## Student Affairs 07-08 Annual Report Data

**Important:** Please submit by August 20, 2008 and be sure to read the form instructions. As you prepare this be sure to refer to last year’s division report and the departmental reports by clicking the link below (will open up in new window).

2006-2007 Division of Student Affairs Annual Report
(http://saweb.memphis.edu/studentaffairs/annualreport0607.htm)

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

The mission of the University of Memphis Student Health Services is to empower students to make informed healthier choices, take responsibility for their lifelong wellness, and provide personalized health services, education, and prevention to a diverse student population to enhance academic achievement, personal growth, and out of the classroom learning.

1. **Major departments/functions/offices/responsibilities - brief listing:**

   (1) Medical Clinic staffed by Nurses, Nurse Practitioners and Medical Physician
   (2) Wellness and Prevention Programs directed by Health Educator
   (3) Family Planning Clinic
   (4) Dispensary Services
   (5) Digital Radiology (X-RAY), State of the Art
### Student Learning Objective #1

Increase the health and wellness knowledge of University of Memphis students.

#### Outcome #1 (with supporting data)

Students have increased health and wellness knowledge in the past year as evidenced by:

- Student Health Fair Survey
  - 45% stated they would eat healthier foods, drink more water, control portion size, and eat more fruits and vegetables.
  - 23% stated they would increase their activity level.
  - 9% stated they would abstain from sexual intercourse or use safer-sex practices.
  - 7% stated they would try to quit smoking.
  - 7% vowed to improve their general health.
  - The majority of survey respondents listed on-campus health-oriented departments they could use to get information.

- Wellness programs 2007-2008
  - 10% improvement in Wellness knowledge as demonstrated by post-test scores compared to pre-test scores.

### Student Learning Objective #2

Increase personal responsibility for personal health.

#### Outcome #2 (with supporting data)

Students identified ways to take personal responsibility for health during discussions in Wellness Programs as evidenced by students:

- Stating reasons for seeking medical, psychological, and other health care
- Stating the correct reasons for seeking assistance at SHS, clinic, ER.
• Verbalizing self-treatment protocols for minor annoyances (headaches, colds)
• Seeking behavior-change programs and motivation through telephone calls, appointments, walk-ins, interviews, incidental teaching with Health Educator, Peer Health Educators, Graduate Assistants, Clinic Nurses, Nurse Practitioners, and Medical Director.

**Student Learning Objective #3**

Students will demonstrate a reduction and/or stabilization in risk-taking behaviors, e.g. alcohol use, drug use, and tobacco use.

**Outcome #3 (with supporting data)**

Many students have requested assistance for smoking cessation and some for recovery programs for alcohol and drug use from the Health Educator and Graduate Assistants.

Data from the Alcohol Prevalence Survey 2006 (Feb.-Mar. 07) show no increased use of tobacco and a small increase in alcohol use at the University of Memphis.

- Approximately 50% have smoked
- Approximately 33% smoke every day
- Approximately 30% drink more than 3 drinks/week compared to a little more than 20% from 1999 – 2004 in the Social Norms Marketing Research Project

SHS, in collaboration with Dr. James Murphy, Psychology Dept., is promoting student participation in their Wellness Survey with an emphasis on alcohol interventions.

3. **3 main departmental goals and related accomplishments/results for 07-08:**

**Goal #1**

Continue to develop and train the Peer Health Educators to assist with providing health education programs on campus.

**Results/Accomplishments #1A**

The Peer Health Educators group is a Registered Student Organization and a member of BACCHUS, the National Peer Health Education Association. New dedicated officers were elected and the group has designed and implemented health related programs for the general campus through awareness tables and for residence halls. Training is a continuous process, with new members each semester.

The Peer Health Educators were instrumental in providing programs centered on sexual health, tobacco use, alcohol, and drugs. They participated in Kick Butts Day,
The Great American Smokeout, Alcohol Screening Day, Condom Week, and many others throughout the school year.

**Goal #2**

Continue to have a high-satisfaction rate (strongly agree or agree) in all areas of the Health Clinic and to provide a short waiting time, realizing that a student's time is just as valuable as the SHS staff's time.

