

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Student Wellbeing

Leader(s): Erica Wade

Implementation Year: 2018 - 2019 Results and Findings

Goal 5: Ensure student access to quality, comprehensive, and cost-effective healthcare.

Objective 1:	Evaluate current services based on wellness assessment and service utilization
Action Items	Collect and analyze data from utilization report and wellness assessment
Responsible Person and/or Unit (Data collection, analysis reporting)	Erica Wade, Director Counseling & Wellness, Dawn Lantz, Cassandra Brooks, Eva Brumfield and Jacqui Alvarez (Advocate Health Care)
Milestones (Identify Timelines)	Data is collected and analyzed throughout each academic semester
Achieved Outcomes and Results	We achieved understanding of service utilization from our patient satisfaction survey. Based on our findings, students indicated overall satisfaction with the following services (84%), quality of service (86%), knowledge of staff regarding health needs (84%), and friendliness of staff (86%).
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY20 Objectives.)	Future efforts will explore findings from the Wellbeing Assessment Survey (provided during the spring semester). The current client satisfaction survey needs to include additional questions regarding students' knowledge and awareness regarding health.