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.

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

Approach
• Survey undergraduate students to assess the need
• Investigate current means of publicity for WPI Health Services and determine what could be done to improve these methods.
• Compare the health services at universities in Worcester and across the country

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).

Health Services Comparison

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

SURVEY INFORMATION
• Results based on responses from 249 WPI undergraduate students

Reasons for Not Using Health Services
- Haven't Required Medical Attention: 44%
- Bad Reputation: 26%
- Used Own Doctor: 13%
- Other: 15%

Freshmen: Do You Know Where the Student Health Services Building Is Located?
- Yes: 70%
- No: 30%

Were you aware that Student Health Services offered students flu shots on October 4?
- Yes: 65%
- No: 35%

Survey Results
Has health services done a good job of making students aware of how and when to use their services?
- Yes: 33%
- No: 67%

Recommended Improvements
• 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
We have interviewed individuals and referenced the websites of the following universities: Assumption College, Becker College, Brandeis University, Bucknell University, Carleton College, Cornell University, College of Holy Cross, Rensselaer Polytechnic Institute, Case Western Reserve University, Duke University, Emory University, Gonzaga University, Holy Name Medical Center, Middlebury College, Muhlenberg College, Naval Academy, New Jersey Institute of Technology, Oral Roberts University, Pace University, Pace University, Pennsylvania State University, University of Toledo, University of Wisconsin-Madison, University of Wisconsin-Milwaukee, Vassalboro College, Wake Forest University, and WPI. For other references used in the report, please see the full bibliography at the end of this paper.