

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: 2014-2016

AES Department: The Center for Health, Wellness and Personal Counseling

Department Head: Barbara Buff

Department Assessment Liaison: Dania Huie-Pasigan

Date Submitted: 4/15/16

❖ **Mission/goal statement or description of the Department:**

The Office of Health Services is committed to promoting a healthy environment for all members of the campus community. We are focused on serving the needs of the “whole” student with the conviction that each individual’s health and wellness are essential for academic achievement and personal growth.

❖ **Department’s Core Objectives/Outcomes:**

- To provide medical care by staff RNs. Referrals for acute illness if need be.
- To enforce NJ mandated medical and immunization requirements.
- To provide First Aid for injuries.
- To conduct athletes’ physical exams in conjunction with college physician.
- To provide health education and intervention to address individual and/or school wide health concerns.
- To collaborate with the Nursing Dept. and Health Professions Dept. to be in compliance with medical and immunizations
- To provide personal counselors to the students as needed.

SEMESTER 1: CREATING A DEPARTMENT-LEVEL ASSESSMENT PLAN

1. Department’s Goal(s) or Outcome(s) to be assessed (from the above section):

To increase reported satisfaction of student health services

2. Means of Assessment:

Wellness & Satisfaction Survey that will be provided to students when coming to the office and asking them if they could fill it out prior to their departure.

- **Feedback from Vice President:**

SEMESTER 2: DEVELOPING ASSESSMENT TOOL (s) and TIMELINE

3A. Describe or attach assessment tool (s), including sources of data, timeline for data collection and how data will be analyzed.

Please see attached survey. We would like to start this at the beginning of the fall semester till about a little after midterms. Currently, there is only data on the volume and not the satisfaction. Hence the survey is a way to see how we can better serve the students and staff of BCC.

3B. Desired results department and Vice President would like to see.

Based on survey reports, we would possible adjust our services to see an increase in volume as well as satisfaction from staff and students.

- **Feedback from CIE:**

SEMESTER 3: COLLECTING AND ANALYZING DATA

4. Summary of Results (attach aggregated data table, survey tool, etc., to support the summary)

60 students partook in the survey. Attached our findings show that perhaps we can provide better handouts to the medical needs of the college populations

5. Recommendations for Improvement:

Based on the survey, we need to find some solutions for wait time esp when seeing the counselors. We need to advertise to all students, esp to the new students coming in about who we are, what our services are and when we are open.

- **Feedback from Vice President:**

SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE

6. Use of Results:

Based on the above findings, we have the done the following:

We have been publishing our newsletter via the Bergen Daily.

We have been providing workshops, attending several orientation and fairs to let the students know our services.

As for the counselors, we been spacing the time of apt and putting 15 mins between appts to give us that leeway.

- **Feedback from CIE:**