

To: VPSA

Office Held: SGA

Issue: Staff Shortage- Administration

Problem Statement:

According to the Health Services Survey done by the SGA on January 14th, 2020, one of the main recognized issues was that of the overworking of the Health Center nurses. Our attention was brought to this issue through student complaints on some of the nurse staff's behavior towards them. This prompted us to investigate the job description section of each staff member in the Health Center, which is made public in the Manual of Policies and Procedures. Once we attempted to focus on the Job Description section, we could understand that the Health Center staff do not only deal with treating patients, but also with managing and organizing other HC activities on campus as well as doing clerical work (report making, statistics...etc). We realized that much of the behavioral issues that the students had complained about could very well be related to the amount of pressure that is daily put on the staff.

Suggested Policy:

In sense, we believe that what may help correct this situation would be the lowering of the workload from the staff's shoulders through the involvement of students. Indeed, as part-timers or volunteers, they could be introduced to the HC whereby they would be assigned particular tasks (clerical work, report-making since it's anonymous, ...). Students could also be involved in the noting down of information when patients come into the HC. When a patient would enter the HC, they would be asked whether or not they are comfortable having their information taken down by students. Besides such possibilities of involvement in clerical and administrative work, these students could also work on the image of the Health Center, through helping organize its activities on and off campus. The involvement of students can be done in two possible ways:

1. Student Volunteers: We first came across this idea in the HC Manual of Policies and Procedures, where the idea of hiring student volunteers was mentioned, but not applied. We suggest that students could volunteer to work with the HC, which could count as some of their CIP hours but would also be extremely helpful for the HC by having more people who are available to help.
2. Opening of part-time job position through the financial aid office in the Health Center: Since many students have complained of the decreasing opportunities for part-time jobs on campus, and the HC is clearly in need of more staff. Students can choose to work at the HC as part-timers and receive remuneration for it.