

Annual Goals for University Health - Counseling Services

2011-2012

Goal 1: Educate faculty, staff, and students regarding Disability Support Services; accommodations, disabilities, and diversity issues

Description: Department: University Health Services: Disability Support Services
Academic Year: 2011-2012 Cost Center Head: Cindy Wood, RN
Name of Person Completing this Report: Dr. Mary A. Bowers, PhD
Priority Initiatives/Action Items Please list each priority initiative/action item, specify which UNA Strategic Goal or Goals it supports, and indicate what your department did during this academic year to advance this initiative/item. Initiative #2: Educate faculty, staff, and students regarding Disability Support Services, reasonable accommodations, special and general disabilities, and increase awareness of related diversity issues. Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, this initiative is a component of the Strategic Initiatives: Health Services 2007-12 Update. There continues to be lack of knowledge regarding how to address students with disabilities and assumed disabilities. Although the campus has progressed in this area, there is still a need for continued education. Faculty and staff request consultation regarding students with diverse learning, physical and cognitive abilities as well as the ADAA. Data collection in this office continues to demonstrate steady growth in both numbers of services utilized as well as increasing severity of student needs. This service area is critically important to goals of student wellness, academic retention, and the overall social climate of the University community. Accessibility issues on campus need to be addressed regarding universal design. They include but are not limited to the following: Braille identification on rooms; truncated domes on ramps or walkways that lead into traffic areas; decreased weight on doors for ease of opening; increased number of automatic door openers; strategic placement of speed cushions; and crosswalks. UNA's Strategic Goals/President's Priority Initiative/Action Item 2 supports: Supports University Strategic Goals – • To offer high quality programs • To build and maintain a student-centered university • To promote and celebrate diversity Supports University Annual Goals – • Strategic Plan • Diversity Planning Discussion of strategies and tactics to reach Action Item 2: • Complete faculty/staff and student handbooks. • Complete training protocols for

consultation and training. • Consult with faculty via faculty meetings, committee meetings and in less formal settings • Participate in the Infrastructure, Distance Learning, and Student Success Committees. • Collect and share data on universal design through committee involvement and other opportunities. The following tools/instruments will be used to assess Action Item 2: • Documentation of information from committee meetings • Documentation of consultations, questions, and emerging issues in the area • Analyze data regarding DSS students' retention and academic progress. • Assess feedback from training protocols and other presentations. Person responsible for assessment: • Dr. Mary A. Bowers, PhD, Disability Support Specialist Use of evaluation results for future planning and decision making: • Evaluate feedback, both informal and formal, to refine programs and services • Evaluate students' retention in the DSS office beginning Fall 2011 Status of Priority Initiative/Action Item 2: (to be completed in June) Address the status of each of the above stated strategies and/or tactics (i.e. intended outcomes.) Expenditure for Priority Initiative/Action Item 2: (to be completed in June) Designate amount spent for specific item(s) related to the initiative

Budget:	0
University Goals Supported:	1,2,3
Strategic Goals Supported:	
Responsibility:	Mary A. Bowers, PhD
Participation:	Exec. Director Univ. Health and Wellness Services; Disability Support Specialist; VP Student Affairs
Results:	<ul style="list-style-type: none"> • Complete faculty/staff and student handbooks. • **A Policy and Procedures Handbook is in final draft form. The faculty/staff and student handbooks are in draft form. Due to their length, they are being condensed to allow for a briefer format that can be easily accessed in bullet form. Thus, the faculty/staff, student and parent informational handbooks are being created and finalized during July 2012. • Complete training protocols for consultation and training. A training protocol has been developed for the Test Anxiety Presentations to CAARs, and one is being completed with the on-going group, "Get It Done" • Consult with faculty via faculty meetings, committee meetings and in less formal settings Presentation to the Nursing Faculty and one to the Writing Center tutors. With the addition of Ms. Stansell this will be continued in the next year with the goal of accessing all departments within the

university. • Participate in the Infrastructure, Distance Learning, and Student Success Committees. There has been participation in these committees with involvement in the Infrastructure Committee's ADA Compliance Working Group. This working group will likely be extended to the 2012-2013 year. The Student Success Advisory Committee has met twice monthly with plans to implement in Fall 2012 and Fall 2013. This Committee gathered information from faculty, staff and administration to discover what might work best for Student Success at UNA with a joint effort from Academic and Student Affairs. Distance Learning Committee involvement has resulted in greater awareness for DSS in terms personnel who are able to accessibility issues. • Collect and share data on universal design through committee involvement and other opportunities. DSS hosted one webinar on Universal Design. Furniture was designed with this in mind and new office arrangement was designed with this in mind. The office also hosted a series of three webinars from AHEAD regarding the Americans with Disability Amendment Act of 2008 and changes with accessibility standards.

