

Senate Minutes

January 19th, 2015

Opening

Call to Order: Vice President Cleary

Prayer

Pledge of Allegiance

Roll Call and Establish Quorum: Secretary Wildgen

Reading and Approval of Minutes: Senator Miller (Seconded)

Approved

Communications:

1. Guest Speaker: Dr. Paul Myers: Thank you very much for inviting me here. I am very appreciative of having the first slot of the semester. For those of you who may not be aware I will fill you in about the range of services we offer in the Health Center. Once you get away from orientation, many students believe we deal with just illness care. We have physical health care service provided by nurse practitioners. They provide treatment for illness and injury and make referrals. They can manage 95% of what comes in the door which is similar to many family practices. They are generalists. The longer they're here, the more they see familiar things because of the age group and activity level of the population. We also do wellness promotion and education. Some examples are the Green Dot program, Pilot Pride, confidential group for our LGBTQ community. We have Well Now which is a newsletter in the residence halls. We have some different support groups we offer for students with Asperger's, ADHD, ADD and more. In the past we've had ones for eating disorders. It depends how many students need it at one time. For mental health service we have the after-hours of Public Safety officers and the Residence Life staff. We provide counseling free of charge to all students. Every day there is a two hour time period for same-day walk-ins. Mental health services are provided by three psychologists and three advanced practicum students from Pacific University's Professional School of Psychology. That adds up to about four and a half full time positions. We also provide substance abuse services. We do not treat substance dependency, but we will make a referral to more intensive services off campus. We have disability services in the Health Center, supervised by Melanie Gangle and assisted by Krista Hill. So if students have any questions about accommodations and whether they qualify Melanie and Krista are great resources. We also oversee learning assistance. Brother Thomas Guimenta provides learning assistance counseling one on one over in Franz, but he also provides courses. ED 101, ED 102 and ED 191 which are designed to teach study skills. Disability service and learning systems are more academically focused so people wonder why they are housed in the Health Center. I think this goes back to our holistically focused idea of health and to support the mind, body and spirit of all the students. We want to attend to their academic and physical health. We focus on wellness promotion even when we're conducting illness care. We are not saying that all disabilities are medical issues. Sometimes things became disabling because of cultural and physical obstacles in their way. UP has made huge headway making more and more of campus accessible right up front. So, those are the services. I want to jump down to common questions. These are the leading questions I get. So I want to start with these, and then we will see what you all have. So, why not allow students to schedule online? I want to show you something. Whenever a student calls us and is looking for services, we need to decide what level of care they may require. Number one, there are those who will need a referral to specialists. Those are difficult to obtain without having a general practitioner

