



# We heard you

Student Services Survey initial findings

# About the survey

- Student Services Survey launched January 2019
- Purpose was to gain understanding of what central services:
  - You currently use
  - How you are using them
  - Additional services you think would be helpful
- Total respondents: 468

# What are central services at OHSU?

An overhead photograph of four students (three women and one man) sitting around a white circular table, studying. They are looking at books, laptops, and papers. The table is on a grey concrete floor. The students are wearing casual clothing: a maroon shirt, a grey long-sleeve shirt, a black tank top, and a light blue button-down shirt. There are several open books, two laptops, and some papers on the table. A smartphone and a water bottle are also visible.

AAEO

Center for Diversity and Inclusion

**Confidential Advocacy Program**

Financial Aid

**JBT**

March Wellness

OHSU Library

Ombudsman

**Office of Student Access**

Registrar

**STUDENT ACADEMIC  
SUPPORT SERVICES**

Student Debt Counseling

Student Life

Teaching and Learning Center

# Question type | overall findings

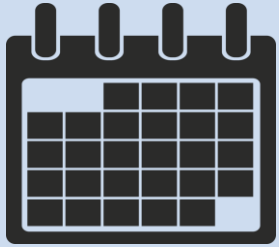
- Likert Scale was 1-5 (strongly disagree to agree)
- *Responsiveness*: [Service] was responsive to my phone/email/in-person requests. Score: **4.42/5**
- *Ease of access*: I found it easy to access services provided by [service]. Score: **4.24/5**
- Individual services: Optional questions and open-ended comment section; respondents only evaluated services they used
- Other than the central services identified in this survey, are there any other services you would find helpful for students at OHSU? If yes, please explain.
- Overarching themes from open-ended comments
  - Awareness of the services: Increase visibility, more communication
  - Engagement with services: More opportunities to learn about, engage earlier

# Most feedback received

- Joseph B. Trainer Health and Wellness Center
- Library
- Financial Aid
- Registrar
- Student Life

# JBT Health and Wellness Center

## We Hear You!



**Increase access to behavioral health services**

## Student Feedback

*"It would be nice if JBT mental health could have extended hours or hire more providers to accommodate the amount of students who wish to access mental health services."*

*"JBT is wonderful but they seem really understaffed, especially in the counseling department."*

## Strategies

1. Increase counseling FTE
2. Expand options for mental health support offerings
3. Offer extended hours
4. Work with academic programs to provide approved time off for students to get care when needed

## Current/Future Work

1. New provider started in February and another will start in August
2. We are researching other ways student counseling centers provide access, i.e. groups, online modules, step-care
3. JBT currently offers extended hours Monday through Friday. We will improve our communication about our extended hours.
4. JBT will continue to encourage academic programs to provide excused time for students to seek care when needed.





**The cost of medical care is too high and JBT doesn't cover everything**


*"It was very easy to get an appointment at JBT and I had a very positive experience with the provider that I saw. However, there was not much transparency about the cost of services and I ended up with a \$400 bill for what I thought would be routine lab services."*

1. Increase visibility of JBT's free or low-cost services.
2. Advocate for more free and low cost services

1. JBT's billing matrix is now given to all students when checking in for appointments and posted throughout the clinic, and providers discuss at the time of service.
2. JBT advocated for 100% coverage for STI screening under SHIP, effective Spring 2019.



We Hear You!	Student Feedback	Strategies	Current/Future Work
 <p><b>Geographic challenges to accessing care at JBT</b></p>	<p><i>"I would hope that JBT will be moved at some point to the south waterfront to make ease of access for all students whose schedules typically do not allow for a 30-minute trip to the hill and 30-minute trip back down to the waterfront during the middle of the day."</i></p> <p><i>"Only having one location (on the main campus) is inconvenient for students located on other campuses."</i></p> <p><i>"I appreciate that JBT comes down to the waterfront for vaccinations. Potentially more waterfront activity would be appreciated."</i></p>	<p>JBT space at south waterfront for improved access</p>	<ol style="list-style-type: none"> <li>1. Behavioral health providers currently have limited hours 1-2 days a week at the 3030 Moody building</li> <li>2. Wellness presentations and Refuel at Noon are regularly held at RLSB</li> <li>3. We will continue to work with the university to identify more appropriate clinical space for student health services at the south waterfront.</li> </ol>
 <p><b>Increase student's ability to identify campus and community resources to support their health &amp; wellness</b></p>	<p>3.9/5 survey results in response to JBT assisting students in identifying community and campus resources that will support their health and wellness.</p>	<ol style="list-style-type: none"> <li>1. Increase JBT's ability to connect students with available resources. Consider social work support through JBT.</li> <li>2. Increase centralization and collaboration with other student services</li> </ol>	<ol style="list-style-type: none"> <li>1. Advocate for increased coordination of student services and expansion of support, i.e. Social Worker.</li> <li>2. Participate in monthly student services committee to build partnerships between OHSU student services departments.</li> <li>3. Ongoing outreach presentations sharing health and wellness-related campus and community resources</li> </ol>

