

**Minutes**  
**Student Health Advisory Board Meeting April 13, 2012. Approved May 18, 2012.**  
**Oregon State University Student Health Services**

**I. Call to Order.**

A meeting of the Student Health Advisory Board was held in 322A Plageman Building, OSU Student Health Services, on Friday April 13, 2012. SHAB chair Mac Ovenell called the meeting to order at 12:00.

**II. Attendance.**

Students

Seth Chip

Jaya Conser Lapham

Mac Ovenell

Kimberly Rubey

Ashley Vernon

Steve Wicks

Voting Faculty

Steve Lawson

Ruth Vondracek

Non-Voting Faculty

Phil Histan

George Voss

**III. Minutes.**

- A. Minutes of March 9, 2012, meeting were approved.

**IV. Recruitment**

- A. Reminder to recruit new members for next year. Five current SHAB members will return for 2012-2013.

**V. Budget Updates**

- A. SHS 2012-2013 budget was approved by ASOSU.

**VI. OCHA Spring Meeting**

- A. The Oregon College Health Association Spring meeting will be April 20, 2012, at UO in Eugene. Suggestions for agenda items are requested.
- B. SHS attendees will travel in a van leaving Plageman parking lot at 7:30am Friday.

**VII. Student Survey of Patients Immediately after an Appointment.**

- A. The Business Solution Group in the OSU College of Business has a free online survey ready to adapt by users. Surveys are distributed by email or website link. <http://bsg.oregonstate.edu/>
- B. SHS alternates two annual surveys.
  - 1. Internal: Patients who have used SHS within 2 weeks.
  - 2. External: All students, whether they have used SHS or not.
- C. Pat Ketcham and the SHS Assessment Committee prepare the annual SHS surveys.
- D. Discussion of doing post-visit surveys.
  - 1. Would information be available only to SHS or also to students?
  - 2. Is a post-visit survey useful? Will it be a valuable tool to implement changes in policies and processes? How will it be different from the SHS annual surveys? Who will analyze responses?
  - 3. What is the cost?
  - 4. What format will be used? There is no patient check-out system at SHS. Will patients receive a thank you for using SHS? Will students be given a paper survey to complete before they leave SHS, or a link to online survey? Phil suggested sampling one day a week or one week a month, not every day. CAPS uses Ipads for evaluations immediately after visits. Apple might have a deal for using Itouch technology. Phil will ask Sue Jackson, Patient Portal coordinator, about sending messages to students.
  - 5. Phil will send out the current SHS annual survey and results from recent surveys. Phil will invite Pat Ketcham to attend the next SHAB meeting to discuss the SHS annual surveys and the OSU Survey Research Institute.
  - 6. Jaya suggested looking at existing assessments before developing 4 questions:
    - a. Do you understand your bill?
    - b. Are services, staff and scheduling timely?
    - c. Was there overall resolution of health issues?
    - d. Is more support or education needed?

**VIII. Campus Planning Commission.**

- A. Student feedback is requested at next Campus Planning Commission meeting.

**IX. SHS Strategic Plan**

- A. Phil and Mac will work on Strategic Plan ideas and development over the summer and early in fall. The SHS Strategic Plan is due mid-October. The Strategic Plan includes Short -Term Goals for 1-2 years and Long-Term Goals for 3-5 years, and services and program development.
- B. Phil will send out the 2011-2012 Strategic Plan.

**X. Adjournment**

- A. Meeting adjourned at 12:45pm.
- B. Future SHAB meetings will be 12:00-1:00pm Friday: May 4, May 18, and June 1.

Minutes reviewed by Phil Hestand and George Voss.

Minutes submitted by Claire Younger.

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