give an initial assessment. Again, back to being able to take care of 95% of those who come through the door; the 5% are the ones who get referred to specialists. There are those who truly need a generalist. There are those who have an infection that isn't clearing or a significant pain or headache. It's something that you can't take care of yourself, but a generalist can take care of that need. Then there is category three: those who need self-care. This is your cold symptoms. There are students who become anxious about cold symptoms because they don't want to miss class. In these types of situations there really isn't a treatment for these viruses. There are over the counter medications to ameliorate the symptoms. Those can be obtained from the bookstore, Health Center or at an off-campus store. Finally there are those that need no intervention at all. Especially if it's something that tends to heal quickly and where the body naturally heals itself. If a student is wanting access to care simply by the questions we ask we can determine what level the care needs are going to be. Even within category two where it fits within our services, there are some situations that might need 5-10 minutes or 30-40 minutes to evaluate. So one of the things we run into is that students don't always have the experience to know how long the appointment should be. Sometimes we don't get it right. Sometimes students call about getting antibiotics and slipping into the schedule, sometimes they might be right and sometimes it could be something else and it will take more than 5 minutes. There could be allergy issues and it would require a longer appointment. When there is a mismatch between what we assigned and what they need it affects the rest of the appointments as well. It's not an exact science, but it's something we try to do so we have a minimum of wait times in waiting room and provide optimal care. That's why we don't allow students to pick an online time. Average wait time. So has anyone spent more than an hour or two in a doctor's office growing up? It's pretty common because in a lot of out-patient clinics they have multiple exam room for providers and they provide both emergency and primary care so people get bumped. Two or three people may be squeezed in before you. The average wait time for the Health Center is 7 minutes in our waiting room. This is a pretty fast turnaround. The purpose of that is because way back we did surveys where many students aired concerns about missing classes because of wait time. When students choose to use our center they're saying, "I've got a window between classes and I have to be out of there by a certain time." We can control that by reducing time in the waiting room and aiming right when we estimate how much time the appointment will take on the front end. I want to put in a plug about that too. It's very common for all of us, I'm guilty of it too, that often times people will make an appointment for one thing and then bring up a laundry list of other issues that have been ignored for a long time. This jams the schedule because the provider doesn't want to end the appointment and not help with those other issues. There can be a tension around taking care of the person in front of you and everyone else. I just want to put the word out tell us about all thing, then we can allot the accurate time. Average wait time for an appointment is two and a half days and that's not taking weekends out. For many years I've heard that students say that it takes two weeks to get an appointment. A couple of times that can be true. If someone needs a travel or sports physical, since those are not as urgent, we might schedule those further out. Another way that can happen is that sometimes in counseling for follow up they would be told to come back in two weeks. Another ways is if someone calls on Thursday afternoon in the midst of a cold and flu rush. We could be booked for Friday already so then we're into Monday afternoon, can't find an opening. They could end up waiting for five days. That happens. That's how it can spread into two weeks. If anyone here or your constituents had an acute care need and they were told two weeks, have them call me. We really want to get students in. Another piece of the puzzle is that there are definitely bottle necks in demand. We have two nurse practitioners and an RN. When we're going through the two weeks before finals, where we have a lot of students with colds and stress related ailments, the providers were jammed. We can be jammed when that happens. We will be offering waitlists, or ask if they would like a referral to urgent care. We try to offer a variety of options. Can the health center arrange transportation? We don't have a transportation capability in the Health Center. We do want to help, especially freshmen

who are new to the area. We can contact hall staff. The most common issues are to get a ride to Rite-Aid or Fred Meyer for pharmaceutical pick-ups. Sometimes it's for x-rays and Epic Imaging is further away. I don't know of a time where we couldn't facilitate transportation through the hall community. We also have vouchers for taxis. They have to pay us back, but at least we can help call a taxi and set that up. When a student has twisted ankle, that's one thing and we can arrange a cab. If someone is feeling really sick, we really go for community support and see if a Residence Life employee can accompany them. Do we can doctors? We do not have physicians currently. Sometimes we have had physician consultants. We have two nurse practitioners. One is a twelve month position and one we just expanded to a ten month position. So we will have a little more coverage in the summer. With the growth of the School of Nursing for summer school we have seen a higher demand for health care during the summer. We do provide psychiatric medication. They are provided by the nurse practitioners and for the more complex situations we have a psychiatric practitioner who comes to the University on Wednesday afternoons. A quick review, so some of the things we've been doing to improve access to care. We have shortened some appointments. We urge students to get their travel physical at the front end of the semester. The later it gets the harder it is to get an appointment with us or it in the community. We only offer very few travel sports later in the semester because that is when we see an influx for acute care. That is our rationing. Then we do call backs and wait list if there is a cancellation. I really want to focus on that bottom bullet. UP contracts Harborview Medical Center in Seattle as does every college health center in Oregon, for and advice nurse service. When we are closed you can call that number and speak to a registered nurse who know us and they will triage if you should get urgent care or wait till we open. It's a really nice resource. We don't charge students, we get billed for it and we can handle that as long as it's not abused. Many students have this as part of their insurance plan now. With that I will open it up to questions.

