulated intoxicated driving experience)
- Summer Fun- skin protection
- Vision Screening
- Dental Screening
- Free Flu Shots
- Red Flag Campaign Bystander Intervention

(To enhance the student experience community partners are invited and in attendance at events i.e. “Keep It Safe” -Genesis Mental Health, Genesis Family Health, Family Crisis, FCHD, ABC Pregnancy; “Stress/Anxiety” & “Holiday Blues”- Genesis, Family Crisis; “STI”-FCHD, Family Crisis; Alcohol/Drug- Kansas Highway Patrol, FCPD, Family Crisis; Vision- GC Vision Source, Family Crisis; Dental- Genesis Dental, Family Crisis)

Boards, Taskforce and Advisory

- Finney County Sanesart (Sexual Assault Nurse Examiner/Sexual Assault Response Team) Board
- Livewell Finney County Prevention Taskforce
- GCCC Nursing Advisory
- Finney County Health Department Advisory
- Finney County Opioid Taskforce
- GCCC Sports Advisory Committee

College Health assisted with mass Covid vaccination site through MOU with Finney County Health Department

College Health nurse coordinates the annual GCCC blood drive. Volunteering for the blood drive gives the student an opportunity to earn community service hours.

If yes, list activities and explain how they benefit the students and/or community (e.g. fliers, internal department documentation)

2. What innovative ideas have been incorporated into the operation of the department during the last five years? Discuss the results and provide documentation.

St Catherine Service Agreement

Beginning in 2017, St Catherine Service Agreement gave students another avenue to medical care. The agreement gives College Health and Athletic Trainers the ability to refer students with and without insurance to St. Catherine Providers at a reduced rate of service.

Campus Events

Awareness vents for students, hoping to engage a diverse set of students. These are yearly events and continue today. 2022 added the Buster Biz app for attendance and feedback

ON CAMPUS CLINIC

Sept 2019, Garden City Community College partnered with Centura Health to offer students enhanced healthcare services directly on campus. GCCC students could visit Dr. Robert Rosin of Siena Medical and St. Catherine Hospital and his staff and receive treatment inside the Beth Tedrow Student Center between 4:30 and 6:30 p.m. on Wednesday evenings.

Students could walk in or make an appointment to see the doctor and nursing staff for common conditions including cold and flu symptoms, strep or sore throat, strains, and sprains, and more.

A private exam room with medical supplies and equipment was available inside the campus nurse's office. The opportunity was especially beneficial for students who live on campus and those who had limited transportation options and financial need.

Dr. Rosin, who brought over 25 years of medical experience and is board certified in internal medicine. Students were charged \$10 for the visit and were instructed to bring their insurance card, if applicable, and their GCCC student ID card.

Unfortunately, the clinic did not survive. 31 students utilized the service from September to March. Students continued to visit Student Health Services from 8-4:30pm the remainder of the week, and the college health nurse found that referrals were necessary before the next evening clinic. Though it was never intended to replace the college health nurse, it is recognized that, offering a PCP on campus Wednesday evenings for 2 hours was not adequate to cover the needs of the college.

COVID-19

With the onset of COVID spring 2020, starting the fall 2020 semester, numerous practices were implemented in health services to ensure a safe return of students. The College Health nurse reached out to community resources for support. The College Health COVID taskforce was established comprised of Dr. Marilyn Douglass, Patsy Zeller NP, Director of Nursing GCCC, Janice Nunn RN (retired College Health Nurse). Relationships with FCHD & Genesis Family Health were enhanced. COVID testing at check-in was required and provided 2020 Fall, 2021 Spring, 2021, 2021 Fall. Accommodations for the COVID positive patient were made available utilizing residential life suites for isolation. Development of weekly Covid taskforce meetings with GCCC administration, frequent meetings with FCHD for updates to manage COVID positives, isolation, quarantine, contact tracing etc, patient education and communication, Buster Biz daily health screening, symptomatic triage, onsite COVID testing through Genesis agreement, COVID vaccine clinic and COVID vaccine incentive were all necessary additions to the duties and responsibilities.

