



CAL POLY

Student Affairs
Campus Health & Wellbeing

STUDENT HEALTH FEE ADVISORY FINAL REPORT

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KEITH B. HUMPHREY

VICE PRESIDENT FOR STUDENT AFFAIRS

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Executive Summary

In response to a growing demand for student health care needs, Campus Health and Wellbeing engaged the campus community through the Alternative Consultation process about a proposed adjustment to the student health fee. This is a summary of the results.

Background Summary

Campus Health and Wellbeing provides medical, counseling and health education services to currently-enrolled students. These services are almost entirely funded by the student health fee, with about 10 percent of the revenue sourced through state funding, and mandated by CSU executive orders to ensure that all students receive certain health and wellbeing services at low-to-no cost. These CSU executive orders apply to all 23 CSU campuses, including Cal Poly.

Like many other universities, Cal Poly has experienced increased operating costs for health and wellbeing services. Since 2009, when the student health fee was last adjusted, medical costs have increased by about 55 percent, while revenue from the student health fee has remained constant. Over the years, utilization of the health and counseling centers has increased, making access to care even more challenging. This puts Cal Poly in a position of not being able to meet the requirements of Executive Order 943 “Policy on University Health Services” and Executive Order 1053 “Policy on Student Mental Health.” Last year, 67 percent (or two-thirds) of all students utilized Health Services for a total of 32,000 unique medical visits. Students are also utilizing counseling services at a higher rate than five years ago, but are receiving fewer therapy sessions per student as demand has increased.

As a result, students have indicated critical challenges in their health and wellbeing services:

- Long walk-in wait times ranging from two to three hours to receive medical care
- Limited health center hours, closing at 4:30 p.m. during the weekdays
- Limited availability for appointments with waiting periods of up to one to two weeks
- Not enough medical providers and counselors to meet day-to-day health and wellbeing needs

In order to improve services for students, Campus Health and Wellbeing proposes an adjustment to the current student health fee. The current health fee is \$105 per academic quarter. The proposal has two health fee adjustment options: an additional \$99 per quarter or \$114 per quarter. If approved, only newly-admitted students would pay the new fee, beginning with the 2018 fall quarter. The proposed adjusted fee includes a 30 percent set-aside for students with the greatest financial need.

Table 1: Proposed fee options and benefits

	Proposed Fee Option A an additional \$99 per qtr. (\$204/qtr. total)	Proposed Fee Option B an additional \$114 per qtr. (\$219/qtr. total)	
MEDICAL BENEFITS			
Avg. walk-in wait time	2 – 3 hours	1 – 1.5 hours	
Avg. wait time for future appointments	2 weeks	1 week	
Technologies	Limited	Better user experiences (e.g., text notifications of est. wait times)	
COUNSELING BENEFITS			
Counselor/Student Ratios	1:1550	1:1000	1:800
Avg. wait times	3 – 4 days	2 – 3 days	1 – 2 days
Avg. quantity sessions/student	2.7	4+	6+
Refer students to community	Most students	Some students	Only students who request it
CENTER HOURS			
Center Hours	Closes at 4:30 p.m. during weekdays	Expand weekday hours into evenings	

Governed by CSU Executive Order 1102 titled “CSU Student Fee Policy,” and in accordance with university policy for “Alternative Consultation Policy for Campus-Based Mandatory Student Fees,” the university president assigned Student Affairs to conduct an educational campaign about the proposed student health fee adjustment and report findings back to him.

Prior to the education campaign, the vice president for student affairs (VPSA) sent a memorandum to the president and the vice president for administration and finance/co-chair of the Campus Fee Advisory Committee (CFAC), requesting approval to proceed with an Alternative Consultation for the proposed health fee. After a formal presentation by the VPSA and review of the proposed information by members of CFAC, the ASI President/co-chair of CFAC sent a recommendation on October 4, 2017 to the president to “approve the alternative consultation process for the health services fee with request for additional information.”

The additional information that CFAC requested from the VPSA was addressed in the education campaign by: (1) adding information to the presentations about the staffing allocations and purchasing priorities; (2) expanding the quantity of presentations to include more underrepresented student groups; (3) clearly communicating the process of how students can share their opinions throughout the campaign communications and student presentations; (4) working with a national health center consulting group to review the operations to create more efficiencies and best practices; and (5) execute a comprehensive education campaign to ensure that students and supporter groups are informed of the process and details of the proposed health fee.

From October 13 through November 19, 2017, Campus Health and Wellbeing educated the campus community on the proposed fee increase. A comprehensive outreach and education campaign was conducted during this period to inform students of the details of the proposed health fee. In summary, these activities consisted of, but were not limited to:

- Presentations to 25 student interest groups and supporter groups; an additional eight presentations were made to train faculty/staff groups prior to the education campaign
- Email communications sent to student and supporter groups
- A media release and multiple social announcements were made throughout the education period

- Three consecutive weeks of advertisements placed in the university newspaper, *Mustang News*
- Announcements placed on digital monitors across campus
- 32 consecutive days of announcements placed on the home page of the student Cal Poly Portal, with direct links to submit comments
- Three consecutive weeks of announcements placed in the *Cal Poly Report*, a weekly faculty/staff e-newsletter
- Printed educational fact sheets distributed throughout campus
- A website dedicated to the proposed health fee open for the duration of the campaign
- An email account dedicated to answering questions and receiving comments and feedback
- Office hours with a Campus Health and Wellbeing representative to answer student questions

During the education period, staff met with many student interest groups from across campus, including the Parent Advisory Council and Academic Senate, to inform them of the proposal and have open dialogue. Groups were asked to provide their opinions, either during and/or after the meeting, collectively or as individuals. Students were also asked to participate in the process by submitting their comments in writing or electronically through their Cal Poly portal during the education period.

Student Feedback Summary

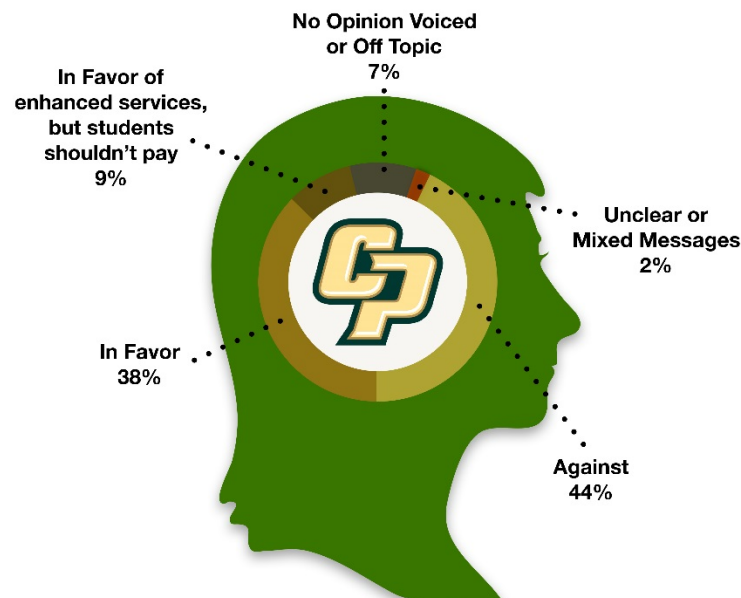
A total of **255 comments** were submitted by students via the single sign-on process through the Cal Poly Portal or in writing. Comments were collected during the education campaign period: October 13 – November 19, 2017.

The comments were categorized into five themes: against, in-favor, in-favor but students felt they should not have to pay, no opinion/off-topic, and unclear/mixed messages. The results of the tabulation are below:

Table 2: Student Comment Themes, by Category

Comment Themes	Count	Percentage
Against (fee increase)	113	44%
In-favor (fee increase)	97	38%
In-favor, but students felt they should not have to pay	24	9%
No opinion voiced/off topic	17	7%
Unclear/mixed messages	4	2%

Image 1: Student Comment Themes, by Category



The comments combined from the “In-favor” and “In-favor, but students felt they should not have to pay” categories represent 47 percent, or 121 comments. Most comments did not differentiate between the two fee options but rather spoke to the overall idea of the fee increase.

Presentation Results and Feedback

Campus Health and Wellbeing Staff members presented to a wide cross-section of student and supporter groups during the education period. Each presentation took about 15 to 45 minutes, which included time to answer questions from the audience. All groups were presented the same information, by a PowerPoint presentation and distributed fact sheets. Student groups were sent multiple follow-up messages to remind them how to share their feedback.

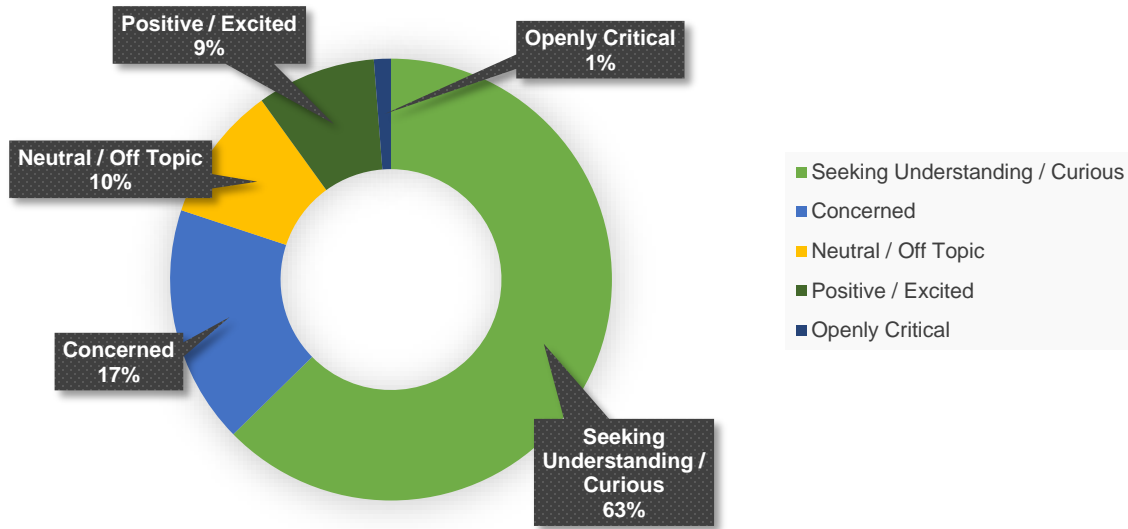
Campus Health and Wellbeing presented to a total of **23 student groups** during the education campaign period. In addition, the Parent Advisory Council and Academic Senate received presentations.

In summary, the vast majority of questions and general tone of the audiences were one of information gathering and curiosity on the topic. While some groups were markedly positive or negative, most appeared to seek understanding and ask questions about logistics and facts of the proposal.

Many of the questions were repetitive in nature during earlier presentation sessions, but were further clarified for future sessions. As such, presenters received fewer repetitive questions during future presentation sessions. A large percentile of the questions asked during presentations were addressed, but in some cases these exchanges were not observed by the individual attendees. In several cases, a participant would arrive late and not hear the information initially, causing some repetitiveness in the questions asked.

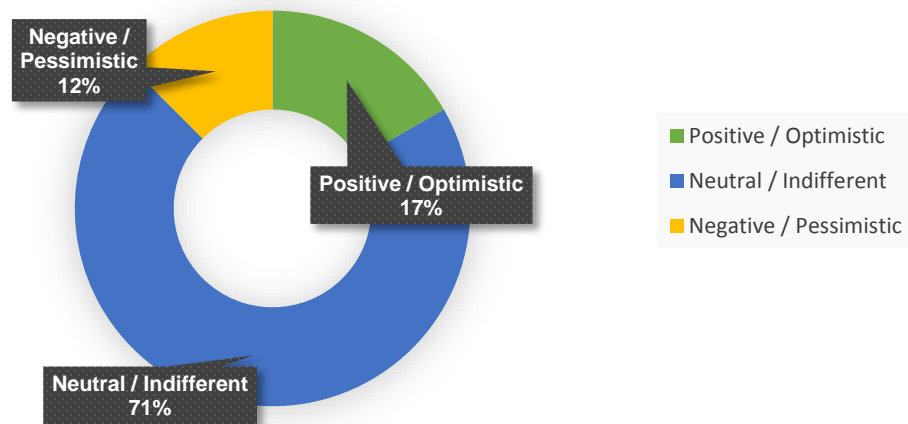
All questions and comments were categorized into five themes: positive/excited (9%), neutral/off-topic (10%), concerned (17%), seeking understanding/curious (63%), and openly critical (1%).

Graph 2: Student Presentation Comments, by Themes



Additionally, the overall tone of the group (via question categories and physical observation) was rated on a three-tiered classification: negative/pessimistic (12%), positive/optimistic (17%), and neutral/indifferent (71%).

Graph 3: General Tone of Students During Presentation



Presentation Feedback and Resolutions

Before, during and after each presentation, Campus Health and Wellbeing staff educated students and participants on ways they could submit their comments, in accordance with CSU policies. The following feedback and documents were submitted from presentation groups:

- Feedback sent via email from a faculty member after the presentation to the **Academic Senate** on 10/24/17
- Feedback sent via email from the chair of the Parent Advisory Council to the VPSA on 11/3/17 after the presentation to the **Parent Advisory Council** on 10/22/17
- Resolution #18-03 ASI Board of Directors' Stance on the Proposed Health Services Fee Adjustment was submitted to the university president on 11/17/17 after the presentation to the **ASI Board of Directors** on 10/25/17

Additional Comments

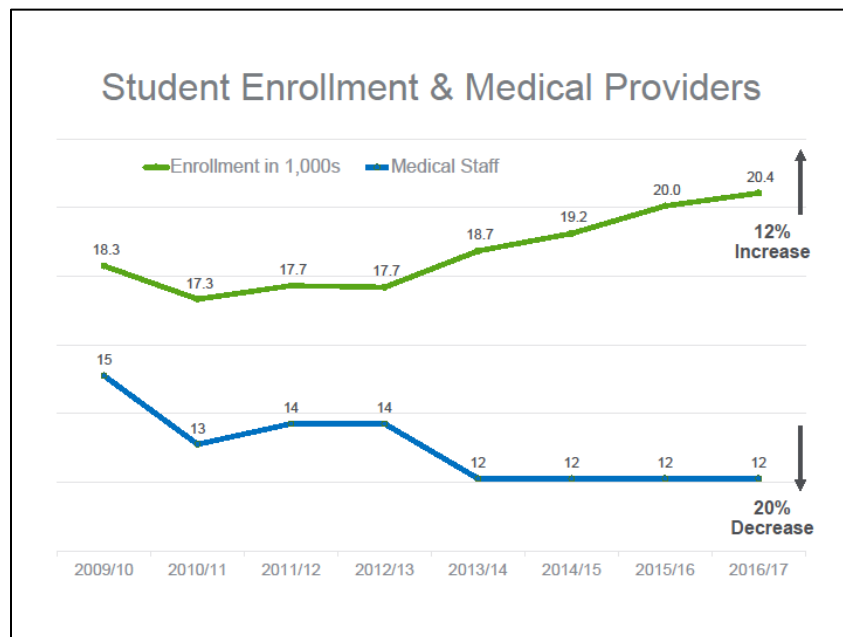
Additional letters were submitted by members of the campus community, including faculty, parents of currently-enrolled students, members of the Cal Poly alumni group, and Cal Poly Friends for HOPE (Health Outreach and Prevention Education). Copies of these letters are located in the report Appendices.

Status of Campus Health and Wellbeing

Campus Health and Wellbeing has been committed to providing timely medical, counseling, health education and well-being services to Cal Poly students for the past 70 years. These services are primarily funded by a mandatory campus-based fee, which are required by CSU executive orders (for health and counseling) to ensure that all students receive certain health and wellbeing services at low-to-no cost. CSU Executive Orders apply to all 23 CSU campuses, including Cal Poly.

There are several factors contributing to growing concerns about access to care and resources, primarily including: (1) decreased medical providers despite an increase in student enrollment; (2) increased demand for mental health services among universities, which is consistent with national trends; (3) greater insight and awareness of mental health challenges among students; (4) anticipated growth of Cal Poly's residential population; and (5) major challenges attracting and retaining medical and counseling providers due to the high cost of living in the area.

Graph 1: Student Enrollment and Medical Providers



Since 2009, when the last student fee adjustment occurred, medical visits increased by approximately 18 percent, from approx. 27,000 to 32,000 visits. Utilization of the health center was high last year at 67 percent of the student body. During this same period, medical providers decreased by 20 percent. As a result, students are experiencing lengthy walk-in wait times of about three hours during peak times and two-week delays for future appointments.

Staffing levels in triage and walk-in medical services do not match levels of students' demand for those services, especially at predictably high-utilization times of the day. By mid-afternoon on "most days," students registering for medical services or being assessed in triage are told that walk-in services are "closed" for the day (e.g., that no more provider time slots are available), and are advised to either return the next day, see an off-campus provider, or make an appointment to see a campus health provider – a process that routinely results in delays of 7-10 days.

In order to meet student needs now and in the future, Cal Poly must be staffed to treat every student in need of service. Cal Poly has the demand to serve about 500 students daily on the medical side. However, current state of services and the limited number of medical providers (currently at 12 full-time employees) restricts their intake to about half, or 250 students per day. According to a recent preliminary report conducted by a third-party college and university health center consulting group, "Nurse practitioners, physician assistants, and physicians are doing far too many clinical and administrative support tasks that do not require their level of training and expertise—prepping rooms for appointments, taking vital signs, organizing equipment and supplies needed for a visit or procedure, and even cleaning rooms post-visit; in a normative operation, clinical support staff (usually medical assistants) would perform these important functions and related elements of care to permit the providers to provide more time with individual patients, focus entirely on the professional aspects of care and services, and increase the volume of students who can be seen." The hiring of additional medical staff is recommended to address this issue.

Health Services is unable to accommodate every student requesting care, often declining care to non-emergency patients by early afternoon. This is further compounded by two factors: (1) the lack of general health care availability in the San Luis Obispo area other than emergency rooms; and (2) a large portion of students have medical insurance through their parents' plans, such as Kaiser Permanente, which are only accepted for emergency room visits. The nearest Kaiser facility is about 2.5 hours from campus, and limited access to care in the community puts added pressure on campus services to fill this gap.

The current triage process for admitting students into the health center was established a decade ago and has since contributed to the delays in wait times. This process, coupled with an inadequate and inefficient lobby area, causes additional challenges to the patient experience.

Counseling Services is also significantly understaffed, according to national best practices established by the International Association of Counseling Services. On average, the counselor-to-student ratio should be one counselor for every 1,000 students. Cal Poly is currently operating at one counselor to 1,550 students. The current service model allows for students to be seen by a counselor for individual therapy only a few times before they are referred to group therapy or service in the community, excluding high-risk students. Students have reported that the limited number of sessions available does not allow them to work through issues they wish to discuss with a counselor. Students indicate that seeking private therapy in the community can be costly and hard to access if they do not have the proper insurance to pay for the services. Students have reported that they "give up" seeking off-campus mental health care given the difficulty in securing a provider.

Table 1, "Counseling Services Data Utilization," summarizes the number of students served by Counseling Services since Academic Year 2010/11. The percentage of students seen continues to increase and is at nine percent, above the national average for public universities with 20,000 to 25,000 students. The high demand for counseling services has kept the average quantity of sessions low, ranging from 2.3 to 3.4 since 2010.

Table 1: Counseling Services Data Utilization

	AY 2010/11	AY 2011/12	AY 2012/13	AY 2013/14	AY 2014/15	AY 2015/16	AY 2016/17
Total Student Body	18,360	18,762	18,679	19,703	20,186	20,944	21,306
Percent of Student Body Seen (Unique clients seen/Total student body)	6.6%	6.9%	7.9%	8.6%	10.3%	10.5%	12.2%
Unique students seen	1,220	1,286	1,482	1,703	2,078	2,196	2,599
Crisis visits	132	180	207	332	343	234	173
Individual sessions	3,571	3,490	4,342	5,721	4,675	5,013	5,978
Average # of Sessions (Individual Sessions/Unique Clients Seen)	2.9	2.7	2.9	3.4	2.5	2.3	2.3
Triage/Screenings (15 minute triage/screening system existed SPR2010 – end of SPR2013)	1,031	1,081	1,279	n/a	n/a	n/a	n/a
Group therapy sessions (Including Emotional Wellbeing Workshops)	135	158	161	269	352	467	431
Total visits	4,869	4,909	5,989	6,322	5,409	5,714	6,582
Total Outreach visits	n.d.	n.d.	n.d.	n.d.	n.d.	251	355
Total number of students served in Outreaches (note that not all outreaches involve students)	n.d.	n.d.	n.d.	n.d.	n.d.	4,709	7,275
Total # of clinicians (FTE)	n.d.	11.0	12.0	14.5	14.5^	14.0*	14.5**
<p>Footnotes:</p> <p>Average percentage of campus seen for a public, 4-year university of 20,000 – 25,000 students = 9-10%</p> <p>**Total number of clinicians for 2016/17 was 14 until October 2016, when one clinician resigned voluntarily. A part-time (0.5FTE) clinician was hired as of November 2016 and remained until the end of Spring Term 2017.</p> <p>*Total number of clinicians for 2015/16 included two-part time clinicians, two full-time clinicians who started October 2015 (i.e., one month of fall quarter only had 12 clinicians), and one clinician who left April 1, 2016 (and whose position remained unfilled for Spring quarter, making 13.0 the FTE for Spring 2016).</p> <p>^Total number of clinicians for 2014/15 included three partial year full-time clinicians, one full year part-time clinician, and one clinician who retired June 2015 and therefore did not see as many clients for several months</p>							

Prevention is critical in proactively supporting student health and wellbeing. The department operates a peer-led program primarily through group programming and supportive referrals. Trained peer educators are actively involved with student and faculty/staff groups but don't have the capacity to expand.

Patient Satisfaction Assessments

Campus Health and Wellbeing staff relies on different methods of collecting feedback from students to assess the quality of care offered to students. These touch points inform their practices and services, and help address critical needs of the campus community. For the past two decades, they have been conducting annual CSU-wide patient satisfaction surveys in January to assess student satisfaction with campus health services.

Table 2: Health Services Patient Satisfaction Surveys

Satisfaction Ratings	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Reception	3.9	4.0	4.0	4.3	4.2	4.1	4.0	4.1	4.2	4.2	3.7
Waiting Time	3.4	3.2	3.2	3.7	3.5	3.7	3.4	3.8	3.1	3.2	2.6
Practitioners	4.0	4.2	4.2	4.4	4.3	4.3	4.4	4.5	4.6	4.5	4.3
Laboratory	3.9	4.2	3.7	4.2	4.4	4.4	4.2	4.6	4.3	4.5	4.5
X-ray	4.1	4.1	3.6	4.1	4.3	4.4	4.3	4.7	4.4	4.3	4.2
Pharmacy	4.0	4.1	3.8	4.1	4.4	4.4	4.4	4.5	4.5	4.6	4.5
Overall Satisfaction	4.0	3.9	3.9	4.2	4.2	4.2	4.1	4.4	3.8	3.9	3.5

Satisfaction with practitioners, laboratory, X-ray and pharmacy remained high and some steadily improved over time, with an average scores over 4.0 since 2010 (with 5 being the highest).

Satisfaction with wait times at Campus Health has decreased over the last four years. The 10-year average is a ranking of 3.35, with 2.6 as the lowest ranking received.

Campus Support for Additional Services

Leading up the health fee proposal, student and supporter groups voiced concerns about the state of medical and counseling services. In May 2017, Associated Students, Incorporated formalized their feedback by producing and passing Resolution #17-05, which supports the need for more mental health services and an expansion of the health

center. Members of the Parent Advisory Board requested an expansion of medical and mental health services in spring term 2017, and the California State Student Association issued a resolution in March 2016 in favor of more mental health resources at all CSUs.

Members of the Cal Poly alumni community group Cal Poly Friends for HOPE (Health Outreach and Prevention Education), submitted personal messages from Cal Poly alumni and friends of the university in Dubai, Netherlands and the United States, in support for expanding health and well-being services to students.

Rising Costs of Care

Rising costs of health care has challenged health care providers across the CSUs to offer the current level of services to its students. The current student health fee includes a slight rate increase each year based on the Higher Education Price Index (HEPI), ranging from approximately 0.5 percent to 3 percent. According the health care professionals however, this amount is not enough to keep up with inflation and rising health care costs, estimated at 5.8 percent nationally. Since 2009, Cal Poly has seen medical costs rise about five percent annually, resulting in a 55% compounded increase since the last fee adjustment.

Campus Health and Wellbeing is challenged under these circumstances and unable to improve student services without adjusting the operational model and revenue sources. If the proposed health fee is not approved, campus health and wellbeing services that exist today are at risk of being eliminated or reduced.

With a relatively fixed revenue source, Campus Health and Wellbeing can't continue to operate under these circumstances without making major adjustments to their services in the coming years. The vast majority – about 97 percent – of the center's budget goes towards staff salaries and benefits in the form of 29 medical staff, 14 mental health professionals, 13 support staff, and three health education staff. Should the proposed health fee be approved, the newly-adjusted health fee will begin in Fall Term 2018 for newly-admitted students (first-year and transfer) and will be phased in with each new

student class over four years. There are two proposed fee options to pay for additional staff: an additional \$99 or \$114 per quarter. Approved funding would create the following new positions, indicated in Table 3.

Table 3: Staff Increases in Proposed Fee Options

Option A: an additional \$99/quarter	Option B: an additional \$114/quarter
21 medical staff and medical support staff	21 medical staff and medical support staff
10 mental health professionals	17 mental health professionals
3 health educators	3 health educators

Over the years, several CSUs have faced similar operational challenges and conducted fee adjustment consultations to increase fees. This includes CSU campuses East Bay, Fresno, Northridge, Pomona, San Diego, and San Jose. Many of these CSUs increased health fees just to maintain current services.

If the proposed health fee passes at Cal Poly, only new students will pay the adjusted fee; currently-enrolled students will continue to pay the current fee, which is \$105 plus the annual HEPI inflation. Fees will go towards additional medical and mental health staff – not facilities improvements or administrative staff. In addition, Cal Poly is committed to supplementing funds towards administrative support staff, such as receptionists to assist with the additional operational needs. The HEPI will be eliminated and in its place a set four percent annual increase will be built in to keep up with economic inflation and rising health care costs. Lastly, 30 percent of the total fee adjustment will be set aside for students with the greatest financial need. The Financial Aid Office will distribute funds to students to offset the adjusted fee amount, in accordance to Federal Student Aid guidelines and standards.

Education Campaign Summary

CSU Executive Order 1102 “CSU Student Fee Policy” advises universities on how to engage the campus community in the process of adjusting any mandatory campus-based fees; in this case a category II student health fee. In accordance, university policy for “Alternative Consultation Policy for Campus-Based Mandatory Student Fees” states that an “appropriate and meaningful consultation with campus constituencies regarding category II fees and the use of fee revenue is critical to assure that the delegated authority is exercised in a manner that is consistent with policies adopted by the board.”

Alternative Consultation is the process in which students can voice their opinions relative to mandatory campus-based fees. Through this process, students receive information, are provided opportunities to ask questions and to give their opinions verbally or in writing. This process has been used several times in the CSU System to adjust student health fees, including the last fee adjustment at Cal Poly in 2009.

Campus Health and Wellbeing staff facilitated the Alternative Consultation process by providing information to students and meeting with campus groups to discuss information about the fee adjustment proposal. Students were asked to share their opinions either electronically or in writing by the end of the consultation period on November 19, 2017. The data collection was administered by a secure, third-party vendor service during the consultation period. Students could access the site through their Cal Poly portal and submit comments during the consultation period. Students were limited to one comment, per CSU policy, but could edit their comment at any time during the campaign. Comment cards were also distributed at two open forums so that students could submit their comments in writing, had they preferred this method.

In addition, representatives from Campus Health and Wellbeing presented information in front of 23 student groups and two supporter groups during the campaign. An additional eight presentations were made to train faculty and staff groups prior to the education

campaign period. The student groups were able to submit additional comments, as a group or individuals, per policy.

The campaign was 38 days long and took place from October 13 through November 19, 2017. Listed below are the education campaign efforts and outcomes. See report Appendix on page 33 for copies of materials and information.

Pre-education Campaign Activities

- Faculty and staff trainings and presentations
- Focus groups and student interviews/presentation previews
- Consultation with Administration and Finance representative on policies and procedures
- Memo and presentation to CFAC for endorsement

Education Campaign

Student Email Communications:

- Message sent on 10/13/17 to announce the opening of consultation period and launch of the health fee website
- Message sent on 10/19/17 to announce the approved CFAC objective statement was available online and subsequent opening of the student comment portal online
- Message sent on 11/7/17 to remind students to submit their comments by the end of the period; video of presentation made available online
- Multiple follow-up messages sent to all student presentation groups with recaps of information and how to submit comments

Supporter Email Communications:

- Message sent on 10/14/17 to faculty informing them of the consultation

- Message sent on 10/22/17 to parents and supporters informing them of the consultation

Campus Announcements and Outreach

- A media release was sent to *Mustang News* on 10/9/17 and was offered exclusive interview with the VPSA
- Printed advertisements were published in the *Mustang News* on 10/24/17, 10/31/17 and 11/7/17
- 32 consecutive days of announcements were published on the Student Cal Poly Portal, with two different messages during the campaign
- Announcements were placed in the *Cal Poly Report* on 10/18/17, 10/25/17, 11/1/17 and 11/8/17
- Digital announcements placed on digital displays around campus for five consecutive weeks
- Information sheets were distributed throughout campus and during presentations
- Multiple social media announcements on various social media pages throughout the education campaign period

Health Fee Website

A website was created specifically for the student health fee at <https://chw.calpoly.edu/healthfee>. This educational site contained information related to the proposal, including policies and processes, fee options, reports, financial statements, objective statement from CFAC, 33 frequently asked questions, a video of the student presentation, and list of campus presentations and open forums.

Student Office Hours

The director of wellbeing hosted office hours twice a week during the campaign for students to meet and ask questions about the proposed health fee.

Email Account

An email account was created specifically for the student health fee, yourhealth@calpoly.edu. During the campaign, emails from students, parents, and faculty were sent to the account.

News Articles

The following campus news articles were generated during the campaign period about the proposed health fee:

- *Mustang News* article on 10/13/17, “Cal Poly proposed health fee increase in response to student feedback”
- *Mustang News* article on 11/15/17, “ASI Board of Directors to vote on stance regarding proposed Health Services fee adjustment”
- *Mustang News* article on 11/28/17, “ASI Votes to support Health Fee increase”

Presentation Log Summary and Feedback/Resolutions

Table 1: Presentation Log

Dates	Groups	Attendees	Presenters	General Tone
10/22/17	Parent Advisory Council	35	Keith Humphrey	Positive or Optimistic
10/23/17	ASI Board of Directors Workshop	35	Keith Humphrey	Neutral or Inquisitive
10/24/17	Academic Senate	50	Keith Humphrey	Neutral or Inquisitive
10/25/17	ASI Board of Directors Meeting	40	Keith Humphrey	Neutral or Inquisitive
10/25/17	United Sorority and Fraternity Council	15	Genie Kim, Drs. Geneva Reynaga-Abiko, and Aaron Baker	Positive or Optimistic
10/26/17	Graduate Students*	0	Genie Kim, Drs. Geneva Reynaga-Abiko, and Aaron Baker	N/A
10/27/17	MultiCultural Center Students	5	Genie Kim, Drs. Geneva Reynaga-Abiko, and Aaron Baker	Neutral or Inquisitive
11/1/17	College of Liberal Arts Ambassadors	25	Genie Kim and Dr. Aaron Baker	Neutral or Inquisitive
11/1/17	Open Forum #1	40	Genie Kim, Drs. Geneva Reynaga-Abiko, and Aaron Baker	Neutral or Inquisitive
11/1/17	College of Liberal Arts Deans Council	25	Genie Kim	Neutral or Inquisitive
11/2/17	International Students	5	Genie Kim, Drs. Geneva Reynaga-Abiko, and Aaron Baker	Positive or Optimistic
11/2/17	Inter-Housing Council	40	Genie Kim, Drs. Geneva Reynaga-Abiko, and Aaron Baker	Neutral or Inquisitive
11/3/17	Interfraternity Council	10	Dr. Aaron Baker	Neutral or Inquisitive
11/3/17	Orfalea College of Business College Council	15	Genie Kim and Dr. Geneva Reynaga-Abiko	Neutral or Inquisitive

11/6/17	College of Architecture and Environmental Design College Council	15	Dr. Geneva Reynaga-Abiko	Negative or Pessimistic
11/6/17	Yosemite Hall Student Council	25	Genie Kim	Neutral or Inquisitive
11/6/17	Santa Lucia and North Mountain Council	15	Dr. Aaron Baker	Positive or Optimistic
11/7/17	Panhellenic Board	50	Genie Kim, Drs. Geneva Reynaga-Abiko, and Aaron Baker	Negative or Pessimistic
11/7/17	College of Agriculture, Food and Environmental Sciences Student Council	50	Genie Kim	Neutral or Inquisitive
11/7/17	Block P Athletes	20	Dr. Aaron Baker	Neutral or Inquisitive
11/7/17	College of Science and Mathematics Council	30	Dr. Geneva Reynaga-Abiko	Neutral or Inquisitive
11/9/17	Open Forum	40	Genie Kim, Drs. Geneva Reynaga-Abiko, and Aaron Baker	Neutral or Inquisitive
11/13/17	Poly Canyon Village Community Council**	10	Genie Kim & Dr. Aaron Baker	Negative or Pessimistic
11/13/17	Cerro Vista Residents	10	Director Geneva Reynaga-Abiko	Neutral or Inquisitive
11/14/17	College of Engineering Student Council	10	Drs. Geneva Reynaga-Abiko and Aaron Baker	Neutral or Inquisitive
Footnotes: *One presentation had zero students show (graduate students) **One presentation data failed to record the numbers of the question categories (Poly Canyon Village Community Council)				

Presentation Summary

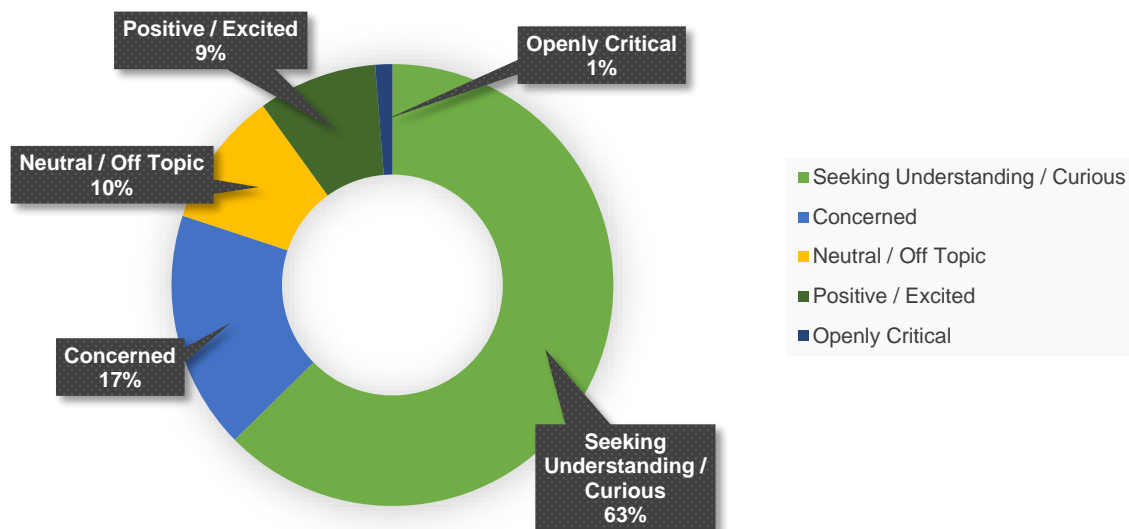
Each presentation had an average of 25 attendees and lasted approximately 15 - 45 minutes, with time set aside for questions and answers if permitted.