2. Senator Bosomworth: So you have two nurse practitioners for over 3,000 students. How does that ratio compare?
3. Paul Meyers: We're better off than some and worse off than others. My next plan is to have a triage nurse. They would be someone you could meet face to face to have a sorting out if you really need level one or two. I will get back to you on the exact ratio. When I looked at our counseling data there is comparative ratio on counselors. We're doing pretty well there. I'm not sure where we place with physical healthcare.
4. Senator Crabtree: I know that this has happened a few times to me where I call the nurses' hotline and they won't give assistance since I am not a patient at Harborview. I've heard about a couple other people that this happened to. I was wondering if that's an issue.
5. Paul Meyers: It sounds like this is a real issue. They should not deny care when we are paying a large contract.
6. Senator Crabtree: I've heard people who have had mixed results.
7. Paul Meyers: I will bring that up with them first thing tomorrow. We did have some issues when they thought they were helping one of our students and it was a Portland State student. Thank you for letting me know. Anytime you hear something like that just let me know. I can't fix it if I don't know what's broken.
8. Senator Bosomworth: What's the reasoning behind just having seven hours five days a week? Is it possible to staff weekends?
9. Paul Meyers: Great question. We have done some review of the possibility someday. It's a resource question to begin with. It costs money. There is a balancing act. We have considered the possibility of extending. We've done surveys which have shown that students would like Saturday clinic hours. That is in the box of possibilities. There has also been conversation of evening clinic hours. Having folks that work till 7pm. Again it's a resource issue and finding the dollars to staff it. Also, Oricco Hall was packed. It's something under consideration. We have to look at competing needs. There is a big demand the psychiatric hours. There is a big demand for increasing the dietician hours. I forgot to mention that we have a dietician one day a week half a day. The person we

- used to have went back to full time so that position is open again. We are interviewing right now for a replacement. Then there is the triage RN. Also we're making sure we still meet the 9-5 needs. It's on my wish list.
10. Senator Ballard: I know you mentioned that most people after orientation don't really know about the services that the Health Center offers. What types of things do you do to inform the students about the services you offer?
 11. Paul Meyers: We have the Wellness promotion activities. One of the things I learned a long time ago that student healthcare is like selling cars or mattresses. When people don't need a car or a mattress they completely ignore it. As soon as they need one, they want it now. We don't have the same kind of advertising budget. That's why we talk to you to get the word out. We have a web presence. When they're ill, then they're in that environment. I would love a bigger marketing budget. I would love to have all of you go out and market for me. It could help garner resources.
 12. Senator Montoya: Does the Health Center perform an annual or semester review?
 13. Paul Meyers: We have a number of things we do to monitor quality of services. One of the things that goes on is because we have electronic health records and scheduling we are able to measure access, the provider, the epidemiology. We do constant chart reviews to make sure they're complete. We give providers feedback. We have a system for managing critical incidents. That's really broadly defined for us. In a regular setting it's like when someone trips on a carpet. They register any form of complaint. We do a similar thing so we can make any changes in policy or procedure. We provide 5,000-6,000 chartable contacts or services to students here. In that there is about a half dozen to a dozen times where we're sitting down and asking how did this slip through the cracks. That's a good error rate to have. We want it to be zero, but we are working with human beings. Miscommunication is the most common thing. The most common is with parents who say that they're son or daughter needed an appointment and that we offered times that didn't fit their schedule. Often the situation was about communicating more clearly. We do have a number of quality assurances systems. We do have satisfaction surveys. We also do formal surveys. The majority are satisfied. 1-2% that weren't satisfied it's usually because of wait times. Other questions? Let me extend an invitation to you all. If there are other issues that you want to address to me please let me know. We can't get better if we don't know what we need to fix. Just a side note, our folks are engaging in 25-30 hours continuing education a year. We are about getting better all the time. Feedback really helps the process. I want to thank you all for your time.
 14. Visitor's Open Forum
 - a. Patrick Garrison: My name is Patrick Garrison and I am petitioning in for the Villa Senator position. I was a Villa senator last spring semester, but I could not continue in the fall due to a class conflict. I hope to serve again now.
 15. Open Senate Positions: 1 Non-traditional, 1 CAS, 2 Engineering, 1 Junior, 1 Off-Campus, 1 Villa

Reports:

1. Executive Board: ASUP President Muwulya: Hey guys, just have four quick points. Number one is that resolution 14-03 was approved by Fr. Mark. What's different about this administration is that they believe resolutions are not necessarily the way. Later this week I will be sending a memo to all the people who supported this resolution. Number two is the volunteer program. I did work on it over break. I met with administration from Grant High School. What they want is a little bit different. They have a group of African American students they want us to help, but they were very specific on who they want. I think that UP has a really good community. I haven't found that group yet. There is an opportunity on Feb 26th. Admissions has a group of high school students and they would like five to six students to help with a student panel. We will be reaching out to some of you. For the service director positions, they are open. They will be due Feb. 6th. Then the second round will be due March 20th. They can find it on the UP lead website or by contacting me. Then for the two-ply and Wi-Fi, the two-ply is in all of the dorms. I will see if we can get it in all of the buildings on campus.