Actions/Improvements:

The following tools/instruments will be used to assess Action Item 2:

- Documentation of information from committee meetings o This is being assimilated.
- Documentation of consultations, questions, and emerging issues in the area o This is being assimilated.
- Analyze data regarding DSS students' retention and academic progress. o Continued to next year.
- Assess feedback from training protocols and other presentations. o Continuing to gather as programs are implemented. Continued to next year with standardizing data collection for feedback. This will be coordinated with Dr. Greenway's office.

Expenditure for Priority Initiative/Action Item 2: Another professional staff member, Loresa Stansell, LPC, has been contracted in this office. This hiring has made resources available to complete the Policy and Procedures Manual. An ADA Consultant was hired by University Health Services in order to assess the campus and assist in planning for accessibility. Move to the new office--- approx. \$15,000 or more Costs of 5 webinars: \$566. Other members of the university community were invited and attended these webinars. Cost of chairs for testing rooms (universal access): \$1429.53 Cost of sign language interpreting: \$7545.98. Part of this is to be reimbursed by Alabama Department of Rehabilitation Services. The cost that UNA will bear has been reduced by approximately \$4000 by using Video Remote Services instead of an in-person interpreter (this is due to interpreters charging for driving time and mileage, approximately \$182 daily). An upgrade to the Kurzweil program was purchased (\$135) as well as a Scanner/printer (\$188.52) for the program. This program is helpful in converting inaccessible text to accessible text for screen readers. This also allows for a

document to be scanned into accessible format (editing is greatly reduced by using this method). Accessible tables for the testing rooms were purchased (\$722.00). These tables have adjustable heights for people whose sitting height is not the norm as well as being able to accommodate a person in a wheelchair getting close to the table.

Goal 2: Standardize content and objectives for all educational presentations regardless of format

Description: Department: University Health Services: Student Counseling Service
Academic Year: 2011-2012 Cost Center Head: Cindy Wood, RN
Name of Person Completing this Report: F. Lynne Martin, LPC,
MLAP Priority Initiatives/Action Items Please list each priority initiative/action item, specify which UNA Strategic Goal or Goals it supports, and indicate what your department did during this academic year to advance this initiative/item. Initiative/Action Item #1: Standardize content and objectives for all educational presentations regardless of format (print, face-to-face, and digital), to be used by medical and counseling staff to provide consistent, reliable, and useful information to the faculty, staff, and students of the University. Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes. Annually, the three divisions of University Health Services provide educational programming for a variety of venues across campus and in the community at large. The requests for program presentations continue to increase annually. For instance, representatives from Student Counseling Services alone provided on average one campus program per week to some campus group during 2010-2011. Because a variety of UHS staff members and student interns serve as presenters for these programs, having content and objectives outlined for each topic will serve to ensure that information provided will be standardized, of highest quality possible, and meet set objectives regardless of presenter's style. UNA's Strategic Goals/President's Priority Initiative/Action Item #1 supports: Supports University Strategic Goals – • To offer high quality programs • To build and maintain a student-centered university • To promote and celebrate diversity • To foster a strong university community Supports University Annual Goals – • Strategic Plan • Diversity Planning Discussion of strategies and tactics to reach Initiative/Action Item #1: • Develop listing of options for educational topics to be presented by medical and counseling staff members. • Outline educational points to be included for each topic. • Establish learning objectives for each presentation topic. • Write Pre-and Post-Program Questionnaires based on the learning objectives for each topic. •

