**STUDENT AFFAIRS 08-09 ANNUAL REPORT DATA**

**IMPORTANT:** Please submit by July 20, 2009 and be sure to read the form instructions. As you prepare this be sure to refer to last year's annual report and your department’s 2008-09 Planning Document.

Annual report, 2007-08  
http://www.memphis.edu/studentaffairs/annualreport0708.htm

<table>
<thead>
<tr>
<th>Department/Sub-Department Name:</th>
<th>Student Health Services</th>
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</thead>
<tbody>
<tr>
<td>Location:</td>
<td>3770 Desoto</td>
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<tr>
<td>Phone Number:</td>
<td>901-678-2287</td>
</tr>
<tr>
<td>Web Site:</td>
<td><a href="http://www.saweb.memphis.edu/health">www.saweb.memphis.edu/health</a></td>
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<tr>
<td>Department Annual Report web link (if applicable):</td>
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<tr>
<td>Director Name:</td>
<td>Luther Wayne Capooth</td>
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<tr>
<td>Director Email:</td>
<td><a href="mailto:lcapooth@memphis.edu">lcapooth@memphis.edu</a></td>
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<tr>
<td>Number of Full-Time Staff:</td>
<td>8</td>
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**1. What is your BHAG?**

All U of M students will be healthy!

**2. Plan #1:** Inform, encourage and support students to become more fit

**TIGERS FEEL GRRREAT Fitness Program**

**OUTCOMES**

1. Students will become more physically active and fit as evidenced by lower body mass index measurements and lower body fat percentages following the program  
2. Students will correctly answer 85% of post Educational Workshop assessment

**ASSESSMENT DATA**

1. TFG participants will self report more energy and better physical health than prior to joining TFG Fitness Programming
2. TFG participants will have lower BMI measurements than prior to TFG Fitness Programming

3. Paper or clicker assessment results will show a minimum of 85% correct on post Educational Workshop assessment

4. Online assessment of on-line programs will show 85% correct answers to post test

**Plan #2:** To normalize student perceptions of alcohol use by college students, thereby reducing the amount of alcohol ingested, especially by freshmen

**SOCIAL NORMS MARKETING ALCOHOL PROJECT**  
**E-CHUG (Electronic alcohol CHeck-up to Go)**

**OUTCOMES**

1. Undergraduate students will self report drinking 3 or fewer drinks per week in each consecutive year

**ASSESSMENT DATA**

1. CORE survey will show the same or lower alcohol use in spring 2009 as compared to spring 2010

2. Fewer students will self report binge drinking on the CORE survey

3. Additional U of M students will complete E-chug

4. E-chug statistics will show fewer drinks consumed over previous years (stratified sample)

**Plan #3:** To acquaint all U of M students with the resources available on campus and in the Memphis community, to maintain or enhance their physical, psychological, spiritual and financial wellness

**STUDENT HEALTH FAIR**

**OUTCOMES**

1. Students will identify resources they could access for various conditions or information

2. Students will identify two healthy behaviors learned at the SHF
ASSESSMENT DATA

1. Students will self report exhibits which were influential at the SHF
2. Students will self report new healthy information on the evaluation

Plan #4: To provide varied, accurate, relevant, timely health information to all students on campus, especially commuter students

TIGER SCOOP: Health News and Views

OUTCOMES

1. Students will self report healthy behavior change based upon information obtained from Tiger Scoop
2. Calendar of programs will initiate good attendance at screening events and other programs

ASSESSMENT DATA

1. Determine Tiger Scoop readership #s and influence on student behavior on future CORE survey
2. Focus groups of U of M students will evaluate information
3. Survey attendance at screening events and other programs

3. ALL PLANS WERE UNDERTAKEN

4. UTILIZATION NUMBERS FOR 2008-2009

FREE ALLERGY SCREENING

Allergy and Asthma Care Associates, a private physician group in Memphis, provided free allergy screening and counseling to University students during the Fall 2008 and Spring 2009 semesters. A total of 464 students participated in the all-day program:

