

Student Health Advisory Board Meeting Minutes
February 15, 2008, 12:30 to 1:30
at Student Health and Counseling

Action Items:

1. Nick will check with the students who spoke, and if they approve, we will add Student Forum minutes to SHAC Web site, and perhaps distribute them elsewhere to make them available to the PSU community.
2. Laura/Mary Beth will send the Charter to the appropriate parties.
3. Mary Beth will ask Gwyn to get specific statistics about SHAC Web site usage
4. Mary Beth will bring information about SHAC mental health services to the next meeting, and invite Layton Borkan to the meeting.
5. Nick will ask a student who had feedback on Mental Health Services to write something that can be presented to the board.
6. Laura/Mary Beth to get OCHA meeting time to SHAB members
7. SHAB to provide feedback on the survey to SHAC.

Attendance:

1. Mark Bajorek, MD, Medical Director, SHAC
2. Jessica Cole, Operations Supervisors, SHAC
3. Mary Beth Collins, LCSW, SHAC Director
4. Laura DeGrace, Administrative Assistant
5. Nick Walden Poublon, Chair
6. Rafael Fernandez
7. Kim Heidenreich
8. Tamara Kennedy
9. Emerson Murphy-Hill

Not in Attendance:

A. **Next meeting:** Friday, February 29, 2008, 12:30 to 1:30.

B. **Transgender issues:** C Morgan would like to meet with Nick to discuss transgender issues and then come and meet with the board to speak about transgender issues and healthcare. The new transgender group will also be presenting to SHAC later in the month. Tim Chevalier, who spoke at the Student Forum is also interested in speaking to SHAB. The committee voted to have C Morgan come and speak with SHAB.

C. **Charter:** the charter was passed around and signed.

D. **Review previous minutes:** the group reviewed the 2-1-08 minutes and approved them. *Note: Tamara abstained since she was not in attendance for the*

E. Student Forum:

- 1) **Forum Minutes:** the board discussed making the forum minutes available to the PSU community. We will post them to the SHAC Web site. Nick will also check with the students who spoke, and if we have their approval, he will distribute the minutes.
- 2) **Discussion about the forum:**
 - a. **Education:** Rafael brought up an observation that many students seemed largely to not have enough knowledge and information about SHAC and its services. SHAC has quite a bit of outreach and information out there, but students still seem to get the information they need.
 - (1) **Facebook/Information campaigns:** Some suggestions to improve this were the use of Facebook, information campaigns, and additional distribution of FAQ pamphlets that are more targeted to specific demographics. Jess suggested an example like a pamphlet for women's services at the Women's Center.
 - (2) **E-mail:** Jess further advised that e-mail can be a powerful medium. However, PSU still has some technical issues with student e-mail that hopefully will be improved in several months.
 - (3) **Web:** Emerson, whose area of specialty is usability, added that the Web is a hugely powerful tool. Jess encouraged Emerson to take a look at the SHAC Web site and make suggestions for improvements. Emerson added that we can ask about Web site use in the survey. Jess also asked Mary Beth if we can get specific Web site statistics from Gwyn Ashcom, who is our Web site Coordinator.
 - (4) **Events:** open house, orientation, and other events can be helpful opportunities to spread the word about SHAC.
 - (5) **SHAC Outreach expansion:** SHAC will also be expanding their Outreach Department. We will be hiring an Assistant Director for Health Education. Currently we only have one employee in outreach, and we used to do more outreach, but have had resources limitations. We believe that expanding the staff will greatly improve this.
 - b. **Getting more feedback on Mental Health:** Nick brought up the issue of privacy, particularly with mental health issues. His e-mail generated 56 e-mails, but many of the students did not want to speak publicly about their issues. Mary Beth said she can speak more to SHAB about mental health services. The most common complaint SHAC receives is the lack of services. SHAC offers short term treatment which is generally 12-20 sessions per year. This is an improvement over the previous policy that included 12 sessions for the entire time a student was at PSU. One thing PSU does not offer is long term care, but we do try to find outside referrals for those who need services

SHAC cannot offer, although this has its challenges. The most common number of visits actually is one. Also, we do not do full drug and alcohol treatment. Nick will also ask a student who had mental health issues to write something up to bring to SHAB.

- c. **Good feedback:** Tamara that in future events we could ask students what DOES work at SHAC.
 - d. **Good job!:** Mary Beth and Jess complimented the SHAB group on a great job with the forum. Nick also stated that he was pleased with the outcome.
- F. Insurance Bidding:** the group reviewed an e-mail from Christi that summarized what we want to bid on. There was some discussion about clarifying what transgender issues we will be bidding on, and if they cover what we heard from the Student Forum and other discussions with the transgender community.
- G. OUS meeting:** Mary Beth attended a meeting in Eugene that was further discussion about having all the OUS universities be pooled as one group for mandatory insurance with a hard waiver. Mary Beth's input at the meeting was that PSU still wants to be sure and get student feedback and research before taking any action.
- 1) **Survey:** it was generally agreed that a student survey was needed. Mary Beth passed around a draft of the survey which would potentially be sent out to all OUS students. The questions and language still needs to be refined.
 - 2) **OUS/SHAC/SHAB Survey(s):** currently we have a survey that is about to go out to the PSU community by a doctor at SHAC, Kathleen McAuliffe. Kim pointed out one question that asked about whether a student was male or female. She had a concern that this would not be appropriate for transgender students. The group discussed possible alternatives to the current language. The general consensus was to add an alternative transgender option or question.

Mary Beth's hope that this survey could work in place of the OUS survey by adding about three questions.

Rafael had comments about the language in questions 15. He felt that it was not clear.

After some discussion, it was decided that Dr. McAuliffe will send the SHAC survey out with the additional questions. SHAB will review the OUS survey and send feedback to Mary Beth, and Mary Beth will forward the feedback to George Voss at OUS. Also, Emerson/SHAB would like to do their own survey after we have all the bid information.

- H. March 7th Insurance renewal meeting:** SHAB members plan on attending. We will have some bid information then.

- I. **April OCHA meeting:** Mary Beth/Laura will get exact date for this. SHAB would like to meet with OUS before this