**Results/Accomplishments #2A**

The satisfaction rate continues to remain high with an overall approval rating of 99%.

The strongly agree overall approval rating was 85%.

**Results/Accomplishments #2B**

96% of students reported their waiting time before seeing a medical doctor or nurse practitioner was less than 30 minutes.

The X-Ray area had an overall 100% satisfaction rating. The Reception area and the Medical Doctor/Nurse Practitioners had an overall satisfaction rating of 99%. The Laboratory area had an overall satisfaction rating of 98%. The Nursing area had an overall satisfaction rating of 96%.

**Goal #3**

To reduce the incidence of obesity on the U of M campus.

**Results/Accomplishments #3A**

The Prescription for Wellness Program has evolved into TIGERS FEEL GRRREAT in '08 which has been shortened to TIGERS FEEL GRRREAT (TFG). While targeting obesity on campus, TFG stresses fitness and good self esteem, and works through collaboration with many campus departments: Campus Recreation and Intramural Services, HSS – Nutrition, Health Promotion, Exercise Science, Masters of Public Health, Psychology Department, the Counseling Center (CCLT), and the Center for Research of Women (CROW). During Spring Semester 2008, we tested a pilot of TFG and, subsequently, have revised several areas for this fall semester.

4. **Individual staff and student accomplishments:**

   Jacqueline De Fouw
   
   - Member of Coalition for Healthy and Safe Campus Communities (CHASCO),
which is a sub group of TN Independent Colleges and University Association (TICUA).

- Recipient of Grant for Alcohol Prevalence Survey 2006 which was administered in February 2007
- Participated on the Planning Committee for the 2007 CHASCO Regional Conference
- Attended BASICS Training by George Parks
- Administrated e-CHUG for U of M campus through CHASCO

- Member of the American College Health Association (ACHA)
  - Program reviewer for ACHA 2008 National Conference
- Member of the Southern College Health Association (SCHA)
  - Attended the SCHA meeting in Savannah, GA, earning 18 continuing-education credits
  - Served as a presider in several sessions

- Planned and implemented the popular TIGER SCOOP; Health News and Views in restrooms across campus. Began as a trial in 3 buildings; it now has expanded to 11 buildings on nearly 300 stall doors!
- Coordinated receipt of the e-Journal *Student Health 101* for all U of M students
- Actively participated on MIMSAC 2008 planning committee

Priscilla Morrison and Debbie Widman volunteered to participate in the pre-production testing for the new Tiger Buy purchasing system.

Priscilla Morrison continues to work towards a master’s degree in professional writing.

Medical staff members continue their professional development through monitoring professional journals and by earning CEU credits to maintain their current medical licensure. Medical staff includes Nila Lawson, Nita Virdure, Karen Berry, Kathy Cates, and Kelley Scott.

Kathy Cates completed the American Heart Association’s Advanced Cardiac Life Support Program and the Pediatrics Advanced Life Support Program.

Kelley Scott attended the *Neurology for the Non-Neurologist* training conference in June 2007.

Nila Lawson served as a preceptor in the specialty area of Family Practice for the Loewenberg School of Nursing.

Medical Director and Jacque De Fouw attended the Southern College Health Association conference.

The AEDs (automated external defibrillators) on campus were increased by three units: one at Health Sports Science, one at the Millington campus, and one at the Collierville campus. Since implementation of on-campus AEDs, there have been two successful resuscitations: one on an employee and one on a professor.

