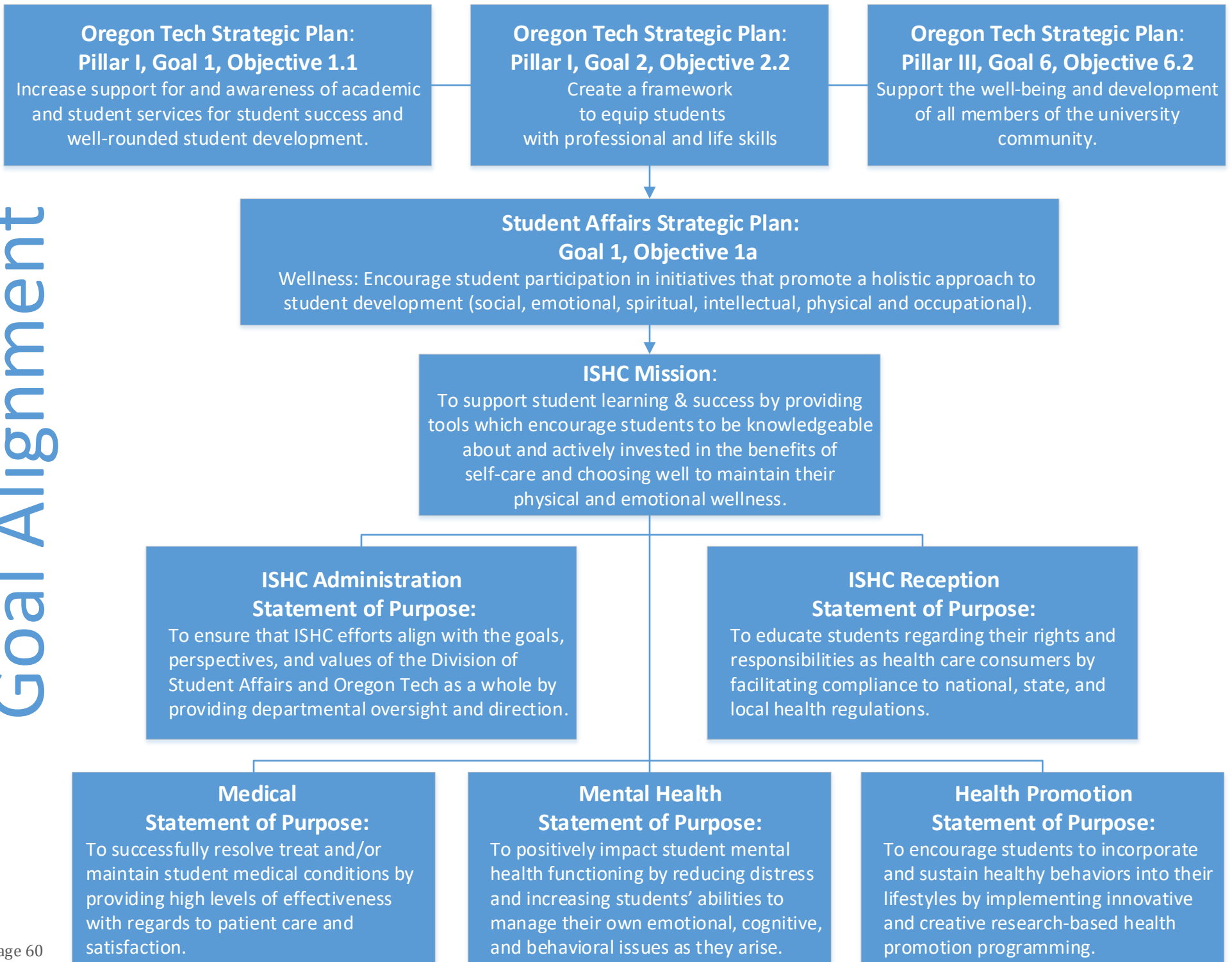


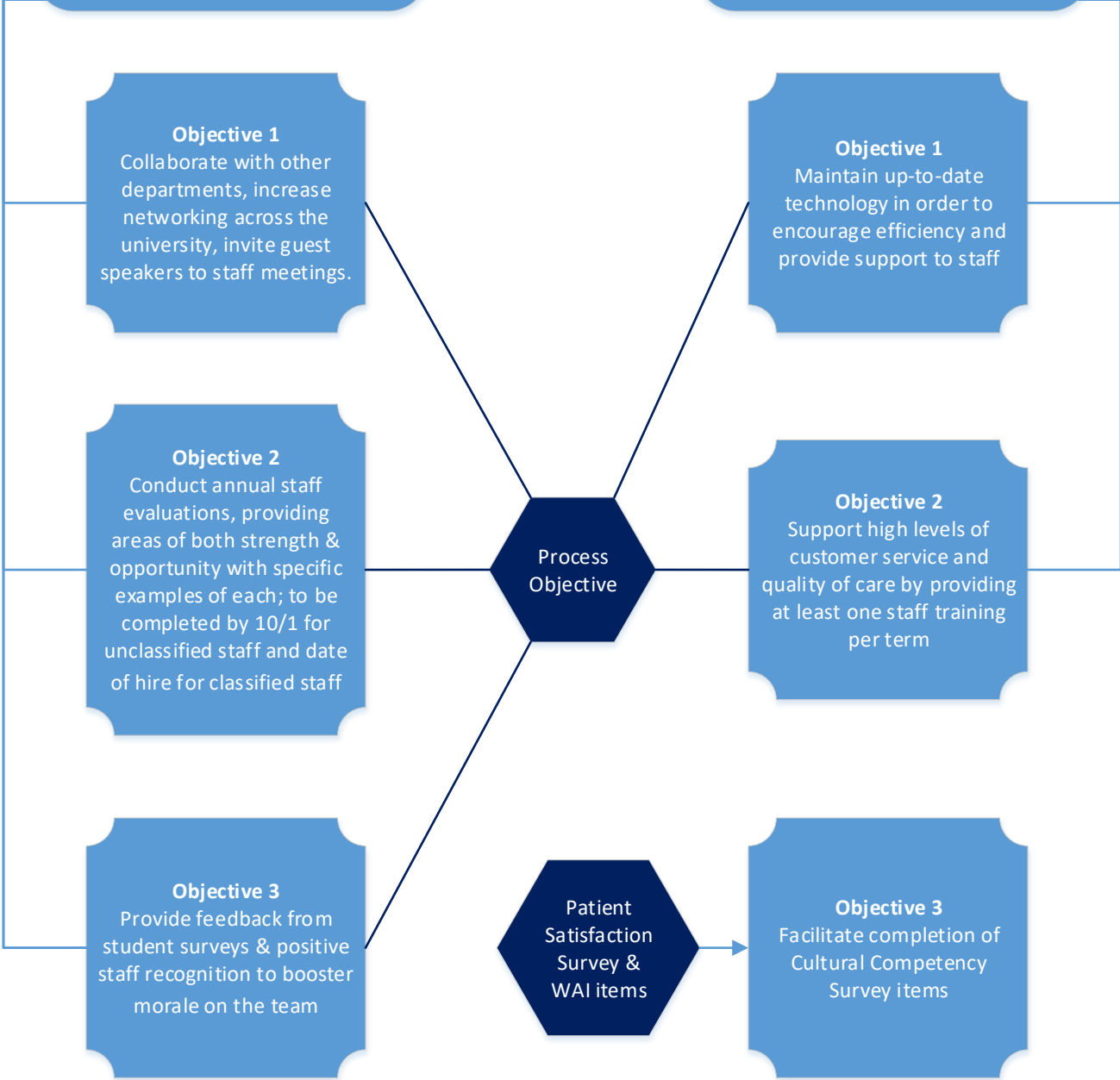
Goal Alignment



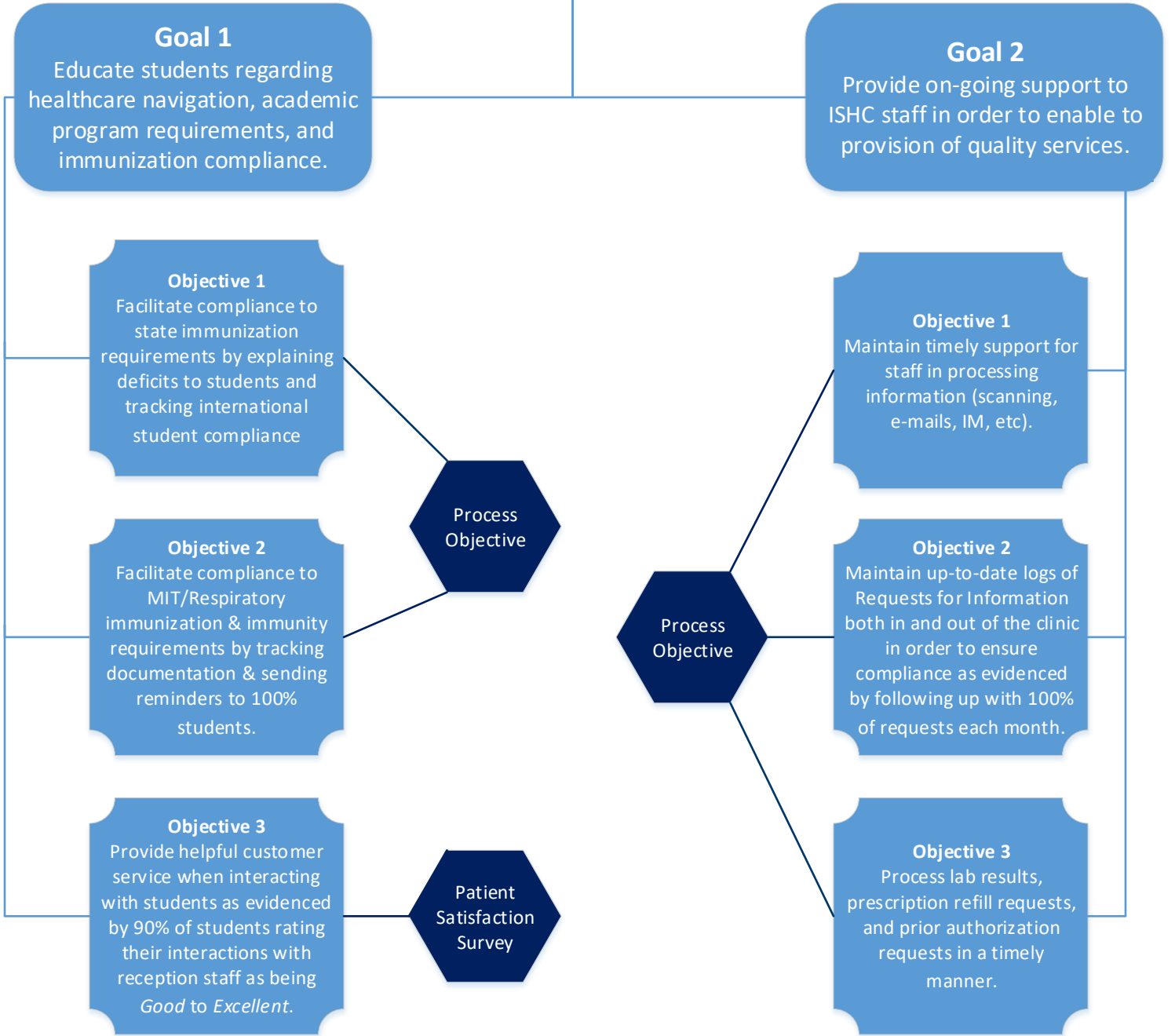
ISHC Administration
Statement of Purpose:
 To ensure that ISHC efforts align with the goals, perspectives, and values of the Division of Student Affairs and Oregon Tech as a whole by providing departmental oversight and direction.

Goal 1
 Provide personnel management which encourages a collaborative approach among the team

Goal 2
 Provide ISHC staff with the tools they need to be successful in supporting students

