Vision
Students as active partners in maintaining their health and wellness.

Mission
To provide, promote and support services that integrate individual health, education for health, prevention of disease, clinical treatment for illness and public health responsibilities consistent with the educational mission of the University.

Goal 1: To ensure student access to quality, cost-effective, collaborative care.
- Maintain accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).
- Assess student satisfaction and institute procedural change and provide targeted training to improve service provision and enhance customer service.
- Conduct needs assessment and survey the campus climate to guide programming, staffing patterns and resource allocation.
- Improve student access by evaluating triage system and appointment matrix and establishing expectations for productivity in all areas.
- Establish collaborative care teams to conduct case management on complex cases and/or students who are high utilizers of services.
- Identify strategies to keep services affordable to students and to ensure long-term financial viability, including the implementation of third party insurance billing and establishment of self-sustaining auxiliary services.

Goal 2: To facilitate programming, outreach, environmental change and policy development to promote student wellness and ultimately to support retention, academic success.
- Target and diversify communications, employing multiple social media platforms and a web presence with accessible content, to educate the campus community and expand awareness of services.
- Expand prevention and support services related to sexual violence, including the implementation of bystander intervention training, to support the University’s We’re Committed campaign and ensure compliance with Title IX.
- Enhance collaboration with campus and community partners to establish evidenced-based, best practices that advance public health and wellness, including HIV opt out testing, recovery communities, online education and wellness coaching.
- Develop a broad range of referrals and resources for students with an aim to promote a more balanced and comprehensive approach to care and transition of care.
Goal 3: To provide paraprofessionals with opportunities for learning and development which promote intellectual growth, effective communication, ethical behavior, career decision-making and leadership development.

- Provide internship and practicum opportunities in all service areas.
- Identify a task supervisor for all paraprofessionals who can serve as a mentor.
- Implement a developmental model of training based individual growth through the duration of their experience.
- Recruit, train and evaluate peer educators who conduct programming and outreach, including bystander intervention training.

Goal 4: To recruit, develop, and support talented, diverse staff adequate in number to meet student need and provide a rewarding, supportive, and safe environment in which to work.

- Adjust staff salaries as appropriate to commensurate with those at peer institutions and support retention.
- Support professional growth by providing opportunities for continuing education and cross-training.
- Provide clarity and transparency about priorities, roles, and responsibilities across whole organization through a robust orientation and evaluation process.
- Further develop policies and procedures so as to provide not only business continuity but also safety and emergency management processes to ensure a safe work environment.

Goal 5: To invest in facilities, equipment and technological innovation to support student need, efficiency of operation, security and integrity of electronic health records, quality of care and communication.

- Advocate for a facility renovation and expansion and secure a Student Health Fee increase to support it.
- Maintain a strategic plan for technology, identifying trends, setting priorities, and establishing timelines to incorporate new or develop existing technologies that advance efficiencies and access.
- Maintain the security and integrity of electronic health record system.
- Continue to administer a secure healthcare online patient portal, enabling patients to utilize internet accessible SHC services and communicate with care providers in a secure manner.
- Standardize hardware and software configuration, capitalizing on University-negotiated prices, to efficiently develop and support a secure, but accessible, computing infrastructure, and to ease secure electronic communication between units and individuals.