Make topic list available through print and digital outlets to campus at-large. • Administer Pre- and Post- Program Questionnaires and Evaluation Forms to all participants in educational group settings • All web-based and print formats will regularly be updated to include topic listings. The following tools/instruments will be used to assess Initiative/Action Item #1: • Pre-and Post- Program Questionnaires • Program Evaluation Forms • Attendance demographics Persons responsible for assessment: • F. Lynne Martin, LPC, MLAP • Peggy Bergeron, MSN Evaluation and Use of Results: • Feedback collected from program Evaluation forms will be utilized to assess perceived needs of the University community toward new topic and program development and implementation. • Data will be collected on attendance, program utilization, and demographics of participants for annual comparisons. Status of Priority Initiative/Action Item 1: (to be completed in June) RE: "Develop listing of options for educational topics to be presented by medical and counseling staff members." A listing the choices for medical programming topics to be offered by the medical staff was begun by the Nurse Educator. RE: "Outline educational points to be included for each topic.", "Establish learning objectives for each presentation topic." and "Write Pre-and Post-Program Questionnaires based on the learning objectives for each topic." These objectives were not accomplished. RE: "Write Pre-and Post-Program Questionnaires based on the learning objectives for each topic." Pre-tests have also not been standardized. RE: "Make topic list available through print and digital outlets to campus at-large." The medical topic list has been linked to the University Health Services web pages. RE: Administer Pre- and Post- Program Questionnaires and Evaluation Forms to all participants in educational group settings Informal Evaluation forms have been used for all programming events, but these have not been standardized for each topic. Participant feedback and data collected from evaluation forms has not been formally assessed. RE: All web-based and print formats will regularly be updated to include topic listings. This is an on-going objective. Due to inadequate staff numbers, this Initiative will not be completed, and will need to be assessed as to its priority for the available staff in the coming year. As a department, University Health Services is facing monumental changes over the next year. The administrative oversight and structure of the UHS department has changed since this Initiative/Action Item #1 was proposed, and priorities have shifted accordingly. While maintaining the clinical demands of the area, Student Counseling Service faces the added challenges to find an appropriate location to house the area, add needed staff positions, secure funding, and eventually relocate within the coming year. Expenditure for Priority Initiative/Action Item 1: (to be completed in June) Expenditure for Initiative/Action Item 1 is related to staff time and office supplies

that is accounted for and absorbed through regular salaries and other exiting budget line items.

Budget: 0

University Goals Supported: 1,2,3,4

Strategic Goals Supported:

Responsibility: F. Lynne Martin, LPC, MLAP

Participation: Peggy Bergeron, RN, MSN

Results: Status of Priority Initiative/Action Item 1: A listing the choices for medical programming topics to be offered by the medical staff was begun by the Nurse Educator. That content has been linked to the University Health Services web pages. Informal Evaluation forms have been used for all programming events, but these have not been standardized for each topic. Pre-tests have also not been standardized. Data collected from evaluation forms has not been formally assessed. Due to inadequate staff numbers, this Initiative will not be completed, and will need to be assessed as to its priority for the available staff in the coming year. As a department, University Health Services is facing monumental changes over the next year. The administrative oversight and structure of the UHS department has changed since this Initiative/Action Item #1 was proposed, and priorities have shifted accordingly. While maintaining the clinical demands of the area, Student Counseling Service faces the added challenges to find an appropriate location to house the area, add needed staff positions, secure funding, and eventually relocate within the coming year.

Actions/Improvements:

Goal 3: Develop a comprehensive medical history form for use with the University admissions process; Incorporate proposal for required immunizations

Description: Department: University Health and Wellness Services Academic Year: 2011 – 2012 Cost Center Head: Cynthia L. Wood, RN, BSN Name of Person Completing this Report: Cynthia L. Wood Priority Initiatives/Action Items Please list each priority initiative/action item, specify which UNA Strategic Goal or Goals it supports, and indicate what your department did during this academic year to advance this initiative/item. Initiative #3: Develop a comprehensive medical history intake form for use with the University admissions