Fall 2008 = 229
Spring 2009 = 235

TOTAL VISITS TO HEALTH CENTER – 14,155
Medical Visits – 8,674
Patients with Single Visits – 78%
Patients with Multiple Visits – 22%
Information Visits - (Services provided at Front Desk) – 5,481
Phone calls – 7907
Family Planning Clinic Visits – 829
Laboratory Tests Performed – 4,143
X-Rays Performed – 442

WEB SITE USAGE – 15,835 visits

AVIAN INFLUENZA BLOG SITE USAGE – 1,097 hits; Lifetime – 4,402 hits

STUDENT HEALTH FAIR – 2008

- Approximately 3,000 participants, 60 exhibitors

  - Data from SHF 2008 Evaluative Survey (n=512)
    - 23% stated they would eat healthier foods, drink more water, control portion size, and eat more fruits and vegetables
    - 23% stated they would abstain from sexual intercourse or use safer-sex practices
    - 10% stated they would increase their activity level
    - 10% vowed to improve their general health
    - 6% stated they learned about stress relief and other mental health issues
    - 5% stated they would try to quit smoking
    - The majority of survey respondents listed on-campus health-oriented departments with helpful information

WELLNESS PROGRAMS 2008-2009

- 10% improvement in Wellness knowledge as demonstrated by post-test scores compared to pre-test scores during ACAD wellness seminars

VARIOUS WELLNESS PROGRAMS

The Health Educator, along with one Clinical Psychology Graduate Assistant and one Dietetics Graduate Assistant, has concentrated on reaching out to students across our campus with evidence-based methods and programming. It has been proven that effective behavior change is accomplished by continuous infusion of information rather than one-time information handouts or programs, which may only reach a few people.

Therefore, the Health Educator, along with 2 graduate assistants, and the Peer Health Educators reached approximately 20,000 students through 185 programs, social norms venues and informational awareness campaigns. 38 interviews were done with Helmsman reporters and students from various courses by the Health Educator, and three television interviews were filmed for Insight.

Please see the attached Nutrition and Behavior Change Specialist Data
Sheets. The following are brief summaries of their programs:

**The Nutrition Education GA:**

- Counseled 103 individual students (1 – 5 sessions)
- Counseled the Women’s Golf Team
- Led 10 students on a grocery store tour
- Taught 7 Tigers Feel Grrreat seminars on Nutrition
- Taught 7 Basic Nutrition Classes in classrooms (most ACAD)
- Wrote various brochures on nutrition topics
- Wrote 4 articles for the TIGER SCOOP
- Organized protocols for future Nutrition graduate assistants

**The Clinical Psychology GA:**

- Created protocol for Motivational Interviewing (MI) intake group sessions and follow-up sessions for TFG; the purpose of the protocol was to instruct 6 Clinical psychology graduate students to provide group and individual MI for TFG program
- Organized “intake” sessions for 160 TFG (48 fall semester, 112 spring semester) participants and 10 staff members
- Organized Walking “Buddies” for 42 students who participated in TFG during fall 08
- Assisted with 18 TFG Educational Seminars
- Presented 3 Educational Seminars for TFG targeting motivation
- Led walking groups once a week with participants of TFG
- Provided group MI to 40 groups consisting of 120 students (27 students fall 2008, 93 students spring 2009)
- Followed up 93 student in the spring 09 semester via email (93 students for a total of 11 hours), telephone (9 students for a total of 4 hours), and personal contact (10 students for a total of 14 hours) in order to check on student progress and provide tips to increase motivation

**TOTAL STUDENTS = 160 students**
**TOTAL STUDENT CONTACT HOURS = 69 hours**

5. **Report any additional data that demonstrates how your department supports the persistence and graduation of students.**

**CLINIC MEDICAL CARE**

**TIGER SCOOP – NEWSLETTER**
### Easy Access to Immunizations

**Screening Events:**
- Allergies
- HIV
- STIs
- Blood Pressure
- Alcohol
- Depression
- Diabetes
- Eating Disorders
- Stress Out
- Kick Butts
- Great American Smokeout

**Counseling; Nutrition and Behavior Change,** especially in regards to overeating and smoking cessation

Reduced barriers for students to seek counseling through TIGER FEEL GRRREAT, ACAD, Alcohol and Other Drug Programs, and Screening/Awareness Programs

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#### 6. If your planning document for 08-09 included departmental goals apart from student learning outcomes, please list them and briefly discuss progress made toward each goal, along with any appropriate supporting data. Also address any departures from your plans.