2. Treasurer's Report: Treasurer Robinson: Hello everyone. As some of you don't know I was gone last Thursday and Friday. Things are a little backed up. I will be getting fully caught up. My report is to tell you all to get mentally prepared for how cool my report will be next week. I might throw in some pie charts and bar graphs and mix it up a little. We do have a reallocation today under new business. Also, people that have purchased sweatshirts please pick them up. I will be sending out an email soon.
3. Campus Program Board: Director Berger: Hi everyone. Happy second week of school! I just want to make sure everyone feels confident they could tell a constituent could tell them when and where tickets are sold. The two places are in student activities or the Commons. Whenever they aren't in students activities they will be in the Commons. We will be at Espresso UP and at the basketball games on Thursday. We're spicing things up and adding some cool things. We will be doing a costume contest. We will do it so when you walk into the Crystal Ballroom you'll take a photo with you and your friends. This is awesome because the photos will be uploaded onto Facebook to keep the memories. You will be entered into the contest. There will be group and individual winners that will be announced at midnight. There will also be a VIP bus giveaway at the basketball game on Thursday. There will be eight winners and they can invite four of their closest pals to join them on the bus. Afterwards it's just going to be in transit the entire night so you may be able to get on the bus later. We're really excited that CPB is going above and beyond. If anyone has any questions they can ask me during open forum. Other than that I was sad that I was unable to attend the retreat. I had some very good feedback about CPB and myself. If you have any ideas please always know my door is open and I am more than willing to listen. Shot out too all the senators who signed up to sell for tickets. I also want to do a shout out to Senator Onslow, who is also a member of CPB. Despite having a busy schedule she caught an error in a CPB ad and also invited friends in Kenna to help sell tickets. I wanted to thank her for going above and beyond.
4. Elections: Secretary Wildgen: Thank you for all the feedback on the website. Feel free to send any comments to me or John. I know we've already caught a few details. Then if anyone wants to help out planning a launch party for it soon, please contact me. I've only heard from Senator Apenyo, shout out to you by the way. With executive board elections, I know that people were already wondering about applications. So to go over the dates, elections will be on March 24th and 25th which are a Tuesday and Wednesday. You can campaign the two weeks before, and Spring Break is in the middle so campaigning will start on March 2nd. Then speech night is that Tuesday the week before elections. So applications will be due February 27th. I will release applications on February 2nd. They will be out two to three weeks beforehand. If any of you are interested in elections committee, just let me know. Senator Delucchi, I just need to talk to you after the meeting about senator spotlight stuff.
5. Senate Standing Committees:
 - a. Infrastructure: Senator Zabinski: We have a meeting time. We will be meeting at 4:30 Wednesday afternoons in St. Mary's. We will be forming a committee for Purple Pride. I will be in contact with Vice President Cleary. Senator Delucchi and I will be heading that. Also, people are using the printer in the Cove. We got a performance report from Mr. Pederson and it was favorable. So kudos to Senator Ng.
 - b. Community Relations: Senator Montoya: Hi everyone. I have a call in and a couple emails with Jim. Then we will set priorities for this semester. If any of you have ideas for projects, just let me know. Otherwise I will just be setting agenda with Mr. Kuffer.
 - c. Club Recognition: Senator van den Berg: We will be meeting for the first time this Friday afternoon from 1-1:30PM. Last Friday at the Spring Activities Fair I saw three of the new clubs that we approved last semester. So shout out to the Chipmans for Disney Club.
 - d. Campus Affairs: Senator Miller: Last week I had two main requests for items to be stocked at Mac's Market – toilet paper and paper towels as well as milk cartons with plastic lids. Kirk discussed it doesn't go directly through him. He

doesn't know if it's something that the convenience store company supplies. Then in terms of Residence Life, I haven't had the chance to meet with Chris Haug yet, but I would appreciate more specific feedback on the Res Life webpage. Then with the dollars for the machines, it probably won't happen, but if you have five \$1 bills you can exchange them for a \$5 bill at the Cove or with Bon Ap. Replacing those machines are expensive and with the research I've done, I'm not sure if there are even machines that ever accept \$1 bills.