process; Incorporate proposal for required immunizations. Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes. Health Services included the need for a medical history and required immunizations in the initial strategic plan from 2007. As the number of students with significant, chronic medical and mental health conditions has increased, the need has become more imperative to plan and anticipate the types of services necessary to meet the health care needs of the campus community. Establishing a medical history intake, to be completed during the admissions process, will definitely provide pertinent information for the planning of services and a general understanding of the campus population. In addition, the increased incidence of several childhood illnesses, like measles, mumps and whooping cough, on college campuses and in the general population, reinforces the need for required immunizations. UNA's Strategic Goals/President's Priority Initiative/Action Item 3 supports: - Supports University Strategic Goals – High Quality Programs, Student Centered University, and Celebrate and Promote Diversity, Foster a Strong University Community. - Supports University Annual Goals – Strategic Plan and Diversity Planning. - Priority Initiatives – Expand Student Health Services to meet more fully the health needs of a contemporary American and international student population.

Discussion of strategies and tactics to reach Action Item 3: The following strategies and tactics are planned to accomplish Action Item 3: - Research best practices in Ohio Valley Conference schools and other Division 1 institutions; Includes medical history and immunization requirements. - Coordinate with the Office of Admissions to explore options for including the medical intake form in the admissions process. - Contact UAH for recent implementation experience and lessons learned. - Map the transition process and timeline. - Develop a pertinent, comprehensive medical history intake form; include an online and printed version. - Seek approval for implementation from appropriate governing bodies. - Establish accountability and responsibility for review and maintenance of medical history forms. - Develop protocols and timelines for administration of required immunizations. The following tools/instruments will be used to assess Action Item 3: - Benchmarking data from similar and larger institutions. - Sample groups to complete medical intake form and provide feedback. - Review of CDC recommendations for adolescent and adult immunization requirements. Person Responsible for assessment: - Cynthia L. Wood, Executive Director, University Health and Wellness Services Use of evaluation results for future planning and decision making: - Use sample group feedback to finalize medical history intake form. - Develop marketing campaign to facilitate understanding of and compliance with requirements. - Coordinate

implementation with admissions office. - Use data to guide targeted services in the next year. - Establish fiscal resources for educational programming. Status of Priority Initiative/Action Item 3: (to be completed in June) Address the status of each of the above stated strategies and/or tactics (i.e. intended outcomes.) Expenditure for Priority Initiative/Action Item 3: (to be completed in June) Designate amount spent for specific item(s) related to the initiative

Budget: 0

University Goals Supported: 1,2,3,4

Strategic Goals Supported:

Responsibility: Cynthia L. Wood, RN, BSN

Participation: Health Services staff

Results: - Research best practices in Ohio Valley Conference schools and other Division 1 institutions; Includes medical history and immunization requirements. Research/benchmarking was done against other similar institutions and the OVC. - Coordinate with the Office of Admissions to explore options for including the medical intake form in the admissions process. A preliminary discussion has taken place and follow up meetings will be scheduled this summer. - Contact UAH for recent implementation experience and lessons learned. Pending... - Map the transition process and timeline. Pending meetings with Admissions. - Develop a pertinent, comprehensive medical history intake form; include an online and printed version. A comprehensive medical history form has been developed and is being utilized at present in the clinic. Verbal feedback has been collected by the staff and there will be revisions before the form is finalized and ready for full implementation. A brief feedback survey will be conducted this summer with patients in the clinic and also during the fall semester to determine understanding of the form. It will then be considered for placement online. - Seek approval for implementation from appropriate governing bodies. In 2012-13. - Establish accountability and responsibility for review and maintenance of medical history forms. Pending further benchmarking and review. The final process will be established by protocol. - Develop protocols and timelines for administration of required immunizations. At present immunizations are only by recommendation and not required. Information is distributed during the SOAR process and more information on immunizations will be placed on the health services website this summer. A proposal for required versus recommended

immunizations will accompany the final medical history form next year for consideration and implementation.