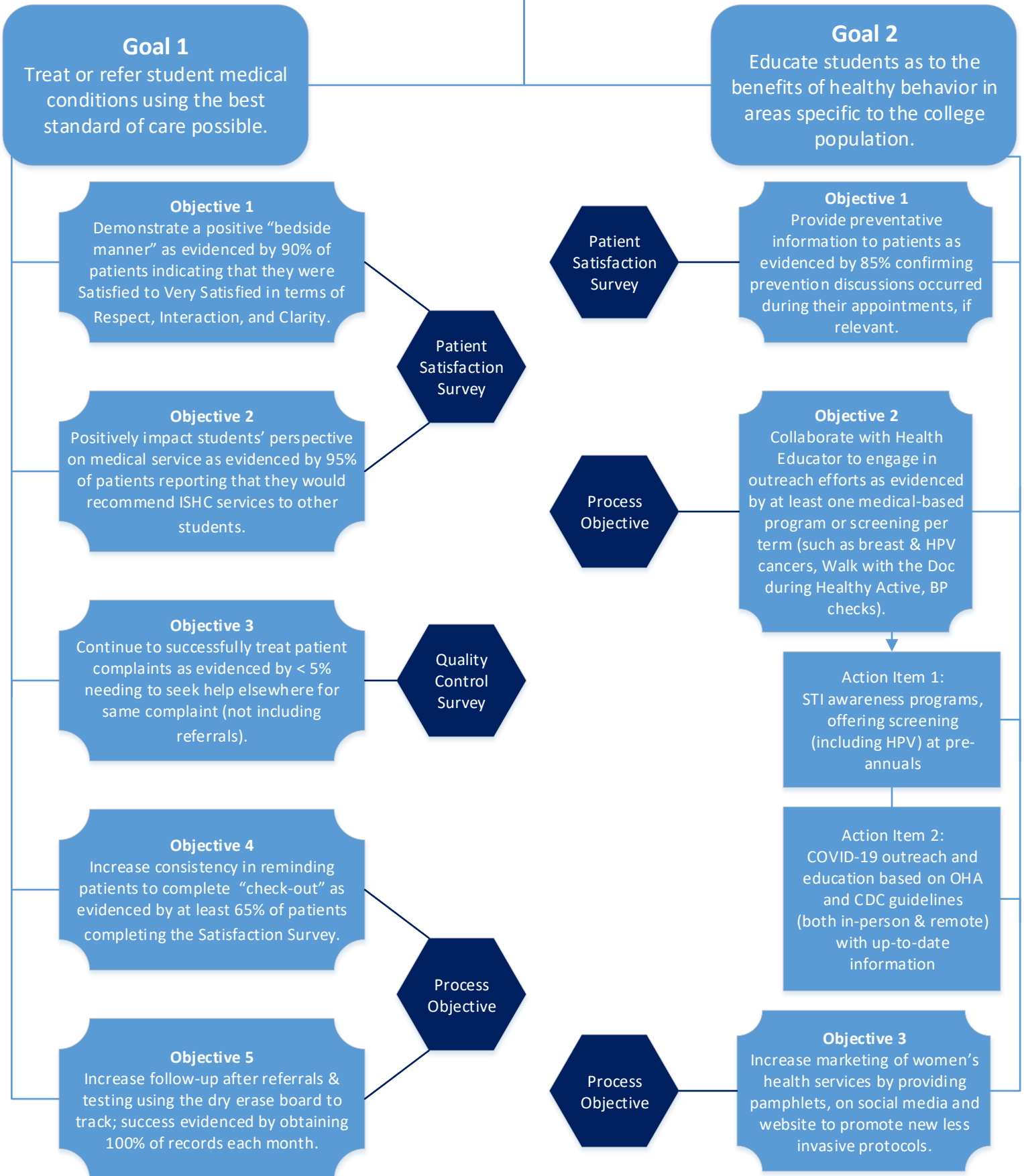


ISHC Reception
Statement of Purpose:
 To educate students regarding their rights and responsibilities as health care consumers by facilitating compliance to national, state, and local health regulations.



ISHC Medical Statement of Purpose:

To successfully resolve student medical conditions by maintaining high levels of effectiveness with regards to patient care and satisfaction.



ISHC Mental Health
Statement of Purpose:
 To positively impact student mental health functioning by reducing distress and increasing students' abilities to manage their own emotional, cognitive, and behavioral issues as they arise.

Goal 1
 Provide effective counseling to increase emotional regulation and use of healthy coping strategies among clients.

Klamath Falls

Goal 2
 Increase student awareness of their own mental health issues and knowledge of support resources on campus.

Objective 1
 Establish a therapeutic alliance with clients as evidenced by an average rating of 12 (or higher) out of 15 on the Alliance Subscale.

Objective 2
 Address relevant issues with clients as evidenced by an average rating of 12 (or higher) out of 15 on the Goal Subscale.