### 5. 3 main bragging points for department – What top administrators should know about your area:
<table>
<thead>
<tr>
<th>Bragging point #1</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHS has increased the health education for students at the University of Memphis through the 2007 Student Health Fair – approximately 3000-3500 participants and 64 exhibitors from our campus departments, UT-MEM departments, and community not-for-profit organizations.</td>
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<table>
<thead>
<tr>
<th>Bragging point #2</th>
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<tr>
<td>SHS is implementing a program designed to improve the health and fitness of U of M students through TIGERS FEEL GRRREAT!!!</td>
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<thead>
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<tr>
<td>• SHS has supported increasing the health knowledge of all U of M students (including commuter and adult students) through implementing, writing, and posting the <em>Tiger Scoop; Health Center News and Views</em>, a monthly newsletter placed on restroom stall doors.</td>
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<tr>
<th>6. Revenue Producing Initiatives and Results:</th>
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<tbody>
<tr>
<td>The sale of generic, pharmaceutical medications</td>
</tr>
<tr>
<td>Access fee charged to faculty and staff that are seen in the clinic</td>
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<tr>
<td>Laboratory and radiology charges done on faculty and staff</td>
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<tr>
<th>7. Community Involvement and Partnerships:</th>
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<tbody>
<tr>
<td>• Smoking cessation programs through U of M’s CCHS, UT-MEM, Church Health, Hope and Healing Center.</td>
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<tr>
<td>• Our Health Educator continues to develop community resources and contacts which assist with exhibits at the Student Health Fair and other events throughout the year.</td>
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<tr>
<td>o the American Heart Association</td>
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<tr>
<td>o American Diabetes Association</td>
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<tr>
<td>o Memphis Health Center</td>
</tr>
<tr>
<td>o Memphis Sexual Assault Resource Center</td>
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<tr>
<td>o Tobacco Free Tennessee</td>
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<tr>
<td>o American Cancer Association</td>
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<tr>
<td>o all area hospitals</td>
</tr>
<tr>
<td>o Church Health Center</td>
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<tr>
<td>o the Crisis Center, and many others</td>
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<tr>
<td>o The University of Tennessee Pharmacy School and Dental School also provide frequent education on our campus.</td>
</tr>
</tbody>
</table>
• HIV/AIDS organizations in Memphis
• Rhodes College, Crichton College, Christian Brothers University, Memphis College of Art, and Lemoyne-Owen College in Shelby County – through CHASCO and Peer Health Education collaborative efforts
• Coalition of Healthy and Safe Campus Communities (CHASCO) through TICUA, TN colleges and universities
• Many community organizations which participate in the Student Health Fair

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8. **Collaborative Efforts:**

Student Health Services collaborates daily with numerous departments on campus through health education. Wellness programs are provided for all ACAD 1100 courses during every semester. Sexual Health and Alcohol Basics classes are taught for HSS 1100.

SHS supports many of the programs developed in various departments across campus, for example Alcohol Screening Day, Depression Screening Day, the RecFest, Adult and Commuter Service Programs, Student Activities and Student Government Programs, and Campus Recreation and Fitness (CRIS) programs (RecFest and wellness fairs).

Close collaboration with Dr. James Murphy from Psychology has been instrumental for many of our projects, especially Tigers Feel Grrreat!!!.

The Health Educator coordinated blood pressure screening and other community health opportunities several times a semester with Loewenberg School of Nursing students. Other collaborations include:

- Residence life staff
- Greeks, especially AKA Sorority, Inc.
- Various Registered Student Organizations (NAACP, BSA, SNA, SDA, Minority Health Association)
- Orientation Services
- Health Promotion Department
- Dietetics – on Graduate Thesis Committee
- Student Research Forum
- Honors and Leadership Programs
- Psychology, Journalism, English and Communications Students
- Helmsman reporters
- Teresa Diener and Rebecca Terrell (CROW)

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9. **If applicable, 3 major 07-08 events/programs/etc. with description and assessment data (attendance info, funds raised, etc.):**
**Event #1**

The **STUDENT HEALTH FAIR** 2007 –

- 64 exhibitors from campus, UT, and our community
- Approximately 3500 attendees
- Very favorable review on evaluations

The purpose of the Student Health Fair is to acquaint U of M students with the available resources at the University of Memphis and in the Memphis community, and to maintain or enhance their physical, psychological, spiritual, and financial wellness.

**Event #2**

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 2007 and Spring 2008 semesters.

A total of 291 students participated in the all-day program:
Fall 2007 = 175
Spring 2008 = 116

**Event #3**

**VENUES for Health education**

*TIGER SCOOP; Health News and Views*, placed in approximately 300 stalls in 11 buildings. Many favorable reviews received.