The vast majority of questions and general tones were one of information gathering and curiosity. While some groups were markedly positive or negative, most appeared to be seeking understanding and asking questions about logistics.

Many of the questions were repetitive in nature during earlier presentation sessions, but were further clarified for future sessions. As such, presenters received fewer repetitive questions during future presentation sessions. A large percentile of the questions asked during presentations were addressed, but in some cases these exchanges were not observed by the individual attendees. In several cases, a participant would arrive late and not hear the information initially, causing some repetitiveness in the questions asked.

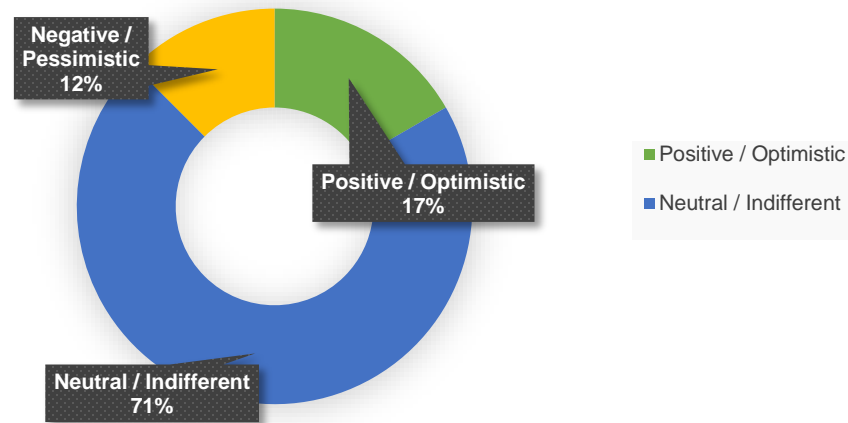
All questions and comments were categorized into five themes: positive/excited (9%), neutral/off-topic (10%), concerned (17%), seeking understanding/curious (63%), and opening critical (1%).

Table 2: Student Presentation Comments by Themes



Additionally, the overall tone of the group (via question categories and physical observation) was rated on a three-tiered classification: negative/pessimistic (12%), positive/optimistic (17%), and neutral/indifferent (71%).

Table 3: General Tone of Students During Presentations



The following questions and comments were commonly stated during the presentations.

Answers to these questions can be found on the website's FAQ section.

- Have other CSUs adjusted their fees recently?
- Why is this being proposed through Alternative Consultation rather than the referendum process?
- Why is this being called an "adjustment" instead of an increase?
- Why can't Cal Poly just bill my insurance?
- What is a health care educator?
- What efforts were explored before moving to increase fees?
- Some students are insured under their parents' policies, they don't need the health center.
- Is there a third option or can the answer be no?
- Why is our structure different than the UC System?
- This vote seems skewed to pass since the current students don't have to pay the increased fee.

- Why was it decided not to include current students into the fee increase?
- Can this be an opt-in insurance model? Why do I have to pay if I'm not using it?
- Will there be a new building or building upgrades?
- Space is already tight and you want to hire additional people, how is that going to work?
- Can we get weekend open hours?
- What percentage of our students utilize the Health Center?
- How do we justify having one of the highest health fees in the CSU?
- Why are the number of health care providers decreasing?
- How does the 4% increase work? Is it on the whole fee or just the increased portion?
- Does the 30% set-aside for Financial Aid apply towards the general financial aid pool or specifically for this fee?
- Will the increased fee prohibit our goal of increasing campus diversity?

Presentation Feedback and Resolutions

Before, during and after each presentation, Campus Health and Wellbeing staff educated students and participants on ways they could submit their comments, per CSU policy. The following feedback and documents were submitted from representatives of the presentation groups:

- Feedback sent via email from a faculty member after the presentation to the **Academic Senate** on 10/24/17
- Feedback sent via email from the chair of the Parent Advisory Council to the VPSA on 11/3/17 after the presentation to the **Parent Advisory Council** on 10/22/17
- Resolution #18-03 ASI Board of Directors' Stance on the Proposed Health Services Fee Adjustment was submitted to the university president on 11/17/17 after the presentation to the **ASI Board of Directors** on 10/25/17

Student Feedback Summary and Complete Report

Student feedback was collected electronically or in writing during the 38-day campaign, October 13 – November 19, 2017. The data collection was administered by a secure, third-party electronic service. Students could access the site through their Cal Poly portal and submit comments during the campaign period. Students were limited to one comment, per CSU policy, but could edit their comment at any time during the campaign. Comment cards were also distributed at the two open forums so that students could submit their comments in writing, should they prefer this method.

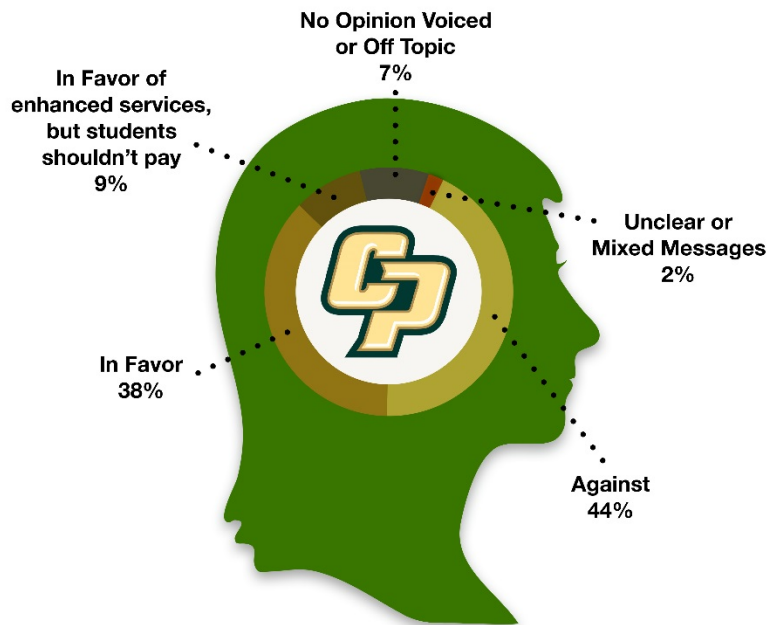
A total of **255 comments** were recorded by students via the single sign-on process through the Cal Poly Portal and in writing.

The comments were categorized into five themes: against, in favor, in favor but students felt they should not have to pay, no opinion/off-topic, and unclear/mixed messages. The results of the tabulation in Table 1.

Table 1: Student Comment Themes, by Category

Comment Themes	Count	Percentage
Against (fee increase)	113	44%
In-favor (fee increase)	97	38%
In-favor, but students felt they should not have to pay	24	9%
No opinion voiced/off topic	17	7%
Unclear/mixed messages	4	2%

Graph 1: Student Comment Themes, by Category



The comments combined from the “In-favor” and “In-favor, but students felt they should not have to pay” categories represent 47 percent, or 121 comments. Most comments did not differentiate between the two fee options but rather spoke to the overall idea of the fee increase.

The most common themes among the student comments are categorized in Table 2.

Table 2: Student Comment Count by Themes

Comment Theme Types	Count
The wait (to see a provider) is too long	21
Allow people to “opt-out” or “make only those using services pay”	19
There are mental health needs and significance of supporting this	17

Financial hardship (them or others)	15
Commented on their own family insurance and not wanting more	14
The university should find the money elsewhere	12
Quality concerns with the Health Center staff and services	9
The increase is too expensive	9
All should pay, not just new students	9
Issues with the process	9
These improvements are not needed	7
Take funds from administrator salaries	7
The improvements should have been more concrete; Needs more information	6
The wait isn't that bad	6
Weekend facility hours are needed	6
Too much financial aid is included	4
Utilize community health care options more	4
Fix food service and parking	3
Health education is needed	3

There were misconceptions or limited understanding by students that appeared in the student comments. Table 3 indicates the most common misconceptions and relevant information.

Table 3: Student Comment Misconceptions and Relevant Information

Misconceptions	Relevant Information
“This (proposed fee) is going towards administrative purposes”	If the proposed health fee is approved, the adjusted fee amount will be allocated for medical, counseling and health education professionals, which include support staff.
“Only a few students actually use the health center”	During the 2016/17 academic year, 67 percent of students used the health center approximately 32,000 times.
“There is no need or reasoning why Cal Poly provides health care to all students”	Cal Poly and all other CSUs are mandated by CSU Executive Orders 943 “Policy on University Health Services” and 1053 “Policy on Student Mental Health” to provide a certain level of services to enrolled students.
There is limited understanding of insurance vs. health fee and differences in CSU/UC campus health policies.	CSU policies ensure that all students receive certain health and wellbeing services at low-to-no cost. CSU Executive Orders apply to all 23 CSU campuses, including Cal Poly. UCs have opt-out insurance programs and additional health fees that vary from campus to campus. Annual insurance fees range from \$1,600 – 4,800 per

	<p>year plus health fees, generally in the range of \$100 - \$200 per year.</p>
<p>There is limited understanding of the regionally impacted health care industry</p>	<p>Many students who have health insurance through their parents' plans (such as Kaiser Permanente) are unable to use their plans in the local area, except for emergency room visits. The closest Kaiser facility is about a 2.5-hour drive from San Luis Obispo. Local mental and medical health services are impacted in the local area, making it challenging for students to receive care.</p>

Student Feedback Complete Report

The complete list of all student comments are located in report Appendix on page 33.

Appendix

Appendix 1.0: Background Data

- Campus Health and Wellbeing Student Satisfaction Data, 2010/2017
- CSU/UC Health Services Fee Comparison, FY2016/17

Appendix 2.0: Presentation Feedback

- Letter from member of Academic Senate
- Letter from chair of Parent Advisory Council
- Resolution #18-03 ASI Board of Directors' Stance on the Proposed Health Services Fee Adjustment

Appendix 3.0: Student Comments Complete Report

- Poll Results Summary
- Poll Results Individual Comments

Appendix 4.0: Campus Fee Advisory Committee (CFAC) Documents

- Memorandum "Proposed Health Services Fee Increase" to the Campus Health Advisory Committee, 9/8/17
- Student Health Fee Alternative Consultation Justification Statement
- Six-year Fee Adjustment Proformas, Fee Option A
- Six-year Fee Adjustment Proformas, Fee Option B
- Memorandum "Recommendation to Approve the Alternative Consultation Process for Health Services Fee with Request for Additional Information", 10/4/17
- Objective Statement: Petition to Increase the Health Services Fee

Appendix 5.0: Additional Feedback

- Emails from students
- Emails from faculty
- Emails from parents and supporters

- Email and letters from alumni group, Cal Poly Friends for HOPE (Health Outreach and Prevention Education)

Appendix 6.0: Education Campaign Materials

- Student Health Fee PowerPoint Presentation
- Email communications sent to students on 10/13/17
- Email communications sent to students on 10/19/17
- Email communications sent to students on 11/7/17
- Email communication sent to presentation groups
- Email communication sent to faculty on 10/14/17
- Email communication sent to parents and supporters on 10/22/17
- Press Release sent to *Mustang News* on 10/9/17
- Advertisement placed in the print edition of the *Mustang News* on 10/24/17 and 10/31/17
- Advertisement placed in the print edition of the *Mustang News* on 11/7/17
- Screenshots of the announcement published on the Cal Poly Portal
- Announcement placed in the *Cal Poly Report* on 10/18/17, 10/25/17, 11/1/17 and 11/8/17
- Announcement placed on digital monitors on campus
- Student Health Fee Advisory fact sheet
- Screenshot of announcements published on social media sites during campaign

Appendix 7.0: Student Health Fee Website

Appendix 8.0: Related News Articles

- News article in *Mustang News* on 10/13, “Cal Poly proposed health fee increase in response to student feedback”
- News article published in the *Mustang News* on 11/15, “ASI Board of Directors to vote on stance regarding proposed Health Services fee adjustment”

- News article published in the *Mustang News* on 11/28, “ASI Votes to support Health Fee increase”

Appendix 9.0: CSU Policies

- Executive Order 1102: CSU Student Fee Policy
- Cal Poly University Policy: Alternative Consultation Policy for Campus-Based Mandatory Student Fees
- Executive Order 943: Policy on University Health Services
- Executive Order 1053: Policy on Student Mental Health

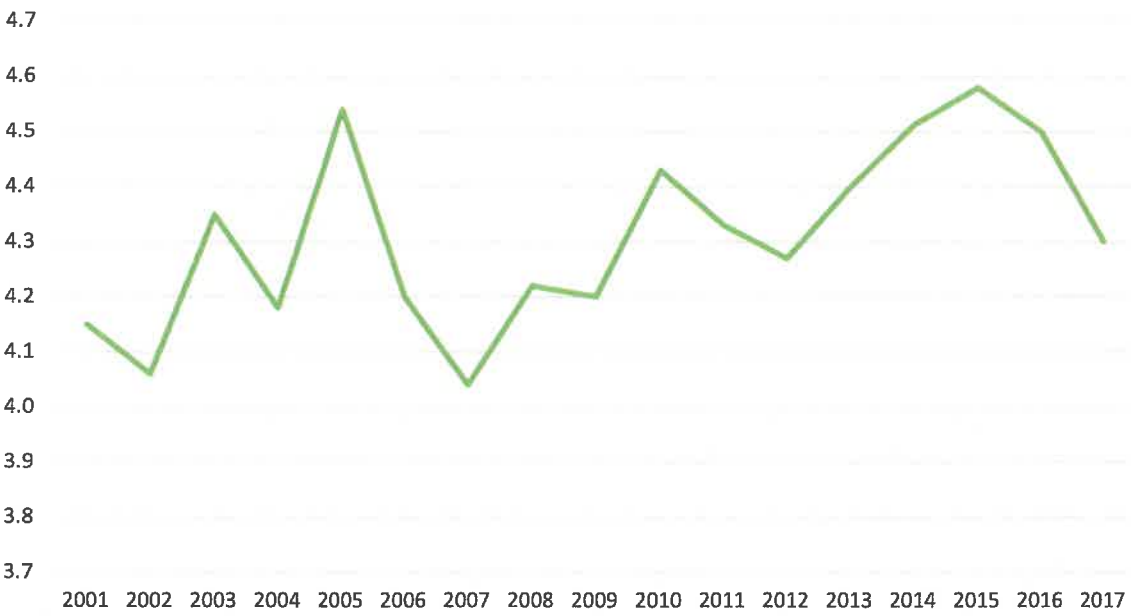
Health Services Patient Satisfaction Survey (5 being excellent)

Satisfaction Ratings		2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Reception		3.9	4.0	4.0	4.3	4.2	4.1	4.0	4.1	4.2	4.2	3.7
Waiting Time		3.4	3.2	3.2	3.7	3.5	3.7	3.4	3.8	3.1	3.2	2.6
Practitioners		4.0	4.2	4.2	4.4	4.3	4.3	4.4	4.5	4.6	4.5	4.3
Laboratory		3.9	4.2	3.7	4.2	4.4	4.4	4.2	4.6	4.3	4.5	4.5
X-ray		4.1	4.1	3.6	4.1	4.3	4.4	4.3	4.7	4.4	4.3	4.2
Pharmacy		4.0	4.1	3.8	4.1	4.4	4.4	4.4	4.5	4.5	4.6	4.5
Overall Satisfaction		4.0	3.9	3.9	4.2	4.2	4.2	4.1	4.4	3.8	3.9	3.5

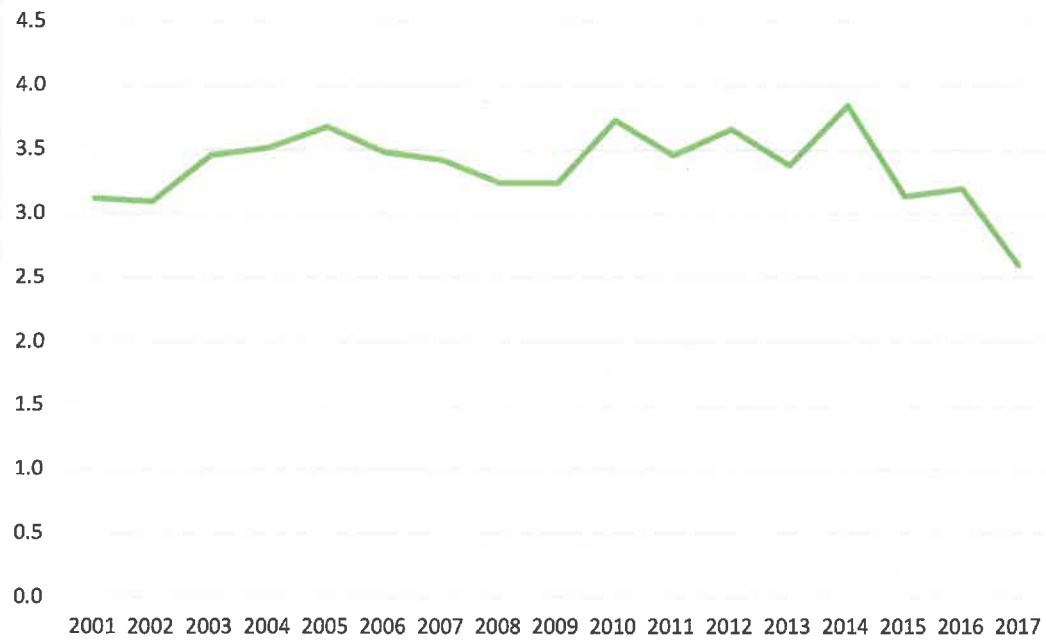
[illegible]



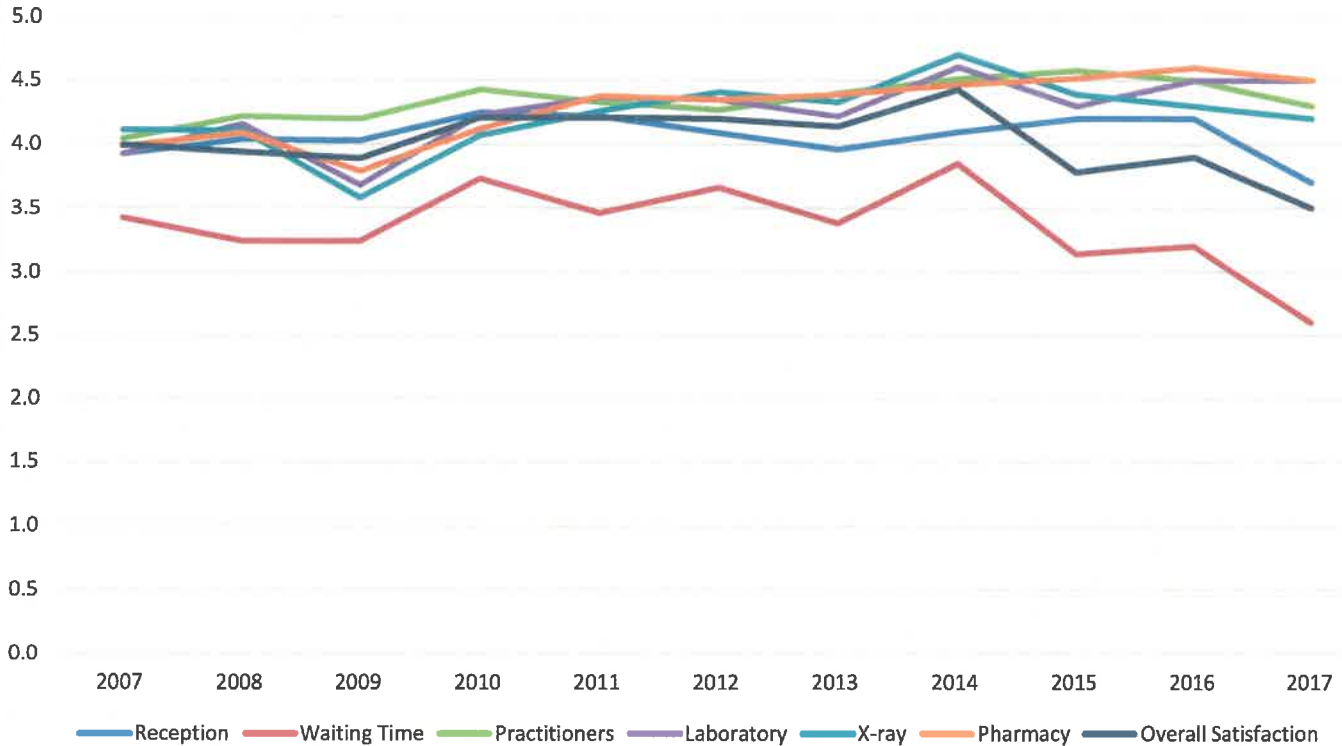
Satisfaction - Practitioners



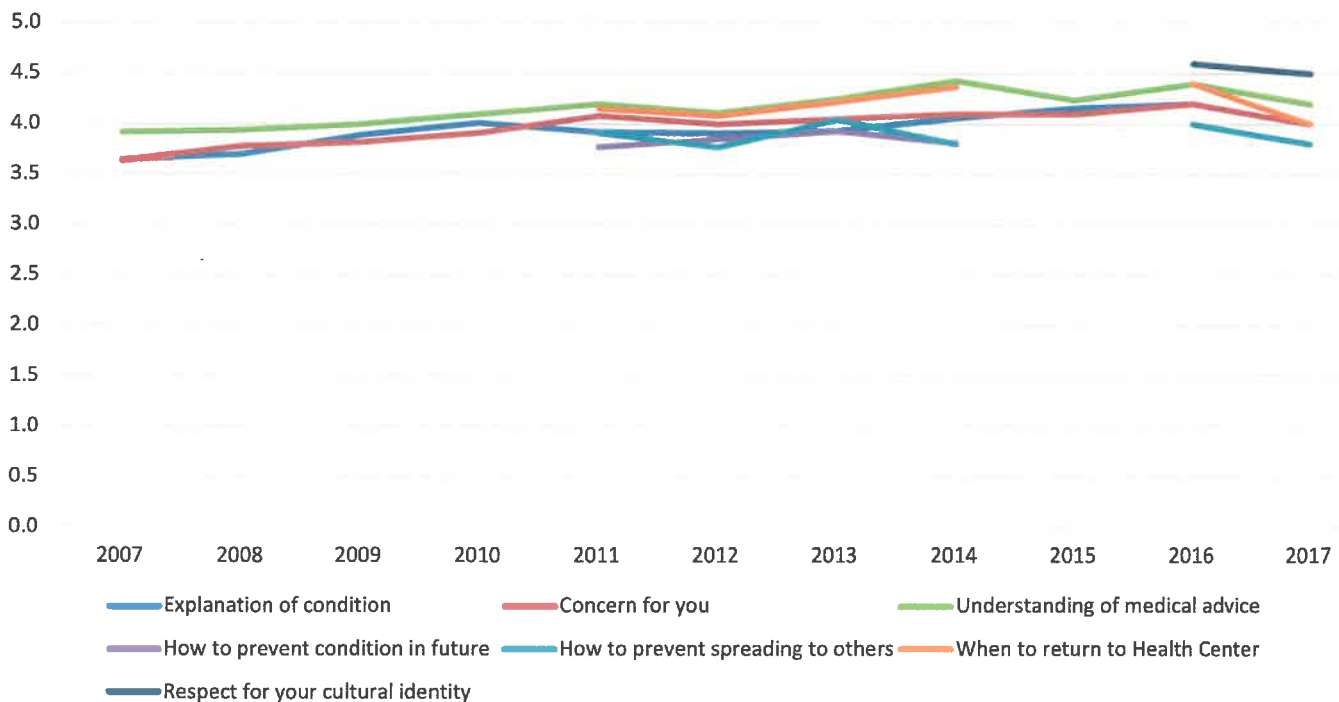
Satisfaction - Waiting Time



Satisfaction - Overall
(on a 5-point scale with 5 being the highest)



Satisfaction - Learning Outcomes
(on a 5-point scale with 5 being the highest)



CSU and UC Health-Related Fee Comparison

Campus	Enrollment	Total health-related fees	CSU Health Services Fee	CSU CAPS Fee *	UC Health Insurance Premiums **	UC CAPS Fee *	UC CAPS Support Fee *	UC Health/Wellness Fee	UC Student HC Fee	Per Visit Fee	Student Services Fee/Student Success Fee ***	HC Access Fee if USHIP waived
CSU Bakersfield	9,556	\$ 296.00	\$ 296.00	\$ -						\$ -		
CSU Channel Islands	6,130	\$ 190.00	\$ 190.00	\$ -						\$ -		
CSU Chico	16,932	\$ 270.00	\$ 270.00	\$ -						\$ -		
CSU Dominguez Hills	14,073	\$ 150.00	\$ 150.00	\$ -						\$ -		
CSU East Bay	14,903	\$ 225.00	\$ 225.00	\$ -						\$ -		
CSU Fresno	23,408	\$ 226.00	\$ 226.00	\$ -						\$ -		
CSU Fullerton	38,847	\$ 160.00	\$ 160.00	\$ -						\$ -		
CSU Humboldt	8,435	\$ 428.00	\$ 428.00	\$ -						\$ -		
CSU Long Beach	36,462	\$ 90.00	\$ 90.00	\$ -						\$ -		
CSU Los Angeles	26,159	\$ 165.00	\$ 165.00	\$ -						\$ -		
CSU Maritime	1,385	\$ 680.00	\$ 680.00	\$ -						\$ -		
CSU Monterey	7,025	\$ 186.00	\$ 186.00	\$ -						\$ -		
CSU Northridge	39,857	\$ 120.00	\$ 120.00	\$ -						\$ -		
CSU Pomona	22,435	\$ 256.00	\$ 256.00	\$ -						\$ -		
CSU Sacramento	29,282	\$ 232.00	\$ 232.00	\$ -						\$ -		
CSU San Bernardino	18,817	\$ 247.00	\$ 247.00	\$ -						\$ -		
CSU San Diego	36,108	\$ 300.00	\$ 300.00	\$ -						\$ -		
CSU San Francisco	32,126	\$ 314.00	\$ 314.00	\$ -						\$ -		
CSU San Jose	31,266	\$ 290.00	\$ 198.00	\$ 92.00						\$ -		
CSU SLO	20,270	\$ 308.00	\$ 308.00	\$ -						\$ -		
CSU San Marcos	12,248	\$ 302.00	\$ 140.00	\$ 162.00						\$ -		
CSU Sonoma	9,078	\$ 388.00	\$ 278.00	\$ 110.00						\$ -		
CSU Stanislaus	9,050	\$ 376.00	\$ 376.00	\$ -						\$ -		
UC Berkeley	40,173	\$ 2,830.00			\$ 2,830.00	\$ -	\$ -	\$ -	\$ -	\$15 - \$30 (x-ray \$6)	\$ 1,074.00	N/A
UC Davis	35,186	\$ 2,442.00			\$ 2,298.00	\$ -	\$ -	\$ -	\$ 144.00	\$15 - \$20 (x-ray \$30)	\$ 1,074.00	N/A
UC Irvine	33,467	\$ 1,675.00			\$ 1,675.00	\$ -	\$ -	\$ -	\$ -	\$92 - \$282	\$ 1,074.00	N/A
UCLA	44,947	\$ 2,149.95			\$ 2,149.95	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,074.00	\$ 120.00
UC Merced	7,336	\$ 2,371.36			\$ 2,271.36	\$ -	\$ -	\$ -	\$ 100.00	\$ -	\$ 1,074.00	N/A
UC Riverside	22,921	\$ 1,629.07			\$ 1,629.07	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,056.00	N/A
UC San Diego	35,821	\$ 2,013.00			\$ 2,013.00	\$ -	\$ -	\$ -	\$ -	\$20	\$ 1,074.00	N/A
UC San Francisco	3,141	\$ 4,804.00			\$ 4,804.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,074.00	N/A
UC Santa Barbara	23,497	\$ 3,269.28			\$ 3,150.00	\$ 34.08	\$ 48.15	\$ 16.05	\$ 21.00	\$ -	\$ 1,074.00	\$ 465.00
UC Santa Cruz	17,335	\$ 2,984.85			\$ 2,877.00	\$ -	\$ -	\$ 11.25	\$ 96.60	\$ -	\$ 1,074.00	\$ 300.00

* CAPS: Counseling and Psychological Services

** USHIP premiums include medical, dental and vision benefits. Enrollment can be waived with proof of comparable health insurance coverage. UCI, UCLA, and UCSB offer a prepaid access plan (\$120-495 per year) with services comparable to CSU Student Health Centers.

*** UC campuses charge a Student Services Fee (\$1,074 per year) and CSU campuses a Student Success Fee. A portion of these fees is allocated to the physical and psychological health of students. The actual health/wellbeing allocation of this fee is not included in this data.

comments on Health Services Fee proposal

Paul F. Choboter

Tue 10/24/2017 4:10 PM

To: Your Health <yourhealth@calpoly.edu>; Keith B. Humphrey <humphrey@calpoly.edu>;

Hello Keith,

I am just following up on the comments I said during today's Academic Senate meeting. The full text summarizing my thoughts are copied below. Thank you sincerely for the opportunity to give feedback about this proposal. I would be happy to discuss further, or answer any questions you may have.

Thank you,
Paul

--

Paul Choboter
Professor
Mathematics
Cal Poly
San Luis Obispo, California

=====

Student health fee increase

Student Affairs has done an excellent job communicating their plan, and being open to discussion. Thank you.

1. The details of the fee increase proposal will skew student opinion in favor of the proposal. I personally am in favor of everyone paying to benefit the few who need medical services. That being said, it seems unfair for current students to both (a) have immediate access to the increased medical services, and (b) not have to increase their fees. Of course current students won't argue against this. But we can't ask future students.

2. The increased fees is in opposition to fair access to education for all. Increased fees lowers diversity on campus. Economic diversity. Soon, only the wealthy will be able to be our students. This is not fair. This is not good for San Luis Obispo, and not good for California. The 30% set aside for Financial Aid is a very good step, but I worry the presence of the increased fees will deter potential students from even applying to Cal Poly.

3. This is another example where we should be demanding a fair amount of funding from Sacramento. I have heard from administrators that this is a non-starter, the past is in the past, and we will not ever get back the funding we used to have from California. Therefore, we should not even try. I absolutely reject this deeply flawed logic. If we don't ask, we certainly will not get any more funding from California. We need to perpetually demand funding from the state, because funding education at the state level is The Right Thing To Do. If the state won't support it because the Public won't get on board with increased taxes, we need to inform the public about the access issue. If they all knew what we know, state taxes to fund higher education would quickly rise to the level needed.

