

## CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION

Name of Person Submitting Request:	<b>Elaine Akers</b>			
Program or Service Area:	<b>Student Health Services</b>			
Division:	<b>Library and Learning Support Services</b>			
Date of Last Program Efficacy:	<b>Spring 2011</b>			
What rating was given?	<b>Continuation</b>			
Current number of Classified Staff:	FT:	1	PT:	1
Position Requested	<b>Part time clerk position to become Full Time</b>			
Strategic Initiatives Addressed:	Access; Campus climate; Institutional Effectiveness			

1. Provide a rationale for your request.

If our secretary is out for any reason we have no back up to run a smooth organized clinic half the day and all day Friday. This position is strategic to welcoming students, keeping the work flow running in an organized way, responding to phones/walk-in/internal customer needs, getting students taken care of in a timely manner, supporting the clinicians with scheduling/check-in/clerical services/making sure they have the supplies they need/promoting and scheduling campus events, and so on. We have increased the number of mental health clinicians to respond to an increased need and demand for counseling services. With increased numbers of clinicians comes increased front office activity for appointments, check in, and processing of referrals. We are starting Family Pact and will need to do a lot of additional paperwork to support this program and expect to have many more student seeking services. The clerk can orient students to this program and assist them in applying for free family planning services. Our accident insurance forms now need to be completed electronically and we need extra help to respond to this requirement. Overall our clinic is much busier and we have more clinicians working at the same time all which increase the need for good front office support.

2. Indicate how the content of the latest Program Efficacy Report and/or most current EIS data support this request. How is the request tied to program planning? (*Reference the page number(s) where the information can be found on Program Efficacy*).

Pg 82 of the master plan shows our medical visits have increased 40% and counseling visits more than 100%. We have had no additional clerical support along with this growth in activity. The challenge sited on page 82 of the master plan included acquiring additional staff to manage the greatly increased medical records/clerical tasks we face. Our program efficacy report pg 10 shows that our clerical staff 1FT and 1PT handles over 12,000 contacts per year on average.

3. Indicate if there is additional information you wish the committee to consider (*for example: regulatory information, compliance, alternative or ongoing funding sources, updated efficiency and/or student success data or planning etc*).

The implementation of Family Pact will bring in additional funding to the student health services program. I am expecting that those extra funds will provide the revenue to support the increase in this position. The position will be funded by student health restricted funds and will not come from the general fund.

4. What are the consequences of not filling this position?

Our ability to respond to our customers will be compromised. If we are faced with a day our secretary is ill or on vacation we will face a stressful chaotic day. Students will have longer waiting times, the clinic will be disorganized, clinicians may be stressed due to lack of organization and appropriate support, and we will not be able to serve as many students in a given day as we would with this support. Access to Family Pact services may be delayed due to a licensed clinician needing to take time to sign them up rather than having a clerical person doing this ground work in advance of the visit or at the visits end. Phones may not always get answered.