



Program Review Summary

| | |
|------------------------------------|--|
| Program Name | University Health Center |
| Date of Review | Spring 2004 |
| Major Findings | <ul style="list-style-type: none"> • Although the objectives and actions are relevant and responsive to need, there is less evidence of a comprehensive plan and evaluation process to discern and prioritize goals and objectives and to guide actions. • Continue to articulate and further develop/coordinate objectives for student outcomes in relation to University priorities. • Concerns continue over the need for additional space and the disrepair of the current facility. • The UHC has solid fiscal practices in place. • High level of satisfaction and professionalism. • Student satisfaction with the amount of waiting time. • Hours of operation are appropriate and efficient. • Immunization clinic timelines and convenience were adequate. • Student satisfaction with response to phone call and e-mails. • Student satisfaction with programs offered. |
| Contact Person | Susan Linn |
| Location of Report Hardcopy | Wilson Hall, room 113 |
| Plans for Recommendations | <ul style="list-style-type: none"> • Develop a comprehensive assessment plan that guides annual assessment and updates of documents, processes, and services • Develop an ethics statement. • Review CAS for completeness, especially in the diversity areas. • Develop a departmental vision for how student learning and assessment can be used in all of the areas of the UHC. • Conduct training sessions for all staff about the general |

| | |
|--|---|
| | <p>concept of student learning.</p> <ul style="list-style-type: none"> • Create a yearly assessment/evaluation report. • A new facility is needed and potential collaboration efficiencies with the Counseling Center might be realized should this happen. • The UHC website should be further developed to eliminate the difficulty of locating current and ongoing events and programs offered. • Pursue FT position classifications for the more critical and high turnover positions. • Create an online database attached to jmu.edu where students can schedule appointments 24 hours a day. • Reinstate a satellite clinic location on East Campus with more extensive hours than the original proposal. • Create an “urgent visit” timeslot in the schedule that could be used for students who walk in without appointments but need immediate care to eliminate referring students to the emergency room unnecessarily. • UHC website is text-heavy and should be pared down to assist finding information more easily. Include an area that clearly outlines the services available at each health center location. Also include a clear description of responsibilities for MDs versus NPs to help students understand that an NP may be more appropriate for their needs. • Enhance communication to share vision, long range plans, ask for input, value input and communicate back in a timely manner. • Give administrative staff the autonomy to make decisions. • The UHC front office and medical area need cross input. • Recommend in-depth orientation of new employees. • Recommend diversity training/respect of individual differences for all staff. • Provide a weekly time slot for staff meetings/continuing education. • Disconnect of programs make it difficult to maintain continuity. • Confidentiality issues related to student interns and practicums. • Marketing to parents and students. • Emergency health response preparedness. • Collaborative arrangements with the Nursing Program. |
|--|---|



| | |
|--|---|
| | <ul style="list-style-type: none">• Investigate possibility of being part of a GENED Cluster course to promote UHC services and programs.• Infection control committee• New Facility Planning |
|--|---|