

Health and Counseling Services
Submitted by Elizabeth McHugh

1)What is the area's current method for tracking client data (e.g. who is using the services)? If this is not currently being tracked what is your proposed plan for doing so (e.g. how and when)?

We use billing cards to extract demographic information and diagnostic codes (including whether or not a student has health insurance) for students using health and counseling services. This provides a snapshot of who we see and what are the most common presenting problems. Additionally, in an area that struggles with having sufficient capacity, we track all student who request service, regardless of whether they are seen in our clinic or referred out. In the Counseling Center, this is tracked via the wait list, including length of time the student had to wait for service and why. In the Health Center, where a wait list is not possible, this is done via triage forms completed for every student who requests to be seen. The Office of Sexual Assault Prevention tracks general information about students served in addition to the data specific to assaults on campus required for The Clery Act.

2)What is the area's current method for tracking client satisfaction and/or needs? If this is not currently being tracked what is your proposed plan for doing so (e.g. how and when)?

The Health Center periodically surveys students around satisfaction and scope of service. There are forms in the Health Center waiting area, which can be completed at any time students wish to give feedback.

3)What is the area's current method for utilizing and integrating data that is currently being collected? If this is not currently being done what is your proposed plan for doing so (e.g. how and when)?

We use the information collected on a quarterly and annual basis to inform our practice such as anticipating increased visits for Depression or influenza. The diagnostic information also helps to formulate groups and workshops throughout the academic year. Demographic data helps to see what students are accessing services which helps to target specific populations for programming. Information about who we are not seeing is helpful as well, particularly as we try to increase counseling outreach to minority student populations on our campus.

Other assessment that is related to my area, not included above is the upcoming Marijuana assessment which will take place during the 2009-10 academic year and the hope to offer the National College Health Assessment to our students next year as well. These instruments will provide a more comprehensive overview of the health of our student body in contrast to just those seeking service.