N/A

#### 7. List any revenue producing initiatives and results:

- The sale of generic, pharmaceutical medications
- Access fee charged to faculty and staff that are seen in the clinic
- Laboratory and radiology charges done on faculty and staff

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#### 8. Individual staff and student accomplishments:

Jacque De Fouw

- **Grants**
  - $26,828.69 Grant for Social Norms Marketing Training and Project and CORE: Alcohol and Other Drug Survey which was administered in
February 2009 From TICUA/CHASCO

- e-CHUG for U of M campus through CHASCO – online alcohol prevention program with motivational interviewing ($800)
- e-TOKE for U of M campus through CHASCO – online tobacco and marijuana prevention program with motivational interviewing ($400)

**MEMBERSHIPS**

- Coalition for Healthy and Safe Campus Communities (CHASCO), a subgroup of TN Independent Colleges and University Association (TICUA)
- American College Health Association (ACHA)
- Southern College Health Association (SCHA)
- Memphis-Shelby County Anti-Drug Coalition
- YMCA’s “Move It Memphis” advisory committee

**COMMITTEES**

- Participated on the Planning Committee for the 2008 CHASCO Partners in Prevention Regional Conference April 1-3 in Nashville, TN
- Program reviewer for ACHA 2009 National Conference in May/June
- 2 Thesis Committees for Nutrition graduate students
- RecFest Planning Committee at CRIS in August
- On STEPS (Suicide Training Education and Prevention Services) Advisory Board
- On Sustainable Technology Awareness Day Planning Committee
- Education Committee for the University Center

**TRAINING**

- Attended Social Norms Training II by Wesley Perkins, Nashville, TN

**PRESENTATIONS**

- 1-3 X weekly presentations for classes, Residence Advisors and Res Halls, Greeks, Registered Student Organizations, church and religious organizations and others, on Sexual Health and STI’s, Alcohol and Other Drugs, Tobacco, Safety and Wellness, specific infections or diseases
- “Social Norms Marketing and CHASCO” with Marianne Luther from Rhodes College at the Memphis/Shelby County Anti-Drug Coalition meeting – April 2009
- “Wellness and Immunizations” for new students and parents at multiple orientation sessions during the summer months
- “Stress Management” for Student Support Services Programming fall and spring semesters
o “Health Issues for Adults” for McWherter Library In-service Day
o “STEPS-2 (Suicide Training and Prevention Services); Destigmatizing Mental Health Issues and the Prevention of Suicide” at the Partner’s in Prevention Conference for CHASCO - April 2009 – Nashville
o “Wellness and STI” for all ACAD sections each semester
o "Choices” Alcohol Prevention Motivational Interviewing Program based upon BASICS for HMSE 1101 classes each semester

➢ MISCELLANEOUS

o Assisted with 2 projects for Master’s of Public Health students
  - “Student Health Fair” with Sara Jacobs
  - "Obesity Project” with Sara Omoah

o Planned and implemented community health projects with Loewenberg School of Nursing Professors

o Planned and implemented the popular TIGER SCOOP; Health News and Views in restrooms across campus. Expanded to all academic buildings on campus. (~700 stall doors). Wrote articles and edited all issues.

o Organized and implemented TIGERS FEEL GRRREAT for Fall and Spring semesters with 200 – 300 participants

o Planned, organized and implemented the Student Health Fair 2008

o Coordinated receipt of the e-Journal Student Health 101 for all U of M students

o Coordinated and promoted use of E-CHUG – alcohol prevention online program with motivational interviewing

o Coordinated Free HIV Screening with Community HIV Network for the first Thursday of each month on campus. (15 – 30 are screened each month)

o Planned and coordinated Flu Shots for Fall semester 2009

o Planned and coordinated Immunizations for New Student Orientation with Methodist Le BonHeur Healthcare Outreach

o Advisor for Peer Health Educators (Registered Student Organization)

o Participated in
  - Warm Welcome
  - “Ask Me” Ambassador

o Participated as a judge for Works in Progress

o Provide Training each August for Residence Advisors

o Team Leader for American Cancer Society’s Making Strides Breast Cancer Walk

o Participated in interview process for Catering and Food Services and for staff positions in Student Health Services
9. **Additional bragging points for department – list anything else that top administrators should know about your area:**

Since the mantra of the University is now Customer Service, SHS is proud to note that SHS has been doing SATISFACTION SURVEYS now for seven years, and as always our numbers in the past and the present survey reflect our dedication and commitment to our students!

