

2018 Student Health Fee Adjustment Alternative Consultation
Executive Summary Report
April 2018

The Purpose

In order to address increasing student wait times and better meet student demand for more services, Student Health & Wellbeing Services and the Division of Student Affairs submitted a request to adjust the campus health fees to the Student Fee Advisory Committee (SFAC), and presented Oct. 27, 2017 and Dec 13, 2017. SFAC members agreed with the need for fee adjustments, and on January 25, 2018 HSU President Lisa Rossbacher demonstrated to the fee advisory committee the reasons why the alternative consultation method will be more effective in complying with the aims of executive order 1102, which relates to student fee processes. Executive Director of Student Health & Wellbeing Services Brian Mistler and the Interim Vice President for Student Affairs Wayne Brumfield answered additional questions, and the SFAC offered a unanimous vote of approval for campus-wide alternative consultation process, following similar processes by other CSU campuses, to further educate the community and capture student ideas about needs as a next step in the process.

The Process

On February 1, 2018 Interim Vice President for Student Affairs Wayne Brumfield sent an announcement to students and a portal announcement for faculty and staff was posted announcing alternative consultation to be open from February 1, 2018 through March 7, 2018.

The Alternative Consultation approach consisted of a variety of methods which included campus announcements, education programs and open forums, a service user satisfaction survey, and an online survey encouraging students to share their perspective and learn more by visiting a dedicated website (humboldt.edu/healthiertogether) that included links to key data and frequently asked questions.

In addition, students could voice their opinion through the National College Health Assessment (NCHA) survey which included health fee prioritization questions, and engage during open public forums on Feb. 23, 5-6:30 p.m. in College Creek Great Hall and on March 5. noon-1:30 p.m Nelson Hall East 102 (in which pizza lunch was advertised and provided).

Handbills and posters we also developed with design support from HSU MarCom and distributed across campus. Two full-page Lumberjack Ads were run in separate weeks sharing important information about the health fee adjustments and advertising the website and the NCHA survey. Additional e-mails were by sent by both NCHA and Vice President Brumfield in February and March reminding them again about the forums and the survey close dates along with additional reminders to other listservs including SEALS, Latinx, Deans, Wellbeing Ambassadors, Student Affairs Staff, Social Work, etc.

Several presentations were offered, including to Associated Students on February 19 and University Senate on February 20, as well as presentations to other groups including Greeks and Clubs, Women of Color Talk, Kinesiology class, Social Work 456, and Academic Affairs Leadership. Tabling was also conducted on the university quad and in JGC cafeteria. And, announcements were made on Social Media via Check It, HSU Oh Snap Student Food Programs, and Peer Health Education accounts.

The target 10% completion of the NCHA survey was surpassed with 13.3% of students responding (N=935). The online healthier together website survey had 54 individual responses. A satisfaction survey of student users of the facility was also reviewed, which had 100 students responding.

Connie Stewart and her team at the California Center for Rural Policy compiled data summaries for NCHA added items and to design and conduct the campus open forums. A draft report summarizing the process and findings was completed April 17, 2018 and is available along with other data in full on our website at humboldt.edu/healthiertogether.

Key findings:

From NCHA:

- The majority of student respondents believe that access to on campus **medical and counseling services will make it more likely for students to graduate**.
- The majority of student respondents believe there are **not enough medical services available on campus** to meet the needs of all students.
- The majority of student respondents believe there are **not enough mental health services available off-campus** to meet the needs of all students.
- The majority of student respondents believe there are **not enough counseling services available off-campus** to meet the needs of all students.

From the onsite user survey:

- The majority of students using health and wellbeing services **supported a fee adjustment** and the development of a new facility and would like more service to be available immediately.
- 80% of students using health and wellbeing services report being able to receive medical or counseling services has made it **more likely they will graduate**.

From the website survey

- Of those students submitting data through the website feedback form, 83% reported they have used medical services, 56% have used counseling, and 49% have used health education.
- Majority of respondents who had used one or more services during their time at HSU said it made them more likely to graduate.
- 60% respondents reported they would like to see **more revenue spent on mental health services**, 21% on physical health, 14% on health education programs.

Recommendations:

Based on the needs expressed above, it recommended adjust to the fees to immediately provide more services as follows:

- Adjust the per semester Health Operations Fee (+\$93) more than planned in Fall 2018-2019 (\$314)
- Begin using the higher of the MMI or HEPI (MMI was 4.3% versus the MMI's 3.7% for 2017) as the escalator cost index for the health operations fee 2019-2020 and after.
- Adjust the per semester Health Facility Fee to \$55 beginning Fall 2018.

And:

- Support and increase of the Health Facility Fee to \$78 in 2021 for new building construction (or true debt maintenance cost at the time of building which should be delayed until such time as a new building project is ready to minimize student impact).