The task of managing COVID was daunting for all of us, not only College Health. The college came together and managed the pandemic with the efforts of many persons. Relationships and ever-changing protocols continue today. COVID infection cases 2020-21 179, 2021-22 194. We did not get through the pandemic without several shutdowns of programs and spaces due to multiple positive cases: John Deere, Cosmetology, Football, DPAC. Communication, understanding, compliance and enforcement were some of the biggest challenges and issues during this time.

2020 MOU developed with FCHD to offer RN services to FCHD mass testing/vaccination site.

NARCAN (naloxone)

- Spring 2022 Narcan policy and program was implemented on campus.
[naloxone_policy.pdf \(gcccks.edu\)](#)

College Health Connection

- Buster Biz app gives the student a convenient option to reach out to College Health for appointment. It is hoped that this will also invite off campus students to utilize College Health.

5: Outcomes, Assessment Measures, Targets of Achievement, and Prior Results

1. If data has previously been gathered, list the intended objectives for the department for the past three years and cite the institutional Essential Skills and other Strategic Plan priorities that each objective supports.

Phase 1: Planning	Performance Objective	GCCC will provide health care & wellness to students and staff to GCCC
	Direct Measure #1: (Effectiveness)	COVID vaccine clinics on campus per FCHD
	Target:	One per month
Phase 2: Reporting	Data Collected:	COVID vaccine on campus clinics were held 2021 September, October & November. It is not certain the status of the persons receiving the COVID vaccine at the monthly campus clinic as FCHD gave the vaccine and is bound by confidentiality
	Summary of Results:	

	Target Met/Not Met & Discussion of Factors	Not met. COVID vaccine clinics were not held '22 Spring semester. Covid vaccine clinics were not held in '22 Spring due to first boosters were received and second booster not available for many; FCHD was short staffed.
	Action Plan Title & Explanation (if needed):	
	Expected Result:	
	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
Phase 1: Planning	Direct Measure #2: (Efficiency)	Percentage of individual who have received covid vaccine since it become available
	Target:	40% of students and 75% staff will receive
Phase 2: Reporting	Data Collected:	Data pulled from Ready Education App (Buster Biz). 182 employees received COVID vaccine. Uncertain of the percentage of all employees because some who received vaccine were part-time employees and do not have total number of adjunct, part-time, fulltime, and temporary employees. Human Resources unable to give total number of employees. Student estimation not available because unable to determine if all students download Ready Education App (BusterBiz).
	Summary of Results:	It is not certain the status of the persons receiving the COVID vaccine at the monthly campus clinics as FCHD gave the vaccine and is bound by confidentiality
	Target Met/Not Met & Discussion of Factors	Not met.

	Action Plan Title & Explanation (if needed):	
	Expected Result:	
	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
Phase 1: Planning	Indirect Measure: (Satisfaction)	Survey question-Were there adequate opportunities available for you to receive the COVID vaccine?
	Target:	50% will indicate adequate opportunities to get vaccinated
Phase 2: Reporting	Data Collected:	
	Summary of Results:	
	Target Met/Not Met & Discussion of Factors	Not met. The survey question was not on survey.
	Action Plan Title & Explanation (if needed):	Put survey question on survey
	Expected Result:	
	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
	Overall Assessment of OBJ:	

Phase 1: Planning	Performance Objective	GCCC SHS will educate students of health concerns of the college student.
	Direct Measure #1: (Effectiveness)	Promote events using GCCC application
	Target:	One on campus event per semester

Phase 2: Reporting	Data Collected:	Events held: September 2021 "Home Sweet Home", Vision Screening, "Keep It Safe"; October-"Free Flu Shots for Students/Employees; November 2021 "Stress/Anxiety"; December 2021 "Holiday Blues"; January 2022 "STI"; February 2022 GCCC Blood Drive, March 2022 Vision Screening, Dental Screening; April 2022 Alcohol/Drug Awareness, "Summer Fun". All events were advertised on the GCCC Buster Biz app.
	Summary of Results:	Events were held every month of the AY 2021-22 except for August, October & May
	Target Met/Not Met & Discussion of Factors	Met.
	Action Plan Title & Explanation (if needed):	
	Expected Result:	AT least one on campus event per semester advertised per GCCC Buster Biz App
	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
Phase 1: Planning	Direct Measure #2: (Efficiency)	QR Codes from each event
	Target:	At least 25 students per event (dependent on location)
Phase 2: Reporting	Data Collected:	