- e. Campus Security and Maintenance: Senator Ballard: We're still working on setting up a meeting time with physical plant. I've gotten a lot of complaints about heat regulation in BC so I will be making that to them.
 - f. Diversity: Senator Rojo: We don't have a meeting time yet. We will most likely be meeting twice because of a scheduling conflict and I will be present at both. Then Green Dot training for this semester will be Feb 7th, Feb 28th and March 21st. It would be awesome if you could get different groups to go. The privilege posters are going up which is making me happy. With the approval of 14-03 by Fr. Poorman we will be working on campaigns centering on gender identity since that is not included in the University's statement.
 - g. Service and Leadership: Senator Delucchi: So we will be meeting 4-4:30 Mondays in the Cove. We will talk about our goals next Monday. We will continue to work with Senator Zabinski to get Pilot Pride figured out.
6. University Committees
7. Constituency Reports
- a. Senator Rivera: I have had students complain about very small portions being served at the Commons during breakfast. I had another student ask if we could install Windows 8 in the library computers.
 - b. Senator Miller: So we do have this new toilet paper but some students, especially in Corrado, complaining that it is the same or worse quality than what we had before it's just a different texture. Also, the new dispensers are smaller dispensers. With the older ones we would never run out on the weekends when there wasn't a housekeeper to replace them. Now we ran out in the entire wing over the weekend. We had some sitting out but we didn't know how to put it in the dispensers so that's a huge problem.
 - c. Senator Ghyselinck: The constituents of Shipstad appreciate the new toilet paper. It's a nice soft change
 - d. Senator Ballard: Just a point of information on Senator Rivera's comment on Windows 8. As of right now the reason why Windows 8 hasn't been installed on any of the computers is because the university hasn't transitioned over. We don't offer it or support for it.
 - e. Senator Miller: Point of information on portion sizes, tell your constituents to ask for more. It's really hard to help individual situation when people aren't asking for more. If it continues to happen, have them take a picture of it and send it on to me.
 - f. Senator Osman: Last Thursday there was an issue about parking. I think there was an event but they didn't tell anyone.
 - g. Senator Crabtree: I had a constituent complain that the windows in library foyer need to be cleaned and also the doors in library weren't closing properly. I also had one constituent say that they stood outside the doors and they didn't open. She had to wave her arms.

New Business

UPIA Reallocation

- 1. Michaela: So basically what happened is that last semester we reallocated to make spending out budget easier. There weren't as many receipts. We are trying to make it easier for everyone. We reallocated one way last semester and another reallocated another way this semester.
- 2. Senator Zabinski: Where is the conference?

3. Michaela: This conference is in New York City.
4. Senator Zabinski: I move to approve this reallocation as submitted. (Seconded)
 - a. Argument For: Senator Zabinski: They are going to use their funds in an appropriate manner.
 - b. Approved

Old Business

Health Center Discussion

1. Senator Miller: I feel like my personal questions were answered as to why an online system and calendar system doesn't work. I think our next step is to advocate for an increase in number of nurse practitioners and services provided.
2. Vice President Cleary: Could I get a quick straw poll on those who would want to write a resolution? What about more relational channels? It looks like the majority do not want to write a resolution for it. Make sure to pass on the information we received from Paul Meyers today.
3. Senator Bosomworth: Who is the contact person between Mr. Meyers and ASUP?
4. Senator Zabinski: Student health is a part of Infrastructure and Senator Richards is the sub-committee chair.
5. Senator Ballard: For those still interested in writing a resolution, what are we talking about? The online calendar?
6. Vice President Cleary: Are there any topics which you would like to write a resolution on?
7. Advisor Koffler: Just a thought, because I think this conversation was very helpful. One thing that I think Dr. Meyers did hit on was that there are student demands that are not being met. I think if you were to pursue legislation on it, I think there is an opportunity for a win-win situation. We should take a closer look at the priorities that Dr. Meyers outline and matching that with student concerns and interest. There could be a piece of legislation to work on with Dr. Meyers to see a triage nurse or a set of hours on Saturdays or maybe the dietician's hours expanded with the new health and wellness center opening. I think you could use constituent reports and collective wisdom in the room to leverage your resources to better meet student needs. I think we had a lot of questions answered, but there are still things that need to be resolved.
8. Senator Zabinski: I just have a clarifying question for you, Advisor Koffler. You mentioned a health center opening up in the fall, could you expand on that?
9. Advisor Koffler: I meant the wellness center. The Rec Center.
10. Senator Delucchi: Do we still want to take up resolutions even though we know the administration prefers different routes? Just something to consider to get what students need but with the fashion that the administration likes.
11. Vice President Cleary: We addressed this at the retreat, and the senate decided that we would prefer to go the relational route, but if there is not traction then take up a resolution. That being said it doesn't mean we can't do a joint resolution with the Health Center. Any other points?
12. Senator Montoya: I think we need to send someone to meet with him personally. I don't want to say he felt like he was under pressure, but maybe if we had a more candid conversation he could say what he wants personally. I would hope that someone would volunteer to meet with him personally.
13. Vice President Cleary: If we could have Infrastructure run with that, that would be great.

