Sample Assessment Plan for Student Services and Administrative Units

**Student Health Clinic**

*Mission Statement* - This is a global statement of the unit's purpose, or reason for existing. Mission Statements should be entered in TaskStream under “Standing Requirements.”

The mission of the XYZ University Health Clinic is to provide quality, caring, cost effective and convenient ambulatory healthcare to students, and to provide health education programs and services that promote healthy lifestyles among our students.

*Goals are operational statements of how the unit cares out its mission. They identify what the unit does for its clients, or customers.*

- Restore student health when necessary through quality and caring treatment of illness, injury, or stress
- Help students maintain their health through education and prevention
- Increase students’ appreciation of the importance of healthy living and healthful behaviors
- Instruct students on how to be effective consumers of health care resources

**Short-term Outcomes – Outcomes are**

1. Increase student participation in wellness education programs.
2. Ensure that wellness programs meet the needs of the student body.
3. Ensure satisfaction with Health Clinic services and quality of care received.
4. Develop and deliver programs that make students aware of the importance of a healthy lifestyle for learning success.

**Assessment Methodology**

Outcome #1: Annual statistics on participation in wellness education programs will show a 10% overall increase annually

Outcome #2: Annual survey of students to determine the kinds of wellness information students are seeking

Outcome #3: Annual student satisfaction inventory of Health Clinic services. Reach an 80% "excellent" level of satisfaction rating among respondents

Outcome #4: Wellness self-awareness pre- and post-test administered in Freshman Experience sections will indicate a