3b. We as a CSU system and as a Cal Poly campus have certainly been doing our part in tightening our belts. For example, this year, our campus was surprised by the number of applicants accepting our offer of enrollment. And we have been enrolling

above our stated target for years. As another example, I over-enrolled two of my sections this quarter. This results in more work for me, but no reward. I did it because it is The Right Thing To Do. I know many faculty in my own department are also chipping in and over-enrolling.

Every student that Cal Poly enrolls should have access to education and to campus services like Medical Facilities. We shouldn't enroll them if we can't provide these. We cannot provide these without money. We have squeezed our students and ourselves, and I think the Government of California needs to participate more in supporting our swelling enrollment numbers. At least inform them of the problem and ask them for help.

P.S. In the Academic Senate meeting today, you informed us that the CSU funding/fee structure is not set up to have health services funded from the State. I strongly believe that if we ask the students to pay more, we should ask for the State to increase whatever funding they are permitted to provide so as to offset the increased health services fees. That is, if student health fees go up by \$100, I would like to see the State increase funding so that tuition goes down by \$100.

=====

Fwd: Proposed Health Fee Adjustment

Keith B. Humphrey

Fri 11/3/2017 4:34 PM

To: Your Health <yourhealth@calpoly.edu>;

Keith B. Humphrey, Ph.D.
Vice President for Student Affairs
Cal Poly
Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: November 3, 2017 at 4:21:22 PM PDT
To: humphrey@calpoly.edu
Cc: <tstevens@calpoly.edu>
Subject: Proposed Health Fee Adjustment

Dear Vice President Humphrey,

The Cal Poly Parent Advisory Council is committed to student well-being and appreciates the consultative process with university leadership regarding the health fee adjustment. We have received the information and data regarding the positive impact of increasing the student health fee. Based on the data and the extensive opportunity to enhance health services delivered to students, the Parent Advisory Council members support the proposed increase to the health fee of \$114/quarter. The council agrees that additional medical and mental health providers may be the single most important factor in the overall success of our student population.

Thank you for this opportunity to partner with you and support the future of Cal Poly.

Sincerely,

Monica White
Chair, Parent Advisory Council

[REDACTED]




MEMORANDUM

TO: Jeffrey Dyer Armstrong
University President

DATE: November 17, 2017

VIA: Keith Humphrey
Vice President for Student Affairs

FROM: Daniela Czerny
Chair of the Board, 2017-18 

COPIES: ASI Board of Directors
ASI Officer Team
M. Maloney
Dean McMahon
Dr. Ruffner

SUBJECT: Resolution #18-03 ASI Board of Directors' Stance on the Proposed Health Services Fee Adjustment

On November 15, 2017, the ASI Board of Directors voted to approve Resolution #18-03 *ASI Board of Directors Stance on the Proposed Health Services Fee Adjustment*. The ASI Board of Directors strongly believes that health services are important to aid student success and that current health services do not sufficiently meet the needs of students. As the official voice of Cal Poly students, the ASI Board of Directors voiced their support for the Option A fee increase in order to improve health services for Cal Poly students.

However, as evidenced by the debate, Board members opposed the way in which this alternative consultation process was carried out with inadequate time to receive thoughtful and careful feedback from students as well as a lack of student engagement prior to the beginning of this alternative consultation process.

If the fee increase is approved, the Board urges campus administration to periodically review the sufficiency and effectiveness of the fee adjustment including the impact of the four percent annual increase. The Board would like to receive annual updates on the changes implemented with the increased fee adjustment, ensuring that administration is following through with the service improvements that are promised with the fee increase.

We appreciate your continued support for student involvement in this important issue affecting the students today and in the future. Attached please find the full language of Resolution #18-03.

Attachment

[Resolution #18-03 ASI Board of Directors' Stance on the Proposed Health Services Fee Adjustment]

Associated Students, Inc.
California Polytechnic State University
San Luis Obispo

Resolution #18-03

ASI BOARD OF DIRECTORS' STANCE ON THE PROPOSED HEALTH
SERVICES FEE ADJUSTMENT

WHEREAS: Associated Students, Inc. (ASI) Board of Directors is the official voice of Cal Poly Students, *and*

WHEREAS: The current on-campus health services at Cal Poly do not meet the needs of the student body¹ based on the following reasons:

- An average walk-in wait time for an individual to see a physician is 2-3 hours;
- An average wait time for future appointments is approximately two weeks;
- No financial aid is available for students under the current health services fee;
- A counselor to student ratio of 1:1550, which is worse than national best practice;
- An average wait time of 3-4 days to see a mental health specialist, and an average of 2.7 sessions per student;
- Weekday health² and counseling³ center hours of 8 AM - 4:30 PM; *and*

WHEREAS: The Cal Poly Student Affairs Health Fee Adjustment Presentation at the ASI Board of Directors meeting on October 25, 2017, introduced three options for the fee adjustment: no fee increase, Option A, or Option B; Option A is an increased \$99 and Option B is an increased \$114, on top of the current fee of \$105 each quarter, both of which include a four percent annual increase, *and*

WHEREAS: With Option A, the proposed increase in health services includes the following:

- An average walk-in wait time for an individual to see a physician is 1-1.5 hours;
- An average wait time for future appointments is approximately one week;
- Financial aid is available for students with demonstrated financial need equal to 30% of the health services fee;
- A counselor to student ratio of 1: 1,000, which is national best practice;
- An average wait time of 2-3 days to see a mental health specialist, and an average of 4+ sessions per student;
- Weekday health center hours extending into the evening; *and*

THEREFORE
BE IT

RESOLVED: As the official voice of Cal Poly students, the ASI Board of Directors strongly believe that health services are important to aid

¹ <https://chw.calpoly.edu/healthfee>

² <https://hcs.calpoly.edu/>

³ <https://hcs.calpoly.edu/counseling>

student success and that current health services do not sufficiently meet the needs of students. For this reason, the ASI Board of Directors support Fee Increase Option A, which imposes an additional \$99 per quarter, *and*

FURTHERMORE
BE IT
RESOLVED:

We urge campus administration to periodically review the sufficiency and effectiveness of the fee adjustment and the impact of the four percent annual increase, ensuring that the intended service improvements are being met; *and*

FURTHERMORE
BE IT
RESOLVED:

As the official voice of students, the ASI Board of Directors takes seriously our responsibility to properly inform students about campus affairs in order to ensure we accurately represent the students we serve. We believe that the timeline of this alternative consultation process did not warrant adequate time to receive thoughtful and careful feedback from students.

FURTHERMORE
BE IT
RESOLVED:

This resolution be sent to University President Jeffrey D. Armstrong, Vice President for Student Affairs Dr. Keith Humphrey, Dean of Students Kathleen McMahon, Interim Assistant Vice President of Campus Health and Wellbeing John Ruffner.

Certified as the true and correct copy,
in witness thereof, I have set my hand
and Seal of the San Luis Obispo Cal
Poly Associated Students, Inc. this
17th day of November, 2017.

ADOPTED at the regular meeting of
the Board of Directors at San Luis
Obispo Cal Poly Associated Students,
Inc. this 15th day of November 2017.

Attest:

ASI Secretary

Signed:

ASI Chair of the Board

Signed:

ASI President

Authored By:

John D'Ambrosio, College of Engineering, ASI Board of Directors

Denae Dupray, College of Engineering, ASI Board of Directors

Duncan Mitchell, Orfalea College of Business, ASI Board of Directors

Adriana Le, Orfalea College of Business, ASI Board of Directors

Poll Result

Health Services Fee Adjustment Advisory

Report date: Monday 20 November 2017 00:00 PST

Cal Poly Health Services Fee Adjustment - Student Comment Form

253 Comments

Did you attend one or both of the open forums on Nov. 1 or 9?

Poll ID: 139959

As at Poll close: Sunday 19 November 2017 23:59 PST

Number of voters: 253 · Group size: 24456 · Percentage voted: 1.03

Ranked by votes

Rank	Choice ID	Choice	Votes	%
1	15913033	No	215	84.98
2	15913032	Yes	38	15.02

Did you participate in one or more of the student group presentations?

Poll ID: 139960

As at Poll close: Sunday 19 November 2017 23:59 PST

Number of voters: 253 · Group size: 24456 · Percentage voted: 1.03

Ranked by votes

Rank	Choice ID	Choice	Votes	%
1	15913035	No	203	80.24
2	15913034	Yes	50	19.76

Did you visit the Campus Health and Wellbeing website to read about the health fee adjustment?

Poll ID: 139983

As at Poll close: Sunday 19 November 2017 23:59 PST

Number of voters: 253 · Group size: 24456 · Percentage voted: 1.03

Ranked by votes

Rank	Choice ID	Choice	Votes	%
1	15913177	Yes	217	85.77
2	15913178	No	36	14.23

Returning Officer

Signature: _____
Name: _____
Date: _____

Scrutineers

Signature: _____
Name: _____
Date: _____

Signature: _____
Name: _____
Date: _____

Poll Result

Health Services Fee Adjustment Advisory

Report date: Monday 04 December 2017 15:39 PST

Cal Poly Health Services Fee Adjustment - Student Comment Form

253 Comments

	Comments
1	I do not agree with the fee increase. Financially this increase would be a big hit for me, I can not afford this
2	Though the intentions are great, it seems that the changes being made do not proportionally reflect the price increase. Nor do the health services being added match what some other universities provide for their students, based on what they are paying. Quite a few of the problems presented used to exist, but are not currently issues students face as often at the health center at this time. It seems it would be in students' best interests to not implement the health fee adjustment, especially for those who cannot afford further price increases. We really appreciate what is provided for us at the health center, and can make do as is.
3	I have insurance through my family. I feel that this adjustment is reasonable for those that use the center frequently and as a primary source of healthcare, but is not fair to those who do not use it a lot. If it is solely going towards new students, it's a bit unfair to impose the fee on them. I have been to the center approximately 2 or 3 times since the beginning of the year. I was a walk-in appointment and I was seen in under an hour. I do not feel the need to pay extra to be seen any sooner.
4	I support the Health Service Fee Adjustment.
5	I have no complaints about the health center. I have received excellent service there while I've been enrolled. DO NOT double the health fee. If student enrollment is up by 12%, funding from the health fee is also up by 12%, and the University-wide budget should be managed appropriately to ensure appropriate functioning of University services. Cal Poly is already heinously expensive and this is an absurd proposal.
6	I don't believe this is fair for the incoming students. If there is to be an increase in the fee for health services then it is to be given to all students. It is not fair that everyone will get to take advantage of new benefits while the incoming class is the one paying for it. There was a tremendous amount of students that had gone to the health center in pass year, yet many students may have never used these services. Personally I have never set an appointment or gone to the health center. So, I would prefer a different approach where students get to chose whether they want extra services, then they could pay for those services. Similar to insurance packages.
7	Do not raise fees. Raising fees affects students disproportionately. This is a budgeting problem, spend less money on athletics and then you will be able to allocate more funds to student health and underfunded service providers such as Safer.
8	The fee should not be increased
9	My freshman year, during Winter quarter I called the Health Center to make a counseling appointment, and

	my counselor was booked out a month in a half. I was suicidal and was not willing to open up over the phone about the low point I was at. A month in a half was not acceptable. On the Fee Options page, it says the average wait times are 3-4 days. Even days could make a difference to save someone's life. It has taken me my entire college career to work on my mental health and get better. The school did not help me with that. The school let me down. I hope that this doesn't happen to future students.
10	It is bullshit. You all charged me double for a vaccine this month that was required for a class I had to take for my major requirements. If I had taken the class last quarter it would have been half. I thought the price of vaccines and medication went down with improvement of technology. Is this price reflective of the actual costs of the medication going up or is this a reflection of the fact that you manage the budget for the health center poorly and now want to further shoulder the responsibility upon the students? Double!!!!
11	I think that the idea has good intentions, but in my opinion it is just another fee on top of fees that we, as students, would have to pay. I personally have insurance and have the option to go off campus for medical care. The new proposal adds more money to the already existing fees. I think that people who have insurance should have the option of paying the minimal fee/original fee and only use the health center for minor issues. I understand that most people rely heavily on the health center, but raising the price can be a negative effect on students.
12	Even with the proposed increase in the health fee, the expected results are not satisfactory and are still extremely inconvenient compared to any other doctor's office. Also, the amount of the increase seems to be very unreasonable as most students won't use up their fair share of costs. Overall, the health center will still be a mess with the proposed increase so there's no point.
13	There should be no increase.
14	Cal poly is already expensive enough. The current fees for the health center should be more the adequate to cover the costs. The state also subsidizes the health center which helps ease the costs. This this seems like another way to milk students for every dime they have ever made.
15	I do not like this. I have voiced my opinion at CAFES Council and know that the entire College of Agriculture supports the decision made by CAFES Council because we do not support making it more difficult for future students to attend our college.
16	Change vaccinations from walk-in only to also by appointment?
17	I don't believe this health center fee increase is the route that administration should take in order to get to "best practice." I completely agree that the health center needs improvement, but putting the fee onto the students is not the route to take. First, the administration and health center staff should try their BEST to find other routes of funding to bring the health center to best practice. These other modes of funding should be fundraising, donors, other outlets. The other big issue was the way that administration handled the situation. Besides smoothing in the health center fee increase, the admin almost forced it on the students, and didn't believe (in the beginning) that students should have a FULL understanding of the increase, until students made a fuss about it. The way that administration should have approached this increase would be by introducing how financial aid students would be affected by the increase, and from there talking about the 4% increase due to inflation, and then deep diving the reasons why is fee would be beneficial. Also, the open forums/workshops should have been set up from the beginning, and not just when students starting making a fuss.
18	The fees unfairly burden low income students. Find the funding elsewhere. I also have concerns that even if it did happen, would the new counselors that were hired be culturally competent and have the ability to address people with multiple intersections of identities (for example, queer, female, and a person of color).
19	I would be very happy to pay more for more accessible care.
20	I think the fee adjustment is a good idea because the health center offers great services but is understaffed and takes longer to process appointments because of high student demand.

21	I believe the fee should consider alternative options of sourcing the funding other than just students. Cal Poly is already expensive, as state school's go, and health services shouldn't be skimmed on. It makes sense to have student buy into their own health care, but the costs also present adversity to those of lower income brackets who already struggle to come up with the money for basic fees - especially with the recent increase in tuition. It may seem like a small amount, but the reality is that the fee is just one more barrier presented to students regarding an issue that should already be priority - student health and wellness.
22	<p>To begin, I believe that this fee "process" is disingenuous. After the UU "pet project" got voted down, the administration did not want to risk letting the students make this decision. There is no doubt in my mind that regardless of what students say, the fees will be increased. My only hope is that student backlash will temper the degree of this increase.</p> <p>My overarching opposition stems from distrust with the university and its management. I see administrative bloat across campus and managers who do not hold their staff accountable. I do not trust Health and Counseling to be good stewards of additional student money and fear that it will enable additional administrative bloat across the university (both within the health center and by allowing other money to be redirected away from the health center).</p> <p>Raising the health fee flies in face of the university's states values of increasing diversity and increasing accessibility.</p> <p>This will raise the sticker price of Cal Poly and despite the increased financial aid offerings, it will disproportionally turn away low SES and students of color from an already expensive university.</p> <p>I do not believe that the university has explored all options for expanded services within current funding, specifically billing student insurance on the fee for service model. While American healthcare is a mess, Cal Poly cannot solve that problem with a mandatory fee. While healthcare is an important service to offer, students will be paying this fee for decades through their loans.</p> <p>I am opposed to this fee increase. The value is not present.</p>
23	The fee totally makes sense to make the health center more accessible to students. It isn't outrageously expensive and the benefits it provides are reasonable. Wait times are too long right now, especially this year with so many more freshman living on campus without easy access to other healthcare.
24	Obviously I want the health center better staffed. The wait times are absurd and, more often than not, make going to the health center a complete waste of time. I do not, however, believe that students should have to bear an additional financial burden in order for the health center to be functional. I would like definitive proof that the budget can't come from anywhere else. Students are an easy target, and we can hardly refuse to pay an increased fee when an undergraduate degree is so vital to our future careers.
25	NO increase
26	I think that option B is the best option, as long as 30% of it really goes towards students who need help paying for it. I think that it is important to increase mental health services at Cal Poly in particular. If this goes through, I want to ask that there would be an option to make an appointment for mental health services without calling. For people with anxiety, calling on the phone can be difficult, so having an online appointment option like for "regular" health services would be beneficial.
27	The services provided now by the Campus Health and Wellbeing are good. I don't think we should have to pay anymore than we already do to improve this service. If a student doesn't want to wait or thinks the Campus Health and Wellbeing resource doesn't offer that many sessions, they can find other resources around the community.
28	none
29	<p>A few questions I have are :</p> <p>How was the 30%, the fee that goes towards financial aid, configured?</p>

What are the specific technologies that will be added to the health center, is the app for wait times guaranteed?

- 30 I think this is a great idea. I use the campus health services quite often, and I rely on it for help when I am sick. I've gone there three times this quarter, and they've provided me with great service every time. As an out-of-state student living on campus, it is incredibly difficult for me to try and seek healthcare services off-campus, so the on-campus clinic is very convenient.

However, when I go to the campus health clinic for a walk-in appointment, I know that I will be spending three hours or more waiting to be seen by a physician or a nurse. It's a very long time, and I have to clear my schedule. In addition, it's difficult to get an appointment on a short notice, especially for something like the flu or a possible infection that must be treated within a few days. Sometimes there's no appointments for weeks on end. With the increase in enrollment and the sheer amount of students at Cal Poly, the health center is almost always extremely crowded. It could use some relief.

These proposed fee increases will help fix real issues in campus health services. I think that it would be more efficient for both health center staff and students. It would be a lot faster and easier for us students to get the care and attention we need. I don't mind paying more if it means that I can get better healthcare.

Thank you.

- 31 I am getting myself and my family in debt for my education. Not for health services. And to pay for another \$100+ fee per quarter is only going to hinder me by having me and my family work more hours than previously before. I am trying to get out of college debt free and this is just another hurdle to jump through. I am against the increase of health center fees, yes, despite the fact that it may better my accessibility to a place I try to avoid as often as I can, thanks to the fees already in place. I understand that there is a limited budget, but relying on your students to make up the loose ends is not the answer. I will happily take the reduced hours and current availability because it's not worth it to me: not only as a student, but as a human being that can't subsidize this state's funding defect.

- 32 College is already expensive, and a fee increase hurts financially vulnerable students the most. I would like to see Cal Poly's health services expanded, but I think there are quite a few other places the money can come from. I can see money being funneled into branding, housing, and administrative costs. These all should be cut to pay for health services.

- 33 I like that there are more counselors. A bunch of psychos need better mental health! Every time there is a shooting, there is major outcry for better public mental health services, and yet nothing seems to happen. I for one, would gladly pay more money so that students receive the treatment that they need. However, I don't really care about better "technology" like text messaging. LOL. That technology is pretty old! And isn't even cutting edge. Why are we paying more just because you guys learned how to text!? my goodness. The old system of just saying someone's name as they waited in the waiting room seemed to have been working just fine!

- 34 I agree with the fee. I have used Cal Poly's medical services to supplement relatively lacking services by both plans bought under Covered California and Medi-Cal. The services at Cal Poly are already great and I haven't had issues with scheduling but recognize costs have gone up and fees haven't increased at the same rate.

- 35 I wish you guys publicized this and what it's about more. This was hidden and this survey is vague and really not helpful.

- 36 Do it

- 37 I am strongly opposed to increasing the student health fee. While we desperately need improved Health and Counseling services at Cal Poly, students are already charged enough to attend Cal Poly, and endlessly increasing fees is not the solution for a public university.

Rather than increase the student health fee, I propose a few real solutions:

First, fight for increased support from the State of California. Even if the State cannot directly fund the Health Center, increased State funding could supplement current fee allocations, such as Student Success Fee allocations spent on class sections, freeing up existing fee revenues. These existing fee revenues could then be used to improve Health and Counseling Services. Some Student Success Fee dollars already pay for more counselors. Let's meet with our elected officials in Sacramento and Washington D.C. and make this happen!

Second, divest from UPD and invest in Health and Counseling Services. This year, UPD hired more officers. This money could have better been used by the Health Center to support our communities.

Third, redirect revenues from alcohol sales on campus to counseling services.

Lastly, hire fewer administrators and decrease administrative pay. Instead, invest in our communities and in Health and Counseling services. Cal Poly has created many new administrative positions in recent years. Further, a 2017 California State Auditor report found that Cal Poly increased the pay of administrators without justification, and called on our campus to exercise more restraint in approving executive pay increases--which 70 managers on Cal Poly's campus received this year.

I feel like the Health Center Fee increase is being rushed through, and students are being misled. First of all, it is being called a "fee adjustment" rather than a fee increase. At the Open Forms, many of the graphs seemed intentionally misleading. On the info sheet, ranges are being called averages, and many statistics, including current wait times, are outdated. We shouldn't be misled into supporting the fee increase. Instead, the fee increase campaign should be fair, and further, students should be asked to vote on the fee increase through a referendum.

- | | |
|----|--|
| 38 | Make it possible to opt out of the health center fee. I don't care what you do but if someone doesn't want to use it they shouldn't have to pay for it. |
| 39 | No fee raising |
| 40 | The obvious solution is to hire more doctors. The fact that the university cannot hire more doctors because it is 'too expensive' is ludicrous. |
| 41 | I do not think there should be a health fee increase. |
| 42 | It's too expensive, especially for students that are struggling to pay for college. There should be an opt-in program |
| 43 | Cal Poly is already more expensive than other CSUs, this will provide a further strain on students already struggling to pay fees. |
| 44 | I'm confused about what this means |
| 45 | I think the Health Service Fee Adjustment would be very beneficial to majority of the student body at Cal Poly. One thing I do want to stress is that I wish we could get physicians that would thoroughly medically check their patients even though each appointment is a maximum of 20 minutes. I went to the Health Center because of ear pain. I set up 2 different appointments and went to both and they could not find out what was wrong. It was an obvious ear infection, yet they did not identify it. I finally went back home to my primary physician and she told me I had an ear canal infection. I really hope that with this fee adjustment, not only can we hire more physicians, but also better ones so I don't have to take time out of my classes ,ore than once to go see the doctor and only be sent home with "nothing is wrong." |
| 46 | This seems entirely reasonable to me. I've actively avoided using university health facilities in part because I've been lucky enough to not need them, but also because of the horror stories I've heard about wait times and difficulty providing sufficient care. Fixing this problem costs money, and the proposed changes seem like the most rational way to acquire that money. |
| 47 | Raise the fee, give everyone better access to health care. Thanks |

48 I am strongly opposed to increasing the student health fee. While we desperately need improved Health and Counseling services at Cal Poly, students are already charged enough to attend Cal Poly, and endlessly increasing fees is not the solution for a public university.

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49 Go for option A; Change the percent tax to accurately represent the national healthcare inflation rate. This tax should change every year based on the national healthcare inflation rate.

50 I don't think the health fee should be increased next year. Many students don't even end up utilizing the health center or just go to their primary care physician elsewhere. The health fee should be optional and if you choose to have health coverage at school should be an option not mandatory. I know many people who don't ever go to the health center or don't receive the service they even need. Many students also commute and don't even live in the area so the health center isn't the most convenient option for students not living in SLO or on campus.

51 I think there should be a fee increase.

52 From experience trying to get medical assistance on campus, there certainly could be improvement. I support a fee increase because there are tangible benefits which immediately improve the students well being.

53 I think there should be a smaller increase in price for later hours

54 I support it for the shorter wait times to see a doctor.

55 Personally, I am paying for college on my own for the next two years and do not have the extra funds to supplement this extra fee. I would appreciate if we could keep the fees the way they are and work with the money the university is already receiving. Thank you for taking the time to read my comments.

56 I think it is a great idea to increase the fee in order to improve resources at the health center. Great job!

I'm not sure if this is part of the proposed changes, but it would be great if students who are done with classes but have not graduated yet (ie. most grad students) had an option to pay the health center fee to have access

to medical and counseling services. For example, I am a grad student who is done with classes, and I will have no access to medical or counseling services until I defend my thesis (2 more years) and can find a job.

Thank you for listening!

57 I do not want there to be a fee increase.

58 I am about to graduate from Cal Poly this year. I have used the health center all of ONE time. Why should all students have to pay extra for the health center to grow, when they themselves aren't even going to use it? If you want to use the health center, pay the cost, don't make others pay for it for you. And let's be honest, the so-called "benefits" coming from the extra cost to students are a joke. Find your money elsewhere Cal Poly. I'd rather pay extra for that new UU that got voted down. Or maybe for our sports teams to actually be good so students would go to the games. Nice try though, I'll keep my wallet closed.

59 What kind of idiotic rule is "only new students pay the fee, current students will continue to pay the current fee". Is this some sort of evil thought experiment where you try to see if people will vote to take money from people they've never met who have no vote in the matter and take the benefits? I'm all for distributing (socializing) health care costs among all students, and I'd agree with the 30% take for Financial Needs, but why does only the future generation of students pay for something that we would all benefit from? Please tell me I'm just misunderstanding.

60 I think that the health fee has good intentions and should be raised to option B because fast availability is really important for students to be able to be seen for both physical and mental health problems. However, I think that the implementation isn't the most efficient way of adding these resources. I think that the hours of the health center needs to be extended, possibly including weekends. I also think that the medical professions and the order/amount they are being added in should be adjusted, however I do not have the information from the powerpoint to give recommendations on how this should change. I also still do not know how adding all of these medical professionals will be utilized considering how small the health center is, unless you have a solidified building that you will take over to accommodate for the extra workers.

61 I am strongly opposed to increasing the student health fee. While we desperately need improved Health and Counseling services at Cal Poly, students are already charged enough to attend Cal Poly, and endlessly increasing fees is not the solution for a public university.

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	current wait times, are outdated. We shouldn't be misled into supporting the fee increase. Instead, the fee increase campaign should be fair, and further, students should be asked to vote on the fee increase through a referendum.
62	I feel like the less expensive fee increase will benefit the students the most
63	These are first world issues. I do not want my family to pay more for health fees just because it's a long wait time. Some of us students are just getting by, even with financial assistance. If it's an emergency then they can pay a visit to the emergency room; otherwise they can use the time study.
64	I think this is a great option as a solution to the demand for sufficient health care for students. I think it would be great to offer a more user friendly and easily accessible method for scheduling appointments. I have experienced this to be a big issue and since scheduling appointments is so difficult I just retreat to the "will wait" walk in appointments which have very long wait times.
65	i dont think students should have to pay anymore for health fees. Every time i go into the health center i have to go back multiple times because the problem wasnt solved correctly or i was diagnosed with something i didnt have. I had to go in 3 times just to be diagnosed with pink eye. Thats insane
66	I would prefer to have no fee.
67	Its bad enough that this school does not allow students to use personal health insurance. Its basically a scam to make me pay for school insurance when Im already covered with my own. Raising the health fee is a waste of money and decreases the affordability of the school, one of the main reasons I chose to come here. Instead of raising fees to extend hour, the school should just cut out some of the extremely useless health services that it it offers such as the thing we learned about in WOW week.
68	Campus Health and Wellbeing is a very ineffective program. There is constant complaints about wait times spanning three to four hours just to even see a doctor who will then tell you to go see a specialist. Cal Poly should invest in allowing students to have health care benefits off campus with real professional programs. Adjusting the fees will only hurt the students who are barely making it by financially. If Cal Poly does want to raise money to improve a flawed system they should not charge students who are already suffering from the shortcomings of this system; rather Cal Poly should look to it's donors and to its alumni network.
69	I am in favor of the health fee proposal. I think a potential increase in health fees will provide Cal Poly students with the appropriate resources they need and deserve.
70	I agree with the fee adjustment
71	I feel like the fee adjustment should be implemented. Having better health services always, especially later evening hours will allow students to still see the Health Center without having to skip class.
72	DO NOT DO THIS. Not fair.
73	I personally think it will benefit the students if this new adjustment is passed because more students will be able to receive health care when they need it the most.
74	Please reduce the fee, it is too much. I'm an international student and I have to pay a lot of health fee and insurance fee.
75	Please do this! We all need it!
76	Student fees at Cal Poly are already among the highest in the CSU, and higher costs are a significant burden for students. Some students will offset this with financial aid, but some students do not meet the requirements for financial aid, but have a great deal of student loans to pay off. The increased cost incurred by these fees is not justified by the services it will provide.
77	No increase
78	While I understand that the health center needs additional funding, I disagree with the way it is being funded. I know that the university cannot increase tuition and fees for current students, but I think a different fee system

	should be considered. Why not implement a fee adjustment that increases every year? The problem with the current plan is that the incoming 2018 freshmen students will be paying the full new fee, and they will see very few improvements. But incoming 2022 freshman will pay the same fee plus the 4% adjustment, and they will see significant improvements in the health center's services. This is obviously very unfair for next year's incoming students, because they will pay far more into the system than they will get out in benefits. Also, I disagree with the 4% yearly adjustment; I think it should be increased based on a COLA adjustment or a similar measure of inflation.
79	Honestly, the amount of fees Cal Poly is imposing on its students in comparison to the salary Armstrong is making is laughable. Many full time professors can't even fully support themselves off of their job at Cal Poly. Review where exactly our tuition is going, and maybe see if you can possible rearrange the \$400,000 that's going to our president before you impose more fees on current and future students who deserve a community that actually represents the "pride, responsibility and character" that this school tries to foster.
80	I don't think health center fees should be raised substantially as proposed. Over past two years at Cal Poly I have only used health center services a handful of times and I'm guessing most students are in the same boat. I know for sure that I would not get my moneys worth out of an added fee of \$300 per year. Also I have health insurance which I am already paying a lot for so I could easily go to a general healthcare practitioner and would only have to pay slightly more than the charge for a visit to the health center.
81	No do not let his pass through
82	I don't want fees to go up. I already pay enough as an out of state student. I also never use the health center. Hold off another year so I can graduate
83	We need better emergency care. I do not have insurance, and cannot afford to go to a hospital, but I have needed stitches at college before. I ended up having to sew up my own wounds.
84	dont adjust
85	No! I do not wish to pay more money for health services at Cal Poly! It's a waste of money!! NO NO NO NO!!
86	We don't need extra fees. We are fine.
87	The health services fee adjustment does not make sense if the health services will remain operating as per usual. I have not had a problem with the limited hours or waiting times inside the health center (though I know many students have) but the fact it is not built around operating as a normal hospital. I believe these fees would make sense if the health center had an ER and/or an operating emergency hotline. In my personal experience, the health center call line took more than 20 minutes to get through a verification process before being able to speak to a doctor. I understand that this is necessary but it seems very ridiculous that a student in pain should be able to call the health center, ask a question, get an answer, and hang up to fix their solution. My friend at the time was in incredible pain and couldn't even walk down the sidewalk. The health center told us to call 911 if it was a true emergency. A student needed their help and needed immediate medical advice and they were unable to deliver. Another instance was when a friend broke her leg and couldn't walk to the health center. We called (it was within normal operating business hours) and explained the situation and were told to call an ambulance as they could not help us. An ambulance costs hundreds of dollars, dollars I am paying the health center to meet my physical and mental health needs. Overall I have had no good experiences with the health center. I'm sure it does a lot of good for some people but I do not believe an increase in fees would be worth it. I don't believe it would be beneficial to spend another \$300 a quarter just so they can tell me to call someone else at 5:30 instead of 4:30.
88	What i this?
89	I believe that making new students pay for this will be sufficient and should not anger the students who are currently enrolled. Alot of comments about this fee adjustment I've seen have mostly been based off of the false information that current students will need to pay the higher fee and that the school is looking to profit from this increased fee.