Actions/Improvements: - Benchmarking data from similar and larger institutions. Initial research has been done and is ongoing. - Sample groups to complete medical intake form and provide feedback. In process and more will be done during the fall semester. - Review of CDC recommendations for adolescent and adult immunization requirements. Done. Revisions will be made based on CDC and ACHA recommendations. Expenditure for Priority Initiative/Action Item 3: Designate amount spent for specific item(s) related to the initiative - Cost at this time is reproduction of the form to use and evaluate – approx. \$200

Annual Goals for University Health - Counseling Services

2011-2012

Goal 1:	Educate faculty, staff, and students regarding Disability Support Services; accommodations, disabilities, and diversity issues
Description:	<p>Department: University Health Services: Disability Support Services Academic Year: 2011-2012 Cost Center Head: Cindy Wood, RN Name of Person Completing this Report: Dr. Mary A. Bowers, PhD Priority Initiatives/Action Items Please list each priority initiative/action item, specify which UNA Strategic Goal or Goals it supports, and indicate what your department did during this academic year to advance this initiative/item. Initiative #2: Educate faculty, staff, and students regarding Disability Support Services, reasonable accommodations, special and general disabilities, and increase awareness of related diversity issues. Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, this initiative is a component of the Strategic Initiatives: Health Services 2007-12 Update. There continues to be lack of knowledge regarding how to address students with disabilities and assumed disabilities. Although the campus has progressed in this area, there is still a need for continued education. Faculty and staff request consultation regarding students with diverse learning, physical and cognitive abilities as well as the ADAA. Data collection in this office continues to demonstrate steady growth in both numbers of services utilized as well as increasing severity of student needs. This service area is critically important to goals of student wellness, academic retention, and the overall social climate of the University community. Accessibility issues on campus need to be addressed regarding universal design. They include but are not limited to the following: Braille identification on rooms; truncated domes on ramps or walkways that lead into traffic areas; decreased weight on doors for ease of opening; increased number of automatic door openers; strategic placement of speed cushions; and crosswalks. UNA's Strategic Goals/President's Priority Initiative/Action Item 2 supports: Supports University Strategic Goals – • To offer high quality programs • To build and maintain a student-centered university • To promote and celebrate diversity Supports University Annual Goals – • Strategic Plan • Diversity Planning Discussion of strategies and tactics to reach Action Item 2: • Complete faculty/staff and student</p>

handbooks. • Complete training protocols for consultation and training. • Consult with faculty via faculty meetings, committee meetings and in less formal settings • Participate in the Infrastructure, Distance Learning, and Student Success Committees. • Collect and share data on universal design through committee involvement and other opportunities. The following tools/instruments will be used to assess Action Item 2: • Documentation of information from committee meetings • Documentation of consultations, questions, and emerging issues in the area • Analyze data regarding DSS students' retention and academic progress. • Assess feedback from training protocols and other presentations. Person responsible for assessment: • Dr. Mary A. Bowers, PhD, Disability Support Specialist Use of evaluation results for future planning and decision making: • Evaluate feedback, both informal and formal, to refine programs and services • Evaluate students' retention in the DSS office beginning Fall 2011 Status of Priority Initiative/Action Item 2: (to be completed in June) Address the status of each of the above stated strategies and/or tactics (i.e. intended outcomes.) Expenditure for Priority Initiative/Action Item 2: (to be completed in June) Designate amount spent for specific item(s) related to the initiative

Budget: 0.00

University Goals Supported: 1,2,3

Strategic Goals Supported:

Responsibility: Mary A. Bowers, PhD

Participation: Exec. Director Univ. Health and Wellness Services; Disability Support Specialist; VP Student Affairs

Results: • Complete faculty/staff and student handbooks. • **A Policy and Procedures Handbook is in final draft form. The faculty/staff and student handbooks are in draft form. Due to their length, they are being condensed to allow for a briefer format that can be easily accessed in bullet form. Thus, the faculty/staff, student and parent informational handbooks are being created and finalized during July 2012. • Complete training protocols for consultation and training. A training protocol has been developed for the Test Anxiety Presentations to CAARs, and one is being completed with the on-going group, "Get It Done" • Consult with faculty via faculty meetings, committee meetings and in less formal settings Presentation to the Nursing Faculty and one to the Writing Center tutors. With the addition of Ms. Stansell this will be continued in the

next year with the goal of accessing all departments within the university. • Participate in the Infrastructure, Distance Learning, and Student Success Committees. There has been participation in these committees with involvement in the Infrastructure Committee's ADA Compliance Working Group. This working group will likely be extended to the 2012-2013 year. The Student Success Advisory Committee has met twice monthly with plans to implement in Fall 2012 and Fall 2013. This Committee gathered information from faculty, staff and administration to discover what might work best for Student Success at UNA with a joint effort from Academic and Student Affairs. Distance Learning Committee involvement has resulted in greater awareness for DSS in terms personnel who are able to accessibility issues. • Collect and share data on universal design through committee involvement and other opportunities. DSS hosted one webinar on Universal Design. Furniture was designed with this in mind and new office arrangement was designed with this in mind. The office also hosted a series of three webinars from AHEAD regarding the Americans with Disability Amendment Act of 2008 and changes with accessibility standards.

