MINUTES
The University of North Carolina at Greensboro
Board of Trustees
Student Affairs Committee
April 19, 2007
Alexander Room - EUC

MEMBERS PRESENT: Carolyn Ferree, Karen McNeil-Miller, Richard Moore, Jonae Wartel

GUESTS PRESENT: Anna Marshall-Baker, Kate Barrett, Cheryl Callahan, Linda Carlisle, Carolyn Coppedge, Jean Davis, Carol Disque, Rollin Donelson, Christine Dorrestein-Schultz, Megan Evans, Cassandra Foy, Steve Gilliam, Stephen Hassenfelt, Donald Hughes, Jeanne Irwin-Olson, Derrick Lankford, Carol Matney, Keith McCrory, Bruce Michaels, Martha Nance, Sharlene O’Neil, Peter Patterson, Thomas Ross, Yvonne Ross, Tresa Saxton, Patricia Stewart, Patricia Sullivan, Reade Taylor, Edward Uprichard, Lanita Withers

APPROVAL OF MINUTES OF THE FEBRUARY 15, 2007 MEETING

Ms. McNeil-Miller asked for any corrections to the minutes of the February 15, 2007 meeting. No corrections were offered and a motion was made and seconded to approve the minutes as submitted.

INFORMATION ITEMS:

Student Government Association President’s Report

Jonae Wartel provided the Committee with an overview of what the Student Government Association has been doing this year, what their initiatives were and what issues were addressed that came forth from the student body. She explained the role of the Executive Council (president, vice president, attorney general and occasionally the speaker of the house of representatives) and Executive Staff in guiding the mission and direction of the organization. The Legislative Board works through committees and focus groups to bring issues of concern from the student body to the Executive Council to be addressed with the administration. Examples of some of the concerns that have been addressed include parking, dining services hours, textbooks, academic advising and campus safety. Changes have been made to extend hours in some of the dining facilities to accommodate students who prefer a later dinner hour due to class schedules. UNCG’s Student Government has been working in conjunction with the Association of Student Governments to address concerns about textbook costs by increasing buy-backs by the Bookstore, multi-year adoptions and circulating textbooks. Students’ concerns about inadequacies in the area of academic advising resulting in delays in graduation or lack of preparation for post graduation ambitions have been brought forward. Campus safety has
been an emerging discussion on campus with recent events at Virginia Tech and attention has been focused on ways to improve that safety.

Ms. Wartel highlighted a cross section of some of the resolutions passed this year that included such things as Sudan divestment (still in process of receiving formal approval) - an example of concerns addressed on a national or global level. Internally, they presented the first honor cords for Student Government officers and senators at the Student Activities Banquet. The first Student Government newsletter, *State of the Campus*, was created to increase communication and accountability with the student body. Over one thousand dollars was raised for the American Cancer Society through the Relay for Life team, and a community service initiative through Alpha Lambda Delta (Canstruction) placed third in a competition to increase canned food donations to Greensboro Urban Ministries during slow donation periods. A collaboration between the Campus Activities Board and Jackson Library attracted over a hundred participants to the first Friday Night Game Night. A campus wide student forum was hosted in November that attracted students from all different sectors of the university (commuter students, residential students, students from College of Arts and Sciences and Bryan School) to address over-arching concerns of the student body. Ms. Wartel concluded by pointing to the list of incoming Student Government representatives in the handout she provided and introduced the incoming president Donald Hughes.

**Student Health Services**

Vice Chancellor Disque began by thanking the Board members who attended the rededication of the newly renovated Gove Health Center facility on Saturday, April 14, and introduced Dr. Tresa Saxton, Director of Student Health Services. Dr. Saxton shared some pictures of the Gove Health Center prior to and during the renovation project. She pointed out that the medical clinic continued to provide services in that building throughout the construction project. The mission of Student Health Services is to enhance the physical, psychological, and environmental health of our students. Student Health Services is, however, a health organization working within a university environment and, therefore, supports the mission of education, research and service that are part of the university mission. They are accredited by the Accreditation Association for Ambulatory Healthcare, Inc. and will go through their third accreditation site visit in May. This accreditation is equivalent to the Good Housekeeping seal of approval for health care organizations and it means that they provide service to the highest standards. It is also similar to a hospital joint commission accreditation, but for ambulatory care centers. Dr. Saxton pointed out some of the values of SHS: provision of student centered services, multi-disciplinary and collaborative approaches to healthcare, professional excellence, responsiveness and ethical practice, and multicultural inclusion, respect and equality. The Health Center is made up of a medical services unit, a health education and promotion unit and the Counseling and Testing Center. The staff includes three full time UNCG employed physicians, six registered nurses, three nurse practitioners, one physician assistant, two psychiatrists, six psychologists (with three more to be hired), two clinical social workers, a licensed professional nurse, a certified medical assistant, seven certified nursing assistants (UNCG students enrolled in the Nursing School), one registered dietician, three pharmacists and three health educators. SHS is a primary care
medical clinic and has a women’s health clinic, nurse clinic, laboratory and x-ray, immunization, pharmacy, psychiatric care, sports medicine, convenient care (basic limited services for faculty and staff), allergy injections and over-the-counter medications. Prescription refills can be called in or ordered online and SHS can bill costs of prescriptions and over-the-counter medications to the students’ accounts. The medical clinic is open some part of every day including some weekend hours for students’ access. The Wellness Center is the health education and health promotion unit that provides a peer education program, nutritional counseling (through a registered dietician) and massage therapy. Programs are provided to classes and student groups on topics such as alcohol and drugs, eating disorders, relationships, etc. The Counseling and Testing Center provides individual, group and couple counseling and provides outreach workshops in classes, student groups, residence halls, etc. They provide clinical consultation to faculty and staff in regard to student issues or concerns and have a crisis intervention process. The testing portion of Counseling and Testing conducts standardized ETS testing programs such MAT, LSAT, GRE, etc. Dr. Saxton shared some statistics on usage of the Student Health Center services from May 2005 until May 2006.

