



Student Health and Wellness Services Peer Health Educator Training Assessment Report

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Choose One: Operational Assessment

Date of Assessment Implementation: December 2018

Date of Report: April 2019

Purpose of Assessment

The purpose of this assessment was to determine the effectiveness and utility of the Peer Health Educator Training Program.

Division Learning Outcome Integrative Thinkers - integrating and transferring learning

Targeted Learning Outcome

After at least 3 months of employment as a Peer Health Educator, students who participated in the Peer Health Educator Training Program will be able to rate the effectiveness of the training as it relates to their PHE position.

Assessment Methodology

At the end of the Fall 2018 semester, all Peer Health Educators were asked to complete an online assessment regarding the various modules of the PHE training program that they participated in during September 2017. The modules included the following: Helping Students in Distress, StrengthsQuest, Confidentiality, Boundaries, Communication and Diversity, Wellness Center Day-to-Day Operations, and BACCHUS Certified Peer Educator Training

For each module, PHEs rated their level of agreement for the following questions, using a 5 pt Likert scale:

1. In my role as a PHE, I have used the skills I learned in this training.
2. The things I learned in this training have been helpful to me in my life as a CPP student.
3. This training prepared me for my job as a PHE.
4. I felt comfortable with the content material in this training.

Finally, there were two items that rated the newly introduced PHE handbook and two items that rated the training overall.

Results

All fourteen PHEs employed this academic year completed the evaluation. Overall, most respondents agreed or strongly agreed that the various trainings met the parameters of the evaluation questions. Strongest agreement was for the modules on Confidentiality, Boundaries, Communication and Diversity, and BACCHUS Certified Peer Educator Training. Additionally, all but one PHE strongly agreed with the usefulness of the PHE handbook, and overwhelmingly strongly agreed with the two items that rated the training overall.

Some of the comments regarding the training include:

- I feel like the PHE training we did over the summer was perhaps one of the best training programs I've ever had the pleasure of participating in. I learned an incredible amount about myself, my peers and fellow PHEs, and about the duties and responsibilities that encompass our day-to-day at the Wellness Center.
- I definitely relied on the PHE Handbook a lot the first month or so while on the job. In fact, I still use it now in case I forget how to input chart work, or forget how to listen to voice mails, etc. I especially use the phone number/extension in the back of the book when I transfer calls. I like the handbook because it is easy to read and follow when I need to go back and look at it. It really is a helpful tool.
- The PHE training helped me become more familiar with possible scenarios that may happen at work and I would be able to answer questions from students that were similar to the ones done in training. Also, I really enjoyed the ice breakers and bonding with the other PHEs

Conclusion

Peer Health Educators agreed that the PHE training program they participated in helped them in their role as PHE, helped them in their lives at CPP, prepared them for their job as PHE, and they felt comfortable with the content of the training. Moreover, PHEs felt the training gave them confidence in their role as PHE and they enjoyed the training. They also used the newly created PHE handbook and felt that it prepared them for their role as a PHE. These findings justify the time and effort professional staff spends in preparing and delivering the PHE training program.

Implications for Practice

Results will be used to further develop and refine the comprehensive Peer Health Educator training program that all Wellness Center PHEs participate in before the beginning of the Fall Semester.

Closing the Loop

- Updates will be made to the PHE manual before training commences in August 2019
- Additional training will be provided for PNC in August 2019
- Additional training will be provided for Health Hut in August 2019