	Summary of Results:	
	Target Met/Not Met & Discussion of Factors	Not met. QR codes were not created therefore do not have an attending number of students.
	Action Plan Title & Explanation (if needed):	Created QR codes. Ask for help from employees from PR who are controlling app to assist in development of QR code. Print QR code and have available at events.
	Expected Result:	
	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
Phase 1: Planning	Indirect Measure: (Satisfaction)	Survey question: Were you made aware of the events you attended through the GCCC app? IF not, how did you learn of the event?
	Target:	50% will respond that they learned of the event through the GCCC app
Phase 2: Reporting	Data Collected:	
	Summary of Results:	
	Target Met/Not Met & Discussion of Factors	Not met. Survey question was not on survey
	Action Plan Title & Explanation (if needed):	Put survey question on survey
	Expected Result:	
	Action Steps & Responsible Party:	
	Completion Date:	
Resources Needed:		

	Overall Assessment of OBJ:
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Co-Curricular Departments ONLY

Phase 1: Planning	Student Learning Outcome (for depts with student services function) & Essential Skill(s) if applicable	GCCC students will seek support from GCCC SHS
	Direct Measure #1:	Number of participants indicating aware of location of College Health
	Target:	65% will be aware of location
Phase 2: Reporting	Data Collected:	Survey question Sprg '22 Student Assessment of Services- "Do you know where the Health Office is located?" 51% of respondents answered Yes, 49% answered No.
	Summary of Results:	51% percent of students of students are aware of location of the Health Office
	Target Met/Not Met & Discussion of Factors	Not met. The target not being met could result from those taking the survey. Were the students who took survey on-campus or off-campus students? The majority of students who visit the Health Office are those living on campus. Off campus students tend to have their own PCP and do not seek services from College Health.
	Action Plan Title & Explanation (if needed):	
	Expected Result:	
	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
Phase 1: Planni	Indirect Measure:	How well your needs were met during your visit to the Health Office?

	Target:	75% will indicate high or extremely high satisfaction in needs being met
Phase 2: Reporting	Data Collected:	17.5% responded high and 12.5% responded extremely high satisfaction, 65% responded neutral to needs being met in College Health. In another survey question, "Have you ever visited the Health office?", 85% respondents answered they had not been to college health.
	Summary of Results:	30% responded high or extremely satisfaction in needs being met during visit to the health office.
	Target Met/Not Met & Discussion of Factors	Not met. The target not being met could result from 85% of respondents have not been to college health. During COVID students presenting with COVID/Flu like illnesses were phone triaged, managed, and followed up. A different question could have helped reach our target and better answered our question. i.e. "Were you contacted by College Health due to an illness or visited College Health for services, how well were your needs met?"
	Action Plan Title & Explanation (if needed):	
	Expected Result:	
	Action Steps & Responsible Party:	
	Completion Date:	
	Resources Needed:	
	Overall Assessment of SLO:	

2. Describe the data gathering process and give results.

Data was pulled from Ready Education (Buster Biz) app of those students who uploaded their COVID vaccination card for the COVID incentive, as well as an excel file developed for determination of incentive eligibility.

3. Analyze the data by comparing the actual results to the targeted levels of achievement and document what was learned.

The percentage of employees receiving the vaccine since inception is not certain because it is unsure that all employees who received the vaccine uploaded their card and/or applied for incentive, and an exact number of employees was not available. The student percentage is uncertain if all students who received the vaccine uploaded their COVID card and/or applied for incentive.

4. The department will gather feedback regarding expectations and performance from stakeholders through interviews, surveys, focus groups or other appropriate measures. This feedback shall be considered when selecting performance measures and when continuous improvement plans are developed. Describe what changes have been made in response to these measures.

Adequate opportunity to receive flu vaccine question was not on survey.

Attach copies of any stakeholder survey results for your department.

Spring 2022 Student Assessment of Services (SAS):

51% of students know the location of the College Health. Fall 2022 check-in the location of College Health was explained to every resident. At Events, attendees are made aware of the location of College Health.

82.80% of respondents rate Awareness Events were helpful/very helpful.