Actions/Improvements:

The following tools/instruments will be used to assess Action Item 2: • Documentation of information from committee meetings o This is being assimilated. • Documentation of consultations, questions, and emerging issues in the area o This is being assimilated. • Analyze data regarding DSS students' retention and academic progress. o Continued to next year. • Assess feedback from training protocols and other presentations. o Continuing to gather as programs are implemented. Continued to next year with standardizing data collection for feedback. This will be coordinated with Dr. Greenway's office. Expenditure for Priority Initiative/Action Item 2: Another professional staff member, Loresa Stansell, LPC, has been contracted in this office. This hiring has made resources available to complete the Policy and Procedures Manual. An ADA Consultant was hired by University Health Services in order to assess the campus and assist in planning for accessibility. Move to the new office--- approx. \$15,000 or more Costs of 5 webinars: \$566. Other members of the university community were invited and attended these webinars. Cost of chairs for testing rooms (universal access): \$1429.53 Cost of sign language interpreting: \$7545.98. Part of this is to be reimbursed by Alabama Department of Rehabilitation Services. The cost that UNA will bear has been reduced by approximately \$4000 by using Video Remote Services instead of an in-person interpreter (this is due to interpreters charging for driving time and mileage, approximately \$182 daily). An upgrade to the Kurzweil program was purchased (\$135) as well as a Scanner/printer (\$188.52) for the program. This program is

helpful in converting inaccessible text to accessible text for screen readers. This also allows for a document to be scanned into accessible format (editing is greatly reduced by using this method). Accessible tables for the testing rooms were purchased (\$722.00). These tables have adjustable heights for people whose sitting height is not the norm as well as being able to accommodate a person in a wheelchair getting close to the table.

**Future
Actions/Improvements:**

Goal 2: Standardize content and objectives for all educational presentations regardless of format

Description: Department: University Health Services: Student Counseling Service
Academic Year: 2011-2012 Cost Center Head: Cindy Wood, RN
Name of Person Completing this Report: F. Lynne Martin, LPC,
MLAP Priority Initiatives/Action Items Please list each priority initiative/action item, specify which UNA Strategic Goal or Goals it supports, and indicate what your department did during this academic year to advance this initiative/item. Initiative/Action Item #1: Standardize content and objectives for all educational presentations regardless of format (print, face-to-face, and digital), to be used by medical and counseling staff to provide consistent, reliable, and useful information to the faculty, staff, and students of the University. Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes. Annually, the three divisions of University Health Services provide educational programming for a variety of venues across campus and in the community at large. The requests for program presentations continue to increase annually. For instance, representatives from Student Counseling Services alone provided on average one campus program per week to some campus group during 2010-2011. Because a variety of UHS staff members and student interns serve as presenters for these programs, having content and objectives outlined for each topic will serve to ensure that information provided will be standardized, of highest quality possible, and meet set objectives regardless of presenter's style. UNA's Strategic Goals/President's Priority Initiative/Action Item #1 supports: Supports University Strategic Goals – • To offer high quality programs • To build and maintain a student-centered university • To promote and celebrate diversity • To foster a strong university community Supports University Annual Goals – • Strategic Plan • Diversity Planning Discussion of strategies and tactics to reach Initiative/Action Item #1: • Develop listing of options for educational topics to be presented by medical and counseling staff members. • Outline

