Expected Outcome:
The AU Medical Clinic will meet the needs of its patients by establishing optimum operating hours.

Brief Description of Expected Outcome:
In conjunction with student feedback, we will make changes to our hours of operation.

Assessment Method, Brief Description:
We, at the Medical Clinic, noticed on some of our fall 2011 student satisfaction feedback surveys that some of our students perceived we were open only for a limited number of hours compared to other institutions. As a result of this, we held three focus groups to listen and clarify what their needs were. It was their perception that other universities had much longer, more convenient hours than we did.

Benchmarking, qualitative and quantitative feedback were performed. Results were analyzed by identifying themes.

Assessment Method, Full Description:
We conducted three focus groups, surveyed the perception, and then benchmarked other institutions’ hours of operation. We reviewed the outcome of the benchmarking, evaluated the additional cost to open additional hours, and identified themes from the focus group results, and analyzed survey results.

Findings:
Clear themes were recognized mainly that most students did not know the hours of operation of the clinic and perceived they were too few. We presented the data back to the focus groups and decided to continue with our present hours of operation. We reviewed and analyzed data from our benchmark study, which found that we were in the top 3 Medical Clinics for both SEC and other similar schools with regards to hours of operation. During semesters, we open 53 hours per week, Monday to Friday 8am to 6pm, except Thursdays we open at 9am and Saturdays 8am to noon. The two institutions who operate more hours than we do charge almost $200 per semester as a health fee and we charge $0.
Assessment Method, Use of Findings for Improvement:

Based on the findings and analysis of cost to open for additional hours, it was concluded that our hours of operation were adequate. However, it was clear that we needed to inform, market, publish our hours more to the student population and they perceived that the number of operational hours were much less.