

Department: Health and Counseling

Year: 2009-2010

<b>Departmental Goal</b>	Provide and expand integrated care approach to all health and counseling services
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• SHAC staff will articulate integrated care principles at annual evaluation.</li> <li>• Students will report a 90% satisfaction rate after receiving health and counseling services</li> <li>• Full implementation of information system by March 1, 2010</li> </ul>
<b>Action Steps/Strategies</b>	<ul style="list-style-type: none"> <li>• Implement an integrated information system for health and counseling including an electronic medical record for health and counseling services.</li> <li>• Work with Mediat staff to design implementation plan.</li> <li>• Work with UNCA departments such as IT and Facilities to develop implementation plan</li> <li>• Implement plan for information system.</li> <li>• Provide training to staff</li> <li>• Educate students on the benefits and features of new system.</li> <li>• Continue to provide educational opportunities for staff to understand integrated care concepts through consultation, training modules, and other training opportunities.</li> <li>• Recruit SA Counselor and Associate Director to enhance service offerings</li> <li>• Development of inter-disciplinary team to address medical and mental health issues</li> </ul>
<b>UNCA Student Affairs Goals and Strategic Direction</b>	Students promote and practice wellness. Retention and Diversity
<b>UNCA Strategic Action Plan</b>	Increase student engagement, retention, diversity, and graduation rates while maintaining or improving selectivity.
<b>UNCA Strategic Plan Learning Goals</b>	Students understand the interconnectedness of all disciplines, ideas, actions, and individuals.
<b>UNC Tomorrow Priorities</b>	Prepare students for 21 <sup>st</sup> century
<b>Community Principles</b>	Purposeful community
<b>CAS Standards</b>	<p>Clinical health services must identify relevant and desirable student learning and developmental outcomes and provide services that encourage achievement of those outcomes.</p> <p>Clinical health services should contribute to the general education of students in areas of behaviors and environments that promote physical, psychological, spiritual, and social health.</p>

<b>Departmental Goal</b>	Provide adequate services for medical and mental health needs to African American, Latino, Asian, Native American, and GLBQ students.
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Underserved and diverse populations will participate in services and outreach programs at a percentage representative of the UNCA student body.</li> <li>• 90% of students in these categories will express comfort when accessing health and counseling services.</li> </ul>

<b>Action Steps/Strategies</b>	<ul style="list-style-type: none"> <li>• Collaborate with the Director of Multi-Cultural Center and assist in the development and planning of this center.</li> <li>• Provide outreach to students enrolled in exchange program with NC A&amp;T</li> <li>• Develop outreach activities and programs specifically designed to target these populations.</li> <li>• Offer appropriate health and mental health services as determined by the needs assessment.</li> <li>• Develop and implement strategies to meet the unique needs of diverse and underserved populations.</li> </ul>
<b>UNCA Student Affairs Goals and Strategic Directions</b>	Students appreciate and respect diversity Retention and Diversity
<b>UNCA Strategic Action Plan</b>	Increase student engagement, retention, diversity, and graduation rates while maintaining or improving selectivity.  Assure that faculty and staff in all departments work to make their membership more diverse and their department culture more inclusive and welcoming each year.
<b>UNCA Strategic Plan Learning Goals</b>	Students develop a respect for differences. Students demonstrate a responsibility to individuals, community, and humanity
<b>UNC Tomorrow Priorities</b>	Prepare students for 21 <sup>st</sup> century  Increase educational attainment of under represented populations
<b>Community Principles</b>	Just and caring community
<b>CAS Standards</b>	Clinical health services provide easy and equal access to services by all students.  Clinical health services must nurture environments where commonalities and differences among people are recognized and honored.  Clinical health services must address characteristics and needs of a diverse population when establishing and implementing policies and procedures.

<b>Departmental Goal</b>	Provide a more systematic and focused approach to outreach activities related to health and counseling issues relevant to the college population.
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Students will report a 90% satisfaction rate when participating in outreach programs and accessing the health and counseling center services.</li> <li>• 90% of students who participate in outreach activities can identify their individual health and mental health needs.</li> </ul>
<b>Action Steps/Strategies</b>	<ul style="list-style-type: none"> <li>• Identify two topics/themes to focus efforts and target resources based on ACHA survey.</li> <li>• Use SHCAC to provide direction and feedback on outreach programs.</li> <li>• Conduct the ACHA survey in the Fall 2009 semester.</li> </ul>

	<ul style="list-style-type: none"> <li>• Programs and activities will be developed based upon assessment of student interests.</li> <li>• Participation in the national events such as alcohol awareness week, eating disorder awareness week, national depression screening day, and other appropriate events.</li> </ul>
<b>UNCA Student Affairs Goals And Strategic Directions</b>	Students promote and practice wellness. Retention and Diversity
<b>UNCA Strategic Action Plan</b>	Increase student engagement, retention, diversity, and graduation rates while maintaining or improving selectivity.
<b>UNCA Strategic Plan Learning Goals</b>	Students demonstrate a responsibility to individuals, community, and humanity  Students develop inspiration, skills, and discipline to identify individual, community, and global needs.
<b>UNC Tomorrow Priorities</b>	Prepare students for 21 <sup>st</sup> century
<b>Community Principles</b>	Purposeful and caring community
<b>CAS Standards</b>	Clinical health services should create opportunities to address documented health issues and medical services needs within the student community it serves.  Clinical leaders must promote campus environments that result in multiple opportunities for student learning and development.

<b>Departmental Goal</b>	Improve and advance substance abuse programs and services within health and counseling center and educational opportunities across the campus community.
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Students will report that they have received information related to substance abuse at a rate greater than 85%. (ACHA survey)</li> <li>• Students will report a satisfaction rate of 75% or higher with mandated drug and alcohol educational program</li> <li>• 5 new peer educators will be trained and provide at least 3 educational programs throughout the academic year.</li> </ul>
<b>Action Steps/Strategies</b>	<ul style="list-style-type: none"> <li>• Hire substance abuse counselor</li> <li>• Reinvent substance abuse task force and its role</li> <li>• Establish faculty participation in SA Task Force</li> <li>• Revise substance abuse level system</li> <li>• Develop an annual substance abuse education plan</li> <li>• Revise policies and procedures related to substance abuse</li> <li>• Implement ACHA student health survey in Fall 2009.</li> <li>• Expand peer education program</li> </ul>
<b>UNCA Student Affairs Goals and Strategic Directions</b>	Students persist and achieve academically. Retention and Collaboration with faculty
<b>UNCA Strategic Action Plan</b>	Create a culture of evidence, especially in relation to student outcomes stated in our plan and making the case for deliberate interdisciplinary learning, for the purpose of demonstrating our success and effectiveness.  Track and communicate key data for cohesive flow of information and efficient dovetailing with accreditation requirements.

<b>UNCA Strategic Plan Learning Goals</b>	Students understand the interconnectedness of all disciplines, ideas, actions, and individuals.
<b>UNC Tomorrow Priorities</b>	<p>Establish accountability and performance measure that demonstrate success in carrying out mission.</p> <p>Continue to seek an efficient use of available resources in the fulfillment of the mission.</p>
<b>Community Principles</b>	Purposeful and disciplined community
<b>CAS Standards</b>	<p>Evidence of measure of quality, such as accreditation of services, the use of recognized standards, and data on delivery and effectiveness.</p> <p>Conform to the general level of acceptable practice that is theory based and data driven and compliant with pertinent standards, regulations, and professional standards.</p>