educational points to be included for each topic. • Establish learning objectives for each presentation topic. • Write Pre-and Post-Program Questionnaires based on the learning objectives for each topic. • Make topic list available through print and digital outlets to campus at-large. • Administer Pre- and Post- Program Questionnaires and Evaluation Forms to all participants in educational group settings • All web-based and print formats will regularly be updated to include topic listings. The following tools/instruments will be used to assess Initiative/Action Item #1: • Pre-and Post- Program Questionnaires • Program Evaluation Forms • Attendance demographics Persons responsible for assessment: • F. Lynne Martin, LPC, MLAP • Peggy Bergeron, MSN Evaluation and Use of Results: • Feedback collected from program Evaluation forms will be utilized to assess perceived needs of the University community toward new topic and program development and implementation. • Data will be collected on attendance, program utilization, and demographics of participants for annual comparisons. Status of Priority Initiative/Action Item 1: (to be completed in June) RE: "Develop listing of options for educational topics to be presented by medical and counseling staff members." A listing the choices for medical programming topics to be offered by the medical staff was begun by the Nurse Educator. RE: "Outline educational points to be included for each topic.", "Establish learning objectives for each presentation topic." and "Write Pre-and Post-Program Questionnaires based on the learning objectives for each topic." These objectives were not accomplished. RE: "Write Pre-and Post-Program Questionnaires based on the learning objectives for each topic." Pre-tests have also not been standardized. RE: "Make topic list available through print and digital outlets to campus at-large." The medical topic list has been linked to the University Health Services web pages. RE: Administer Pre- and Post- Program Questionnaires and Evaluation Forms to all participants in educational group settings Informal Evaluation forms have been used for all programming events, but these have not been standardized for each topic. Participant feedback and data collected from evaluation forms has not been formally assessed. RE: All web-based and print formats will regularly be updated to include topic listings. This is an on-going objective. Due to inadequate staff numbers, this Initiative will not be completed, and will need to be assessed as to its priority for the available staff in the coming year. As a department, University Health Services is facing monumental changes over the next year. The administrative oversight and structure of the UHS department has changed since this Initiative/Action Item #1 was proposed, and priorities have shifted accordingly. While maintaining the clinical demands of the area, Student Counseling Service faces the added challenges to find an appropriate location to house the area, add needed staff positions,

secure funding, and eventually relocate within the coming year. Expenditure for Priority Initiative/Action Item 1: (to be completed in June) Expenditure for Initiative/Action Item 1 is related to staff time and office supplies that is accounted for and absorbed through regular salaries and other exiting budget line items.

Budget: 0.00

University Goals Supported: 1,2,3,4

Strategic Goals Supported:

Responsibility: F. Lynne Martin, LPC, MLAP

Participation: Peggy Bergeron, RN, MSN

Results: Status of Priority Initiative/Action Item 1: A listing the choices for medical programming topics to be offered by the medical staff was begun by the Nurse Educator. That content has been linked to the University Health Services web pages. Informal Evaluation forms have been used for all programming events, but these have not been standardized for each topic. Pre-tests have also not been standardized. Data collected from evaluation forms has not been formally assessed. Due to inadequate staff numbers, this Initiative will not be completed, and will need to be assessed as to its priority for the available staff in the coming year. As a department, University Health Services is facing monumental changes over the next year. The administrative oversight and structure of the UHS department has changed since this Initiative/Action Item #1 was proposed, and priorities have shifted accordingly. While maintaining the clinical demands of the area, Student Counseling Service faces the added challenges to find an appropriate location to house the area, add needed staff positions, secure funding, and eventually relocate within the coming year.

Actions/Improvements:

Future Actions/Improvements:

Goal 3: Develop a comprehensive medical history form for use with the University admissions process; Incorporate proposal for required immunizations

Description: Department: University Health and Wellness Services Academic Year: 2011 – 2012 Cost Center Head: Cynthia L. Wood, RN, BSN

Name of Person Completing this Report: Cynthia L. Wood

Priority Initiatives/Action Items Please list each priority initiative/action item, specify which UNA Strategic Goal or Goals it supports, and indicate what your department did during this academic year to advance this initiative/item.

Initiative #3: Develop a comprehensive medical history intake form for use with the University admissions process; Incorporate proposal for required immunizations. Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes.

Health Services included the need for a medical history and required immunizations in the initial strategic plan from 2007. As the number of students with significant, chronic medical and mental health conditions has increased, the need has become more imperative to plan and anticipate the types of services necessary to meet the health care needs of the campus community. Establishing a medical history intake, to be completed during the admissions process, will definitely provide pertinent information for the planning of services and a general understanding of the campus population. In addition, the increased incidence of several childhood illnesses, like measles, mumps and whooping cough, on college campuses and in the general population, reinforces the need for required immunizations.