	The video explains this is not true and thus I am alright with the fee adjustment. However, I should note that this negative perspective on the school mainly derives from the food quality to price ratio on campus. The dining plan is extremely inefficient as is and the prices on campus are raised for an unknown reason and thus we students (most of us at least) share the opinion that the school corporation (though you are a non profit) are trying to profit through salary raises and such.
90	dont increase fees you already fuck us enough. How about you stop paying your administrators a ridiculous amount of money and start putting more of that into the campus.
91	I'm in support of the \$99 health fee increase starting next fall.
92	Option B
93	There have been a few times where I went to the health center and because the wait was so long, I wasn't able to be seen that day. I go to Kaiser, and being that the nearest Kaiser is more than 2 hours away, it is really important to me that the health center is adequately staffed to meet student's needs. If this means an increase in the health fee, then I think it is a necessary change to make. I am in full support of the fee increase if it means student's health needs can be better met.
94	I fully support this fee adjustment. The counseling options offered at Cal Poly are not acceptable for such a large university. Cal Poly needs to support their students with mental health issues and they cannot under the current funding.
95	I don't believe that the fee should be increased. I have never had a need for the student health center.
96	I dont want to pay more money.
97	I think the concept sounds nice but is there any way to actually hold Cal Poly accountable for actually using this money on increasing health care access for the students and not just redirect the funds to line the administration's pockets as they so often do?
98	I think that this adjustment makes very positive changes for a relatively small fee. It is VERY imperative that the funds that are being raised for this purpose are going to improving the health center and that ONLY. I am going to be graduating soon and will not even be able to experience the changes but I really hope that there are actual positive changes.
99	don't do it
100	I frequently use the campus health center because it is cheaper and faster than going to a walk in clinic. The health center has saved me hundreds of dollars in medical bills and an immeasurable amount of time with its convenience. I think that expanding the services and hours can benefit Cal Poly students and is a worthwhile investment. The health center has been able to improve my quality of life. These improvements should be made available to future students.
101	As a commuter student, I do not use the health services of Cal Poly. I believe that any fee raise should be able to be opted out of since an increase of \$100 is significant to students paying their own way through college. The solution is for students using the service to pay the extra fee, and not force all students to carry the weight since then those students are paying for something they don't use.
102	I agree with option 1 of increasing the fee by \$99 dollars to expand hours of the health center.
103	It is not fair for the students that barely or never go to the health center. I suggest an adjustment in different parts of tuition. For instance, maybe decrease some parts and to raise the health service fee without increasing the original tuition. Even though it may be a lot of work, at the end, everybody wins.
104	I think it's a good idea and would benefit students.
105	There should be no added fee.
106	I think that the name "adjustment" is quite misleading. The word implies that it's a relatively superficial difference in price, which is not the case, as it is pretty much doubling. While I agree that there is a need for

	faster services and more personnel, I think that outside funding should be sought before shifting the cost onto the students, and not proposing the increase as a mere "adjustment."
107	I do not think there should be an additional fee. I think Campus Health and Wellbeing is fine the way it is, and I think the fee adjustment is unnecessary.
108	Restructure and increase efficiency before raising costs for students! We as a nation already pay far more money for too many amenities than most other developed countries. I want the best education I can get without attending an all-inclusive resort and spa.
109	Although the new fee that would be implemented in Fall 2018 would not affect me, as I am a current student, I would be benefiting from the enhancements that come with it. I believe it is crucial that the health concerns of students are taken care of, especially in a timely manner and done so in a way that students feel like they received the help they were seeking. Above all the health concerns that students may come in with, mental well being is the biggest in my eyes. College students are faced with a stressful time as they figure out how to manage their own lives and balance school on top of it. If a student feels like they are having a tough time managing these things, proper care should be given to prevent any further and more serious issues. I support the new student health fee proposal as long as it truly is for the well being of students and all promises are fulfilled.
110	How about you take 10% of the salaries away from your Administrators. You're okay with paying Armstrong \$300K+++/year, yet a Lecturer isn't even breaking \$60K. Is this not a public educational institution? Since when are the students and teachers the people who are in debt, and the administrators are millionaires who suck them dry? Why don't you treat public college like it should be: a school. NOT a business. Students and teachers come first. You can make our healthcare better without increasing fees. It is quite obvious there is an abundance of money in the institution, it's just been allocated poorly.
111	In the proposed plan, it is stated that 3 more health education professionals will be among the first hired, and I really can't imagine what the purpose of these positions will be? Surely medical providers and mental health providers should be prioritized, specifically at first?
112	The potential fee increase feels half baked - that we are solving only part of the problem. We need to also fix facilities of the rec center - the potential fee increase will only slightly improve efficiency but only to a certain point because we will have reached capacity. Our current facilities will only allow us to do so much, I am not opposed to a fee increase if it is all encompassing and we can fix the problem. The fee increases only fix the problem in a part - things function in wholes. The worst thing I can think of is tacking on an additional fee right now and then five years later tacking on another because we were not ready for it earlier because we did not think far enough ahead for facilities. Furthermore, I believe we should not increase the fee and keep it as is for the time being because until we can get an all encompassing fee that will ACTUALLY fix the problems we have, students are already going to facing additional fees: from the rise in the cost of tuition set out by the Chancellor's Office, to increased fees for cost of living, etc. Students IF they get a fee, need it to be well thought out and all encompassing with the ability to create change. This is a temporary solution to a much larger problem.
113	It is inappropriate to overcharge incoming students for a health facility in the school. Having a health facility in school is a student right and to have students wait for long periods of time because of low staff and high student turn-out is not an adequate fee charge addition. I want to propose that student government or administration take fees from the UU or other existing fee and use it to compensate health facility/services fees. Charging students is the first and easy approach, but there are other ways of funding, that would not put an extra financial burden on the student and their family, which worry about the already rising student tuition and charges to attend Cal Poly.
114	I am a Peer health Educator at PULSE. We see the effects of the understaffing of counseling services. Just this past Friday, two students came into PULSE in tears. Having been turned away from the professional staff upstairs due to lack of appointment availability for students not in immediate danger to themselves, they were sent downstairs to us. I enjoy being a resource for students, and often peer to peer conversations can be exactly what a student needs, but it shouldn't have to be their only option. Both of these young women shared

	their personal issues with me, both of which were serious topics with the potential to inhibit their ability to perform well in school. I did my best during these consultations, but both of these students needed professional guidance, which was simply not an option at the time because of limited professional staff. As a student who has utilized the health center and as a member of PULSE, I really think the health fee adjustment, Option B, should pass. Students deserve to have these resources become more accessible.
115	Having current students vote on the fee, and only new students pay the fee is a morally wrong way manipulate the opinions of students since it clearly biases them to support a change which has pure benefit for them while having detriment to those who have to say (since they are not currently students).
116	No, I don't want fees
117	I don't believe that the fee adjustment will improve student well-being enough to justify the cost.
118	It would be the best if the price of healthcare is not increased. As an international student, I'm already paying quite a large fee in terms of tuition and housing, therefore, I would like my total cost to be as small as possible.
119	I think it is a good idea to implement the first option (option A) which proposes an additional \$99 per quarter because it allows the service quality to be at the national level.
120	I think that this is important! We need longer open hours for the health center. I've had to go without seeing anyone in the health center because they were not open late enough for me to go. WEEKENDS WOULD BE NICE TOO. I've also experienced having to wait an excessive amount of time to see a counselor. This is a good use of the extra money being asked of the students.
121	The problems that you've stated you'll address are definitely areas that need attention (specifically the wait times and how far out you have to make an appointment), but these problems are functions of an increased student population. Why isn't the university just using the increased revenue it makes from having more students who are paying their health fees and tuition, and channel that money into the health care? We pay so much already, that our tuition money needs to be used more efficiently and in areas that are relevant to the quality of our life, like health center access. With the extra influx of students, I think the university needs to find a way to use that increased amount of tuition revenue and the existing health fees to improve the health services rather than charge us more. Health care is a right.
122	I believe you should not raise the fees for any student. As with fee increases in general, I am worried that the money will not be put to use in the right areas. Additionally, students who are very low income are not going to be able to afford this increase and not everyone who cannot afford it is necessarily on financial aid.
123	Option B would seem the most effective for the current need.
124	I do not agree with raising tuition costs for this reason. While I appreciate there being a physical and mental health clinic on campus I do not think it should be anyone's primary health care provider but more of an urgent care clinic. If the lines are too long for your health circumstances to wait then maybe a student should go to another clinic or the hospital. This is college, we are poor and we are generally young, I don't believe that we need any kind of posh health care. This is coming from a student who has not used the services and hopefully will not have to.
125	I am strongly opposed to increasing the student health fee. While we desperately need improved Health and Counseling services at Cal Poly, students are already charged enough to attend Cal Poly, and endlessly increasing fees is not the solution for a public university.
	<p>Rather than increase the student health fee, I propose a few real solutions:</p> <p>First, fight for increased support from the State of California. Even if the State cannot directly fund the Health Center, increased State funding could supplement current fee allocations, such as Student Success Fee allocations spent on class sections, freeing up existing fee revenues. These existing fee revenues could then</p>

be used to improve Health and Counseling Services. Some Student Success Fee dollars already pay for more counselors. Let's meet with our elected officials in Sacramento and Washington D.C. and make this happen!

Second, divest from UPD and invest in Health and Counseling Services. This year, UPD hired more officers. This money could have better been used by the Health Center to support our communities.

Third, redirect revenues from alcohol sales on campus to counseling services.

Lastly, hire fewer administrators and decrease administrative pay. Instead, invest in our communities and in Health and Counseling services. Cal Poly has created many new administrative positions in recent years. Further, a 2017 California State Auditor report found that Cal Poly increased the pay of administrators without justification, and called on our campus to exercise more restraint in approving executive pay increases—which 70 managers on Cal Poly's campus received this year.

I feel like the Health Center Fee increase is being rushed through, and students are being misled. First of all, it is being called a "fee adjustment" rather than a fee increase. At the Open Forms, many of the graphs seemed intentionally misleading. On the info sheet, ranges are being called averages, and many statistics, including current wait times, are outdated. We shouldn't be misled into supporting the fee increase. Instead, the fee increase campaign should be fair, and further, students should be asked to vote on the fee increase through a referendum.

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128	<p>PLEASE DON'T RAISE FEES. COLLEGE IS ALREADY EXPENSIVE AS IT IS. I HAVE NOT USED THE HEALTH CENTER MY 3 YEARS HERE AND I DON'T WANT TO PAY EXTRA FOR OTHERS' LEISURES.</p>
129	<p>I am strongly opposed to increasing the student health fee. While we desperately need improved Health and Counseling services at Cal Poly, students are already charged enough to attend Cal Poly, and endlessly increasing fees is not the solution for a public university.</p> <p>Rather than increase the student health fee, I propose a few real solutions:</p> <p>First, fight for increased support from the State of California. Even if the State cannot directly fund the Health Center, increased State funding could supplement current fee allocations, such as Student Success Fee allocations spent on class sections, freeing up existing fee revenues. These existing fee revenues could then be used to improve Health and Counseling Services. Some Student Success Fee dollars already pay for more counselors. Let's meet with our elected officials in Sacramento and Washington D.C. and make this happen!</p> <p>Second, divest from UPD and invest in Health and Counseling Services. This year, UPD hired more officers. This money could have better been used by the Health Center to support our communities.</p> <p>Third, redirect revenues from alcohol sales on campus to counseling services.</p> <p>Lastly, hire fewer administrators and decrease administrative pay. Instead, invest in our communities and in Health and Counseling services. Cal Poly has created many new administrative positions in recent years. Further, a 2017 California State Auditor report found that Cal Poly increased the pay of administrators without justification, and called on our campus to exercise more restraint in approving executive pay increases—which 70 managers on Cal Poly's campus received this year.</p>

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130	<p>It is extremely underhanded to propose a fee that will benefit current students but only be paid for by future students who have no say in this vote in order to encourage current students to blindly vote for this measure.</p>
131	<p>I think this is a great change that will benefit all of us students</p>
132	<p>I think the fee increase is a good idea mainly because Cal Poly students, on average, can afford the increase (or at least, their parents can). We have the most disproportionate share of students from wealthy families of any CSU, and the health center is notorious for having long wait times and occasionally subpar care. I would support either increase if they had been presented alone, but with both options I would prefer the \$99 increase.</p> <p>I participated in one of the focus groups for the health center improvement proposal, and it seemed like a resounding consensus that the health center had not kept up with student body growth. Additionally, Adrienne Greve, a City and Regional Planning professor who worked on the campus master plan and climate action plan, has informed us that the number one health risk from climate change at Cal Poly is extreme heat. This is exacerbated by the small and overworked health center. Improving the capacity of the health center services is part of what should happen to prepare and adapt to climate change, so I support the proposal.</p>
133	<p>I think they should raise the price in order to have better service</p>
134	<p>I am all for raising Health Services, but I think this can be done without impacting students. Cal Poly could have planned for increased health center fees at the same time they increased administrator salaries by \$175000 annually. Cal Poly foundation raises money "for the students" then pays a stipend to Armstrong, who already makes \$369,228 per year. Is this plan to raise fees fair on students who have to pay more? Perhaps the administration of this school should better manage their money. Stop making students pay for it.</p>
135	<p>Plan A</p>
136	<p>I personally have never used the health services on campus and I do not see a reason for an increase. If there is any way to opt out of the system I would not mind the increase, but if it is forced upon students with tuition, then no, it should not be implemented. I see no reason for me to pay the medical fees of other students when I am already struggling to keep a balance in my bank account.</p>
137	<p>A Fee Increase Isn't the Only Answer</p> <p>California Polytechnic University of San Luis Obispo is facing a problem, the Health and Wellness Center is not satisfying the needs of the students and complaints in regards to the health center are coming left and right. University administration, along with the health and wellness center, crafted a solution to this problem; hire more staff for the health center by raising the student health fee. The belief is that this will reduce the problem of the long wait times. This could be the beginning of a great solution but I think it is simplifying a more complex problem. It is very easy to get more money and hire more staff but can we ensure that the students that are out another hundred dollars a quarter won't have to wait in impossibly long lines to use the services that they are paying so much more for. Administration, with the help of the students, should work towards more creative ways for the health center to see patients and provide services. There will probably still need to be some sort of fee increase but maybe it doesn't have to be such a large jump for these incoming students.</p> <p>What's the Problem?</p> <p>Students have probably been complaining about the health center from the very beginning, because nothing new can be done without someone having an issue. They have made many improvements over the years and they now provide a variety of services for everything from mental health, to sexual health, to a common cold.</p>

People will always find things to complain about but when the complaints are about the health centers effectiveness, something should be done. The biggest complaint at the health center is long wait times to the point where students have to leave to go to class or just give up. The one time I went to the health center I had to wait 30-45 minutes to see the nurse and then an additional 20-30 minutes to see the doctor. At which point I was told I don't have anything they could treat and to return if my symptoms got worse. In December of last year Mustang News reported that the health center had wait times up to three hours long. Students try to find better ways to use the health center like going right when it opens at 8am. This sounds like a good trick but at what cost, "It's definitely worth skipping class for" (Megan Hardisty qtd. by Linthicum). The highest aims of the university should be academic so if the health center is taking away from school then action needs to be taken.

Cal Poly is well aware of these issues but I don't know if they have the best solution for them. Mustang News met with Vice President Keith Humphrey as seen in Figure 1 to discuss the proposed increase which would, "fund more medical and counseling positions to cut walk-in wait times, expand Health Center hours and increase appointments for students" (Hayes). These are all needed improvements but I think there is more we could do that might not cost as much for our incoming students.

Why Does it Matter?

Health Centers are so important on college campuses where young adults are forced to learn how to take care of themselves without their parents. On top of being on their own for the first time they also have to deal with living in such close quarters with so many people, the stress of classes, and the busy schedule. In a survey about college students conducted by the National Alliance on Mental Health, "65% of survey respondents identified walk-in health centers as critical to their success" (Colleges Students Speak Survey qtd. in "Utilizing Health Centers"). Students really do value the importance of their health center but if it isn't accessible what is the point to having it. Walk-in health centers are supposed to be convenient, but if they aren't all those survey respondents might not still believe the clinic is key to their success. Our health center is truly an amazing resource and that is why we need to do everything we can to fix the issues that are risking its effectiveness.

How Can We Fix It?

The solution I am proposing is not in a completely different direction than the one the university has suggested. The current health fee is \$105 which is pretty central in comparison to other universities as seen in Figure 2. If we go through with the fee increase we will skyrocket on the graph surpassing even San Diego State which was previously the most expensive. I personally find it so frustrating to pay this high fee since I have visited the health center all of two times since I began at Cal Poly in Fall 2016. I have used the health center once to see a doctor and be told they couldn't do anything and once to buy cold medicine. Many students are unaware of what the current fee is and may not know that the proposed increase is approximately doubling the fee. Instead of a \$99-\$114 fee increase we begin with a trial year where the fee increases \$50 or another lower amount to make a gradual increase. This will provide a test to see if these changes will create a substantial improvement before we double the fee without knowing if it is worth the cost. I am sure more staff would help the problem but I am not sure it is the best and only action we could take. Another option would be having monthly pop up clinics in one of the five different living communities; North Mountain, South Mountain, Yosemite, Cerro Vista, and Poly Canyon. This would be beneficial because the dorms harbor a lot of illness because of the close quarters. The pop up clinic would be the perfect way to relieve some business from the main clinic while giving attention to the on-campus students who probably use the health clinic the most.

Cal Poly does a wonderful job of educating incoming students on mental health, sexual health, and safety in regards to decision making during orientation. Unfortunately they don't address basic health knowledge to fight common illnesses like the flu or just a common cold. In the Journal of American College Health there was an experiment conducted on how students respond to a campaign on hand hygiene and upper respiratory illnesses. The researchers observed that those exposed to the campaign had better hand hygiene and were less absent from school and work for illnesses. They reflected, "this finding is interesting because it suggests that simply making students aware of a behavior could have a positive impact on their attitudes toward it" (White). Some may think that college students are young adults and should know how to wash their hands and stay healthy, but they are entering a new environment and lifestyle that their bodies are not used to. They may think this is what I always used to do and I never got sick so I should be fine now. There may be germs that their immune system isn't used to or their immune system might be compromised because of things like

poor diet choices, stress, or lack of sleep. If Cal Poly adds basic health education to orientation they could included some simple but important tips like; don't wash dishes in the bathroom sink, don't share towels, and keep hand sanitizer handy (Haupt). These are simple suggests that could make a huge difference on keeping students healthy. The health center has trouble handling the amount of patients that come in each day so we need to try to relieve some of that. One option is sending them off campus but that defeats the purpose of a health center accessible right on campus. If we can stop some of those less serious patients from needing the health center by implementing these healthy habits it could help everyone.

Will This Plan Work?

No proposal is perfect but we always want to try to find the best solution. The possible downfalls to this solution is that if we gradually raise the fee, it may be more difficult to see its effectiveness. Some could even argue that no fee increase should be implemented at all, but that could be because they do not have the scope to see the severity of the issue. Some might argue the idea of pop up clinics is not any more cost effective or that it wouldn't actually work to relieve any stress from the major clinic, but this only reinforces the suggestion for a trial period for these changes to see the progress. Implementing some health education could also be disputed on whether it is really worth it or necessary, but if it could take some pressure of the health center I believe it is an easy enough fix and could make students healthier in general.

Cal Poly is working towards improving the health center so there students can be more successful.

Administration and students should work together to come up with the best solution to this problem.

Administration has done their part and are now looking for what the students think. It is true we need more access to medical and counseling staff but there are more solutions other than just more money. Essentially doubling the fee is unnecessary and too much of a burden to put on the new students. This may not seem like a big deal but to approximately 5,000 incoming freshman that is a hundred more dollars they need to worry about not having in their bank accounts or add to their students loans. There are so many things we can do to improve the health center, like pop up clinics and health education. While more money is needed the proposed fee increase is more than necessary to better the success of students.

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- 138 I do not support the increased health services fee, mostly because the one of the biggest allures of Cal Poly is the "bang for your buck" that you can receive for your education. Cal Poly is an outstanding school that is much cheaper than most other schools, but by gradually increasing the fees every year, the administration is further ostracizing those excellent students that are allowed to attend Cal Poly because of the lower cost. Also, the increased fees are not fair for the students who never use the Health Center. Personally, I am in my fourth-year at Cal Poly and have never been to the Health Center, but I may start going now if I am paying way more for it (and maybe so will other students...which would just increase the number of students using the Health Center services and not actually solve the problems). If the administration wanted to increase the fees,

	perhaps make them optional, and if a student chooses to "opt out" of the Health Center fee, then they aren't able to use the Health Center (or can use it for a higher price), which is very practical given how many students have personal insurance and can go somewhere else for care.
139	I support this fee adjustment--it is sorely needed. Long wait times and lack of counselors need to be remedied
140	This is a ridiculous increase in what I consider to be very subpar/below average treatment at the health center. I do not think every student should be obligated to pay this amount especially for those that don't take advantage of such opportunities. This seems like a very unfair adjustment to a majority of the students.
141	<p>Where was the student involvement along the way? We have plenty of intellectuals and professionals on campus who are more than capable to assist with monetary and financial management -- were any of those people spoken to? Were any clubs reached out to, and if so what are the names? Why are we now being notified of this weeks after the window opened, and how do you expect us to correct and consider a 9 year plan in two weeks? And furthermore, where is our money going, and why is the response so slow? It seems like this whole matter was handled with extreme negligence and little regard for the students. People go to CalPoly San Luis Obispo because it is incredibly distinguished and incredibly affordable, and it is exhausting to hear that the only solution is fee increases when there is little transparency between administration and the students as to where our money is going.</p> <p>I will always advocate for better health programs, but I think in this case the cheaper option would be better, as a lot of student health is jeopardized by other campus programs that aren't getting funding -- many students don't get proper nutrition (and our dining is unreliable at the moment), are put in cramped housing, and get very little sleep. When forming these plans, it would be nice to see some regard for context. We have a finite amount of money -- please put it to good use. I would suggest giving the students some more time to digest this information and offer solutions/feedback.</p>
142	The amount of the fee going towards people who may need assistance is ridiculous.
143	Do not make increase
144	<p>Frankly I believe that the information presented to us is not transparent enough to show significant effort of the side of Cal Poly in using the funds currently allocated to the health center. I notice the only student submitted objective statement was more in favor of NOT having this extra charge. The only pro was from a freshman who admittedly "may not have had to use the services as often as other students" and seemed to be of the opinion that improvements are necessary despite not having been to the health center as often. From what I have read, it seems like the fee will increase hours and medical staff and possibly allow for some fancy tech driven healthcare communication. While eventually staff and increasing hours might become necessary, I believe we have the right to know more about how these issues are occurring and how they are being handled. Nothing in the information I was given access to says anything about how we are using the currently allocated funds. It seems ridiculously unreasonable to propose an almost 200% increase in fees while giving us only a black box level of information that seems to promise the health center will be "better."</p> <p>You might say that you did give us more information the the open forums and student group presentations, but those are difficult for students to attend. I personally didn't have time for either of the two open forums simply because I was working or in class or working on a project. Give us data!</p>
145	You are already extorting students and taking large sums of money. The fact that this is even an issue shows that this university is just misallocating its funds. Before you go to take more money from students, let's use the money you already grab away from us to effect a positive change instead of remodeling Jeff Armstrong's kitchen. If you still need more funds after the university decides to prioritize its students, then you can ask for more money.
146	This health fee seems like there hasn't been enough input from students or has enough data backing it to have enough reason to increase student fees. The process seems rushed and while it provides students with better services, I do not trust that my fees are going to the necessary areas after seeing this presentation. I

	strongly urge no fee increase until future plans have been better outlined and there is concrete numbers that support a fee increase and not just satisfaction surveys that lay idle in the Health Center.
147	I think we do need increased resources. I don't think that the amount the fee increasing is fair. I think the fee should be gradually increased as opposed to a 300 dollar increase from one class to the next. I also believe that a smaller amount should be done as a test. Does it actually increase the amount of services etc. ? if so the perhaps the rest of the fee could increase. I also think as the process has gone on the staff has done a better job incorporating student feedback and increasing transparency. Initially the process seemed "swept along in the shadows" in order to accomplish some goal. I hope that President Armstrong ultimately makes a decision that will improve the university for years to come and I wish him good luck in this choice.
148	I am extremely against the proposed health fee adjustment. The students should not have to pay more for health services because they have already paid their dues. The biggest freshmen class ever was just enrolled, so there is reason to believe that Cal Poly made a fair amount of extra money on enrollment. They just need to spend their money on the right things like health services. How can students get ripped off on dining, parking, and other expenses while the school keeps asking them to fund more. I personally have not ever gone to the health center, and I don't plan on going anytime soon. At least make it a fee for people who use the health center the most rather than make everybody pay hundreds of dollars on something they rarely use. Honestly I am amazed at how bad the health center advertises itself to be. I haven't heard any complaints about it so far, and I think it should stay the same. I definitely don't think the health center needs an extra 2 million dollars worth of medical staff each quarter. Really?
149	After reading about the issue on the website, it seems like there is a simple fix for this issue: Charge students who visit the health center to see a doctor/nurse/what have you. It's the issue with free healthcare systems - people take advantage of it to go for reasons they wouldn't necessarily go for if they had to pay, such as feeling under the weather. In America, we often don't see this problem because of the exorbitant cost of visiting the doctor. I'm not saying that the charge needs to be very high, just enough to deflect persons who would visit unnecessarily, while still generating some cashflow to fund these new propositions. I have been to the health center once in my time at CP, and do not think that I should have to pay an extra 99 dollars per quarter for something so seemingly trivial.
150	dont raise the price... i guarantee you will be stealing more money from us students
151	Stop asking for more money through spam.
152	<p>To whom it may concern,</p> <p>After reviewing the data provided online, and listening to the presentation given to IHC Advocacy Board, I have a few comments I would like to make. It is clear that there is a need for more Health Center providers, both in general and physiological care, but what I don't see is if PULSE is used in those statistics. I feel like PULSE is not leverage enough, nor was it evaluated during this process. In order to keep cost down for low-income students, every option should be on the table. If they can integrate PULSE and other student-run resources into this increase of providers, that may save money for all students.</p> <p>On a side note, it is a common theme that many of our Enginners and Science majors to continue on in their education to Medical or Nursing School. Maybe it is time for us to consider branching out to that field. I know historically most CSU schools don't have those since it's for Graduate Students, but Cal Poly has always been an exception to the system. If we were to have a Medical Program or Nursing Program those students may also be available to help in the Health Center, as many of the UC's do. While this is a much more costly alternative, it would be a new expansion to the school, and one that is in great demand. We can effectively kill 2 birds with 1 stone.</p> <p>Overall, if PULSE and other student-run groups can be integrated into this proposal, I am in favor of Option A. This will solidify our Health Center for years to come, and will definitely help save lives and create a healthier community. Thank you.</p>
153	I believe that the goal of this fee adjustment is incredibly necessary. I am a firm believer of the fact that this increase has no mal-intent. However, I believe that this fee increase has been poorly brought about. In my

	<p>classes, less than 20% of each class were cognizant of what alternative consultation is. I also believe that if we are allotting 30% of the fee for scholarship students, that means that the fee is far too high. I believe we can lower the fee and get the same result. Lastly, I am sickened by the amount of fallacious information presented in the presentations. They are discussing potential benefits, there is no specified, itemized list on what exactly is being done. Consequently, Cal Poly students are being led down the rabbit hole, with promises of new technology, and increased services etc. without any guarantees or planned progress.</p>
154	<p>I do not support this fee increase. Students who barely use the health center should not have to pay so much for it, and those that do use it often still have to dedicate their entire day to a walk in appointment due to the long wait times. We should not be paying double for something that is not very helpful or convenient to most students.</p>
155	<p>I honestly do not see the point in increasing these fees because the health center will still be bad. I had made an appointment every time I have been to the health center and the wait is STILL ridiculously bad. I have waited at least 3 hours just to see a nurse and a doctor to tell me that there was nothing wrong with my health when I was obviously coughing nonstop to the point where I would throw up. The health center is hopeless. There is no point in increasing fees for something that is completely useless.</p>
156	<p>I am a junior but have only utilized the health center once. I needed some stitches removed and I had no issue making an appointment. I have a healthy immune system. It seems unfair for me to pay more than \$600 per year for a service I don't need. Instead of making all students pay an increased Health Center fee, is it possible for students to pay when they utilize a service? It seems more fair that the students who use the Health Center multiple times per year would pay more than the students who don't use it at all.</p>
157	<p>There is no way this should go through. It's not even my money I'm spending on going to school and I would not want this for my parents. The average student I would guess goes to the health center once maybe twice a year. Basically what you are asking is a student to pay an extra 700 dollars for an hour and a half to two hours of their time. Don't get me wrong I love the health center and helped me out a lot freshman year, but there is no way this should go through it makes no sense. An extra hour of waiting is not worth even close to 700 dollars to me. I think what would be helpful is to provide quicker access to students who do not have available insurance or insurance in the area. This is a terrible idea and it should not pass. Thank you for your time.</p>
158	<p>I think that the increased fee is completely necessary. Campus Health and Wellbeing is doing the best they can to provide us with the care we need, and it's obvious that they are struggling and desperate for help. As students, we deserve better care and they deserve better resources as health providers.</p>
159	<p>A health fee adjustment sounds like a great idea and would benefit the students. I have heard many people complain about wait times being too long and the way the funding is proposed to be used would help solve this problem. The lesser fee adjustment seems like a good starting place and if it proves beneficial to students, yet not enough of an improvement, another small increase could be added in the future.</p>
160	<p>I am AGAINST any form of fee increase.</p>
161	<p>I would have no problem with the health fee if you guys actually fixed the problems I'm experiencing. Your plan does not extend health center hours to the weekend, when I got so sick I couldn't sit up without fainting. It does not help me get treatment for my mental health as a student living on campus with no car. I will still have to wait 1-2 weeks for an appointment and I will still probably be referred to a place off campus where I will spend hours a week commuting because I cannot afford a car. You are using my money, to fail to fix my problems, and not letting me have a say in it. Reject this plan and create a better one that extends actually helps us by giving us weekend hours for those who work and more counselors and physicians, so we can get the help we need without waiting weeks for help. Why should you use our money, to fail to fix our problems, and not let us have a vote?</p>
162	<p>There are two aspects of the proposed fee increase I find irresponsible and grounds for not accepting. I am personally not entirely opposed to increasing the funding for Campus Health and Wellbeing, but am opposed to the proposed options. Issue 1: (Most important by far) The decision to not increase fees for current students</p>

	<p>is an immoral method of inducing a "not-my-problem" attitude among current students. This kind of behavior is a one-way ticket to unchecked fee increases. The fact that this lack of cost is one of the first pieces of information displayed regarding the fee increase is slimy and shows that there is expectation among administration that current students don't care about the school's financial environment and students that follow their graduation, this is unacceptable. Those receiving the improved care, ethically, should carry the financial burden their vote entails. Issue 2: The 30% figure of money going toward financial aid is presented with questionable basis, as Keith Humphrey stated the percentage figure is a cognizant overshoot of the numbers necessary for Cal Poly, indicating that this "Health Fee" entails a increase in Financial Aid funding creating a surplus. If this fee is thus is must be labelled as so. Again, the ethical option here is that a "Health Fee Increase" should not include the barrier of Financial Aid becoming involved. If the fee poses burdens, those should be accounted for independently by Financial Aid and not prematurely overshoot in a mislabeled fee increase. Again I will reiterate that I am not speaking against increasing CHW funding, but the manner proposed and being discussed is manipulative and irresponsible.</p>
163	<p>Provided additional healthcare resources for students is beneficial and having the fees going directly towards hiring new staff is important. I am in favor.</p>
164	<p>There is no reason for this to be a campus specific fee. I am here on veterans benefits and have to pay a huge sum in campus fees already. Call it part of tuition by one loophole or another. I agree with having aid for those who need it and can't afford it on their own, but those are the students on scholarships or veterans benefits who have to pay an extra out of pocket fee. Ideally nothing should be a campus specific fee at all. Work out the legalities and try again.</p>
165	<p>I don't think the fee should be implemented because it raises how much students pay pretty drastically but the results aren't improving by a lot.</p>
166	<p>I don't think the fee should be required. Offer it to people who want it, or don't do it at all. It's unfair to increase the fees again for everyone if only a small percentage of people will take advantage of the benefits and the rest will pay for no reason.</p>
167	<p>i think we should make the fee 204 per quarter</p>
168	<p>Assuming the average student goes to the health center once or twice a quarter, students shouldn't have to pay \$100+ dollars the one time they go just to extend hours of operation/lower their wait times.</p>
169	<p>I haven't used Campus Health and Wellbeing at all in my 4 years here. Please don't raise my fees.</p>
170	<p>I do not think that the fee adjustment should be made. Students already pay enough money to Cal Poly and the health center is something that should not double in cost</p>
171	<p>I am in favor of increasing staff for the health center. I recognize that there is a great need for students on campus to be able to access low to no-cost quality care. However, I do believe that the fee increase is too large. The increase can have a significant impact on whether future students will be able to afford to attend Cal Poly, something that many first-generation students already struggle with.</p>
172	<p>I believe that we should up the fee for health services in order to give students more time with counseling services and other services. Many people have a hard time affording therapists and other services, but this fee would enable students to see therapists which could help mental health for individuals. I also think that it is important that there are improvements for health services.</p>
173	<p>It's about time that this new adjustment is taking place! I recall that I had once an extremely sharp pain in my left ear and had to wait so long that I decided it would be better to leave the clinic and just go to the pharmacy to see what pain killers I could buy. I'm glad that this is being addressed so that no future students have to go through that kind of experience as many of us have.</p>
174	<p>I do not support a fee increase.</p> <p>The fee is too high and the percentage that goes to low income students is too great (30%).</p>

This places an extreme burden on the middle class that is not eligible for financial support, leaving those with no help and not enough already to get by no option.

I pay for all of my tuition because my parents cannot afford too, I have large loans and am not eligible for financial aid because of my parents income. This fee would place an extreme burden on me and could have resulted in me going to a different university if I were still in college.

I hope that all student comments are read and that you (president Armstrong) take the time to read all of them and remember who you are making this decision for.

I think that this process should have been a referendum so the campus could vote on what it wants to pay for.

I am worried that too few students will even know this is happening.

It is sad that this has been marketed as something that will not cost those casting their opinions any cash, which seems like a marketing ploy to get this passed.

In conclusion I strongly discourage this fee increase, I would rather wait 4-5 hours per quarter than pay an extra \$100 per quarter. I can work on homework when I wait and do not think me doing homework at a slightly inconvenient location (the health center) is worth paying \$25 to have no wait and do the work at home. If people need help they will get it, please do not place a burden on the struggling middle class.