The Center is funded from the health fee that is charged to students enrolled for nine or more credit hours, currently at $109 per semester. The total revenue for the SHS is $4,086,273 with 16 percent coming from state appropriations (Immunization and Counseling and Testing), 4 percent from investment income, 18 percent from sales and service revenue from pharmacy, some x-ray procedures and medical procedures and 62 percent from the health fee. Expenditures for 2005-06 were $3,740,172 with 74 percent going toward personnel costs and the balance in other than personnel. Dr. Saxton noted that approximately $6.5 million of the cost for the renovation and addition to the Center was funded through the facility fee, which is approximately $8 per student per year. The additional two million dollars came out of the Student Health Services reserve account built over a period of years. A new initiative this fall is required proof of health insurance for degree-seeking students enrolled in six or more hours. Those who do not have insurance coverage can purchase an injury and illness plan at a cost of $365 per semester that UNCG has made available to them as part of a UNC system consortium. For students on this policy, the Health Center will electronically file claims for their reimbursement instead of the student having to complete the forms and mail to the company, resulting in a quicker turn around than the system currently in place. The UNC plan is not required for students, but is an option. The Health Center will be verifying that students have a plan, but not the level of coverage in the plan they have. Routine visits with a medical provider are free (included in the health fee) as are smoking cessation and nutrition counseling. However, services such as lab, x-ray, pharmacy, over-the-counter medications, medical supplies, and massage therapy are available at an additional, reduced cost and can be billed to students’ accounts.

Escalating cost of health care is one of the challenges the Health Center faces for the future. Increased student enrollment continues to place demands on the staff that will require additional providers. A growing population of international and non-traditional students comes with their own unique health care demands and concerns. Expanded
expectations for electronic innovations for health care providers also present a challenge. Student Health Services is in the process of using and continuing to expand the electronic medical records system and has gone to digital x-rays that can be provided to students on CD’s. There will be issues of delivering health information to students who use our online and distance learning programs and there will be a continuing growing need for mental health and psychiatric services.

In concluding, Dr. Saxton introduced the Student Health Services management team and asked each of them to describe their role. She then opened the floor for questions. Ms. McNeil-Miller asked how many students use the services of the Health Center. Dr. Saxton reported that sixty to seventy percent of our students use the Health Center on a regular basis, but at some point in time they see practically every student even if it is only for immunization. Freshmen tend to go home for medical care, juniors and seniors tend to stay on campus. Ms. McNeil-Miller also wondered if proof of Medicare coverage was sufficient for the new health care coverage requirement. Dr. Saxton confirmed that it was sufficient and emphasized that level of coverage is not an issue, but rather the fact that students can provide proof of coverage. She further explained that we are seeing more students who come to campus with chronic illnesses or they become injured or develop a serious illness after they come here that is not treatable in the Health Center. These circumstances have the potential for mounting medical expenses that impact students’ ability to meet their financial obligations in order to continue their education. Requiring health insurance coverage is a national movement among university health services. Jonae and Donald noted that many students do understand the need for health insurance coverage and the fact that it is in their best interest. The Health Center has information on their website about what is covered by the insurance, frequently asked questions, etc. and UNCGenie alerts students to the insurance requirement when they register online. Dr. Disque added that about 75 to 80 percent of our students, like many other campuses, already have insurance through families, work or other coverage. There are eleven other UNC campuses participating in the health insurance consortium – Appalachian, State, Chapel Hill and Asheville are the only ones not currently participating.

Mr. Ross raised a question about the amount of the Student Health Services reserve reported earlier and if there is a cap on that amount. Dr. Saxton explained that a significant amount of money has been built up and held in the reserve over a number of years that was targeted for the building renovation project. In addition, good operating procedure dictates that a three month reserve be maintained. She was not aware of a cap. There are some unknowns regarding cost of utilities and maintenance of the new facility, but after those factors are determined they expect some stabilization of the reserve. Dr. Disque added that the reserve level self corrects year by year as student fees are approved for the following year. A healthy reserve represents an opportunity to reduce the fee or to avoid having to ask for inflationary increases. The current health fee is $218 per year. Dr. Saxton invited all the Board members to tour the Student Health Center.

With no further business to come before the Committee, the meeting was adjourned at 11:45 a.m.