UNA's Strategic Goals/President's Priority Initiative/Action Item 3 supports:

- Supports University Strategic Goals – High Quality Programs, Student Centered University, and Celebrate and Promote Diversity, Foster a Strong University Community.
- Supports University Annual Goals – Strategic Plan and Diversity Planning.
- Priority Initiatives – Expand Student Health Services to meet more fully the health needs of a contemporary American and international student population.

Discussion of strategies and tactics to reach Action Item 3: The following strategies and tactics are planned to accomplish Action Item 3:

- Research best practices in Ohio Valley Conference schools and other Division 1 institutions; Includes medical history and immunization requirements.
- Coordinate with the Office of Admissions to explore options for including the medical intake form in the admissions process.
- Contact UAH for recent implementation experience and lessons learned.
- Map the transition process and timeline.
- Develop a pertinent, comprehensive medical history intake form; include an online and printed version.
- Seek approval for implementation from appropriate governing bodies.
- Establish accountability and responsibility for review and maintenance of medical history forms.
- Develop protocols and timelines for administration of required immunizations.

The following tools/instruments will be used to assess Action Item 3:

- Benchmarking data from similar and larger institutions.
- Sample groups to complete medical intake form and provide feedback.
- Review of CDC recommendations for adolescent and adult

immunization requirements. Person Responsible for assessment: - Cynthia L. Wood, Executive Director, University Health and Wellness Services Use of evaluation results for future planning and decision making: - Use sample group feedback to finalize medical history intake form. - Develop marketing campaign to facilitate understanding of and compliance with requirements. - Coordinate implementation with admissions office. - Use data to guide targeted services in the next year. - Establish fiscal resources for educational programming. Status of Priority Initiative/Action Item 3: (to be completed in June) Address the status of each of the above stated strategies and/or tactics (i.e. intended outcomes.) Expenditure for Priority Initiative/Action Item 3: (to be completed in June) Designate amount spent for specific item(s) related to the initiative

Budget: 0.00

University Goals Supported: 1,2,3,4

Strategic Goals Supported:

Responsibility: Cynthia L. Wood, RN, BSN

Participation: Health Services staff

Results: - Research best practices in Ohio Valley Conference schools and other Division 1 institutions; Includes medical history and immunization requirements. Research/benchmarking was done against other similar institutions and the OVC. - Coordinate with the Office of Admissions to explore options for including the medical intake form in the admissions process. A preliminary discussion has taken place and follow up meetings will be scheduled this summer. - Contact UAH for recent implementation experience and lessons learned. Pending... - Map the transition process and timeline. Pending meetings with Admissions. - Develop a pertinent, comprehensive medical history intake form; include an online and printed version. A comprehensive medical history form has been developed and is being utilized at present in the clinic. Verbal feedback has been collected by the staff and there will be revisions before the form is finalized and ready for full implementation. A brief feedback survey will be conducted this summer with patients in the clinic and also during the fall semester to determine understanding of the form. It will then be considered for placement online. - Seek approval for implementation from appropriate governing bodies. In 2012-13. - Establish accountability and responsibility for review and maintenance of medical history forms. Pending further benchmarking and review. The final process will be

established by protocol. - Develop protocols and timelines for administration of required immunizations. At present immunizations are only by recommendation and not required. Information is distributed during the SOAR process and more information on immunizations will be placed on the health services website this summer. A proposal for required versus recommended immunizations will accompany the final medical history form next year for consideration and implementation.

Actions/Improvements: - Benchmarking data from similar and larger institutions. Initial research has been done and is ongoing. - Sample groups to complete medical intake form and provide feedback. In process and more will be done during the fall semester. - Review of CDC recommendations for adolescent and adult immunization requirements. Done. Revisions will be made based on CDC and ACHA recommendations. Expenditure for Priority Initiative/Action Item 3: Designate amount spent for specific item(s) related to the initiative - Cost at this time is reproduction of the form to use and evaluate – approx. \$200

**Future
Actions/Improvements:**