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| 175 | I think the Proposed Option B is the best solution to our current problems. The health center always seems understaffed and the hours are really unacceptable. I would like to see this changed. I feel that Option B, despite the additional cost, will provide students with the resources that they need to not just survive, but thrive at Cal Poly. |
| 176 | I do not believe the fee should be increased. This is not fair for students who do not use the health center. |
| 177 | I think that there should be an option to have an increased cost and counseling services on a case-by-case basis for individuals requiring them, rather than raising the cost for everyone when they might not need to utilize those services. |
| 178 | This process conducted by the Student Affairs has been extremely rushed in presenting to students. It doesn't seem like a lot of effort has been put into educating students on this huge change. Also, it is an INCREASE not a fee "adjustment". This increase affects every single student coming into Cal Poly in the future so might as well call it for what it is. The options proposed seem like a temporary fix to an apparent problem: we need a new health center. However, not at the expense of incoming students who will be charged a 4% increase every year. I believe the care will still be mediocre even with these changes, and if the healthcare isn't state-of-the-art, I don't think students should be paying for this out of their pockets. Find another pot of money to pull from. |
| 179 | I feel that this would benefit everyone and I also feel that charging the additional fee to incoming students is appropriate since they will have access to the benefits for a longer time than the current students will. |
| 180 | In my opinion, I agree that the fee should be increased. The facts given support the reasons as to why the fee should be increased. However, I do not agree with the proposal that 30 percent is set aside for aid. In my opinion, I believe that if you can't pay for it, you should not enjoy the benefits that some people worked for (maybe they worked extra to pay the extra \$99/\$114). Financial aid should not be a part of the proposal. If financial aid must be a part of the proposal, a loan would be the most appropriate option. That 30% could be put to even more staff, even shorter wait times, and longer hours. I personally would be appalled if someone changed their entire decision to come to Cal Poly based on a \$99/\$114 fee. I believe that if you are finding a way to cover the \$25,000-ish per year to be at Cal Poly, \$99/\$114 per quarter is an extremely small part of that total cost. |
| 181 | I believe the health services fee adjustment is a very very good idea. It is critical that our campus health services are expanded as quickly as possible. I know of many instances where students have had to wait for |

	critical services due to the health centers limited hours. In my opinion the higher fee of \$114 is a more "worth it" increase. If we are already increasing the fee \$100 a quarter the extra \$15 is a nominal cost in addition to that with a very large reward. I want to reiterate how passionate I am that this increase in fees is necessary and important. I know people very close to me who are not getting the mental health services they need because of the limited appointment availability of the mental health center. These services are necessary to the mental and physical health of our students and need to be increased.
182	The lower cost \$99 health fee adjustment should be implemented rather than the \$114 one which focuses only on hiring more counselors. I think there are other ways that Cal Poly can help foster better mental health before sending every student to see a counselor. More education should happen during WOW and other awareness events to make students feel mental supported by Cal Poly, ASI, professors, fellow students, etc.
183	In response to the proposed Cal Poly Health Services Fee Adjustment, I would like to submit my support in favor of Proposed Option B (Additional \$114/quarter). One of the biggest arguments against this change is the increase in money requested from students, but since money will be put aside to help those with financial need, this argument is softened. From my personal perspective, I cannot count the amount of times I've heard from fellow students (or thought to myself): "I would go to the health center, but I don't have the time to wait 2-3 hours to be seen." Furthermore, close friends have needed to see counselors and have either already used up their allocated number of sessions or was told they have to wait days/weeks to be seen. Since students are already forced to pay for health services that they do not use/are unable to use because of wait times and/or lack of personnel, it is logical to increase the fee so that they are spending the money on services of which they can actually make use. With this in mind, I believe that the pros of the fee increase far outweigh the cons, especially since the increase takes into account the various financial needs of all students at Cal Poly.
184	I don't understand why this process is being so rushed. We do need better health services, but I overall don't think our health center is adequate to house these better services. What happens when a student is fortunate enough to have health insurance through their parents? I have had multiple poor encounters with the health center besides long wait times. I think there are more issues than a fee (doubling fee) that barely improves wait times and slightly increased hours.
185	I think we need better counseling services/more counselors. When I went to a counseling appointment I was basically told I could find help downtown because I was too stable to get counseling at school despite the fact that my psychiatrist at home wanted me to go to counseling here. My other experiences with the health center have been better than this, such as when I walked in to get a flu shot and the wait time was reasonable and the nurse was very professional.
186	I believe we should increase the to \$204 a quarter in order to accommodate longer hours and keep the health center open on weekends.
187	I oppose the fee. Cal Poly gives students too many fees. I oppose any new fee.
188	I fully support the increased healthcare fee in order to solve the problems our campus is experiencing as a result of limited MD availability. However, there must be provisions in place to support students who cannot afford this fee. I think the current 30% financial aid margin is likely adequate.
189	Although increasing fees has quite a negative connotation, I think that the benefits of this fee far outweigh the cost, especially when considering how small a sum of money would be required for such potentially beneficial services. As someone who has additionally been utilizing the health center's services, I can firsthand speak to how needed the extra services are.
190	I have personally experienced many times what a great resource Campus Health is. However, I believe that the number of student Campus Health visits could be substantially cut down by merely preventive measures. Not only would this lighten the burden on Campus Health resources, it would vastly cut down on the amount of physical and mental suffering as well as academic underperformance on campus.
	Having lived with 12 different roommates (11 of them in on-campus housing) and interfaced with countless others, I have personally observed the unhealthy lifestyles that students seem to pursue. This vastly increases

the risk of illness and injury. Unhealthy habits I have observed include smoking, alcohol abuse, inappropriate sexual activity, lack of sleep, and poor diets.

I think campus resources would be far better spent if put towards preventive measures, such as improving the quality of campus dining options, decreasing the density of housing and increasing its hygiene, and enforcing a zero-tolerance policy for substance abuse. Not only would this improve the health and happiness of students, but GPAs, productivity, and Cal Poly's reputation would vastly increase.

191 Don't approve.

192 I think the fee should be adjusted because the state of Health Services as is isn't efficient and for those students whos medical insurance isn't supported here in SLO, like Kaiser ,then the Health Services center is their main location for health and wellbeing. By increasing the fee by \$114 then the needs not being met now are addressed in the future, and the mental health needs that are not met through the \$99 increase will aslo be covered for future generations of Cal Poly Students

193 It is disgraceful that the administration is forcing Campus Health and Wellbeing to consider a raise in health care fees, given their track record with students and mental health. The proposed expansions to student care should have been put into place several years ago, and now that the university is facing a larger student load than usual due to administrative "boo-boos" [I would have preferred to use stronger language], this very much seems to be a stopgap measure rather than a well-deliberated plan. How are students supposed to trust that the money will promptly be used for the services proposed, if there is no independent review of the expenditures for the four years that this plan is supposed to take to be enacted.

This topic hits a soft spot for me, as I have had more than one friend commit suicide after reaching out to inadequate mental health counseling provided by universities. I'm sure that people who work at Campus Health and Wellbeing are fine people who try their best, so this message is aimed at the administrators who manage their budget. Do your job better, and allocate funds from the student success fee to fix this problem that you have created. Over half a million dollars was spent on hiring new coordinators for the cross cultural center in the 15-16 year, money that could have been spent on hiring additional medical staff instead of extraneous diversity programs. We, as students, face plenty of challenges. Worrying about paying twice as much for what we should already have shouldn't be one of them.

194 As someone who has used the health center many times, I believe a fee adjustment and an increase in personnel is necessary. Especially since Cal Poly continues to over-admit freshman each year the amount of students getting sick and needing the health center will just continue to increase. And waiting for a couple of hours to see someone takes away valuable time that students should be studying or deter them from getting the help they need.

195 I support the fee increase.

196 I'm opposed to the fee hike for several reasons:

1. Most students are now covered under their parent's health plan, don't use the services and/or have other health insurance/plans, so this fee hike only benefits a small number of students at the expense of many.
2. The school actively promotes their counseling services and encourages the need for counseling by announcing every student death as well as political items and other disturbing news via email. This practice has undoubtedly contributed to the increased use and overuse of counseling services. This practice is damaging and unnecessary. Prior to increasing fees to expand counseling services, Cal Poly administration should cease these destructive emails, and instead use communications to promote healthy attitudes (not "free" services) that will help students cope with life's challenges without the need for private counselling, leaving the counselling services available for those few students who really need it.
3. Promoting this as a fee "adjustment", not the fee INCREASE (and perpetual increase) that it is, and promising students that they will pay the same but get more services is a very deceptive approach. It biases attitudes towards supporting such a fee increase, an increase which appears to be excessive and unnecessary as explained elsewhere in this comment.
4. Using a national health fee increase average to set an automatic increase percentage is not fair either. It is

unknown how or if health care costs will increase in the immediate future, especially given the current political environment and ongoing national discussions. Furthermore, any annual increase should be based on actual need and the unique situation at Cal Poly SLO and not on some national averages taken at a snapshot in time.

5. The solution to address counselling service need was previously addressed in this comment. Decreasing wait times, increasing hours, expanding technology (like texts and notifications) will not result in better health care or better preventive care for students. Any fee hikes should be targeted towards keeping students healthy, not on expanding the appearance of the health center and its services.

6. Lastly and most importantly, the costs of attending publicly funded colleges and universities are already ridiculously high, and it is not because the costs of instruction have gone up, it is because of fees like these. Many students do not pay their own way, many do not even pay taxes, and yet they are the ones being asked to comment on fee hikes such as this. For those of us who work for every dime and have to pay every cent of our education from our own piggy bank, this fee increase seems grossly unfair, especially for the many who also are separately paying for healthcare costs elsewhere. If it were a modest one-time only increase, was for only obviously necessary services and was implemented immediately (so current students would have to weigh the cost vs. benefit instead of pushing the burden on new/future students), then it might be worthy of consideration. As it is now it seems unnecessary, excessive and alarmingly insidious.

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| 197 | I highly recommend moving forward with Option B on the proposed HSFA. Students mental health is a huge priority, and wait time, and lack of availability leaves students (who are already at risk of being overstressed and mentally burdened) at risk. Suicide is preventable, depression is preventable, and mental health is maintainable with the proper campus atmosphere and resources. This proposal has been adequately vetted for financial impact on students from what I can tell, and the fee needs updated no matter what way you look at it. The fee is essentially going to double, and the financial aid component should help support the financial burden on affected students. An additional \$15/quarter is worth far less than a student's life/mental health. Please move forward with this fee. |
| 198 | Although I have not attended a info session and probably don't plan on it, I have learned a decent amount about the fee adjustment through IFC presentations by the ASI president and from ASI BOD members personally. I am generally in support of this as our health center service as a whole could use some bettering, however, this fee hike is very high relative to a lot of the past fee jumps for various other purposes. If it's going to be a \$90-\$120 jump, I have high expectations to see a lot of positive change in the health center system. |
| 199 | I believe that by increasing health center fees those in the upper/ middle class will be the only ones paying for it while the lower class gets to partake in the advantages for free. Currently, the health center is operating great and does not need to hire more staff. If students need care right away they can always go to an off campus physician. |
| 200 | This is not a good idea. People with their own insurance providers will be forced to pay the fee without any benefits. It is sickening to see how the school is manipulating the student body into supporting the fee increase by making current students exempt from paying the fee, while allowing them to benefit from it. In a socialist state like California, do you really expect many students to oppose free services? No. They will support the handouts, and the future students will have to pay. The school should focus on parking instead of something as trivial as campus health wait times. I spend at least 30 minutes a day trying to find a parking spot on campus, and the school is focusing on improving a 20 minute health center wait time? Plus I'm paying \$25 per week, which comes out to \$750 for the academic year for a commuter spot. That is absolutely absurd. Fuck off with the unnecessary improvements and focus on what matters. |
| 201 | Please do not raise the health center fee. There are only basic services available at the health center and doubling the fee will make it harder for students that are of low income. Some students that are financially struggling may not be able to get financial aid and often live paycheck to paycheck. |
| 202 | I think that this is a necessary adjustment. Cal Poly students need more access to psychiatrists, it is not acceptable how limited the hours are, and how long we wait for appointments. |
| 203 | Please raise the fee, and provide more services.
Also, charge students now, don't scale the fee's implementation, charge everyone now. |

204	<p>I don't believe everyone should pay for services not used only by some. The site quotes only two thirds of Cal Poly students utilized the health center last year.</p> <p>As an out of state student having been here four years, I cannot support a further increase in costs for a service I've used once.</p>
205	I strongly oppose the health services fee adjustment.
206	<p>Cal Poly needs to consider allowing students to waive the Health Service Fee. Every other university I have attended has allowed me to waive the Health center's fee, which is very beneficial given that I am already paying to be on my family's health insurance, which is far more affordable and covers what I actually need to have covered. I need to buy prescriptions, and get various things checked that Cal Poly is not able to do with their equipment and their staff. Another thing that I need (and I'm sure others do) is long-term therapy which is also not covered by Cal Poly's health insurance, but is covered by my family's insurance. You can only see a therapist six times or something like that, which is only helpful for people who are needing help adjusting to the school or who are fighting a brief spout of anxiety or depression. On top of this every single injury and illness I have gotten has needed to be treated/looked at at a real hospital. And when I am referred to a hospital this comes out of my family's insurance, not Cal Poly's, so what am I really even paying for? The one time I had a "successful" trip to the health center was when I got sick and I needed a prescription (for something I wound up not even having) and the prescription cost me \$10. It would have been FREE with my family's insurance. I would much rather spend the money I am spending on Cal Poly's health insurance on feeding myself - which is something I am struggling to do. Increase the cost, add more benefits, but please, please, please, please allow your students to waive the insurance fee if they have proof that they are already covered by other outside insurance.</p>
207	<p>I have not heard much information yet on this matter. However, I do believe the current state of the health services department at Cal Poly is grossly inadequate for the existing student body, let alone for the future campus population increase that is going to happen in the coming years. I support a fee increase for all services that directly benefit the existing student body, especially when there is transparency on exactly where these fees are being directed.</p>
208	<p>I think increasing mental health services and hours at the health center is a wonderful idea. I have always been confused as to why counseling services was unable to meet the demand of students and be able to offer more individual sessions. Personally I would pay more money to see these services put in place, and even thought I will not be paying for this, I think that other students will see the value and hopefully be able to reap the benefits!</p>
209	<p>I believe that this increase in fees should not be passed due to the already promised use of the health center by students included in tuition. Tuition fees have already been increased and the increase in fees for the health center should not have to come out of students pockets. If the health center needs more funding a possible alternative is taking funds out of the salaries of the administration which is already extremely lopsided compared to other schools in California and around the nation. Making students suffer for increased medical costs goes against the point of the health center which is to provide affordable healthcare for students who are already giving their time money and effort to Cal Poly.</p>
210	<p>I don't think it is necessary to increase the Health Services Fee. Indeed, the waiting is not that bad and insurance covers most medical appointments outside of campus if their is an emergency.</p>
211	<p>The university has not looked into other funding sources or even look at the current health center to see what improvements could have been done first with this my vote it no.</p>
212	<p>As someone who used the health and counseling centers very often for mental health issues during the 2015-2016 school year, I believe it is extremely important to increase the staff and hours available. I was discouraged from getting help for a long time because I was intimidated by the lack of appointments and long wait times. I don't want that to be future Mustangs' experiences. Health is a right, not a privilege.</p>
213	<p>It is not appropriate to raise tuition for all students. If you are looking to expand services, create programs that</p>

	individual students can CHOOSE to purchase. There are many campus facilities that I am required to pay for, but do not partake in because I have no need/desire to use them. One of my biggest stresses in college is cost, as I am sure it is for many students. More is not always better. We should be looking at ways to make our spending more efficient. A fantastic goal that more people would agree on is lowering tuition. Not just keeping stable, but reducing cost.
214	Cal poly is a university, not a hospital. Should students need resources beyond what Cal Poly can provide, there are numerous options in the SLO community. There is no sense in nearly doubling the the health fee, a prime example of another senseless addition to academic fees. Cal Poly has the most cost efficient tuition in California because it isn't reckless with it's fees. This additional fee would go against CP's principles. There are plentiful opportunities to find health and wellbeing resources outside campus. This health fee is an extravagant waste of students' money!
215	All I'll say is that the testing that is done seems to be more qualitative than quantitative. The health center screens for pregnancy, strep throat and mono when there could be countless other issues that could be causing symptoms. It is important to let patients know that those are the preliminary tests and that the patient should be able to tell the provider before they have these tests administered whether or not they think they are necessary.
216	While I will not be able to attend the open forums nor the group presentations, due to time conflicts, I have examined the details of the proposed adjustment. While increased provisions and personnel may be a valid change that can be brought to the health center, it should not be done at the expense of students. As it is students pay thousands of dollars for fees and tuitions. The last thing we need is to contribute to the ever expanding list of student fees. Instead, if personnel from the university as a whole were tapered to maximize efficiency, the budget would immediately be in a state of surplus that would allow the university to make the proposed change to the health center and potentially reduce student tuition simultaneously.
217	The Health Center on campus has gained a reputation for being more trouble than its worth. When I have been sick or injured, I have called my doctor at home. I am a third year student and haven't gone since my first year. The staff are unable to handle the demand and student frustration seems to rub off on them. An increased fee would definitely solve many of these major issues. Extended hours and shorter wait times would make going to the health center a real option instead of a passing thought quickly dismissed. The staff would be better able to do their jobs and the general atmosphere would be more positive. While the increase appears drastic, health care is necessary on campus, especially during these uncertain times for federal health care. The difference between the price levels appears minimal, so I would say that the smaller increase would make the new fees easier for students to accept. Regardless, changes need to be made. I shouldn't have to call a doctor 200 miles away to get a diagnosis. I should be able to walk into the health center, which I pay for, and have an acceptable experience. Until changes are made, I only intend on going to the health center for a very serious issue. And even then, if I can't find a parking spot...
218	Student Health Care needs are a top priority. However, tuition is already very difficult to pay. Due to financial issues, I believe this improvement should be achieved in another manner- perhaps donations. Please don't raise tuition costs.
219	The cost of attending Cal Poly has skyrocketed in recent years, Cal Poly is already the most expensive Cal State campus. We need to find alternative ways of raising this money that is NOT through raising tuition and fees. If Cal Poly wants diversity, it needs to stay affordable to low-income students or the apparent wealth and race gap will continue to grow.
220	Every time I have done a drop in appointment I have seen a counselor within 20 minutes of waiting. I have never seen evidence of this stretch of the budget. Therefore I believe the minimum fee increase is way to high per student. Even at 99\$ per student for 21,00 students will bring in a net of roughly \$2,100,000. I do not pretend to know the colleges budget but I have been to the health center quite a bit and there is no way we are millions under budget. This increase is not wanted by many of us, so give us the option to vote no.
221	Why not charge current students the new fees if they get the benefits also? I'm glad, but don't see the reasoning behind it.

	Also, incoming students should be told before accepting admission that their health fees would increase; it could be a deterrent. Perhaps have it listed somewhere in the admissions process?
222	Personally, I believe that the health center speed and availability is a problem, but I don't think that paying so much more a month for fees is worth it. We have to pay for enough mandatory things in college, so I would rather cut back on expenses wherever possible. The problem of waiting isn't as bad as the extra cost for me.
223	While I do agree that the Health Center is in need of huge improvements, I do not believe the financial burden should be solely placed on students. Based on the Campus Health and Wellbeing website, it does not appear that other strategies have been fully reviewed. Additionally, it seems unfair to individuals like myself who have more serious problems that cannot be dealt with at the health center to have to pay over \$600 dollars a year on top of my normal insurance, co-pay, and extra charges not covered by my insurance. Thankfully I have a PPO and can see the opthamologist, physical therapist, rheumatologist, etc. that I need in this town. However, for individuals with specific HMOs it is virtually impossible to see anyone other than the health center or urgent care in San Luis Obispo. For this reason, you should consider weekend hours to really serve all Cal Poly students. As stated above, I agree with all of the assessed problems and need for change but it is unnecessary to place these burdens solely on students, especially since we already pay more than other CSU students. Although Cal Poly has a very wealthy student body in general, you should not take advantage of this or assume that this increase will not have an immense negative impact on those individuals that are struggling.
224	All students should not be forced to pay greater fees for a service that will may or may not use.
225	For the proposed fee change I do not believe the benefits are worth the cost. This change is not big enough to make a significant difference for students who use the Health Center, and the technological pros mentioned on the website are admittedly laughable. Expanding hours--beyond weekdays*--and improving wait times are the only issues that need to be looked at at the Health Center, but that can be done with a more qualified and efficient staff. Not only that, but I do not believe the school understands that an extra 100\$ fee per quarter does in fact make a difference for many students who are having difficulties paying for college and necessary living arrangements (this is truer for people who live on campus where the rates are ridiculously high, likely the niche of people aside from athletes who use the Health Center because of proximity).
226	As a student who lives off loans, I cannot afford for any more increases in fees. The rise in tuition this year was difficult enough to cover. I am a graduating senior who will be coming back next year for the credentials program. Therefore, I will be considered a new student and will be subject to the fee increases. This could cause me to have to reconsider attending as I am already so much in debt and cannot keep taking out more loans. If I do, I don't know how I will make all of my loan payments on a teacher's salary.
227	Vote NO!!!! This is just a way for Cal Poly to take more money from students!
228	I do not want to pay more for something I've only used once in my nearly four years here.
229	This is absolutely necessary. I've spent hours waiting in the health center for minor things that were cleared up after a 20 minute meeting with a doctor.
230	This adjustment is unnecessary and I don't believe the average student uses almost 700\$ in medical costs from the health center each year. The average wait times are overestimated by the staff and cause students to walk away when the realistic times are often quicker than expected. I do not believe the health center has much room to increase the number of providers making the majority of the proposed solutions unlikely to occur. The proposed increase would bring in approximately 4 million dollars every ten weeks for the total of 20,000 students, with the vast majority not using the facilities consistently. It is not our financial responsibility as current students to adjust for the accidental increase in student population of Cal Poly this year. Just because the facilities cannot keep up, is not our responsibility to pay for the accident on the University's part.
231	I believe that the Campus Health and Wellbeing does need to reach more of the campus community, but by increasing fees, it limits the diversity of the incoming classes as well as hurts the current students who are already struggling with increasing fees.

232	Please go through with the plan A fee increase. The health center is in dire need of more resources, especially with students' demanding schedules. This fee increase is nothing compared to what students would have to pay if they go to the hospital or if they decided to not go to the health center due to wait times and their small health issue turns into a more serious illness or condition.
233	I don't think this should be approved because very few people go to the health services so I don't think money should be directed towards a service that barely any people use. Whenever I went to the health services, I always had to wait a long time so now whenever I get sick, I don't even bother going and I take medicine that I bring from home.
234	My insurance when I first came down as a freshman didn't cover me here in SLO. I thought I could rely on the health center. It has horrible hours, expensive fees (I paid \$16 for a flu shot I could've got at Rite Aid for cheaper) and was impossible to get in when I needed it. I took it upon myself to change my insurance to one that would cover me down here and was actually cheaper. Since then I was able to get the help I needed from a GOOD dermatologist and GOOD counselor. I don't think paying extra would help the on campus health center, I think students should take it upon themselves to get good insurance if they need specialty care and leave the health center for last resort/ sporadic help. This extra money would be better spent going to our personal insurance that can actually be very helpful than to the health center where it would be robbing us. I don't want to be responsible for paying for other students healthcare either since I already pay for my own separately.
235	This sounds like a wonderful idea, except for the fact that we'll solely rely on new students to pay it. That doesn't exactly seem fair.
236	This is a significant rise in fee per quarter, and it personally would pose financial hardship to me. I oppose the fee raise.
237	Please do not increase student fees. Reallocate funds from administration pensions. Please see below. http://transparentcalifornia.com/pensions/search/?q=california+state+university+san+luis+obispo&y=
238	Please do not increase student fees. Reallocate funds from administration pensions. Please see below. http://transparentcalifornia.com/pensions/search/?q=california+state+university+san+luis+obispo&y=
239	The proposed solution is not sufficient to solve any of the issues currently present with the health center, and instead just mis-allocates funds. Before any "enhancements to student health and wellbeing services" are made, adjustments to the medical policies and licenses of the medical staff on campus should be made.
240	<p>The health adjustment fee should NOT increase student fees. That defeats the entire purpose of providing better but affordable health care for students, specifically students who already struggle to pay to come to Cal Poly. There was a resolution sent in by the ASI Board of Directors that asked for an expansion of the Health Center WITHOUT an increase in student fees. Cal Poly has plenty of ill-allocated funds, such as funding for sports programs, engineering and science departments (that need it less than other areas on campus, such as the health center), etc that could be reallocated to fit the needs of expanding the Health Center. There was already a resolution that was not passed in the past couple years that proposed an increase in student fees to remodel the UU. Why would this be any different?</p> <p>Student Fees should not be increased, but students should not be punished for this refusal by receiving subpar physical and mental health care.</p>
241	Those who vote on an increase in fees should also bear the increase in fees. The fact that only new students will have an increased fee seems a blatant grab for the necessary approval to pass this measure with disregard for the actual common reasoning of the members of this community. By alleviating the financial responsibility from everyone who votes, they are less deliberate and less empathetic to future classes. Furthermore, in principle, the decision of current students is usually rightfully binding to future students because the current students are at least representative of the situation the new students will be in. With this

	proposal, that is not the case, and it is not just to bind future students to the decision of current students who do not represent the situation they will be in. NO TAXATION WITHOUT REPRESENTATION. The slogan itself does not apply perfectly to this proposal, but the ideals it represents certainly does. Please consider taking a more democratic route by installing the increased fee as soon after the decision as possible, and we'll do this thing the right way.
242	I completely support a fee adjustment if it increases the quality of health care provided at Cal Poly. I've been turned away by Health Center staff due to long waiting periods or "emergencies only" claims. As a student who was unable to find primary care elsewhere in San Luis Obispo, not having easy access to health care at Cal Poly was incredibly frustrating and upsetting. Hopefully this issue can be remedied for future students, especially if the student population continues to grow.
243	I do not use the student health center so this increased fee will just be taking money out of my pocket. I would rather suggest the health office should charge current students needing the care as a priority fee to not wait while the rest of us just wait. I'm patient and willing to wait if I need it.
244	I would like to voice my support for the larger fee increase. It is imperative that counseling services being open, quick, and easily accessible in the demanding school environment. If the counseling center could see just one more person a day and help them, it would be worth it.
245	Please increase the fee. Wait times are too high and students are not seeking medical care when needed out of fear of being stuck in the health center for 3 hours.
246	I do not think we should raise the Cal Poly Health Services Fee
247	You're asking a group of students to voice their word in a health measure that they are inherently biased to support because they will not be the ones to pay for it. Anyone who is fiscally sound will realize that the entire sample size is skewed based on the fact that this is a policy that will come into effect immediately but not have fiscal effects of payment pushed upon newly admitted students that have no word. I have used the Health Center 0 times. I pay for it every quarter and have received no treatment or benefit from their services. Making the masses pay for healthcare they don't use isn't the answer. Make those who use the Health Services pay for the health services.
248	I think it's very important to have well established health services on campus available to all students. It's necessary to keep up the demand of students who need to be attended to, and looking at the statistics now, it seems like students don't have time to wait and attend their whole class schedule. I believe if the fee adjustment truly brings in more staff and reduces wait times, the increase would be doing something good.
249	I strongly believe that an increase of the student health fee is going to greatly help all future students for their health care needs. However, I think the 30% that goes to financial aid is extremely understated. It is barely mentioned in the emails and reports I have read about this and seems like the increase should not go towards financial aid at all, especially not almost a third of it. It is unclear if the financial aid is for students in need of paying for healthcare services or academic financial aid. If it is not for healthcare services, it should definitely not be included in the fee. Either reduce the proposed fee by 30%, or use the entire fee to benefit all students using the health center. No where mentioned in the study is any information stating that additional financial aid is needed for students. Seems deceitful that it is not mentioned or explained.
250	I think that it is a good idea because it is important for students to have access to health care on campus within a small amount of time in order to address the students various health or mental health needs
251	I feel very strongly that the health center fees should not be increased. This additional fee is sure to be a hardship for some students, especially those like myself, who are paying for college themselves with no student loans. I do not think that we should have to pay these additional fees. Also, I have been to the health center and in my experience it has never been that crowded or that long of a wait time.
252	I think it would be useful, but the main issue with the Health and Wellness Center isn't the quantity of appointments they service but rather the quality. I would rather have the money spent on better care than faster care

253 I am so encouraged that the university is trying to take steps toward improving the health center on campus. My past experiences with the center have been variable. The system at which it works and functions is very particular, and as a freshman it was not intuitive (and still isn't) to get the help I needed. The front desk staff, too, can be rude and snappy. The last thing a sick person needs to deal with. Once you understand the website and the hours, and provided you don't have class during those hours, you can get what you need. But it's not easy. And if you have class, then you simply won't be helped. The health center needs serious improvement. I wish the university's first step in making those improvements didn't depend on the students, however. I feel as though my tuition should, if I were sick right at this moment, be paying for the health care as convenient and of the same quality as other campuses provide. And right now, no one on campus receives the health care their tuition deserves. But if the only way for future students to get better access to health care is with this tuition increase, then I am glad to hear the university is at least covering the administrative costs.

Did you attend one or both of the open forums on Nov. 1 or 9?

Poll ID: 139959

As at Poll close: Sunday 19 November 2017 23:59 PST

Number of voters: 253 · Group size: 24456 · Percentage voted: 1.03

Ranked by votes

Rank	Choice ID	Choice	Votes	%
1	15913033	No	215	84.98
2	15913032	Yes	38	15.02

Did you participate in one or more of the student group presentations?

Poll ID: 139960

As at Poll close: Sunday 19 November 2017 23:59 PST

Number of voters: 253 · Group size: 24456 · Percentage voted: 1.03

Ranked by votes

Rank	Choice ID	Choice	Votes	%
1	15913035	No	203	80.24
2	15913034	Yes	50	19.76

Did you visit the Campus Health and Wellbeing website to read about the health fee adjustment?

Poll ID: 139983

As at Poll close: Sunday 19 November 2017 23:59 PST

Number of voters: 253 · Group size: 24456 · Percentage voted: 1.03

Ranked by votes

Rank	Choice ID	Choice	Votes	%
1	15913177	Yes	217	85.77
2	15913178	No	36	14.23

Returning Officer

Signature: _____

Name: _____

Date: _____

Scrutineers

Signature: _____

Name: _____

Date: _____

Signature: _____

Name: _____

Date: _____

Student Health Fee Advisory, Open Forum Comment Card

Please write your comments in the space below regarding the proposed health services fee adjustment. CSU policy indicates students can submit one comment electronically through the Cal Poly Portal or in writing at one of the open forums by Nov. 19. Duplicates will be disregarded.

Student Name: _____

Email: _____@calpoly.edu

Open Forum (circle one): Nov. 1 Nov. 9

I would strongly suggest that the university scour the globe for donation and alternative sources of funding should a new facility for the health center be required with the growing employment this increase will create, rather than create a new facilities fee.

I would like to see more advertisement of the Executive Order/ CSU Policy of why many of these decisions are being made advertised with this Alternative Consultation process and future ones.

Did you attend one or more of the student presentations? (circle one)

Yes

No

Did you visit the Campus Health and Wellbeing website to read about the health fee adjustment? (circle one)

Yes

No

I certify that this is my name and information on this form.

Signature

11/1/17
Date

Please return this form completed to the Office of the Vice President for Student Affairs in Administration (Bldg. 1), Room 209 during regular business hours, M-F 8 a.m. to 5 p.m., by Nov. 19.

Student Health Fee Advisory, Open Forum Comment Card

Please write your comments in the space below regarding the proposed health services fee adjustment. CSU policy indicates students can submit one comment electronically through the Cal Poly Portal or in writing at one of the open forums by Nov. 19. Duplicates will be disregarded.

Student Name:

[Redacted]

Email:

[Redacted] @calpoly.edu

Open Forum (circle one):

Nov. 1

Nov. 9

Could there maybe days when some of the Counseling services go to the Dorms/ housing. Maybe use some of the 4-3 yr. psych. majors?

I agree with the inc. in fee. For the Best Quality of services & to keep up w/ the growing Freshman ~~for~~ class & encourage students to use the services I would choose option B. But I wish the percentage going to Binaural aid would increase.

Did you attend one or more of the student presentations? (circle one)

Yes

No

Did you visit the Campus Health and Wellbeing website to read about the health fee adjustment? (circle one)

Yes

No

I certify that this is my name and information on this form.

Signature

[Redacted]

Date

11-17
FD

Please return this form completed to the Office of the Vice President for Student Affairs in Administration (Bldg. 1), Room 209 during regular business hours, M-F 8 a.m. to 5 p.m., by Nov. 19.

TO: Dr. Jeffrey Armstrong
University President

FROM: Keith Humphrey
Vice President for Student Affairs

John Ruffner
Interim AVP for Student Affairs Health and Wellbeing

COPIES: Cynthia Villa
Vice President for Administration & Finance

SUBJECT: Proposed Health Service Fee Increase

DATE: 09/08/2017

Campus Health & Wellbeing is hereby requesting your approval to proceed with the steps necessary for an Alternative Consultation in fall quarter 2017 to adjust the Health Service fee in support of an expansion of student physical and emotional health resources on campus.