Open Forum

1. Vice President Cleary: The main thing I have with open forum is for committee chairs to please send me your meeting time and place by our next meeting. Also, I will be sending out committee rosters with the VP Weekly debrief. Check that out.
2. Director Berger: I forgot two important things. There are two common questions about ticket sales that I've been getting, so I'll ask you guys. Does anyone know if you can bring a guest the dance?
3. Senator Miller: Yes, you can bring a guest to the dance. You have to fill out a dance for and you can't but tickets for other UP students. Then your ticket and their ticket stapled together. You have to show up with your guest.
4. Director Berger: That actually leads into my other question. Can you buy a ticket for another UP student? No, you cannot buy a ticket for another student. It gets super complicated. The final question that people have been asking and it was kind of confusing. You will probably have some constituent that picked up a voucher from athletics. They do not have a ticket yet. What they have is a voucher and that voucher must be redeemed on Saturday at the Basketball game. Does anyone have any questions? I try to post as much information as I can. Some people have a case by case basis.
5. Senator Jennifer Chipman: So for those of us who are doing a shift, do we grab ourselves a ticket at the end?
6. Director Berger: That's a great question. Once you've sold tickets you can highlight your name and write sold tickets and grab one. This is all on the honor system.
7. Senator Bosomworth: This is for Senator Miller for when you asked about the Res Life website. One thing that my constituents have been curious about is that they've been promising an Off-Campus website for about a full two years. So let's make sure that happens.
8. Senator Zabinski: I would like to see the interest in helping me coordinate a Superbowl watch party in conjunction with Athletics? Attending?
9. Treasurer Robinson: It has come to my attention that three people have not sent Secretary Wildgen their office hours. So you should really get on that.
10. Secretary Wildgen: If your name is Senator Crabtree, Senator Enos or Senator Miller, please enter it on the google forms.
11. Senator Rojo: One, if any of you are interested in going on the February Encounter, applications are due today. Two, if any of you want to help with the campaign for resolution 14-03, please let me know. And three, no notes during guest speakers.
12. Senator Montoya: Could you please send out the power point from Dr. Meyers?
13. Vice President Cleary: Yes, I can definitely do that.
14. Advisor Koffler: As we announced last week, spring activities fair was the first time we've ever done that. I think we had a decent turnout. We didn't go the full two hours because the interest started to fade after an hour and a half. If you have any feedback, please email me at koffler@up.edu so that we can collect it and file it away for next year.
15. Senator Ballard: I don't normally give out compliments, but I wanted to say kudos to the Exec Board for the refresher this weekend for two reasons. One, I thought the scavenger hunt was really fun, but that might just be the nerd in me; and two, I thought that this was the most productive refresher I've been to and I've attended for the past three years.
16. Senator Rojo: Also, if my committee meet with me afterwards, that would be awesome.
17. Senator Rivera: Schoenfeldt is having a Super Smash Bros Tournament this weekend. Proceeds are going to the Holy Cross Charity. You pay \$10 to play a tournament. If you win you get a Wii U. You can also play for fun and there will be free pizza.

Adjournment

Submitted by:

Mariah Wildgen

ASUP Secretary 2014-2015

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