**Satisfaction Survey Results:**

- 94% of students reported their waiting time before seeing a physician or nurse practitioner was less than 30 minutes
- The X-Ray area had an overall 99% satisfaction rating
- The Reception area had an overall satisfaction rating of 99%
- The Physician/Nurse Practitioner had an overall satisfaction rating of 99%
- The Laboratory area had an overall satisfaction rating of 99%
- The Nursing area had an overall satisfaction rating of 96%

10. **You may paste any complimentary emails or other attributable quotes that reflect well on your department here.**

> **COMMENTS FROM DAILY HELMSMAN (MARCH 24, 2009):**

> I have written and read letters to the editor in the past expressing opinion and complaints. Today, however, I would like to comment on a wonderful service our university offers: Student Health Services.

> Everyone knows that the weather in Memphis fluctuates from one extreme to another (the past month made it very apparent), and this fluctuation caused me to get sick. After ten days of trying different over-the-counter medications and home remedies, I finally decided that it was time to see a doctor. Last Friday, I tried contacting my local physician, but she did not have an appointment available until Monday. Desperate not to spend my weekend miserable, I walked into the Health Center on campus. They swiped my student ID, had me fill out the standard paperwork, and I was face-to-face with the doctor within 20 minutes.

> The best part about my experience? It was free! I only had to pay $4 to fill the prescription. Even with my health insurance, I still would have paid around $30 if I had gone to my doctor.

> I have been at this University for three years, and I am still learning new things about our campus. [Signed] Debra _____, elementary education

> **COMMENTS FROM SATISFACTION SURVEY**
I didn't see a nurse on my visit, but the Nurse Practitioner was extremely caring and took her time making sure to do a thorough examination. The front desk is always kind and personable. **This is hands down the friendliest office on campus.** Always a joy to come in and a great resource for college students!

A very competent and professional staff.

Definitely an asset to this university's students, faculty and staff. Thank you!

I am a student whose family lives 5 hours away and can't get home to see my physician every time I get sick. This clinic always does a great job at getting me in and seen by a nurse/doctor quickly. Thank you.

Love the Staff!!

My visit was awesome!

Double wow! Thanks for the info. This will be a challenge! Thanks for the links also!

**COMMENTS DIRECTED TO HEALTH EDUCATOR**

... many thanks to ... and Jacque De Fouw for your creative ideas about a variety of types of positive messages we can get out about the U of M!

Thanks for letting me (and Adrienne) join your effort (Social Norms Marketing Project) at the game this weekend. It was fun- and interesting to people-watch, and a great cause (I think). I want to let you know that I really appreciate that you were ok with us going and watching the game for bits of time. I had forgotten how much I like football!

Thank you so much for presenting on Stress Friday. Some of the comments were “This workshop was very vital,” “I enjoyed it,” “The speaker was energetic.” As you can see, the students enjoyed the information that was presented. Again, thank you. Pepper

Dear Jacque, As the holidays approach, the Center for Biofuel Energy and Sustainable Technologies would like to thank you for helping make Sustainable Technologies Awareness Day at the University of Memphis a tremendous success. We are grateful for your partnership in raising awareness and promoting activism to
create a healthier, more sustainable environment.
Thank you again for your efforts to

BE RESPONSIBLE.

Thanks Jacque and Khatidja for organizing this successful event! (Alcohol Screening Day) Jim Murphy

Thank you all SO much for you kindness to help us.
Vanessa A. Muldrow (Coordinator, Commencement and Student Affairs Special Events)

Ms. De Fouw,
Thank you for presenting to our students. Your presentation was very well received. You have truly contributed to the advancement of the Student Support Services mission!

Sincerely,
Gina Moore

11. Submit any photos that portray your department’s 2008-09 activities by placing them in your O Drive and notifying Rachel of the location.
PHOTOS ON “O” Drive under ANNUAL REPORT 2008-9