4.93% of respondents rate satisfaction with Awareness Events low/extremely low

7.59% of respondents rate events relevancy to life as low/extremely

All respondents were able to identify at least one common health concern for the young college student. (Safe relationships, STI, Anxiety, Depression, Alcohol/Drug Abuse, Stress, Homesickness, Skincare in the sun)

5. Use the results to develop a Continuous Improvement Plan for the department, improving efficiencies based on targeted outcomes. Include consideration for

resources, processes, data collection, analysis and timelines for monitoring and assessing the results. List intended outcomes for the department that insure alignment with institutional Essential Skills and other strategic priorities.

For each outcome identify at least one method of measurement that will be used to assess progress toward the outcome. Assessment is strengthened when multiple measures are used. An assessment measure should provide meaningful, actionable data that the department can use to assess efficiency and improve processes.

Describe the target level of achievement for each measure. Levels of achievement shall be:

- Specific and measurable.
- Stated in numerical terms.
- Stated in realistic terms.
- Directly related to the outcome.
- Inclusive of all aspects of the outcome.
- Manageable and practical.

To demonstrate efficiency, determine if external or internal benchmarks are available for comparison.

2022-2023 Non-Academic Annual Assessment performance objectives:

- Provide health care to students and staff. Targets are 20 visits per semester per College Health Connection and 350 visits on the SHS Biannual Report. 75% of the respondents to the satisfaction survey will respond that needs were met.
- Educate students of health concerns by hosting one sexual health/wellness awareness event per semester. Target is 10 students per event and on the "Test Your Sex IQ" survey 25% of the respondents will have learned something
- Student will be able to articulate health/wellness concerns of the college student. Target 20% respondents to SHS satisfaction survey will identify STI as a common health concern. Distribute 100 condoms per semester.

6: Additional Comments

This space is for the department to add any additional comments to help clarify or explain its functions, if applicable.

7: Executive Summary

1. Briefly describe how the department review was conducted:

This review was conducted utilizing past/present records of data collected from excel documents and Ready Education application.

2. Describe the MAJOR conclusions regarding the present state of the department:

- Assistance to & advocacy for students is provided to maintain optimum physical & mental health through quality, cost effective, assessable health care
- Functioning efficiently- adequate budget
- Healthy relationships with local medical resources/entities
- Variety of educational opportunities are made available to the students

3. Briefly describe the goals and objectives of the department:

The goals and objectives are to continue offering quality healthcare to students and offering a variety of educational opportunities as well as make STI testing available on campus.

4. Comment on the progress on previous Departmental Review Action Plans or Recommendations

Departments completing the review for the first time will not have these items and need not answer this question.

N/A

5. Describe the department strengths:

Efficient, cost effective & quality health care is provided

College Health is staffed with one fulltime RN. In her absence, there are 2 RN's available on an "as need" basis. The College Health Medical Director is a Board-Certified MD. Keeping student needs as a priority, and acknowledging in many cases that funds are limited, College Health has established an agreement with St. Catherine Hospital to be utilized when the RN deems it necessary to see a doctor. The agreement provides health care to the student without insurance for \$10, and those with insurance for \$10 with the balance being billed to insurance. Most appointments are available the same day as the request. Maintaining and establishing healthy relationships allows College Health to utilize multiple community resources keeping

healthcare cost affordable for the student. College Health continues a “no fee” for services schedule which includes COVID testing, Strep testing, pregnancy testing, COVID and influenza vaccinations

Utilization of multiple community resources

College Health recognizes that the local health care community offers a plethora of resources that are beneficial to the student. Genesis Family Health and Finney County Health Department supported, and continue to support, College Health by providing free COVID testing and COVID vaccinations. Their services also include primary care, vaccinations, TB testing, dental care, mental health counseling and sexual health care. Family Crisis focuses on relationship violence and helps the student strive for healthy relationships, while Genesis Mental Health counselors offers mental support to students who are struggling with many issues that have become increasingly common in the college student. Being aware of what is available in the community and tapping into those resources allows College Health to stay up to date with current health care trends.

Healthy established relationships with on & off campus resources

College Health strives to maintain healthy relationships with on and off campus resources, realizing that working together will be beneficial and valuable for student success. Working together with campus counseling, athletic training, residential life, Great Western Dining, facilities, faculty, and student organizations provides for a more pleasing experience to the student and employee.