Fee Adjustment Justification:

- The last Health Services Fee adjustment took place nine years ago. At that time the fee was raised \$30 per quarter.
- Increased enrollment and utilization: Cal Poly's enrollment has grown 12% between the years of 2008 and 2017, yet medical provider staffing has decreased by 15%. At the same time, the utilization increased by 14%. The increase in enrollment and student demand, paired with a drop in provider staff, has resulted in long waits, reduced availability of appointments, early closings, the inability to see students on follow-up as quickly as desired, and declining patient satisfaction.
- Other Medical and Mental Health Resources: Access to primary and specialty health care resources in San Luis Obispo is inadequate. A reduction in the services provided by Campus Health & Wellbeing would be a hardship for students as they would then become more dependent on an already insufficient local system. In addition to that, a significant portion of Cal Poly students carry medical insurance that is not accepted in San Luis Obispo County.
- The ASI Board of Directors submitted Resolution #17-05 in support of increased mental health resources and the expansion of the campus Health Center.
- Parental requests for an expansion of medical and mental health services were received via the Parent & Family Programs Advisory Board at their Spring 2017 meeting.
- The California State Student Association issued a resolution in March 2017 in favor of more mental health resources in all CSUs.

Fee Purpose:

The purpose of the Health Services Fee adjustment is to hire additional medical and mental health providers to meet student demand.

Fee Details:

- The Alternative Consultation should take place in Fall 2017.
- The proposed fee options are as follows:
 - A. Fee increase amount shall not exceed \$99: Counselor to student ratio - 1:1,000. Effect: average wait time for non-crisis appointments will decrease by up to four days.
 - B. Fee increase amount shall not exceed \$114: Counselor to student ratio -1:800. Effect: average wait time for non-crisis appointments will decrease by up to five days and longer-term individual treatment.
- The fee shall be assessed an annual inflation adjustment of 4% instead of the currently applied Higher Education Price Index (HEPI) to more accurately reflect inflation in the healthcare industry.
- A 30% portion of the additional fee amount shall be set aside and made available for financial aid awards.
- The fee shall be phased in over four years effective Fall 2018 and apply only to all new incoming students.

We appreciate your support in this effort and look forward to further campus-wide dialogue regarding the future of Campus Health & Wellbeing.

Please contact us with any questions, concerns or requests for additional information.

Approved: _____
Dr. Jeffrey Armstrong
University President

Date: _____

Campus Health and Wellbeing
Student Health Fee Alternative Consultation
Justification Statement

A critical component of student success and timely graduation is student health and wellbeing. Students who are struggling with unmet physical or emotional health needs will not be fully engaged in curricular or co-curricular learning experiences, potentially resulting in an interruption or cessation of their studies. Lack of mental health resources are increasingly becoming one of the most common reasons for departure from universities around the country by students who may otherwise be in good academic standing.

At Cal Poly, the need for an expansion of Campus Health & Wellbeing (Health Services, Counseling Services, and Health Education & Wellbeing) is clear. An official request for additional services was made by a resolution from the ASI Board of Directors and the Parent & Family Programs Advisory Board.

Currently, Health Services is unable to accommodate every student that presents for care, often “closing” to non-emergent patients in the early afternoon. This leaves about 1/3 of the business day where non-emergent patients are turned away due to lack of capacity. This is further compounded by two factors: 1) the lack of availability of general health care in the San Luis Obispo area other than emergency rooms and 2) a significant portion of Cal Poly students carry medical insurance that is not accepted in San Luis Obispo County. Limited access to care in the community means Cal Poly needs to be equipped to provide services to all Cal Poly students.

In order to meet the needs of Cal Poly students now and in the future, Campus Health & Wellbeing must be staffed to treat every student that presents for services. Counseling Services is also significantly under-staffed according to national best practices. On average, the counselor to student ratio should be 1 counselor for every 1,000 students. Cal Poly currently has one counselor for every 1,550. On a residential campus such as Cal Poly, the ratio of counselors to students should be better than the national best practice given the lack of mental health resources in an underserved community like San Luis Obispo. This situation results in students having to wait several weeks to begin regular therapy appointments, and in most cases having to meet with a counselor every other week. This situation also results in most students being referred off campus for therapy after 3-4 sessions as the demand for therapy far exceeds the number of available counselors. Counseling Services must operate a triage model whereby only the most severe clinical cases are seen for individual therapy with all other students receiving group therapy and/or a referral off-campus for individual therapy. Seeing a private therapist off campus can be very costly, which is a barrier to students getting continued care.

Counseling Services has an obligation to provide therapeutic treatment to more students, on a regular basis, for longer duration than current staffing allows.

Prevention is key in providing proactive wellbeing resources and education to students for purposes of early intervention and to maintain a healthy level of functioning. Wellbeing & Health Education currently does not have the resources to adequately reach all students. Additional staffing is required in order to provide quality wellbeing education services and individual appointments.

Additional funds throughout Campus Health & Wellbeing are critical in order to provide needed services. Hiring additional medical and mental health providers to meet student demand is the overall purpose of this fee adjustment. The fee includes an annual 4% inflation escalator to allow Campus Health & Wellbeing to keep pace with the rising costs of health care. The fee also includes a 30% set aside of the total fee increase amount to provide financial aid for low-income students that would cover the increase in the fee. The university will contribute a substantial amount to the cost of additional administrative support staff to ensure that student fees are going directly to additional medical and mental health providers.

The fee would be phased in over four years and only applied to new students. Current Cal Poly students would not pay the increased fee but would be able to access the expanded services provided by the fee increase.

The rationale for phasing the fee in over four years is to ensure that current students do not experience an unplanned increase in their health fee. Prospective students would be informed of this fee prior to their deadline to enroll, so that it can be factored as a cost of attendance. Phasing the fee in over four years also allows Campus Health & Wellbeing the time to adequately hire additional medical and mental health professionals, as it would be impossible to significantly expand the staff in one year. This ensures that Campus Health & Wellbeing is only requesting fees from students that it can reasonably use.

Six Year Fee Adjustment Pro-Forma, Health Center
Fee Option A: \$204/quarter (\$612 annual)

2016-2022

Campus Health & Wellbeing	Actuals 2016/17	Projected 2017/18	Projected 2018/19	Projected 2019/20	Projected 2020/21	Projected 2021/22	*Projected 2022/23
Enrollment Forecast							
Summer	2,024	2,000	2,000	2,000	2,000	2,000	2,000
Fall	21,300	21,682	21,465	21,251	21,463	21,678	21,894
Winter	20,740	21,143	20,932	20,722	20,929	21,139	21,350
Spring	20,361	20,382	20,178	19,976	20,176	20,378	20,582
Total Headcount	64,425	65,207	64,575	63,949	64,569	65,194	65,826
Incoming Student Enrollment							
First Year New Student Cohort	-	-	17,718	17,718	17,718	17,718	16,457
Second Year New Student Cohort	-	-	-	17,718	17,718	17,718	16,457
Third Year New Student Cohort	-	-	-	-	15,075	15,075	16,457
Fourth Year New Student Cohort	-	-	-	-	-	13,500	16,457
Headcount with New Fee	-	-	17,718	35,436	50,511	64,011	65,826
Headcount with Old Fee	64,425	65,207	46,857	28,513	14,058	1,183	-
Current Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84
Fall, Winter, Spring	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84	\$ 127.75
Fee Revenue for Base Budget	6,609,397	6,842,055	7,043,182	7,253,845	7,617,167	7,998,710	8,399,388
Increased Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 229.47
Fall, Winter, Spring - Old	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84	N/A
Fall, Winter, Spring - New	\$ -	\$ -	\$ 204.00	\$ 212.16	\$ 220.65	\$ 229.47	\$ 238.65
Fee Revenue for Base Budget	6,609,397	6,842,055	8,722,849	10,747,551	12,796,347	14,824,658	15,691,165
Change in Revenue from Fee Increase	-	-	1,679,666	3,493,706	5,179,180	6,825,948	7,291,777
Set Aside for Financial Aid	-	-	503,900	1,048,112	1,553,754	2,047,784	2,187,533
Available Revenue from Fee Increase	-	-	1,175,766	2,445,594	3,625,426	4,778,164	5,104,244

*Note that in 2022/23 the fee is projected as if the entire student population is charged the fee increase. Whereas prior years are projected as if only new enrolled students after 2017/18 are charged the fee increase.

Six Year Fee Adjustment Pro-Forma, Health Center
Fee Option B: \$219/quarter (\$657 annual)

2016-2022

Campus Health & Wellbeing	Actuals 2016/17	Projected 2017/18	Projected 2018/19	Projected 2019/20	Projected 2020/21	Projected 2021/22	*Projected 2022/23
Enrollment Forecast							
Summer	2,024	2,000	2,000	2,000	2,000	2,000	2,000
Fall	21,300	21,682	21,465	21,251	21,463	21,678	21,894
Winter	20,740	21,143	20,932	20,722	20,929	21,139	21,350
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Total Headcount	64,425	65,207	64,575	63,949	64,569	65,194	65,826
Incoming Student Enrollment							
First Year New Student Cohort	-	-	17,718	17,718	17,718	17,718	16,457
Second Year New Student Cohort	-	-	-	17,718	17,718	17,718	16,457
Third Year New Student Cohort	-	-	-	-	15,075	15,075	16,457
Fourth Year New Student Cohort	-	-	-	-	-	13,500	16,457
Headcount with New Fee	-	-	17,718	35,436	50,511	64,011	65,826
Headcount with Old Fee	64,425	65,207	46,857	28,513	14,058	1,183	-
Current Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84
Fall, Winter, Spring	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84	\$ 127.75
Fee Revenue for Base Budget	6,609,397	6,842,055	7,043,182	7,253,845	7,617,167	7,998,710	8,399,388
Increased Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 246.35
Fall, Winter, Spring - Old	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84	N/A
Fall, Winter, Spring - New	\$ -	\$ -	\$ 219.00	\$ 227.76	\$ 236.87	\$ 246.35	\$ 256.20
Fee Revenue for Base Budget	6,609,397	6,842,055	8,988,619	11,300,352	13,615,837	15,904,713	16,844,927
Change in Revenue from Fee Increase	-	-	1,945,436	4,046,508	5,998,670	7,906,003	8,445,539
Set Aside for Financial Aid	-	-	583,631	1,213,952	1,799,601	2,371,801	2,533,662
Available Revenue from Fee Increase	-	-	1,361,805	2,832,555	4,199,069	5,534,202	5,911,877

*Note that in 2022/23 the fee is projected as if the entire student population is charged the fee increase. Whereas prior years are projected as if only new enrolled students after 2017/18 are charged the fee increase.



MEMORANDUM

TO: Keith Humphrey
Vice-President for Student Affairs

DATE: October 4, 2017

FROM: Riley Nilsen 
ASI President/Co Chair - CFAC

COPIES: CFAC Committee

SUBJECT: Recommendation to Approve the Alternative Consultation Process for the Health Services Fee with Request for Additional Information

President Armstrong requested the Campus Fee Advisory Committee approve a process of alternative consultation regarding an increase to the Health Services Fee. On Friday, September 29, following a presentation of the details of the fee and the research completed to support the increase, the committee unanimously voted in favor of the alternative consultation process.

During deliberation, the committee identified five areas within the proposal that they have requested additional information:

1. Provide parameters as to how the increased funding will be allocated within the Health Center budget, including the purchasing priorities during the phase in process of the fee.
2. Re-identify/increase student group presentations that will be given to in order to reflect a more diverse sample of the campus population. Student groups should include, but are not limited to:
 - a. Queer students
 - b. Under-represented groups
 - c. Graduate students
 - d. International students
 - e. An accurate representation of current college based councils
3. At the beginning of each presentation, clearly define Student Affairs' goal of "soliciting input" as per Executive Order 1102 to ensure students fully understand the impact of their feedback.
4. Research, identify, and report back the best practices of other CSU campus' Health and Wellbeing Departments to make sure that Cal Poly standards are the most efficient and equitable as possible.
5. Emphasize communication and transparency during the entire process of alternative consultation. Ensure that students are aware of the channels

available to provide feedback including, but not limited to, a website, social media, open forums, and information through the portal.

Action Required

Please provide evidence to the Campus Fee Advisory Committee that tangible steps are being taken to meet these information requests before the conclusion of the alternative consultation process.

Objective Statement
Petition to Increase the Health Services Fee

Summary

On September 29, 2017 Student Affairs brought a proposal to increase the mandatory Health Services Fee to the Campus Fee Advisory Committee ("CFAC"). The committee approved the use of an Alternative Consultation process per President Armstrong's request in order to collect input from the student body on the proposed fee adjustment. The proposal would provide students a choice to increase the Health Services Fee by either \$99 or \$114 per quarter for newly enrolled students attending Cal Poly effective fall 2018. Current matriculated students would continue to pay the old fee rate. The purpose of the proposed fee is to hire additional medical and mental health providers to meet student demand, reduce wait-times, increase appointment availability, provide for satellite offices across campus, and extend weekday hours. Additionally, thirty percent of the incremental revenue as result of the increased fee will go towards financial aid.

	CURRENT FEE \$105/qtr. (\$315/year)	OPTION A \$204/qtr. (\$612/year)	OPTION B \$219/qtr. (\$657/year)
MEDICAL BENEFITS			
Avg. walk-in wait time	2-3 hours	1-1.5 hours	
Avg. wait time for future appts.	2 weeks	1 week	
Technologies	Limited	Better user experiences (text notifications, estimated wait times)	
COUNSELING BENEFITS			
Counselor/ Student Ratios	1:1550	1:1000	1:800
Avg. wait times	3-4 days	2-3 days	1-2 days
Avg. quantity sessions/student	2.7	4+	6+
Refer student to community	Most students	Some students	Only students who request it
CENTER HOURS			
Center Hours	Closes at 4:30 p.m. during weekdays	Expand weekday hours into evenings	

This fee is classified as a Category II fee, a campus mandatory fee. Category II fees are “fees that must be paid to enroll in or attend the university.”¹ In accordance with the Education Code and Executive Order 1102, this fee proposal is subject to either an advisory student referendum or an alternative consultation mechanism. Either method is advisory to the President. Based on a further recommendation by CFAC, the President has approved a process of alternative consultation in lieu of a referendum ballot.

Background

Health and Counseling Services receives financial support for its program operations from two funding sources: (1) CSU Operating Fund allocations and (2) revenues generated from the Health Services Fee.

The Health Services department provides health services and health and wellness programs for students. Approximately two-thirds of Cal Poly students use the Health Center as their primary medical provider. This resulted in approximately 38,000 visits for FY 2016-17. This does not account for potential visits from students who opted out of using the on-campus Health Center. Currently, many services provided by the Health Center are available to students at no additional charge.

For fiscal year 2017-18, the Health Services Fee is \$105 per student, per fall, winter, and spring quarters. By comparison, the average CSU Health Services fee for FY 2017-18 is \$89 per quarter. It is important to note that Cal Poly is essentially a residential campus in comparison to other CSU, commuter-based campuses. In addition, upon completion of Student Housing South, the residential population will increase by 1,426 potentially creating an even greater demand for on-campus health services. Currently, there are 7,807 students living on campus. The Cal Poly 2017-18 Health Services Fee is estimated to generate approximately \$6.8 million this fiscal year. This estimate is based on an enrollment forecast of 20,838 full-time equivalent students and is exclusive of individuals who qualify for fee waiver programs. This revenue is augmented by CSU Operating Fund support to provide Health Services’ total annual operating budget.

Over the last six years Cal Poly’s student enrollment has grown by 14% and the Health Services operating costs have increased by 39%. The Health Services’ fee has only increased by the Higher Education Price Index (HEPI) (average of 2% per year) for a total increase of

¹ Executive Order No. 1102

10% during this period. For the prior three fiscal years, revenue from the Student Health Services Fee has been short of the Campus Health and Wellbeing total budget by \$381,000, \$583,000, and \$896,000 respectively. CSU Operating fund dollars cover this growing difference between budgetary needs and revenue from the Student Health Services Fee. The increase in operating costs and enrollment-based demand, paired with the decreasing budget coverage of the revenue from the Health Services Fee has resulted in longer waits, reduced availability of appointments, early closings, the inability to see students on follow-up as quickly as desired, and declining student satisfaction.

Health Services Fee History and Proposed Increase

The Health Services fee was established in fall 1993 at \$28 per quarter. At the time the campus enrollment headcount was 15,447. In spring 2001, based on alternative consultation with students and faculty, the President authorized the annual application of a HEPI to all campus mandatory fees effective fall 2001. Students approved an additional increase of \$15 per quarter effective fall 2004 (enrollment headcount 17,582) and an increase of \$30 per quarter effective fall 2008 (enrollment headcount 19,471). As a result of these actions, the Health Services Fee is currently \$105 per quarter. Fall 2017 enrollment headcount is estimated at 22,207.

If fully implemented, the Health Services Fee is projected to increase to either \$204 or \$219 per quarter beginning fall 2018 for newly enrolled students. Depending on the selected increased amount, the new fee will generate approximately \$1,176,000 or \$1,362,000 in additional revenue the first year and increase to an additional \$5,104,000 or \$5,912,000 once all enrolled students pay the increased fee (Exhibit A). These projections include the application of an annual inflation adjustment of 4% instead of the currently-applied HEPI to more accurately reflect inflation in the healthcare industry. In comparison, over the last five years the health care inflation rate has been approximately 5.4%.

Exhibit A

Proposed Health Services Fee Increase to \$204

Campus Health & Wellbeing	Actuals 2016/17	Projected 2017/18	Projected 2018/19	Projected 2019/20	Projected 2020/21	Projected 2021/22	*Projected 2022/23
Enrollment Forecast							
Summer Headcount with Summer Fee	2,024	2,000	2,000	2,000	2,000	2,000	2,000
Headcount with New Fee	-	-	17,718	35,436	50,511	64,011	65,826
Headcount with Old Fee	62,401	63,207	44,857	26,513	12,058	(817)	-
Current Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84
Fall, Winter, Spring	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84	\$ 127.75
Fee Revenue for Base Budget	6,609,397	6,842,055	7,043,182	7,253,845	7,617,167	7,998,710	8,399,388
Increased Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 229.47
Fall, Winter, Spring - Old	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84	N/A
Fall, Winter, Spring - New	\$ -	\$ -	\$ 204.00	\$ 212.16	\$ 220.65	\$ 229.47	\$ 238.65
Fee Revenue for Base Budget	6,609,397	6,842,055	8,722,849	10,747,551	12,796,347	14,824,658	15,691,165
Change in Revenue from Fee Increase	-	-	1,679,666	3,493,706	5,179,180	6,825,948	7,291,777
Set Aside for Financial Aid (30%)	-	-	503,900	1,048,112	1,553,754	2,047,784	2,187,533
Available Revenue from Fee Increase	-	-	1,175,766	2,445,594	3,625,426	4,778,164	5,104,244

Proposed Health Services Fee Increase to \$219

Campus Health & Wellbeing	Actuals 2016/17	Projected 2017/18	Projected 2018/19	Projected 2019/20	Projected 2020/21	Projected 2021/22	*Projected 2022/23
Enrollment Forecast							
Summer	2,024	2,000	2,000	2,000	2,000	2,000	2,000
Headcount with New Fee	-	-	17,718	35,436	50,511	64,011	65,826
Headcount with Old Fee	62,401	63,207	44,857	26,513	12,058	(817)	-
Current Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84
Fall, Winter, Spring	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84	\$ 127.75
Fee Revenue for Base Budget	6,609,397	6,842,055	7,043,182	7,253,845	7,617,167	7,998,710	8,399,388
Increased Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 246.35
Fall, Winter, Spring - Old	\$ 102.66	\$ 105.00	\$ 109.20	\$ 113.57	\$ 118.11	\$ 122.84	N/A
Fall, Winter, Spring - New	\$ -	\$ -	\$ 219.00	\$ 227.76	\$ 236.87	\$ 246.35	\$ 256.20
Fee Revenue for Base Budget	6,609,397	6,842,055	8,988,619	11,300,352	13,615,837	15,904,713	16,844,927
Change in Revenue from Fee Increase	-	-	1,945,436	4,046,508	5,998,670	7,906,003	8,445,539
Set Aside for Financial Aid (30%)	-	-	583,631	1,213,952	1,799,601	2,371,801	2,533,662
Available Revenue from Fee Increase	-	-	1,361,805	2,832,555	4,199,069	5,534,202	5,911,877

Category II Fees

The Health Services Fee is one of the eight Category II fees (mandatory campus registration fees) that must be paid to enroll in state supported instruction. Cal Poly undergraduate students enrolled in six or more units currently pay \$1,110 to \$1,230 for Category II fees each fall, winter, and spring quarters, depending on a student's declared major. If the fee proposal is approved, effective fall 2018 students would pay an additional \$99 or \$114 per quarter. An increase in this fee would be included in student financial aid need analyses and be eligible for financial aid awards.

Pro & Con Statements

The following are pro and con statements submitted by students about the proposed fee increase of \$99 or \$114 per quarter, effective fall 2018, to hire additional medical and mental health providers to meet student demand.

Pro Statement:

Overall happiness across the campus depends on the wellbeing of its students. A larger or better equipped Health Services and Wellbeing Center will benefit the entire student body. Being a first year, I may not have had to use the services as often as other students, but when I need them - rather than waiting long times in the waiting room or weeks for an appointment - I would want to be able to walk and get any medical issues resolved quickly by the staff at Health Services.

Additionally, increased availability of counselors would greatly benefit students. College can be a tough place, especially during mid-term and finals week. Having the opportunity to quickly see a counselor when a crisis strikes is key to get students back on track to happiness. As many students are referred off campus because of the lack of counselors, students miss out on reduced costs for weekly counseling compared to private offices. The increased fee adjustment may seem costly now; but, for frequent counseling users, they will save. Also, the 30% set aside for financial aid will help students who are unable to pay for services off campus, which will open more opportunities for students to partake in Health Services and Wellbeing and increase the overall happiness on campus.

Mugen Blue

Computer Engineering, College of Engineering

Con Statement:

Throughout the past four years, I have dedicated my energy to increasing awareness and accessibility to Cal Poly's mental health and wellbeing resources. My experience as Resident Advisor in the residence halls, in addition to my own personal battles, have given me a broad perspective of the array of health and wellness struggles that Cal Poly students face.

Additionally, last year on the Associated Students, Inc. Board of Directors, I spearheaded a resolution to improve and expand upon the facilities and services offered by Campus Health & Wellbeing. For me, there is no denying that Campus Health & Wellbeing is in dire need of university support to offer best practice services to our students, faculty, and staff. With that said, that support and financial burden cannot lay on students' shoulders without significant evidence of efforts made by our administration that all other financial avenues have been explored, utilized, and deemed inopportune. There has been no indication that these efforts have been made.

A near 200% increase in yearly student health fees is completely counterintuitive to the aspirations of the proposed adjustment: the financial burden of college attendance is among the main contributors to increased rates of depression and anxiety among college students. Cal Poly is already among the most expensive universities to attend in the CSU system, which has only been worsened this year with the \$270 tuition increase. Although financial aid is encompassed within the proposed mandatory student health fee increase, the coverage is not significant enough to balance the time commitment and stress that are by-products of the growing cost of college attendance.

Engaging in constructive dialogue and re-evaluating our Campus Health & Wellbeing services is necessary, but not at the expense of student financial, mental, and academic wellness. The resolution I wrote last year requested that a large financial burden not be put on students for resources that I believe are simply basic necessities: I consider a yearly student health fee of either \$612 or \$657 to be a large financial burden. I strongly urge President Armstrong to not pursue the student health fee increase and to instead focus his efforts on finding alternative funding sources for our Campus Health & Wellness programs.

Gianna Ciaccio

Statistics major, College of Science and Mathematics

Yukie Murphy

From: Student Affairs
Sent: Friday, October 13, 2017 10:19 AM
To: cpstudents@calpoly.edu
Subject: Student Health Fee Adjustment - Join the Conversation

Dear Cal Poly students,

I am sending this message today to begin a conversation with you and the entire campus community about how we can provide better health and wellbeing care for students. From now through November 19, Campus Health and Wellbeing invites you to learn more about a proposed health fee adjustment and share your opinions. This fee increase would address your needs by hiring more counselors and medical staff to reduce walk-in wait times, increase center hours, and make more appointments available.

CSU policy guides us through this process in discussing topics related to your campus-based fees, and we want to ensure that you are aware of the proposed fee adjustment and have the chance to voice your opinion through the appropriate channels. Here's how:

Learn more about the proposed fee adjustment, campus health and wellness services, FAQ's and more at <https://chw.calpoly.edu/healthfee>.

Attend an open forum

Wednesday, November 1, 6:00 – 7:00 p.m., Bldg. 33 (Fisher Science), Room 286

Thursday, November 9, 11 a.m. – Noon, University Union, Room 220

Submit your opinion through the Cal Poly Portal: October 19 – November 19, 2017

Visit the Campus Health and Wellbeing website for details.

The fee would be phased in over four years and only applied to new students. Current Cal Poly students would not pay the adjusted fee, but they would be able to access the expanded services provided by a fee increase.

The proposed fee also includes a 30% set aside of the adjusted fee amount to provide financial aid for students with financial need to cover the cost of the increased portion of the health fee. Administrative costs would be covered by the university to ensure that the student fee is going directly to additional medical and mental health providers.

We strongly encourage you to participate in the process and look forward to hearing back from you. Thank you for your time.

In community,

Keith B. Humphrey
Vice President for Student Affairs
Pronouns: he, his, him

Re: 4% Interest Question

Your Health

Wed 11/15/2017 12:42 PM

Sent Items

To: [REDACTED]

Hi [REDACTED]

Good question! We set the rate at a flat 4% rather than a variable percent based on things like market conditions because it makes forecasting and planning for future needs. Having a floating index isn't a good method when there's a set financial need for critical services like counselors and medical providers.

Hope this helps. Let me know if you have any other questions.

Thank you!

Campus Health and Wellbeing

Cal Poly Student Affairs | San Luis Obispo, CA 93407-0210 | 805-756-1211

From: [REDACTED]

Sent: Monday, November 13, 2017 1:34:49 PM

To: Your Health

Subject: 4% Interest Question

Health and Wellness Services,

After going to one of the presentations, I had a question about the 4% number. They mentioned that the 4% fee was an average between HEPI and National Health Services over the last 5 years. This was explained as needed because HEPI does not grow at the rate of medical costs but since National Health Services grows more because of surgeries and other services the university doesn't offer, the university had to find a middle ground. My question is why did the university choose a set increase of 4% rather than a dynamic increase that was based on the average of HEPI and the National Health Services inflation? It would seem more beneficial to go with the average of the changing indexes rather than the set number so the fee would stay closer to actual inflation the health services experience over the coming years.

[REDACTED]

Cal Poly Statistics Student

make a payment

[REDACTED]

Mon 11/6/2017 9:44 PM

To: Your Health <yourhealth@calpoly.edu>;

My registration was placed on hold because I have not yet paid for my Meningitis shot. How do I make a payment for the health center?

[REDACTED]

FW: Health Fee Mustang News Article

Keith B. Humphrey

Tue 10/31/2017 3:00 PM

To: Your Health <yourhealth@calpoly.edu>;

Keith

Keith B. Humphrey, Ph.D. (he, his, him)

Vice President for Student Affairs

Cal Poly

805-756-1521

Humphrey@calpoly.edu

Studentaffairs.calpoly.edu

"2017 Most Promising Places to Work in Student Affairs" by Diverse Magazine

From: [REDACTED]

Date: Tuesday, October 31, 2017 at 2:25 PM

To: Keith Humphrey <humphrey@calpoly.edu>

Subject: Health Fee Mustang News Article

Hi Keith!

I wanted to reach out to you regarding the Mustang News article that was released today titled "ASI Board of Directors concerned about potential health fee increase."

It appears that I have been quoted frequently in this article, in which most statements used are from conversations prior to your presentations to the Board of Directors. Your presentations offered a lot of clarity toward my initial concerns and the stances reported in Mustang News and in my objective statement are not currently reflective of where I stand.

It may be unnecessary for me to make these clarifications, but I value our relationship and the insight and transparency you provided last week. I can't speak for the Board of Directors, but I'm excited to see Campus Health & Wellbeing services on the forefront of Cal Poly's mind.

Thanks and I hope you have a festive Halloween!

Best,

[REDACTED]

Get [Outlook for iOS](#)

Health Center

[REDACTED]
[REDACTED]
Thu 11/2/2017 1:13 PM

To: Your Health <yourhealth@calpoly.edu>;

I am a parent of a freshmen student and I am impressed with the care she has received. Lisa Deng and Kathryn Frye have provided amazing care. She is still consulting with them on some suspicious nodules they found on her thyroid and having appts with specialists in SLO. I am a RN and if I can help with your proposal and encouraging that the new expansion passes, please feel free to reach out to me.

Thank you

[REDACTED] RN

RE: Health Care Fee Proposals

[REDACTED]

Fri 11/3/2017 11:00 AM

To: Your Health <yourhealth@calpoly.edu>;

OK, thanks. Is there a mechanism for parents (or those paying for our students' education) to also provide feedback about the proposals? I feel really strongly that this proposed health fee should pass.

Thanks,

Katie

From: Your Health [mailto:yourhealth@calpoly.edu]

Sent: Friday, November 03, 2017 10:54 AM

To: [REDACTED]

Subject: Re: Health Care Fee Proposals

Hi Katie,

Thanks for your message! The process that we are following for the proposed health fee is a CSU policy called alternative consultation, which means that students are engaged lots of dialogue, presentations, and information during the educational period. There is no "vote" during this process but instead, students are asked to share their comments (as long or short as they want) through the Cal Poly Portal by the end of the consultation period, Nov. 19. This is where students can indicate their support/non-support and indicate which fee option they want, or none of them. All of the student comments are compiled into a report and given to the university president as an advisory to make a final decision. [Here's more information about alternative consultation on the health fee website.](#)

What you're thinking of is called a referendum vote, which is similar in how we educate the campus community but instead of comments submitted, it's just a "yes" or "no" vote at the end. But both processes are advisory to the president, who will make the final decision on the matter.

Please let me know if you have any other questions. Have a great day!

Campus Health and Wellbeing

Cal Poly Student Affairs | San Luis Obispo, CA 93407-0210 | 805-756-1211

From: [REDACTED]

Sent: Thursday, November 2, 2017 1:02:20 PM

To: Your Health

Subject: Health Care Fee Proposals

Hi, will students only be voting on the health fee increase proposal? If so, when is that vote scheduled? Will they be voting to approve one of the two fee structure options, or will there also be an option to vote on no change?

Thanks,



Cal Poly Parent

Re: Question

[REDACTED]

Tue 10/24/2017 7:15 AM

To: Your Health <yourhealth@calpoly.edu>;

Thank-you for your quick response.

Regards,
[REDACTED]

On Oct 23, 2017, at 10:03 PM, Your Health <yourhealth@calpoly.edu> wrote:

Hi [REDACTED]

Thanks for asking this question. All Cal Poly students are required to pay this category II student health fee as a condition of enrollment. However, all currently enrolled students will not pay the proposed fee adjustment if it's approved. They will continue to pay the current fee.

Sincerely,

Campus Health and Wellbeing

Cal Poly Student Affairs | San Luis Obispo, CA 93407-0210 | 805-756-1211

From: [REDACTED]
Sent: Monday, October 23, 2017 11:34:13 AM
To: Your Health
Subject: Question

Our son, a student at Cal Poly already has paid health insurance out side of Cal Poly. Can we please be exempt from the costs associated with the health clinic? I am sure there are others, wouldn't this help decrease your wait times and added costs?

Thank-you,
[REDACTED]

Re: Opt Out of Cal-Poly Health Plan

Your Health

Mon 10/23/2017 9:58 PM

Sent Items

To: [REDACTED];

Hi Robert, I forgot to mention that all currently enrolled students will not pay the proposed fee adjustment if it passes. They will continue to pay the current fee.

Thanks,

Campus Health and Wellbeing

Cal Poly Student Affairs | San Luis Obispo, CA 93407-0210 | 805-756-1211

From: Your Health

Sent: Monday, October 23, 2017 9:56:49 PM

To: Robert Fox

Subject: Re: Opt Out of Cal-Poly Health Plan

Hi Robert,

Thanks for asking this question. That's great your daughter has a job that provides insurance to her. Unfortunately, all Cal Poly students are required to pay this category II student health fee as a condition of enrollment.

Sincerely,

Campus Health and Wellbeing

Cal Poly Student Affairs | San Luis Obispo, CA 93407-0210 | 805-756-1211

From: [REDACTED]

Sent: Monday, October 23, 2017 11:27:09 AM

To: Your Health

Subject: Opt Out of Cal-Poly Health Plan

Dear Health Care @ Cal-Poly,

Is there a way to opt out of the Cal-Poly Health Plan. My daughter's health insurance is covered through my employer. Additional health benefits are not necessary or needed.

Thank you for your response.

[REDACTED]

November 11, 2017

RE: Health Services Fee Adjustment

Dear University President Dr. Jeff Armstrong; Vice President of Student Affairs Dr. Keith Humphrey and ASI President Ms. Riley Nilsen:

I write to you to discuss something that others like to ignore. It's something that is uncomfortable to hear about or discuss when you haven't been involved in something similar. It's something that is just as uncomfortable to hear about when you have experienced or felt something similar, or know someone who has felt the same way. I write to you to talk about depression, anxiety, and suicide prevention.

