

University of Oregon
HEALTH CENTER
Student Health Advisory Committee Meeting
February 24, 2006

Student Members:	Alternate	Interested Students	ExOfficio Members:
* Chiem, Jennifer	Horn-Kelter, Petra	Beseda, Addie	Kerr, Shelly
* Kuzma, Urva	* Ronco, Noelle	Bentley, Dan	E DeHaven-Murdoch, Daralyn
Scholl, Ben	Wilson, Kathryn	* Mann, Todd	* Leith, Ramah
* Soetan, Folake		Parker, Jenny	* Megerssa, Becky
L Stiffler, Lesley	Faculty:	E Takahashi, Chika	* Ryan, Tom
* Straight, Leslie	E Munroe, Dennis	Zimmer-Stucky, Jasmine	* Staight, Paula
* Teeter, Kelly	Meaux, Tenaya	* Kehdi, Norma	Stoop, Helen
* Wintermute, Ben	Spradling, Karen	Laws, Michael	
* Wu, Angela			

The meeting was called to order at 3:00 p.m.

1. **Approval of Minutes** – The minutes of the previous meeting were approved as distributed.
2. **Health Center Web Site Review** – SHAC members shared their input about the Health Center website:

It's hard to find information on the staff people and their contact telephone numbers. There are bios of some people, but no phone numbers or email addresses and you have to go to another source for that information. You could provide a list of who works at the Health Center and what they do with their telephone numbers.

When you go to each department or section it is hard to get back to the home page.

The graphic box for the links is distracting to some, but not all.

Clinic Hours link: The hours are listed, but not phone numbers.

I would be good to have a list of what the Pharmacy offers in regards to medications with prices so students can bring enough money for their purchase to the pharmacy when purchasing medications and over-the-counter items.

It is kind of hard to spot where the Health Center is located on the campus map. Perhaps the color of the Health Center could be changed to distinguish it from other buildings.

Hard to sort out the little titles; list or separate by categories.

Paula Staight suggested that students compare our home page to those on other health center websites. One of the concerns in health promotion is that the home page does not look as professional as it should. Annie Dochnahl did a survey with journalism students and from the feedback she received that was the case. They felt there was not a consistent look to the Health Center web site. Paula brought black and white copies of two other home pages for students to review and compare. A lot of home pages have pictures of their clinics which would help students identify the health center better and find us easier.

If students are interested in looking at other health center web pages, there is a link through the university of Colorado <http://www.colorado.edu/healthcenter/resources>. Kim Barker will send this URL to the SHAC members.

Urva Kuzma will be talking to Annie Dochnahl about what she heard through her survey and will bring back the information to the meeting next week. We could even ask Annie to come to a SHAC meeting next term to discuss the information she received through this survey. We would like to get our website completed by the time the new facility is ready.

Please look over our Health Center website again in preparation for more discussion next week. You can also send your comments directly to Tom Ryan who will talk to the IT staff about your issues.

3. **Patient Satisfaction Survey Revision** – The version brought to the meeting today is the version updated by SHAC a couple years ago. SHAC worked to make the survey with all the questions on one side leaving the back for students to write their comments or air concerns. One of the things that is remarkably consistent is that almost nobody filling out the survey tells us who they are. If someone has a concern it is really hard to address because we do not know who they are, who they saw, when it was, or what the problem really was. We always look into a problem when a name is listed on the form and get in touch with the person. We get a lot of good comments that we would love to follow up on, whether it is a good suggestion or a concern of a student.

Tom Ryan asked for suggestions or ways that we could let students know it is optional whether they add their name, but that this information would help us work with them regarding their concern. Suggestions were:

Change the statement on the bottom of the back page completely around so “completely optional” is at the end of the statement, and not capitalized which emphasizes it.

Explain why the name and contact information is helpful. Possible wording could be, “Because we care about your health center visit please complete the following survey. Your contact information is necessary for us to follow up with your questions or concerns.

Capitalize that “WE WANT TO GET BACK TO YOU”

Say in the beginning paragraph, “if you have something you want to say to us please write it on the back of this survey.”

Put the request for the student’s name at the top of the form, including asking for their email address as an option for contact.

Kim Barker will put a draft of the survey using the comments from the group today and bring back to SHAC for their review.

7. Updates:

- a. **In-service Topics** – Last week we had a few members from the Nontraditional Student Union come and share some of their concerns regarding the Health Center. They would be happy to help with the in-service, and most likely could get students to serve on the panel. They were going to send out an email to the nontraditional student to get more feedback about their concerns. Leslie Straight and Folake Soetan will keep in touch with the Director of the Nontraditional Student Union, Kyna Langhorne and bring back any further information. Kim Barker will check with the Health Center Management Committee on a possible date(s) for the SHAC In-service to be held.

Noelle Ronco stated she talked to nontraditional student who said she does not use the Health Center at all. This is because at the university she was at previously she did not have to pay anything out of pocket as it was taken out of the prepaid funds required of students.

- b. **ACHA Conference Attendance** – A decision is still needed regarding whether a SHAC student will be going to the American College Health Conference this spring. Three (3) people have contacted Kim Barker and Tom Ryan so far. The student being sponsored by the Health Center should be an appointed SHAC member or alternate who will be returning to the university next year. They will be asked to present to the SHAC next year on what the information they acquired by attending the conference and also bring back any ideas that we might use ourselves for projects. It was decided that this could also be in the form of a video. Those eligible in attending the conference are: Noelle Ronco, Urva Kuzma and Leslie Straight.

The role of student at conference will be to participate with Tom Ryan’s presentation on SHAC this year and represent our SHAC. There will be a lot of questions at the presentation, some of which only the students can really answer. The experience of going and interacting with all of the other students at these meetings is great. Students have their own track for this conference and will be meeting folks from all over the country. It is a good opportunity to pick up information on the what, how, who, of other SHAC and perhaps bring something back to our group. You can also step outside of the student track and attend other sessions on health promotion.

There is also the Pacific Coast College Health Association (PCCHA) meeting next fall in Vancouver, BC, that a student could be sponsored to go to.

The decision on who will attend is needed right away. However, it was decided that this would be postponed until the meeting next Friday (March 3), which is after registration for spring term so students will know better whether they will be able to attend the conference. How do SHAC members wish to have the choice made?

Each student will make an informal speech on why they wish to go and what they hope to bring back to the SHAC and then we will vote.

- c. **Health Information Survey** – Kim Barker provided copies of the Health Information survey today for students to take to their peers through classes or personal contact. SHAC members are each to take some of the surveys to have their friends and classmates fill out and either bring back to Kim in the Health Center or bring to the meeting next week. Bring back by the last meeting of this term, St. Patrick's Day
5. **Health Resource Center Field Trip** – Urva, Kelly, Folake with Paula and Ramah lead the group to the Health Resource Center in the EMU.
6. **Adjournment** – The meeting was adjourned at 4:00 p.m.

Kim Barker, Recorder

****Next Meeting****
March 3
Health Center Medical Library
(Alias the Ramey Room, Carson Hall)