We Hear You!	Student Feedback	Strategies	Current/Future Work
<div data-bbox="150 275 314 749"></div> <div data-bbox="42 782 378 1082"><p>Improve compliance process (monitoring, storing and communication) to avoid fees.</p></div>	<p><i>"I had to get a full series of Hepatitis vaccinations in order to be in compliance. As I was in the process of getting all three vaccinations, I did not complete in time for the deadline JBT had set (I believe I ended up being a couple weeks late). I was hit with a large bill, that I think was not commensurate with the offense. I acknowledge that I should have been in better communication with JBT that I was working on getting this requirement met; but I think that I should have been informed that the penalty was so high, and that my deadline was approaching."</i></p>	<ol style="list-style-type: none"><li>1. Make sure new students understand the expectation that pre-entrance requirements should be completed prior to matriculation.</li><li>2. Improve the functionality of the electronic health system we currently use for monitoring compliance.</li><li>3. Provide timely reminders to help students avoid fees/holds for missed deadlines.</li></ol>	<ol style="list-style-type: none"><li>1.Increase communication about pre-entrance requirements for new students to increase completion of requirements prior to matriculation.</li><li>2.In collaboration with Occupational Health, we are planning on transitioning to a new electronic health record with much improved functionality than our current system, Readysat</li><li>3.Our current system is not capable of reliably sending reminders for most services. Accurate, routine automated reminders are a requirement for the new system.</li></ol>



A photograph of a modern library interior. The space features large glass windows and a balcony with a glass railing. The lighting is warm and the atmosphere is bright. The architecture is contemporary with clean lines and a mix of materials.

# Library: Resources and services

## **We hear you**

- More subscriptions available
- Free interlibrary loan

## **What we did/are doing**

- Added 12 journals from requests
- Implemented no-charge Get It For Me service
- Requested funding to add new journals based on requests

## **We hear you**

- Improve website and process to access articles online

## **What we did/are doing**

- Improving how databases connect you to articles directly rather than passing through Library catalog
- Exploring off-campus login issues; contact us with specifics
- Working with Teaching and Learning Center to link from Sakai

# Library Spaces and Access

## **We hear you**

- More study rooms and quiet individual spaces

## **What we did/are doing**

- BICC (Library-managed)
  - Opened additional 4<sup>th</sup> floor group study room, replaced carpet, added video display screens; added quiet seating on 2<sup>nd</sup> floor
  - Ordering smaller study tables and adjustable height tables
  - Both locations: Earplugs available at service desk
  - Both locations: Revisiting reservation system and policies
- Robertson Life Sciences Building Learning Resource Center (Not Library-managed)
  - Access policy/noise/furniture questions referred to Provost's Office; will review access info in student handbook/orientation

## **We hear you**

- Support and access to materials beyond Monday-Friday, 8 a.m. - 6 p.m.

## **What we did/are doing**

- Considering by-appointment system

# Student Financial Aid

## **We hear you**

- Overall Service Results: *I received high quality service from the Office of Student Financial Aid* (4.11 out of 5)
- 97.5% of respondents were aware that they can access their financial aid status and award information via the Student Information System (SIS)

## **We hear you**

- Staff seem overwhelmed and more staff are needed
- Responsiveness to phone/email/in person requests could be improved

## **What we did/are doing**

- Two positions that could not be filled last year due to hiring limitations have now been filled to ensure timely, responsive contact (including student-focused, first-point-of-contact coordinator role)
- Obtained tuition estimates early from the schools, started awarding process 6 weeks earlier than in 2018
- Comments related to Student Accounts Receivable and the Cashier's Office have been referred to those areas

## **We hear you**

- SIS could be more user friendly

## **What we did/are doing**

- Upon receipt from the vendor, implement a revamped online tool – stay tuned!

# Registrar

## **We hear you**

- Overall Service Results: *I received high quality service from the Office of the Registrar* (4.24 out of 5)

## **We hear you**

- 20% of respondents were unaware that they can access the requirements needed to obtain their degree or certificate via the Student Information System

## **What we did/are doing**

- Communicate via Student Central the use of the DegreeWorks tool and what to do if there is a concern about accuracy
- Train academic department coordinators that onboard new students about the DegreeWorks tool

## **We hear you**

- Automatic registration during research years
- Easier way to register for classes in dual-degree programs

## **What we did/are doing**

- Develop reports to identify students that have not registered for a term and communicate to academic department coordinators to assist students in registering
- Use Student Central to publicize academic calendar and registration deadlines



# Student Life

## **We hear you**

- More student activities at South Waterfront locations

## **What we did/are doing**

- Exploring options for activities, space
- Please tell us what you'd like to see! Email [studentcenter@ohsu.edu](mailto:studentcenter@ohsu.edu)

## **We hear you**

- Awareness about what services, activities are available, especially to new students

## **What we did/are doing**

- Continue to expand, refine, publicize Welcome to Campus Barbecue and Info Fair
- Updated .edu and O2 websites to easily search, find activities, opportunities
- Improve communication about activities through OHSU channels; OHSU Now mobile app launching June 24

## **We hear you**

- Better information about intramural sports

## **What we did/are doing**

- Improve communication about intramurals via OHSU channels
- Please share feedback, ideas at [studentcenter@ohsu.edu](mailto:studentcenter@ohsu.edu)

# What's next

- Share survey findings with:
  - You!
  - Administration (more robust report and recommendations)
- Keep lines of communication open
  - Conversation started today – you're the first to know
  - Tell us what you think anytime, not just through surveys
  - Commitment to transparency, regular updates on progress
- Continue working on two fronts:
  1. Department level: Focus on ways we can improve things now – no matter how small – to make a difference for a few or many – all are important!
  2. Institutional level: Share your suggestions for improvements and/or new services with administration and align with OHSU 2025 strategic planning





Thank You