Objective 3
 Facilitate a significant reduction in distress from intake to termination as evidenced by:
 1) at least 85% of discharged clients confirming the reduction;
 2) reduced perceived Overall Distress between 1st and last CCAPS

Working Alliance Inventory

Discharge Survey

CCAPS

Process Objective

Objective 1
 Offer outreach for 2 hours weekly to provide "drop in counseling" to student populations (veterans, athletics, academic areas)

Objective 2
 Collaborate with Health Promotion to engage in outreach efforts as evidenced by at least one mental health screening per term; explore topics to meet student needs.

Objective 3
 Facilitate at least one mental health training or presentation each term (i.e. suicide prevention, anxiety/depression) based upon student need and niche populations (i.e. TOP, veterans, athletes, etc.)

Objective 4
 Continue to assess student needs in order to connect students to resources both on-campus and in the community.

ISHC Health Promotion

Statement of Purpose:

To encourage students to incorporate and sustain healthy behaviors into their lifestyles by implementing innovative and creative research-based health promotion programming.

Goal 1

Encourage students to implement healthy behaviors into their lifestyles by implementing the Choose Well program in-person & remotely

Goal 2

Collaborate to provide programming and education about sustaining a wellness lifestyle

Objective 1

Implement at least one Choose Well event per month

Choose Well
Event
Surveys

Process
Objective

Objective 1

Explore options for collaboration with SIB, Fraternity, veteran, and non-traditional student groups

Objective 2

Follow-up with students see about implementing their Choose Well behavior by increasing completed follow-up surveys.

Process
Objective

Process
Objective

Objective 2

Collaborate with Mental Health staff to support mental health screenings (offering at least one per term)

Objective 3

Impact student behavior as evidenced by at least 85% of students who complete follow-up surveys reporting having implemented their Choose Well behavior.

Choose Well
Follow-up
Surveys

Process
Objective

Objective 3

Collaborate with Medical Health staff to support medical outreach (offering at least one collaborative program per term)

Objective 4

Explore options for health education groups (such as weight loss, tobacco cessation and so on).

Process
Objective

Patient Satisfaction Survey

At the close of each medical appointment, students are directed to the reception area where complete a confidential Qualtrics survey on a touch-screen I-Pad that is mounted on the counter. Questions address their satisfaction with that day's appointment across a variety of topics (respect, clarity, discussion of fees, referrals, and so on). This also allows students to provide feedback about the reception staff.

Administered:
Daily
Data Reviewed:
Monthly

Quality Control Survey

Students who complete medical appointments at ISHC receive a second Qualtrics survey via e-mail which addresses Quality Control issues. Because it is difficult to ascertain the effective of any given course of medical treatment right when it is prescribed, it is necessary to explore quality control subsequent to the appointment. By following-up with each student who seeks medical assistance on a monthly basis, the ISHC is more likely to obtain more specific and timely feedback regarding the quality of care provided by the medical clinic.

Administered:
Monthly
Data Reviewed:
Monthly

Working Alliance Inventory

Satisfaction in terms of counseling tends to vary across time, as clients who are challenged or confronted by their counselor may rate satisfaction low in one session, but then higher once they process the interaction. One approach to measuring counseling client satisfaction, then, is to explore variables such as the extent to which rapport is established with their counselor, how effective the counselor's methods seems to be for that client, and personal "fit" with the counselor's style. The WAI has demonstrated appropriate reliability and validity in terms of measuring the alliance between counselor and client, as well as the agreement on goals and how they are being addressed. ISHC utilizes a short version of the WAI which consists of 2 subscales (Alliance and Goal). Students are also given the opportunity to provide comments and to send a secure private message to the Director (as a safeguard, so they can provide confidential feedback, if needed).

Administered:
Daily
Data Reviewed:
Monthly

Discharge Surveys

Students who have met their therapeutic goals and are discharged from counseling now complete a survey at the close of their final session. This provides feedback to ISHC regarding the extent to which their distress has lowered as a result of counseling, what they have learned from the experience, and the degree to which they feel confident that they could address their primary issue should it arise for them again in the future. Students are also given an opportunity to provide feedback regarding their counselor, and to rate them on an A to F grading scale.

Administered:
Quarterly
Data Reviewed:
Quarterly

Choose Well Surveys & Follow-up

At each Choose Well event, students are encouraged to select and identify one topic-specific healthy behavior which they plan on implementing. At the close of the term, a Qualtrics survey is sent to those students to determine the extent to which they subsequently implemented their chosen behaviors.

Administered:
Monthly
Data Reviewed:
Quarterly

