

ACADEMIC HEALTH CENTER STUDENT CONSULTATIVE COMMITTEE (AHC SCC) MINUTES

WEDNESDAY, APRIL 16, 2003

5:00 - 6:00 PM

488 CHILD REHAB CENTER

[These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate or Twin Cities Campus Assembly; none of the comments, conclusions, or actions reported in these minutes represent the view of, nor are they binding on the Senate or Assembly, the Administration, or the Board of Regents.]

PRESENT: Melissa Highman, Chair (Nursing), Kim Canfield (Public Health), Leslie Carranza (Medical School – 1st Year), Angela Feneis (Occupational Therapy), Alisa Madson (Dentistry), David Renstrom (Pharmacy), Kelly Schneider (Mortuary Science), Mark Wiisanen (UMD School of Medicine), Christopher Zaun (Medical Technology).

ABSENT:

Andy Grande (Medical School), Jessica Hammell (Veterinary Medicine), Wesley Kurszewski (Physical Therapy), Mark Weisbrod (Medical School).

1. HIPAA TRAINING

Melissa Highman asked members to comment on how they thought HIPAA training was, how students were communicated to and reminded, and what future changes the training might make in programs.

Members made the following comments about the training:

- 3rd module was not ready to take at the beginning
- Some professors explained what needed to be done
- Research module was not active for some students
- Video on the web created problems, sometimes it would not work at all and other times it quit half way through
- Some classes showed the video for everyone, which meant that some students saw it multiple times
- There is debate among funeral directors about how much HIPAA training is needed
- Some classes were encouraged to do the modules with incentives
- Some students received training at school and at work
- Students continued to receive harassing emails even after training was completed
- Some students were confused about dates for completion

Members made the following comments about changes stemming from HIPAA:

- Med Tech currently draws blood from class members, makes a slide, and does a workup. Will HIPAA change this practice?
- Only medical information from health providers is covered by HIPAA so blood slides and medical history should not count
- More training needs to be devoted to other sources of medical information
- HIPAA was designed for medical practice, not research data so much of research information is not protected. These loopholes will need to be changed.
- HIPAA also changes the use of family members as interpreters
- People need reminders to be compliant

2. 2003-04 PLANNING

Melissa Highman said that this was the first year that the committee membership was complete and she would like the same trend to continue next year. She asked all members if they would like to continue next year. She then announced that the 2003-04 Chair election will take place at the May meeting.

3. FEEDBACK LOOPS

Melissa Highman said that feedback loops were a topic that the committee discussed a few times fall semester and she would like to continue the discussion. The conversation started because some students are unhappy with classes or the curriculum, and either do not know where to go, who to talk to, or do not feel that anyone is responsive. The committee discussed that there are two types of feedback, personal and curricular, and that these discussions should focus on the second type. She then asked each college or program what is done now. The goal is to develop a best practices list for Barbara Brandt and the deans so that all schools can institute a system that works.

MEDICAL SCHOOL

- Student Advisory Councils and Student Board available
- Small group meets with professors after each class

DULUTH MEDICINE

- More informal process
- Weekly meetings with deans and 6 students to discuss any concerns
- Deans are still teaching so these meetings address both class and administrative concerns

MEDICAL TECHNOLOGY

- Small class size (32 people) helps with communication
- Lack of connection to the graduate program is a disadvantage and should be fixed since there is no curricular difference between the two programs
- Great discussions already take place within the program

OCCUPATIONAL THERAPY

- Class size of 13 and only 6 faculty
- There are meetings at the end of every class but meetings with professors can be hard due to the small numbers
- Student-suggested changes have been made
- Program willing to work with students and do better

MORTUARY SCIENCE

- Also a small program
- 4 students serve as liaisons and meet with program director every other week
- Student liaisons hear all concerns and bring them to the attention of the program director
- There have been drastic curricular changes in the past year

PUBLIC HEALTH

- There is a secretary in the department to handle personal-type problems
- There is one feedback committee but students only receive minutes
- There is one student liaison but the person this year is unapproachable
- Student Council wants more curricular changes, but since the program is only two years, students turnover before they can see any changes being made

NURSING

- College has one talk for students and faculty at the beginning of the year

Melissa Highman then asked the committee members to list challenges to improved feedback as well as what changes students from a college would suggest as useful. Members made the following comments:

- Challenges include getting both faculty and students to want to participate, which sometimes means that the communication is not in person
- Ground rules should also be established for meetings
- Faculty need to remain neutral, not defensive, to feedback
- Faculty and administrators need to communicate responses back to students
- Comments need to be well-presented to increase responsiveness

The list of ways to improve feedback should include:

- Ombudsman or outside sources
- Breakfast with deans
- Informal meetings during the semester for immediate feedback
- Addressing concerns during class, especially if the instructor is also an administrator
- Professors should ask for student expectations at the beginning of class
- Anonymous form to submit concerns, although many times faculty/administrator want to own ownership for complaints and ideas
- Intermediary to view comments
- More use of student representatives

4. OTHER BUSINESS

A members asked that the committee talk about the lack of study space and the lighting in current study spaces. Melissa Highman said that this item would be placed on the next agenda.

With no further comments, she thanked the members for attending and adjourned the meeting.

Becky Hippert
University Senate