College can be a fun-zone or safe haven for some young adults. But it can also be a place similar to hell for others. Leaving the safety of your home to begin a journey of self-discovery can be extremely liberating. However, others may feel lost, competitive, nervous, worried, or depressed without really understanding the root cause. Anxiety and depression hit when we grow up and become psychologically mature and observant. We grow up around many friends we've known for a while and usually, we don't have the opportunity to help one another become self-aware. It takes a college environment and a greater number of people -- feeling alone -- to learn about and get to know yourself.

I am one who started to experience anxiety and depression in college. It started freshman year when I turned to throwing up and unhealthily controlling what I ate. What I didn't realize was that I was becoming more aware that I didn't have full control over my life. College classes were tough. I needed to study a lot more than I was used to. I was surrounded by smart, beautiful people who also felt insecure. Naturally as a perfectionist, not being able to control anything in my life lead to anxiety and essentially depression. I started feeling extremely down and even started to have suicidal thoughts. Thankfully, I never acted on those thoughts.

I never really realized how serious my depression got. Until one day, I got a call from a good friend. She shared her feelings of depression with me and even shared that she was considering committing suicide. Naturally, my heart sank. I didn't know what to do. I knew we had psychologists on campus, so my first reaction was to take her there immediately. When we got into the Cal Poly Health Services building, my friend was told they could see her in two months. TWO MONTHS! Here we had a young woman who circled "I have thoughts about killing myself" on her registration papers, and she was told to come back in two months. I was floored. As a depressed college student of my own, I truly had to snap out of it and fight for my friend's life. At that moment, I realized we both needed help. But first, she needed to be saved.

I cried myself to sleep for three nights, not telling a soul, and not knowing what to do. Until one night I broke down to my roommate who convinced me to call my

Dear University President Dr. Jeff Armstrong; Vice President of Student Affairs Dr. Keith Humphrey and ASI President Riley Nilsen,

I am writing to you today to express my support for the mental health student fee initiative currently under review for Cal Poly San Luis Obispo's campus. As a student, I was involved in numerous roles that allowed me to gain awareness of some of the opportunities and needs for students on campus and for those who will be attending Cal Poly in the future including:

- Past Resident Advisor for current in the first year red brick residence halls
- Tour guide and resident advisor for prospective students through the housing administration including SOAR and the Architecture Career Workshop for Prospective Students.
- WOW Leader
- College of Architecture and Environmental Design Student Council President, Secretary, and Public Relations Chair
- President of Fuzion Dance Club
- Member of the Honors Board
- Study Abroad prep class teacher for the Architecture department
- Independent Project Delivery Group member –interdisciplinary design build coalition on campus
- Facilitator for team building and high ropes course Chumash Challenge

I got to meet and interact with a large variety of people in different stages of their time at Cal Poly in a personal and intimate manner and a common thread through many of the people I met was a struggle to cope with so much change. Going off to college is a huge change for many people in a variety of ways, and each struggles with their own obstacles in the process. Many of these students were previously top of their class, dedicated, hard working people who had a support system and success that had been built or in place for them for most of their lives. Being introduced to a whole new environment, with new pressures, no integral support system nearby, and increased academic competition can be incredibly overwhelming. I noticed a reticence in students of all ages to ask for help, and open up about their struggles and doubts. Whether it was a lack of confidence in their skills now that they were side by side with the best of the best, homesickness for the people they loved that they had left behind, hesitation to put themselves out there to meet new people and make friends, or support for existing conditions, a majority of students had some mental hurdles to overcome just at the starting gate. Add to that the peer pressure, access to drugs and alcohol, responsibility for one's own autonomy, health and finances, and pressures of their academic courses – and a vast sea of students are in need of a better support structure. I introduce all of these ideas to encourage a wider mindset of the struggles and support systems needed for ALL students, not just ones with categorized mental illnesses. That is why I think this fee increase is a good starting point to make sure programs to support all students are in place during this transition time. Lets prevent the need for drastic interventions before they are needed and create a structure that can help a majority of the students, as well as those with specific needs and issues.

As a resident advisor, I had so many students struggling with depression, eating disorders, suicidal thoughts, social connections, sexual abuse/harassment and more. And it felt like we had little to no support system in place to help all of these fellow students, when we were just students ourselves. And I

[REDACTED]
[REDACTED]
Dubai, United Arab Emirates, 127570

11.15.2017

Dear University President Dr. Jeff Armstrong; Vice President of Student Affairs Dr. Keith Humphrey;
and ASI President Riley Nilsen:

I am writing this letter in response to the recent news of the student health fee adjustment at Cal Poly. Although I am not a Cal Poly student myself, I have affiliations with the University through Alumni Board Member Sarah Storelli and have heard so many wonderful things about your University so far. Congratulations on all the achievements!

As an introduction, I reside in Dubai, United Arab Emirates and work for HP Inc., as a Communications and Sales Program Manager. As a newly active (and international) member of **'Cal Poly Friends for HOPE'**, I take this opportunity to write to you, lending my support to the Health Services Fee Adjustment as I know so many will be affected in the most positive of ways, having more services available and accessible to them.

As we all know, the topic of mental health and the awareness of the same has finally been brought to the surface after years of calling it 'taboo'. People are now ready for a different kind of dialogue surrounding mental health. We are now ready to understand that mental awareness and the fitness of the same is a relevant topic not just to those who suffer from it – but also to the folks who lead by example and protect the sanctity of such an endeavour.

Having heard of the services fee adjustment and after reviewing the website, I am very happy to lend my support to this action item given my personal encounters of needing help through challenging times these past few years. I've faced my fair share of mental health issues through loneliness, inability to communicate and the feeling of failure as a working professional and would have really benefited from the increased accessibility to resources that will be an amazing product coming out of the fee adjustment initiative.

Let's work together to ensure that mental health awareness remains top of mind and a top priority for every individual everywhere because we need each other in order to succeed, thrive and make the world a nicer place for all. Thank you all for embracing this initiative and engaging with it in such a proactive manner. Congratulations again and good luck!

Best,

[REDACTED]

November 11, 2017

RE: Health Services Fee Adjustment

Dear University President Dr. Jeff Armstrong; Vice President of Student Affairs Dr. Keith Humphrey and ASI President Ms. Riley Nilsen:

I had the privilege of serving Cal Poly as the 74th ASI President from 2010-11, so it is with continued honor and humility for me to address the three of you in support of the Health Services Fee Adjustment on behalf of my peers. I reviewed the website and information – and am in favor of the offerings the fee increase will entail to provide students with more resources for their mental health and overall well-being.

As a former student body president and active participant in about 40 boards, clubs, and committees during my four-year tenure at Cal Poly, I was fortunate to cross paths with many people of diverse backgrounds, interests, and passions. And a number of those students became not only my friends but my family. We bonded over common-shared experiences and accepted one another for our unique attributes, scars and all. Thus, it is with much sadness for me to share that two of my dear friends – both Cal Poly Alumni – committed suicide this year.

They were fighting their own internal battles and suffering from depression and other mental health-related issues. They no longer saw the value of living this life – and didn't view themselves as worthy human beings. And unfortunately, death was their preferred way of escaping from their pain – it was their ultimate reality.

I think about them every day, hoping that I will see their names come across my phone via text message or Facebook messenger. But that won't ever happen again. I won't get time back with them or get to share future quintessential life moments – nor will they get to experience getting married, having children and watching them grow, and/or accomplishing their wildest dream(s).

As heartbreaking as it is, I still fondly look back on the times we shared together at Cal Poly and post-college, while also contemplating what could have been done during our undergraduate years to get them the proper access to professional resources and treatment they needed. After all, college is a time where people experience many firsts: the first time away from home, the first love and/or heartbreak, the first time not getting an A in a class, the first exposure to differing viewpoints, and the first time realizing one may have depression or another mental health issue.

In today's society, everyone wants to grow up so fast. Too fast, as a matter of fact. And along the way, I think we forget that students entering college are still just kids. Although these kids grow up over the course of four to six years and leave as adults,

November 11, 2017

Dear University President Dr. Jeff Armstrong, Vice President of Student Affairs Dr. Keith Humphrey, and ASI President Ms. Riley Nilsen:

I want to begin by thanking each of you for taking the time to read our letters and give consideration to the requests of our group, Cal Poly Friends for HOPE. I've been made aware of the fee increase for the health center as an effort by the University to address physical and mental health needs of students. As an alumna, I would like to share my viewpoint on how much these services are needed for students and what impact such support would have made not only on my time as a student at Cal Poly, but on my life.

I began as a Cal Poly student in September of 2006. As a first-generation college student, I had very little idea of what I was in for, but knew that I could rely on my intelligence and know-how to navigate this new world in front of me. I found that the academia side of college was challenging but doable, social interactions came easily, and it was easy to maintain my physical health through my heavy involvement in the club sport scene.

It was my junior year of college when I knew that something was different. On the outside, everything seemed as though it was going my way. I was living with my best friends, had finally transferred into the major I knew was the right fit for me, was both Cal Poly Field Hockey Vice President and Sport Club Council Secretary, and had a fun off-campus job where I got to work with my friends. But suddenly I felt that everything was wrong. I no longer had my normal ambition and drive that made me hungry for knowledge and excelling in my classes. I felt oncoming panic attacks when thinking about how to navigate the next few years, months, and even days of my life. Professors asked us to pair off in class to complete an assignment and I found myself packing up my things and walking out of the room at those instructions. Everything felt difficult and I felt alone. I had no idea where these feelings had come from. I felt that I couldn't talk to my friends, I couldn't talk to my family, and this, just like college, was something that I needed to figure out on my own. But after continuing to struggle with no good solutions that I could see, I walked what felt like aimlessly into the health center and made an appointment to see a counselor.

When I met with this counselor, I remember how uncomfortable and foreign the entire process felt. Did she think I was crazy? Was I just being dramatic? Was I opening up enough? I sat through the hour feeling like I didn't make a connection with this woman, something I didn't know was normal after spending a vulnerable hour with a stranger, and an appointment was made for me three weeks later. In that time, I continued to struggle with how to cope with these new feelings of anxiety and depression until the week of my next appointment. I found myself making self-destructive decision after self-destructive decision. I had put so much stress and worry into the impending appointment that I couldn't remember which day I was supposed to go back. I second-guessed myself over and over until I eventually felt so much stress that I decided that not going at all would be the best choice for me to make. I never went back to see a counselor at Cal Poly. The counseling center didn't call me, and though in hindsight and objectively I realize it was because they were probably overworked, overbooked, and didn't have the capacity to reach out to every student that missed an appointment, at the time I felt like I was struggling to seek help and nobody cared if I didn't get the help I needed.

And that notion, however wrong and misguided, was something that I carried with me for years to come. I graduated from Cal Poly and went through cycles of feeling okay and getting lost under a wave of depression and anxiety. Eventually I would feel myself snap out of it and would continue on, never sinking so low that I was afraid others would notice I wasn't myself, but never feeling like I was thriving in my life either.

Re: Student Health Fee increase of \$99-\$114

Your Health

Mon 10/23/2017 9:44 PM

Sent Items

To:

Hi Craig,

Thanks for asking this question! Here's the breakdown of current and future proposed staff to address the core challenges. The proposed fee will only go towards medical staff and counselors.

Current staffing:

- 29 medical staff and 10 support staff
- 14 mental health professionals and 3 support staff
- 3 health education staff

Option A: Additional Staffing (\$204/quarter health fee)

Approved funding would create the following new positions:

- 21 medical staff and medical support staff
- 10 mental health professionals
- 3 health education staff

Option B: Additional Staffing (\$219/quarter health fee)

Approved funding would create the following new positions:

- 21 medical staff and medical support staff
- 17 mental health professionals
- 3 health education staff

This webpage provides a breakdown of how the proposed fee adjustment will address needs of students:

<https://chw.calpoly.edu/healthfee/feeoptions/>

The total revenue from the proposed fee increases in closer to 7.2M and 8.5M before the 30% financial aid set-aside. We've provided the proformas for both scenarios online: <https://chw.calpoly.edu/healthfee/reports>.

There's some helpful FAQ's on this page too: <https://chw.calpoly.edu/healthfee/faq/>

Sincerely,

Campus Health and Wellbeing

Cal Poly Student Affairs | San Luis Obispo, CA 93407-0210 | 805-756-1211

From: [REDACTED]
Sent: Monday, October 23, 2017 10:38 AM
To: Your Health
Subject: Student Health Fee increase of \$99-\$114

From a concerned parent:

With an enrollment of 22,000 students, this will be a \$2.2M source of funding. Where can I find a break-down how this will specifically resolve the problems stated?

For example:

Problem: Average wait time

With Funding: Adding two new receptionists, two new physicians

Salaries plus benefits will cost \$XX per receptionist and \$XX per physician

Problem: Limited Hours

With Funding: Add a third shift across the platform (equaling xx new hires)

This will add 30% to the overall staffing cost which is currently \$XX

Etc.

You've listed the problems...and then provided a funding need without showing how the funds resolve the problem.

Regards,

Craig

Corporate Values: Safety. Respect. Integrity. Teamwork. Agility. Community.

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FW: Cal Poly Health Services Fee Adjustment - Letters from Cal Poly Friends for HOPE

Keith B. Humphrey

Thu 11/16/2017 10:38 AM

To: Your Health <yourhealth@calpoly.edu>;

📎 10 attachments (449 KB)

Health Services Fee Adjustment_Tyler Parthemer.pdf; Health Services Fee Adjustment_Bianca Vasvani.pdf; Health Services Fee Adjustment_Carlos Cea.pdf; Health Services Fee Adjustment_David Jones.pdf; Health Services Fee Adjustment_Elizabeth McWhorter.pdf; Health Services Fee Adjustment_Evelyn Demirchian.pdf; Health Services Fee Adjustment_Gina Monteleone.pdf; Health Services Fee Adjustment_Jeannette Senn.pdf; Health Services Fee Adjustment_Rhea Mathew.pdf; Health Services Fee Adjustment_Sarah Storelli.pdf;

For the packet

Keith

Keith B. Humphrey, Ph.D. (he, his, him)

Vice President for Student Affairs

Cal Poly

805-756-1521

Humphrey@calpoly.edu

Studentaffairs.calpoly.edu

"2017 Most Promising Places to Work in Student Affairs" by Diverse Magazine

From: [REDACTED]

Date: Wednesday, November 15, 2017 at 5:04 PM

To: Jeff Armstrong <jarmstro@calpoly.edu>, Keith Humphrey <humphrey@calpoly.edu>, ASI President <asipresident@calpoly.edu>

Cc: [REDACTED]

Subject: Cal Poly Health Services Fee Adjustment - Letters from Cal Poly Friends for HOPE

Dear President Armstrong, Dr. Humphrey and ASI President Ms. Nilsen,

It is with much heartfelt honor for me to reach out to you today as the Founder and Chair of the newly founded group Cal Poly Friends for HOPE (Health Outreach and Prevention Education). This advocacy and fundraising group is comprised of 20+

alumni and friends of Cal Poly who want to play an integral role in helping ensure the well-being of the Institution's students. Our premise is to advocate for scholars to have equal - and plenty of - access to the resources and care they need throughout their collegiate years.

Through my discussions with Dr. Humphrey, I was made aware of the Health Services Fee Adjustment - and the opportunity for our group to write letters in support of this initiative. So, we did just that.

Attached please find ten letters from Cal Poly Alumni and friends of the University located in Dubai, The Netherlands, and across the United States of America. We hope our personal stories and experiences with mental health illnesses and well-being can help provide you with the support you need for the initiative - and ultimately, help save lives.

Additionally, I would like to officially introduce you to the inspiring and brave individuals who wrote letters - as well as the entire group - seeing as you will be hearing and/or seeing more of us in the coming weeks, months, and years:

Letter writers and members/supporters of Cal Poly Friends for HOPE:

- Carlos Cea
- Evelyn Demirchian
- David Jones
- Rhea Mathew
- Elizabeth McWhorter
- Gina Monteleone
- Tyler Parthemer
- Jeannette Senn
- Sarah Storelli
- Bianca Vasvani

Additional Cal Poly Friends for HOPE Members:

- Jill Brown
- Sara Chen
- Taylor Deibel
- Erika Fitzgerald
- Vesna Galic
- Robin Garcia
- Sean Grant
- Drew Poulter
- Kristi Smith
- Kami Tolar
- Nicky Williams

Please let us know how we can be of further assistance for mental health and well-being related initiatives. We look forward to bucking the stigma together.

Much Cal Poly Pride,
[REDACTED] and Team

--

[REDACTED]
External Relations Lead, IBM
President-Elect, IBM Representative and Mentorship Committee Chair, Public Relations Society of America Silicon Valley Chapter
Chair and Founder, Cal Poly Friends for HOPE (Health Outreach and Prevention Education)
Chair and Founder, Cal Poly College of Liberal Arts Dean's Associate Advisory Council
Founding Member, Cal Poly Women in Business Advisory Board



Dear University President Dr. Jeff Armstrong; Vice President of Student Affairs Dr. Keith Humphrey and ASI President Riley Nilsen:

Thank you for taking the time to read letters from the Cal Poly Friends for HOPE group. I graduated from Cal Poly with a Psychology degree in 2012.

During my time in college, I experienced unfortunate amounts of loss & illness in my life that lead me to experience severe depression. When a close friend of mine passed away in 2010, the depression seemed unmanageable.

Being a Psychology major, I was fortunate enough to have amazing professors around me that not only helped me through those tough times, but encouraged me to seek out additional help to get through the stages of grief.


Not all students were as lucky as I was to have the support of family, friends & professors at Cal Poly.

Suicide is the 10th leading cause of death in the United States. It is imperative that students have as much access as possible to resources to help with depression & mental illness while they are in college. There are so many transitions that occur while in college that can be stressful. Students should be focusing on academics & creating positive social relationships during their time in college. Not having enough access to resources for mental health/depression should not be a factor.

No amount of money can bring back a loved one. A fee adjustment that would go towards allocating more resources is important for the long term health and well-being of Cal Poly Students.

Thank you for your time.

Sincerely,


Member
Cal Poly Friends for HOPE

Dear University President Dr. Jeff Armstrong;
Vice President of Student Affairs Dr. Keith Humphrey;
ASI President Riley Nilsen:

My name is Carlos Cea and I'm writing to you in support of the new health fee adjustment to help increase availability of mental health services to students. I support this fee increase because of my experiences with three of my closest friends who are living with mental illnesses.

One of my closest friends has been receiving psychological and medical treatment for their illness and the difference between before treatment and after treatment is night and day; they are better able to deal with day-to-day stresses as well as previous recurring triggers. They are better able to deal with their emotions as well as better communicate their needs when going through a traumatic episode. They are also able to anticipate when they might run into a trigger that could be the start of an episode and avoid as well as notify loved ones of what might be going on. The difference has been so pronounced that my second friend has actually started looking at going to therapy themselves; this is someone who was always afraid of therapists and had almost resigned themselves to just dealing with their episodes on their own as a normal part of their life.

The actions of a third friend have also helped convince me of the need for early and easy access to mental health care. This is someone who nearly took their own life. In what would have been their suicide note, they called for more understanding for the difficulty of living with mental illness and said that it was only through therapy that they had made it as far as they had, but they felt they could not go on any longer. Luckily, they were found alive and taken to a hospital. But I think their story helps illustrate how much treatment for mental illness can make a difference and can help improve their quality of life, even for a time.

One of the most important things I've learned from all of these experiences is that recovery from mental illness is an ongoing process; it is learning to manage triggers and emotional reactions to those triggers. And one of the most important parts of this process is receiving adequate mental care to help learn the necessary skills to manage their emotions. For college students, stress is all around in the form of classes, assignments, social activities and status, difficulties being away from home, or just simply feeling isolated in a new environment. Any one of these can help exacerbate existing mental issues or help develop new ones. This is why I believe it's so important to provide the necessary care as early and as consistently as possible. It might just help to save a life.

Sincerely,



CSC 2004
Cal Poly Friends For HOPE

November 8, 2017

RE: Health Services Fee Adjustment

Dear University President Dr. Jeff Armstrong; Vice President of Student Affairs Dr. Keith Humphrey and ASI President Riley Nilsen:

I am a recent alumnus of Cal Poly who has pursued a career as a dairy farmer. I am writing this letter with the Cal Poly Friends for HOPE, a group of individuals committed to seeing students receive the care they need for overall well-being. I have seen the website and read the information regarding the health services fee adjustment and am writing to offer my support, especially where access to mental health care is concerned.

Mental health is not something we talk much about in the agricultural industry. And yet farming is universally linked to one of the highest occupational suicide rates. Agriculture faces many issues in the immediate future, but when we start to forecast the industry's social issues, most will mention political divides, the rising age of farmers or technological advances that hope to improve quality of life. In my experience no one brings up suicide. The conversation just isn't being had.

Mental health isn't an easy problem to break down. When it comes to cows or farming, agriculturists are used to processing practical problems. When a piece of machinery breaks, we are taught to diagnose the issue and make a plan to fix it. The problem tends to be visible: a part has worn out, a tire is flat, the hydraulic fluid is low. Along those lines, if someone suffers from cancer or heart disease or a tangible disease, that's a problem we understand. Scans and X-Rays locate the abnormality and experts help us determine the course of action necessary to correct the physical problem. Unfortunately, minds are not as easy. They are messy and difficult to unravel. You cannot touch despair, symptoms of anxiety aren't always visible or measurable, you cannot see depression on an X-Ray. These issues are not black and white, there isn't always a clear solution.

Because mental health issues aren't being discussed in the agriculture industry, in my experience they aren't really understood or accepted. And because farms never shut off, finding time to recharge the batteries can be tough to come by. Finding the time to seek out real help can seem overwhelming and impossible.

I consider myself lucky. I have had access to mental health care and have figured out the mechanisms that work for me to keep a healthy mind. It is something that requires real work and effort to maintain. I am also lucky however, that none of the issues that have arisen in my life have been debilitating or severe. I've seen how access to mental health care professionals, especially where this industry is concerned, can save a life or dramatically improve the quality of one. Unfortunately, I've also seen people swallowed up by despair. I've seen friends, colleagues and neighbors succumb to suicide. I wish I could say I knew the best course of action for prevention. But because the stigma against mental health challenges indeed exists, not everyone who needs access to the kind of care associated with the health services fee adjustment will utilize it. However, by making it more available I sincerely hope more people will seek help when they need.

Care should of course be more accessible, but education is of similar importance. More students need to understand and recognize the signs of someone who is in distress, especially if it is themselves. Empathy and compassion go a long way in these instances and tend to follow a true understanding of the issue. We can all do more to share stories and experiences and train others to stop associating mental health obstacles with weakness. We can send more young people out into the workforce with a working understanding of mental health in hopes they will seek help when they need it and offer empathy to others who are suffering. I don't know the perfect way to solve the complex issues associated with holistic well-being, but I do believe this fee adjustment gets closer to figuring that out.

Kindest Regards,


Class of 2012

[REDACTED], PhD

Member, CP Friends of HOPE | Philanthropy Chair, CPAA-SF/SJ | Mentor, CP Center for Leadership
[REDACTED]

November 12, 2017

California Polytechnic State University
One Grand Avenue
San Luis Obispo, CA

Dear President Armstrong, VP of Student Affairs Keith Humphrey, and ASI President Riley Nilsen,

Happy November! I hope this letter finds you well. It's finally feeling like fall in the Bay Area!

I am writing to you today wearing my Cal Poly Friends of HOPE hat. I've had the pleasure of meeting Dr. Armstrong and Dr. Humphrey on several occasions throughout my 4 years of service on the CPAA Bay Area chapter leadership team, and I look forward to meeting Ms. Nilsen soon.

The issue at hand, mental health and the wellbeing of fellow Mustangs, is very important to me.

I am aware of the recent UU fee referendum and the University's proposed health fee increase to add more counseling [and medical] staff at the Health Center (and also to cut walk-in wait times, increase open hours, and make more appointments available to students). I strongly support this.

I have reviewed CP's Campus Health & Wellbeing website, and I like what I am seeing. Since I was a student there, I have noticed several positive changes in this area: (a) the name of this office (used to be simply Health & Counseling); (b) 14 mental health professionals currently employed; and (c) Counseling Services' workshop/training offerings. All are good steps in the right direction!

Personally, I was raised by a parent who dealt with mental health issues daily -- my mom was a Special Education teacher in New England (where I hail from) for nearly three decades. Also, I have some loved ones who have dealt with mental health issues most of their lives -- a sibling, a cousin, an aunt, and a grandparent; I have seen their struggles and I have been inspired by the strong support of our extended family. And following our parents' divorce [starting when I was 6], my brother and I attended family divorce counseling sessions. I found it cathartic and healing.

When I got to Cal Poly, I remember learning about the Health & Counseling Center during WOW week -- it was one of the skits we saw, a brief tour we took, and a discussion topic that our WOW leaders mentioned. We barely scratched the surface. And aside from my two years as a WOW leader (doing the same surface-level intro), I don't recall hearing anything else on student mental health. Reflecting further, I also attended Poly as a grad student (for an MA in Education), and I don't recall hearing anything about student mental health resources as a student *then* either.

Within the last year, I sadly learned that a fellow alumna leader's friend / a fellow Mustang took their own life...and then so did another. Seeing my friend's social media tributes to both of these fellow alumni, I felt very emotional -- my heart went out to them, their loved ones, and the CP family. I am Cal Poly Proud and a compassionate individual who feels things deeply -- I am always looking for ways I can help others by giving of my time, talents, and treasures. I am excited about the formation of Friends of HOPE to help increase awareness about mental health resources for students and perhaps alumni too (as with as alumni access to Career Svcs., Continuing Ed, etc.).

I look forward to continuing the conversation and moving the needle on this important issue.

Warmly,
Liz

To the Offices of President Dr. Armstrong, Vice President of Student Affairs K. Humphrey, and ASI President R. Nilsen:

My name is Evelyn Demirchian, and I am reaching out to you as a friend and ardent supporter of the Cal Poly Friends for HOPE initiative.

As a former student in the California State University system and a current candidate for a master of Psychology at Webster University in the Netherlands, I have seen the extraordinary necessity of mental health services on university campuses and implore you to take the proposed push to a fee adjustment not as a strain upon incoming students, but as a vital and desperate act to help a vulnerable student population.

It is entirely critical for students to have open and clear access to mental health counselors. The years spent at institutes such as Cal Poly are a turning point for many young Californians, with so much time spent on personal and educational development, the university needs to make sure its students are also mentally and emotionally equipped to better handle the added pressures of academics as they're preparing towards entering the "real world".

Personally speaking, I've seen how life changing it is to have open and available access to therapists and mental health support. From my time as a student under counseling at Fresno State University, to now being on the other side of the therapeutic table, I've seen first hand the significant, and again truly life-changing—no, *lifesaving* impact mental health support has on campus.

The state of California is a shining example of a state that's taking mental health care and initiatives to heart, leading the way for the rest of the nation to catch up. As one of the most admirable and highly-regarded campuses in the state of California, I hope Cal Poly will take a similar charge in leading the way for other California universities to come to the aid of their brilliant and hard-working student population.

