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Improving Accessibility and Awareness of WPI Health Services

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Improving Accessibility and Awareness of WPI Health Services

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Abstract
To determine how accessible WPI health services is to the student body, a survey was conducted to gauge student awareness. The health services at WPI were then compared to health services of similar schools in Worcester and across the United States. From the results of the survey and comparison, recommendations were generated as a list of steps that WPI health services could take to improve student awareness.

Background
Currently there is an issue with the communication between Health Services and the student body due to a lack of awareness and accessibility:

• A recent survey at WPI determined that to convince more students to use the health services, the Health center should allow walk-ins and improve their hours. (Porambo, 2012)
• In another survey at a mid-size Midwestern technical school, to increase the overall awareness of the health clinic, they must focus their efforts on the school website, sending out emails, and putting in a program during freshman orientation (Hoyt, 2007).

Need
• To promote and improve the accessibility and awareness of Student Health Services at WPI.

Survey GOALS
• Evaluate the perceived need to improve the health services
• Determine the most significant issues students have with the health services

Survey INFORMATION

SURVEY INFORMATION
Reasons for Not Using Health Services

- Newness: 46%
- Bad Reputation: 26%
- Haven't Required Medical Attention: 15%
- Used Own Doctor: 13%
- Other: 15%

Survey results indicate that 46% of respondents felt the Health Services were poorly advertised or known on campus, which is the most significant issue.

Freshmen: Do You Know Where the Student Health Services Building is Located?

- Yes: 38%
- No: 70%

Survey results indicate that 38% of freshmen were aware of the location of the Student Health Services building, while 70% were not.

Survey results indicate that 33% of students believed health services have done a good job of making students aware of how and when to use their services.

Recommendations for Improvement
• More navigable website with online appointments
• Health fair or program during New Student Orientation
• Improved lines of communication between health services and WPI students

References
[Refer to the references section for detailed citation of sources and data used in the survey and study.]