Educational programming

Creative educational and awareness opportunities allow College Health to connect with the on-campus and off-campus student. Most visits to College Health are with the on-campus student, the educational programming allows for relationships to be established with the commuter student as well, hoping to reach a more diverse population of students. The educational opportunities are designed to meet a student where they are, whether it be an international student who is homesick, a commuter student who is struggling with depression, an athlete who needs glasses or a young pregnant lady with no insurance.

6. Describe what areas need improvement:

Services

Immunizations
TB testing
Sexual Health Screening

Engagement with off campus students

Even though education opportunities are available for the off-campus student, it is suspected that many are not reached. Campus wide survey results have shown a population of students who do not know where College Health is located or even that College Health is available.

Prevention/Wellness

Offering prevention and wellness tip on a more frequent basis can promote a healthy lifestyle. Communicating on social media tips on handwashing, healthy eating, good sleeping habits and exercise promotes self-care.

Educational opportunities

By offering additional educational opportunities more diverse populations of students can be reached.

Engagement with student using social media

It has become harder and harder to reach students. College Health uses the Buster Biz app and Facebook to connect with students. Reaching out to student by other social media platforms may help bridge the gap.

7. State the recommendations for the department:

Recommendations include continuing educational events, utilizing on and off campus resources, partnering with Genesis, Family Crisis, FCHD, St. Catherine Hospital, and continue connecting with the community.

Offer more educational opportunities to engage with a diverse population of students, when appropriate utilize a variety of social media platforms.

Strive to offer STI testing on campus through FCHD.

8: Departmental Action Plan (with timelines for recommendations)					
	Year 1	Year 2	Year 3	Year 4	Year 5
	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications	Actions & Budget Implications
<p>Recommendation 1: Continue having awareness events for students and employees.</p> <p>Measure of Success: Have one per month (except August, May) during the school year <i>and</i> use BusterBiz QR codes to track attendance</p>	<p>Actions: Schedule events, register events in BusterBiz to advertise Generate QR codes to track attendance</p> <p>Budget Implications: None</p> <p>Timeline: Implementing in 2022-2023</p>	<p>Actions: Continue</p> <p>Budget Implications:</p> <p>Timeline:</p>	<p>Actions:</p> <p>Budget Implications:</p> <p>Timeline:</p>	<p>Actions:</p> <p>Budget Implications:</p> <p>Timeline:</p>	<p>Actions:</p> <p>Budget Implications:</p> <p>Timeline:</p>
<p>Recommendation 2: Make STI testing available on campus.</p> <p>Measure of Success: Provide space for Finney Co Health Dept to offer testing on-campus.</p>	<p>Actions:</p> <ul style="list-style-type: none"> Establish MOU with FCHD Identify space Identify Dates Market/advertise service <p>Budget Implications: None</p> <p>Timeline:</p> <ul style="list-style-type: none"> 2023-2024 	<p>Actions:</p> <ul style="list-style-type: none"> Target awareness to on-campus students Marketing requests <p>Budget Implications: None</p> <p>Timeline: 2023-2024</p>	<p>Actions:</p> <ul style="list-style-type: none"> Target awareness to off-campus students Marketing requests <p>Budget Implications: None</p> <p>Timeline: 2024-2025</p>	<p>Actions:</p> <p>Budget Implications:</p> <p>Timeline:</p>	<p>Actions:</p> <p>Budget Implications:</p> <p>Timeline:</p>

<p>Recommendation 3: Update Department Manual Measure of Success: Yearly completed update of Student Health Services Policy & Procedure Manual</p>	<p>Actions: <ul style="list-style-type: none"> Update manual Send to printing Budget Implications: None Timeline: 2023-2024</p>	<p>Actions: <ul style="list-style-type: none"> Update manual Send to printing Budget Implications: None Timeline: 2024-2025</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>
<p>Recommendation 4: Measure of Success:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>
<p>Recommendation 5: Measure of Success:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>	<p>Actions: Budget Implications: Timeline:</p>

9: Signature Page and Archiving

Department Head/Director

Date

Appropriate Vice President

Date

Vice President for Instructional Services

Date

President

Date

Archiving:

Division Leader submits to VP for Instructional Services

1. A complete electronic version of the Academic Comprehensive Program Review
2. All documentation (electronic)
3. A signed signature page