

Assessment of Health Science Advising

Operational Unit: Health Sciences WEC

Unit Purpose Statement: The mission of the Health Sciences division is to provide high-quality, learning-centered education for students in nursing and allied health programs, and life-long learning through continuing education in health professions.

Initiative Contact: Louise Pitts

Expected Results and the Means of Assessment

Expected Results 1: Implementation of an online student satisfaction survey that will be available on the Health Sciences Advising Valencia website to gather information related to student experience with advising office staff.

Means of Assessment: The online Health Science Advising Survey/Questionnaire will capture information about student perception of advising experience as well as demographic information from student. All students who visit the website and/or the West Campus Health Science advising office will be asked to complete the survey/questionnaire. Information obtained will be used for continuous improvement of advising.

Individual Responsible: Louise Pitts

Expected Completion: 6/1/2009

Stakeholders:

Results: The Health Science Advising Survey was available on April 22, 2009 on www.valenciacc.edu/health and <http://valenciacc.edu/west/health/advising/>

Students can click on the link and complete the survey anonymously. The survey/questionnaire gathers information about student perception of their advising experience at Valencia as well as demographic information. All students who visit the website and/or the West Campus Health Science advising office are invited to complete the survey/questionnaire. Information obtained will be used for continuous improvement of advising services.

Results of the survey were tabulated on June 2, 2009. Twenty-five (N=25) students responded to the survey as of June 2, 2009. Results indicated: (1) Currently enrolled at Valencia-13, not enrolled at Valencia-12; (2) Not attending Valencia at this time-13, attending Valencia full-time-5, attending Valencia part-time-7; (3) Highest level of education: High School-4, some college-9, Associate degree-9, Bachelors Degree-3; (4) Racial/Ethnic group: Black - 1, Hispanic-4, White-15, Multiracial-4; (5) Primary language: English-24, Spanish-1; (6) Age group: 19-25 - 6; 26-29 - 2; 30-35 - 3; and 36 or older -14; (7) Plan to apply to: Cardiovascular Technology - 1, Dental Hygiene -4, EMS/Paramedic - 2, Nursing - 9, Radiography - 3, Sonography -10, and Polysomnography -1; (8) Campus(es) attended: West - 11, East -9, Osceola - 10, Winter Park -4; (9) Have had communications with/through: Health Science Advising Office on West Campus - 3, a Student Advisor in Student Services -9, Health Science Website - 5, no communications with advising - 11, and had communications with all areas -1; (10 - 15) On a Likert scale the primary response was "neutral" for the degree the West Campus Health Science Advising staff (a) Explained the requirements for specific health science programs and majors, (b) Helped student select courses, (c) Discussed how college can help student achieve life goals, (d) Discussed what it takes for student to be academically successful, (e) Discussed student's future enrollment plans, (f) Directed student to the correct location for additional questions unrelated to Health Science programs; (16) Found the Website: very helpful - 5, somewhat helpful -7, not very helpful -6, and have not visited the Health Science Website - 5.

Implementation Plan

action: An online student satisfaction survey will be developed and posted on the Valencia Health Science Advising website. Feedback from students will inform the advising staff about ideas to improve for the purpose of meeting the students' needs..

Budget Requirements: none

Results to Improve: The initial intent of this survey was to gather information related to the quality of service provided by the Health Sciences Advising staff on West Campus.

What was learned about students: (1) Students not yet enrolled at Valencia are seeking advising for health professions; (2) Students who already have an associate or baccalaureate degree are seeking advising for health professions; (3) Many students over the age of 36 are seeking advising for health professions

What was learned about the quality of service provided by the Health Sciences Advising staff on West Campus: (1) The data gathered thus far provided little information regarding the quality of service provided specifically by the Health Science Advising staff because only 3 of the 25 students responding to the survey had visited the Health Science Advising office, rather (2) the majority of respondents had their primary communication with personnel in the college's Answer Center and or with a student advisor in student services

Changes for (1) Continue the survey to collect from a larger number of students seeking advising for health professions

Next Year:

(2) Evaluate the survey after gathering information from a larger number of students to assess whether questions asked are useful and or gleaning desired information

(3) Increase communication between Answer Center and Health Science Advising staff to facilitate more students being advised for health professions by Health Sciences Advising staff.

Additional Document Attachments

File: [http://net3.valenciacc.edu/sip/uploads/06-24-2009\(2\).pdf](http://net3.valenciacc.edu/sip/uploads/06-24-2009(2).pdf)