



Student Health and Counseling Services **Student Learning Outcomes Assessment Report**

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Choose One: Learning Outcome Assessment

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Purpose of Assessment

The main goal of this assessment project was to examine similar Learning Outcomes across the various sub-departments within Student Health and Counseling Services. We chose the Divisional learning outcome of self-determination to focus our targeted learning outcomes. This learning outcome is a natural fit for Student Health and Counseling Services. This assessment project expands upon the one initiated in 2014.

Division Learning Outcome: Self-determination

Self-determination is as follows: Understand the importance of and develop an empowered sense of self and commitment to personal responsibility, integrity and wellness

Targeted Learning Outcome

- Students who utilize Student Health and Counseling Services (SHCS) will identify concerns to health and wellness.
- Students who utilize SHCS will recognize strategies to enhance their health and wellness.
- Students who utilize SHCS will apply knowledge to enhance their health and personal lives including their academic functioning.

Assessment Methodology

Two similar survey instruments were designed. Health and Wellness utilized one Likert scale item and one open ended item to correspond with each of the 3 Learning Outcomes, while Counseling utilized five Likert-type items and one open ended item to correspond with each of the 3 Learning Outcomes. The survey wording varied depending on the service, but remained consistent with each Learning Outcome. Demographics collected were uniform across the department and included Gender, Race/Ethnicity, sexual orientation Class Standing, socio-economic Status, and ability status.

After being seen by a provider, students were invited to complete the survey. Counseling used iPads and paper surveys to collect data, Health Services used iPads and paper surveys, and the Wellness Center used iPads. The CampusLabs platform was utilized to collect, store, and analyze data, and IRB approval was secured. Students were given an incentive of entering a drawing for \$50 Bronco Bucks if they completed the survey.

Results

Overall, 95% of students who visited any service within SHCS agreed or strongly agreed that their visit helped them identify concerns, 86% agreed or strongly agreed that they learned strategies to improve their health, and 74% agreed or strongly agreed that addressing their concerns would help improve academic performance.

For Counseling, 100% Agreed or Strongly Agreed that participating in counseling has helped them identify and address their concerns, 87% Agreed or Strongly Agreed that they learned strategies to improve their emotional health, and 61% Agreed or Strongly Agreed that addressing their emotional concerns in counseling has helped improve their academic performance.

For Student Health, 91% of students Agreed or Strongly Agreed that visiting SH helped them identify their health concerns, 83% Agreed or Strongly Agreed that they learned strategies to improve health, and 84% Agreed or Strongly Agreed that addressing their health concerns would help improve academic performance.

For Wellness, 92% Agreed or Strongly Agreed that visiting the Wellness Center helped them identify their health concerns. 100% Agreed or Strongly Agreed that they learned strategies to improve health, and 77% Agreed or Strongly Agreed that addressing their health concerns would help improve academic performance.

Qualitative

With the goal of measuring actual student learning, open ended questions asked students to identify and recall their health, wellness, and counseling concerns, to list strategies learned, as well as their ability to apply the knowledge and strategies gained: "in your own words tell us how your experience at Student Health and Counseling Services has impacted your wellness and your life as a student." A majority of participants provided responses to the open ended questions. As a whole department, 95% of participants identified health concerns, 86% reported strategies learned, and 92% explained how their experiences accessing services impacted their wellness and life as a student. Please see the table providing examples of the qualitative results.

Examples of Qualitative Results

Student Health

Strategies to Enhance Health and Wellness

"eating well, getting enough sleep, and exercising."

Apply Knowledge

"Since I started to feel better, I was able to focus and attend more classes."

Wellness

Strategies to Enhance Health and Wellness

"Meal prepping and eating more of a balanced diet"

Apply Knowledge

"I am able to sleep more and have a fresh mind every morning for class."

Counseling

Strategies to Enhance Health and Wellness

"Grounding, breathing exercises, separating triggers from real threats"

Apply Knowledge

"Counseling has helped me address what is challenging me in classes and time management and helped me figure out coping strategies"

Conclusion

The data collected indicate that the departments within Student Health and Counseling Services are meeting the specified Learning Outcomes and contributing to the overall Divisional Learning Outcome of Self-determination. The comparison of last year's data reflect the students served consistently rated the department's ability to meet the desired learning outcomes (95% Vs. 91%; 86% Vs. 83%; 74% vs. 75%).

Implications for Practice

- Identify predictors through ongoing data collection and statistical analysis.
- Explore further variables and outcomes, such as the experiences of first time users of services, users of multiple sub-departments and behavior change.