E-CHUG, electronic check-up to go. As of April 8, 2008, 331 students have completed the e-CHUG. Plans for increasing the student awareness and participation.

*Student Health 101* – Health educational e-journal sent to each U of M student’s e-mailbox. Readership has increased each month of 2007-2008, with 918 unique sessions and 11,950 pages read in February of 2008.

**10. Detailed utilisations numbers (contact summaries) for 07-08 as applicable – headcount counseling sessions, cases, programs held, students housed, children cared for, tests administered, interviews hosted, internships posted and filled, etc.**

Medical Visits – 7,672

Information Visits - (Services provided at Front Desk) – 5,781
Family Planning Clinic Visits - 686
Laboratory Tests Performed – 5,025
X-Rays Performed - 455
Allergy Testing Events - Total 291 participants, Fall 175, Spring 116
Web Site Usage - from July 2007 to March 2008 – 37,984 hits. (April to June not available due to web-maintenance work.)
Avian Influenza Blog Site Usage – 1,758 hits; Lifetime – 3,308 hits

The Health Educator along with one Health Promotion 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 189 programs, awareness tables, and campaigns including new and some continuing health incentives. Approximately, 40 interviews were done with Helmsman reporters and students from various courses, and three television interviews were filmed for Insight.

1 volunteer internship for Peer Health Educators 8/07-9/07 unfulfilled due to unplanned job requirements after Fall semester began.

1 volunteer internship (Medical Illustration student) over the summer 5/1/08 – 8/22/08– assisted with brochure and flyer designs, MIMSAC, and Tiger Scoop.

11. Last year we asked you, “In planning for 07-08, what intentional data can you collect to produce and analyze retention data and results?” If you have not already addressed this in your submission, did you do this? What did you collect and what retention and graduation data do you have?

Priscilla Morrison continues to work towards a master’s degree in professional writing.

2 Graduate assistants 8/07 – 5/08

• 1 graduated from HSS with a degree in Health Promotion and has gone on to the Theological Institute to pursue a PhD degree in the seminary.
• 1 continues working toward her master’s degree in Nutrition Science.

4 Scholarship student workers 8/07 – 5/08

• 2 graduated in May 2008, and both are pursuing advanced degrees – one at U of M and one at SCO.
2 are continuing with their studies.

Peer Health Educators were difficult to track as their attendance was affected by class schedules and by the group’s reorganization.

- The known factors are:
  - 3 graduated
  - 7 returned to the PHE group
  - 2 continue in classes at U of M, but no longer attend meetings

12. Please review your 07-08 planning document and discuss your achievement of your goals or any departures from your plans.

Our goals remain the same with continuous evaluation and minor revisions. We strive to achieve these goals.

13. Please reiterate from your 08-09 planning document your 3 main initiatives for 08-09 and explain any revisions made to your plans since your 08-09 planning meeting with the AVP group.

<table>
<thead>
<tr>
<th>Initiative #1</th>
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<tbody>
<tr>
<td>TIGERS FEEL GRRREAT</td>
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<tr>
<td>• Learned that preplanning is helpful for everyone involved, instead of checking schedules for the perfect fit (there IS NO perfect fit!)</td>
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<tr>
<td>• Learned that students need a buddy system to participate</td>
</tr>
<tr>
<td>• Need a web site to post schedules, photos, news items, etc.</td>
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<tr>
<th>Initiative #2</th>
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<tbody>
<tr>
<td>TIGER SCOOP</td>
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<tr>
<td>• Added more buildings in January; request to add the remaining academic buildings</td>
</tr>
<tr>
<td>• Welcomed other SA departments to write articles</td>
</tr>
<tr>
<td>• Get more scholarship students to help post the newsletters and troubleshoot (only one holder has been broken!)</td>
</tr>
<tr>
<td>• Check mid-month for missing newsletters – usually only 1-2, but one month 30 were missing</td>
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| Initiative #3 |
## e-CHUG

- Need better marketing
  - To promote during SHF 2008
  - Promote in ACAD
  - Promote to RAs, Greeks, RSOs, and others