Thank you for your consideration and I wish you all the best of luck,




Friend of Cal Poly Friends for HOPE Initiative





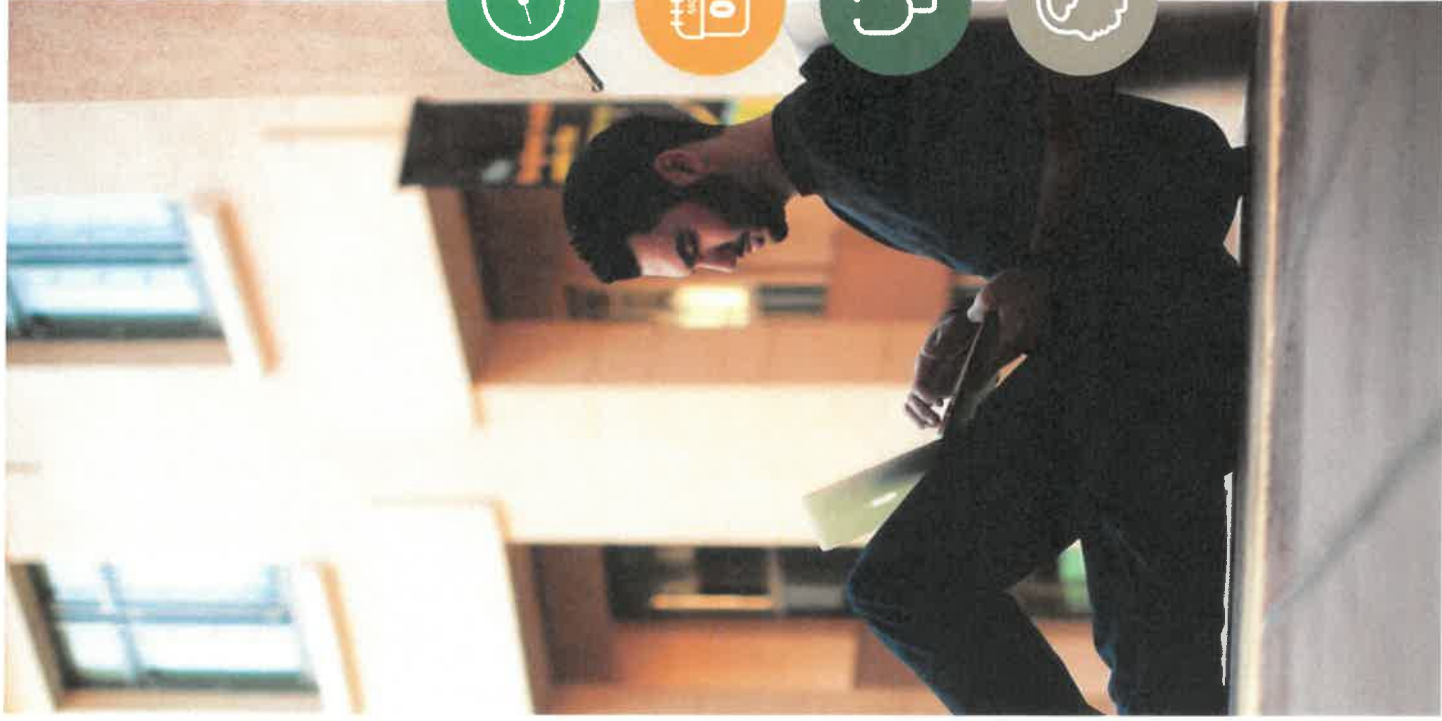
CAL POLY

Student Affairs
Campus Health & Wellbeing

A conversation about your health and wellness

SUPPORTING THE WHOLE YOU





THE CHALLENGE



Long Walk-in Wait Times



Limited Center Hours

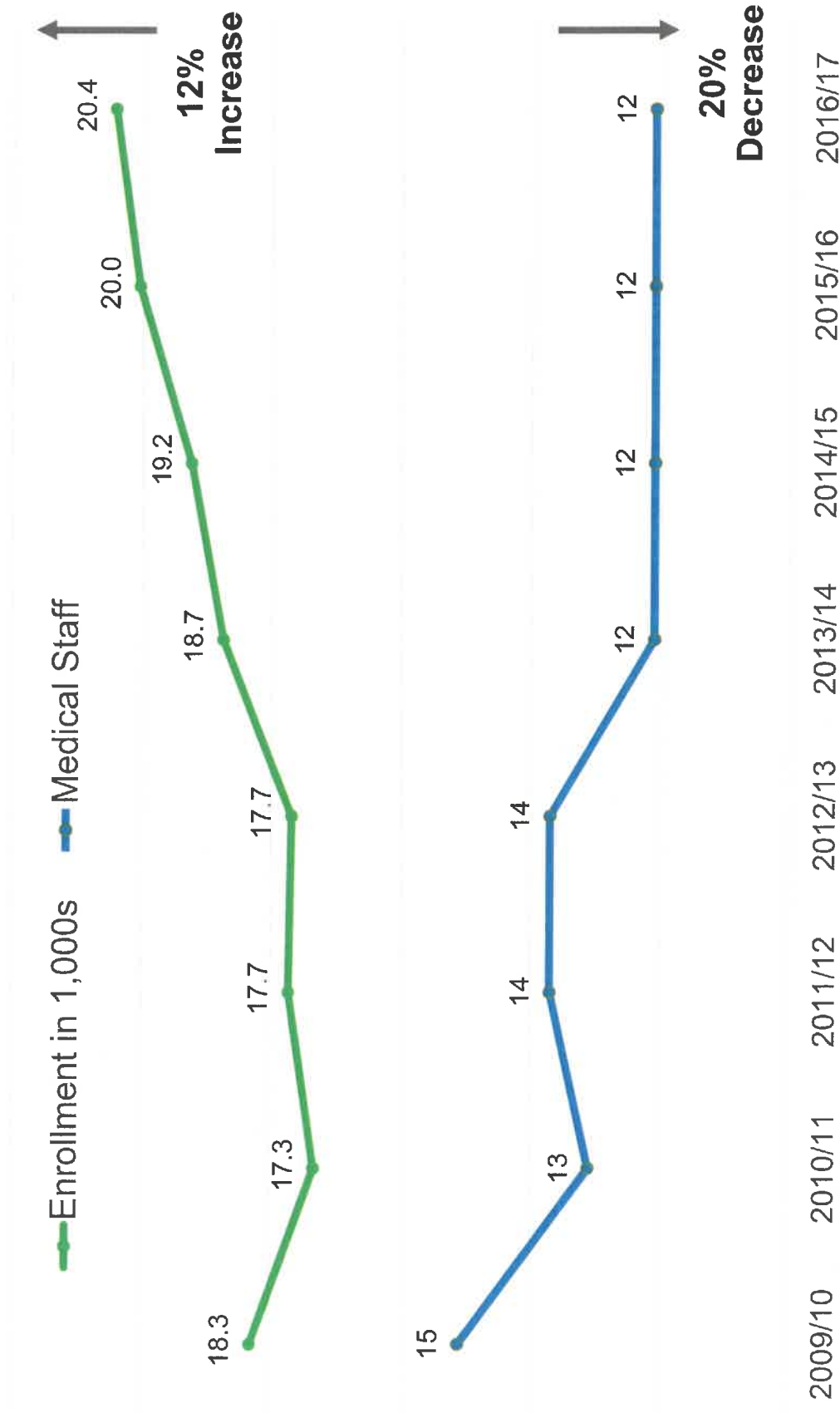


Not Enough Appointments

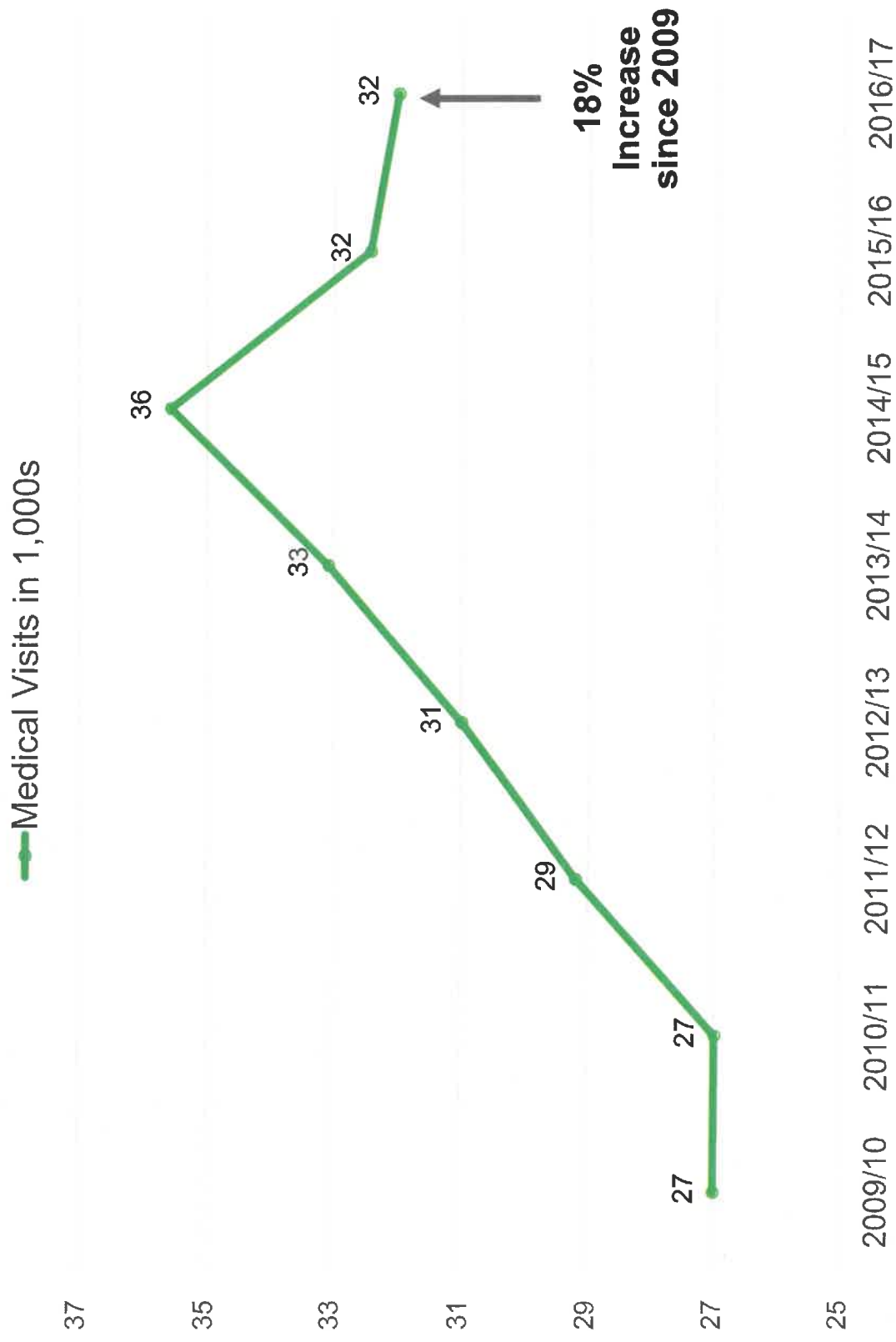


Not Enough Counselors
& Medical Staff

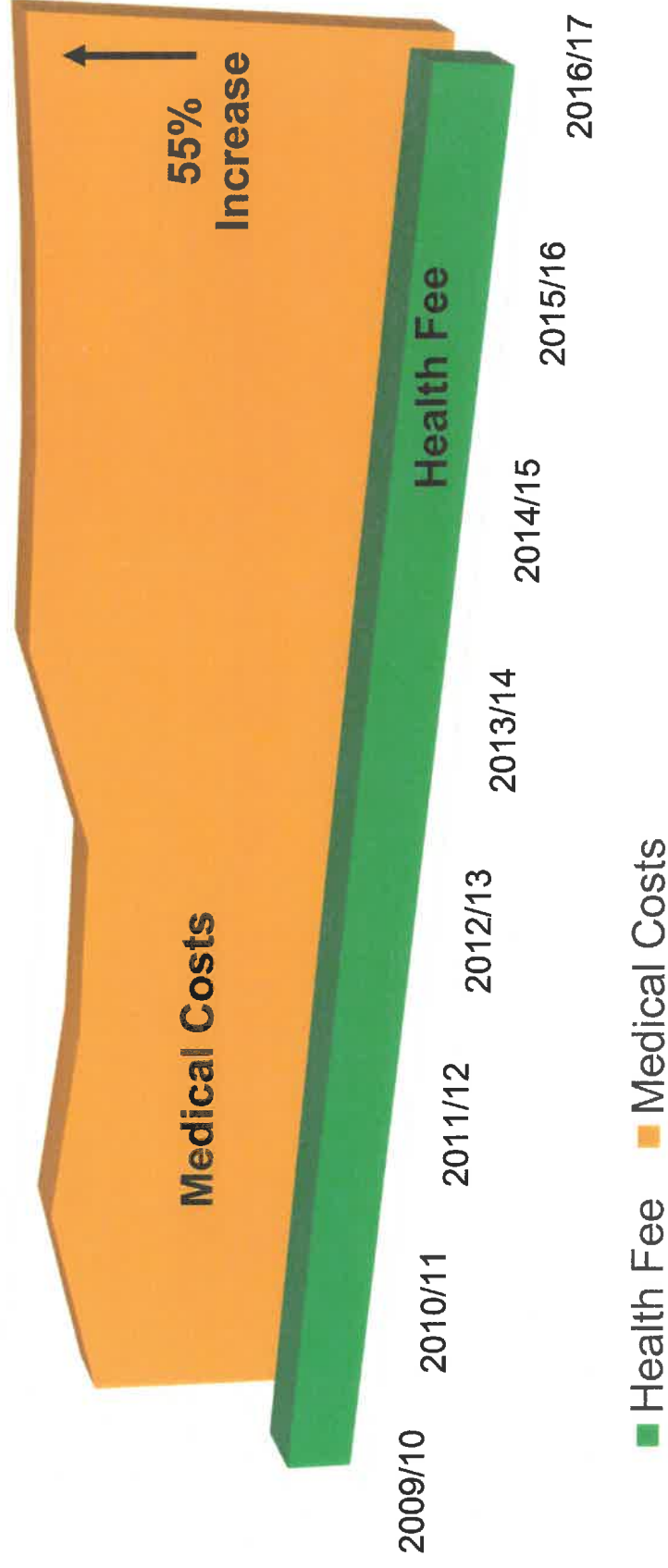
Student Enrollment & Medical Providers



Medical Visits



Cost of Service vs. Health Fee



CURRENT CLIMATE

HEALTH SERVICES

ANNUAL USAGE

32,000 Visits Last Year

PEAK WALK-IN WAIT TIMES

3 Hours

AVG. WAIT TIME, FUTURE APPTS.

2 Weeks



Serve 250 students daily





CURRENT CLIMATE

MENTAL HEALTH

AVERAGE WAIT TIMES

3–4 Days

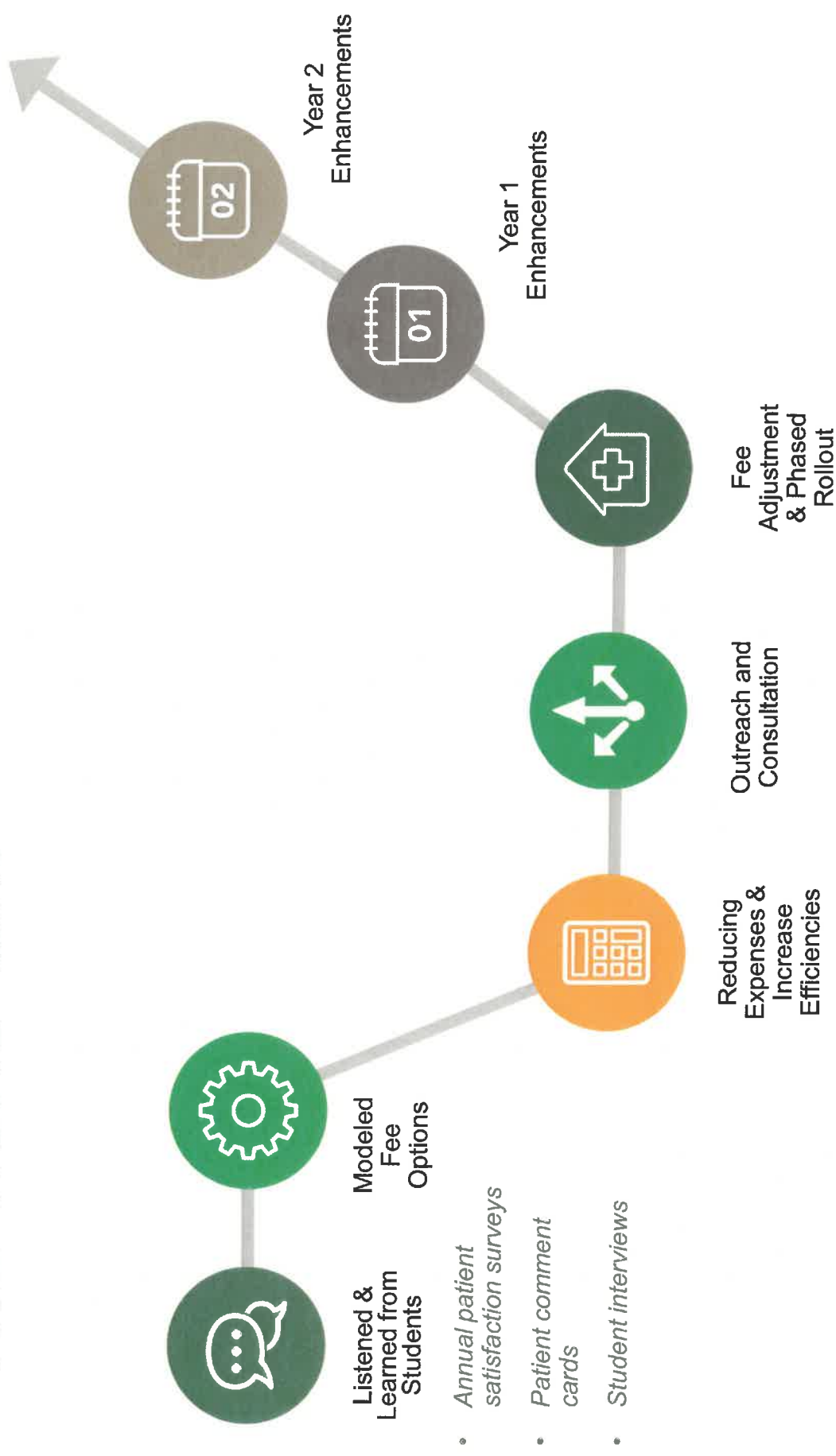
AVERAGE SESSIONS/STUDENT

2.7 Sessions



1:1550 (counselor/students)

THE ROAD MAP



THE PROCESS

- CSU Policy for Alternative Consultation process guides us in engaging campus in conversations about student-based fees.
- Last 5 health fee adjustments at CSU campuses used alternative consultation, including Cal Poly's last fee adjustment
- Education Campaign Period: October 13 – November 19
- Open Forums: November 1 and 9
- 22 Student Presentations
- Detailed Website Information: [**chw.calpoly.edu/healthfee**](http://chw.calpoly.edu/healthfee)

CURRENT FEE
\$105/qtr. (\$315/year)

MEDICAL BENEFITS

Avg. walk-in wait time	2-3 hours
Avg. wait time for future appts.	2 weeks
Technologies	Limited

COUNSELING BENEFITS

Counselor/ Student Ratios	1:1550
Avg. wait times	3-4 days
Avg. quantity sessions/student	2.7
Refer student to community	Most students

CENTER HOURS

Center Hours	Closes at 4:30 p.m. during weekdays
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THE SOLUTION

- Only new students pay the adjusted fee
- Current students will continue to pay current fee but will benefit from enhancements over time
- If approved, new fee will begin Fall 2018
- Fees will go towards additional medical and mental health staff – not facilities improvements or administrative staff
- 4% annual increase will be built into the adjusted fee to keep up with inflation and rising health care costs
- 30% Financial Aid set aside for students with financial needs (per FAFSA)

Details

IMPLEMENTATION PRIORITIES

- Engage Student Health Advisory Committee
- Phase-in staff hiring and prioritize needs during peak times
- Expand weekday hours
- Implement satellite clinics around campus
- Implement new technology options

STAFF RECRUITMENT PLAN

Year 1	1 Physician 2 Nurse Practitioners 1 Medical Assistant	1 Licensed Clinical Social Worker 2 Counselors 3 Health Educators
Year 2	1 Physician 2 Nurse Practitioners 2 Physician Assistants	1 Clinical Lab Scientist 1 Licensed Clinical Social Worker 3 Counselors
Year 3	1 Physician 1 Physician Assistant 2 Registered Nurses	1 Radiologic Technician 3 Counselors
Year 4	1 Nurse Practitioner 2 Registered Nurses 1 Pharmacist	1 Phlebotomist 4 Counselors

More
Medical Staff

In-House
Lab Tests

No Cost
Travel Clinic

Low Cost
Vaccinations

No Cost
Psychiatric
Care

No Cost
Wellbeing
Services

Expanded
Hours

No Cost
Minor Office
Surgeries

Low Cost
Prescription
Medications

No Cost
Mental Health
Counseling

After Hours
Nurse
Advice Line

Enhanced Online
Appointments

Non-Urgent
Care Services

No Cost
X-Rays

Low Cost
Over-the-
Counter
Medications

No Cost
Crisis Care

No Cost
Health
Education

Shorter
Wait Times

SUMMARY

How will the health fee support students?



More medical and counseling providers



More appointments with shorter wait times



Extended hours

FEEDBACK & INFORMATION

chw.calpoly.edu/healthfee

yourhealth@calpoly.edu

Yukie Murphy

From: Student Affairs
Sent: Friday, October 13, 2017 10:19 AM
To: cpstudents@calpoly.edu
Subject: Student Health Fee Adjustment - Join the Conversation

Dear Cal Poly students,

I am sending this message today to begin a conversation with you and the entire campus community about how we can provide better health and wellbeing care for students. From now through November 19, Campus Health and Wellbeing invites you to learn more about a proposed health fee adjustment and share your opinions. This fee increase would address your needs by hiring more counselors and medical staff to reduce walk-in wait times, increase center hours, and make more appointments available.

CSU policy guides us through this process in discussing topics related to your campus-based fees, and we want to ensure that you are aware of the proposed fee adjustment and have the chance to voice your opinion through the appropriate channels. Here's how:

Learn more about the proposed fee adjustment, campus health and wellness services, FAQ's and more at <https://chw.calpoly.edu/healthfee>.

Attend an open forum

Wednesday, November 1, 6:00 – 7:00 p.m., Bldg. 33 (Fisher Science), Room 286

Thursday, November 9, 11 a.m. – Noon, University Union, Room 220

Submit your opinion through the Cal Poly Portal: October 19 – November 19, 2017

Visit the Campus Health and Wellbeing website for details.

The fee would be phased in over four years and only applied to new students. Current Cal Poly students would not pay the adjusted fee, but they would be able to access the expanded services provided by a fee increase.

The proposed fee also includes a 30% set aside of the adjusted fee amount to provide financial aid for students with financial need to cover the cost of the increased portion of the health fee. Administrative costs would be covered by the university to ensure that the student fee is going directly to additional medical and mental health providers.

We strongly encourage you to participate in the process and look forward to hearing back from you. Thank you for your time.

In community,

Keith B. Humphrey
Vice President for Student Affairs
Pronouns: he, his, him

Yukie Murphy

From: Student Affairs
Sent: Thursday, October 19, 2017 3:20 PM
To: cpstudents@calpoly.edu
Subject: Reminder to participate in the Student Health Fee Advisory

Dear Cal Poly students,

This is a reminder to participate in the student health fee adjustment process by educating yourself on the proposal and submitting your comments by Sunday, Nov. 19. Your participation in this process is encouraged and valued!

Here's how you can get informed and share your opinion:

Visit the website for information at <https://chw.calpoly.edu/healthfee>

Recently added: an [objective statement](#) containing the pro and con statements that were written by fellow students.

Attend an open forum

Wednesday, Nov. 1, 6 – 7 p.m., Bldg. 33 (Fisher Science), Room 286

Thursday, Nov. 9, 11 a.m. – Noon, University Union, Room 220

Attend office hours at Campus Health and Wellbeing

Mondays and Thursdays, 3 – 5 p.m. at Bldg. 27 (Health Center), Room 173A with Genie Kim, director of wellbeing and health education

Submit your opinion through the Cal Poly Portal by Nov. 19, 2017

See announcement on the home page of the portal to submit your comment.

In community,

Keith B. Humphrey

Vice President for Student Affairs

Pronouns: he, his, him

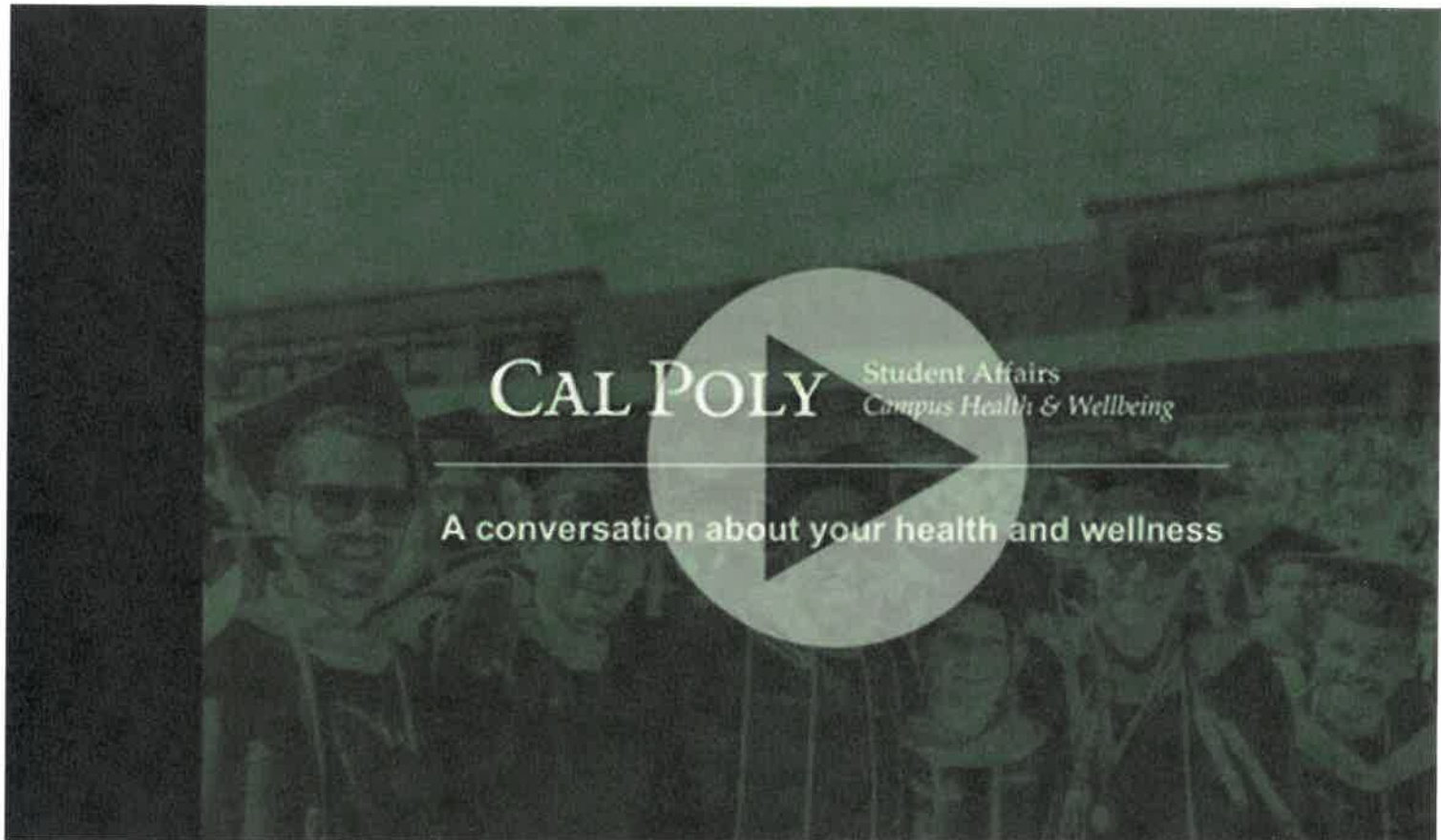
Office of the Vice President for Student Affairs

Student Affairs | California Polytechnic State University | San Luis Obispo, CA 93407 | 805-756-1521

"2017 Most Promising Places to Work in Student Affairs" by Diverse Magazine

Yukie Murphy

From: Student Affairs
Sent: Tuesday, November 07, 2017 11:25 AM
To: 'cpstudents@calpoly.edu'
Subject: Learn about the Proposed Student Health Fee - Submit Your Comments by Nov. 19



Dear Cal Poly students,

This is a reminder to participate in the student health fee advisory process by educating yourself on the proposal and your comments by Sunday, Nov. 19. Your participation in this process is encouraged and valued!

Here's how you can get informed and share your opinion:

Visit the website for information at <https://chw.calpoly.edu/healthfee>

Attend the open forum on

Thursday, Nov. 9, 11 a.m. – Noon, University Union, Room 220

Watch the presentation online (approx. 17 minutes)

[Click here or on the graphic image above to watch the video.](#)

Attend office hours at Campus Health and Wellbeing

Mondays and Thursdays, 3 – 5 p.m. at Bldg. 27 (Health Center), Room 173A with Genie Kim, director of welll education

Submit your opinion through the Cal Poly Portal by Nov. 19, 2017

See announcement on the home page of the portal to submit your comment.

In community,

Keith B. Humphrey

Vice President for Student Affairs

Pronouns: he, his, him

Office of the Vice President for Student Affairs

Student Affairs | California Polytechnic State University | San Luis Obispo, CA 93407 | 805-756-1521

“2017 Most Promising Places to Work in Student Affairs” by Diverse Magazine

Health & Wellbeing Fee Adjustment – Student Presentation Follow-up Message

From: CHW staff

Subject Line: Thank you for your time!

Dear _____ (insert names or org name),

Thank you for taking the time to learn more about the proposed student health fee adjustment. Your participation and feedback in the process are very important and valued! As a recap, here's how you and your group can submit your comments:

Individual students can submit their comments online through the portal by November 19. Students can also leave written comments at either of the open forums on November 1 or 9. CSU policy allows one comment per Cal Poly student.

Students who participate in the group presentations have another opportunity to share their opinions, either as a group or as individual members of the group. If you didn't do this during the meeting, you can send me your comments by November 19.

For more information about campus health and wellness services, proposed fee adjustments, alternative consultation process, and much more visit the Campus Health and Wellbeing website at <https://chw.calpoly.edu/healthfee>.

Feel free to contact me if you have any questions. Thank you again for your time!

Sincerely,

CHW staff

Health & Wellbeing Fee Adjustment – Student Presentation Follow-up Message 2nd reminder
From: CHW staff

Subject Line: Reminder: Submit your health fee comments by Sunday 11/19

Dear _____ (insert names or org name),

This is a friendly reminder to share your individual and group comments regarding the proposed health fee by Sunday, November 19. Your participation and feedback in the process are very important and valued!

As a recap, here's how you and your group can submit your comments:

- **Individual students** can submit their comments online through the portal by November 19. Students can also leave written comments at either of the open forums on November 1 or 9. CSU policy allows one comment per Cal Poly student.
- **Students who participate in the group presentations** have another opportunity to share their opinions, either as a group or as individual members of the group. If you didn't do this during the meeting, you can send me your comments by November 19.

For more information about campus health and wellness services, proposed fee adjustments, alternative consultation process, and much more visit the Campus Health and Wellbeing website at <https://chw.calpoly.edu/healthfee>.

Feel free to contact me if you have any questions. Thank you again for your time!

Sincerely,

CHW staff

Yukie Murphy

From: Student Affairs
Sent: Saturday, October 14, 2017 9:42 AM
To: 'state-cp-faculty@calpoly.edu'
Subject: Student Health Fee Adjustment - Join the Conversation

Dear faculty members,

Yesterday, I sent an email (below) to all enrolled students to initiate an alternative consultation process for a student health fee adjustment. I'm sharing it with you so that you're aware of what is being proposed, why it's critical, and how you can get more informed.

The purpose of the fee increase is to address critical challenges students are facing with their health and wellbeing services: long walk-in wait times (typically 2-3 hours), limited center hours (closes at 4:30 p.m. daily with no weekend hours), and not enough appointments (~2-week lead time). These issues are further compounded by two factors: 1) the lack of availability of general health care in the San Luis Obispo area other than emergency rooms, and 2) a significant portion of Cal Poly students carrying medical insurance that is not accepted in San Luis Obispo County.

There is an immediate need to hire additional medical and mental health providers to expand these services, which is proposed in the health fee increase. This is something that the student body has asked for via an ASI Board of Directors resolution. It is also a request of parents via the Parent and Family Programs Advisory Board.

A critical component of students' success and timely graduation is their health and wellbeing. You know that students who are struggling with basic physical or emotional health needs will not be fully engaged in curricular or co-curricular learning experiences, potentially resulting in an interruption or cessation of their studies. We see it on a regular basis. Lack of mental health resources is increasingly becoming one of the most common reasons for departure from universities around the country by students who may otherwise be in good academic standing.

If approved, the fee would be phased in over four years and only applied to new students. Current Cal Poly students would not pay the adjusted fee, but they would be able to access the expanded services provided by a fee increase.

Here's how you can help:

- Learn about the proposal so that you can assist students with questions by visiting the website: <https://chw.calpoly.edu/healthfee>
- Encourage students to attend an open forum on November 1 or 9 (see website for details)
- Encourage students to share their opinions. There will be a formal intake form on the portal from October 19 – November 19

I will share a formal presentation about the Health Services Fee adjustment with the Academic Senate on October 24. I am available to answer any questions that you may have, and I appreciate your support of our students' health and wellbeing.

Sincerely,

Keith B. Humphrey
Vice President for Student Affairs
Pronouns: he, his, him

Office of the Vice President for Student Affairs

Student Affairs | California Polytechnic State University | San Luis Obispo, CA 93407 | 805-756-1521

"2017 Most Promising Places to Work in Student Affairs" by Diverse Magazine

From: Student Affairs
Sent: Friday, October 13, 2017 10:19 AM
To: cpstudents@calpoly.edu
Subject: Student Health Fee Adjustment - Join the Conversation

Dear Cal Poly students,

I am sending this message today to begin a conversation with you and the entire campus community about how we can provide better health and wellbeing care for students. From now through November 19, Campus Health and Wellbeing invites you to learn more about a proposed health fee adjustment and share your opinions. This fee increase would address your needs by hiring more counselors and medical staff to reduce walk-in wait times, increase center hours, and make more appointments available.

CSU policy guides us through this process in discussing topics related to your campus-based fees, and we want to ensure that you are aware of the proposed fee adjustment and have the chance to voice your opinion through the appropriate channels. Here's how:

Learn more about the proposed fee adjustment, campus health and wellness services, FAQ's and more at <https://chw.calpoly.edu/healthfee>.

Attend an open forum

Wednesday, November 1, 6:00 – 7:00 p.m., Bldg. 33 (Fisher Science), Room 286
Thursday, November 9, 11 a.m. – Noon, University Union, Room 220

Submit your opinion through the Cal Poly Portal: October 19 – November 19, 2017

Visit the Campus Health and Wellbeing website for details.

The fee would be phased in over four years and only applied to new students. Current Cal Poly students would not pay the adjusted fee, but they would be able to access the expanded services provided by a fee increase.

The proposed fee also includes a 30% set aside of the adjusted fee amount to provide financial aid for students with financial need to cover the cost of the increased portion of the health fee. Administrative costs would be covered by the university to ensure that the student fee is going directly to additional medical and mental health providers.

We strongly encourage you to participate in the process and look forward to hearing back from you. Thank you for your time.

In community,

Keith B. Humphrey
Vice President for Student Affairs
Pronouns: he, his, him

Office of the Vice President for Student Affairs

Student Affairs | California Polytechnic State University | San Luis Obispo, CA 93407 | 805-756-1521

"2017 Most Promising Places to Work in Student Affairs" by Diverse Magazine

Yukie Murphy

From: Yukie Murphy
Sent: Friday, October 20, 2017 12:39 PM
To: Keith Humphrey - Cal Poly (humphrey@calpoly.edu); Tessa Stevens Espinoza; John K. Ruffner
Cc: Joette Eisengart
Subject: FW: PREVIEW: A message about your student's healthcare at Cal Poly

FYI: This will be the message sent to parents on Sunday after the PAC meeting letting them know about the health fee initiative.

Yukie Murphy

Director, Educational Research & Communications | Student Affairs | California Polytechnic State University | San Luis Obispo, CA 93407 | 805-756-7413

"2017 Most Promising Places to Work in Student Affairs" by Diverse Magazine

From: Keith Humphrey, Vice President for Student Affairs [mailto:vpsa@calpoly.edu]
Sent: Friday, October 20, 2017 12:27 PM
To: Yukie Murphy <yumurphy@calpoly.edu>
Subject: PREVIEW: A message about your student's healthcare at Cal Poly

[View this email in a web page](#)

CAL POLY
Student Affairs

Student Affairs
Embrace Your Unlimited Possibilities



Dear Cal Poly Parent or Supporter,

Last week, I sent a message to all students (see below) to initiate a consultative process for a student health fee adjustment. I'm sharing it with you so that you're aware of what is being proposed, why it's critical, and how you can become more informed.

If approved, the new health fee will be applied to new students beginning fall 2018. Your students will continue to pay the current health fee but will begin to benefit from the enhancements as soon as next fall.

Here's a summary of the main points:

- The purpose of the fee adjustment is to address these critical challenges students are facing with their health and wellbeing services:
 - Long walk-in wait times (typically two-three hours).
 - Limited center hours (closes at 4:30 p.m. daily with no weekend hours).
 - Not enough timely appointments (about a two-week lead time).
- There is a need to hire additional medical and mental health providers to expand these services for students so they can be treated in a timely manner when they visit the Health Center.
- The student health fee proposal presents two different options for expanded resources and services. The first option calls for an additional \$99 per quarter; the second option would add \$114 per quarter. Visit the website for fee option details.
- If approved, the fee would be phased in over four years and would only be applied to new students beginning next fall.
- All currently enrolled students will continue to pay the current fee but will benefit from the enhancements over time.
- Fees will go toward additional medical and mental health staff -- not facilities improvements or administrative staff.
- Supplemental administrative costs would be covered by the university to ensure that the new student fee is going directly to additional medical and mental health providers. As this is a student fee, both the student fee and administrative costs will not impact funds that are directed to the classroom.
- The fee adjustment includes a built-in 4 percent annual increase to keep up with inflation and rising health care costs (nationally, it's about 5.8 percent annually).
- Thirty percent of the total fee increase will be set aside to provide financial aid to students with the most need and cover the cost of the increased portion of the health fee (per FAFSA).
- California State University policies guide our process for engaging the campus community to ensure that students are educated about the proposed fee adjustment. Students will be informed through a number of methods: presentations, open forums, office hours, campus outreach, and a detailed website: www.chw.calpoly.edu/healthfee. Students are encouraged to participate throughout the process by sharing their comments by Nov. 19, the end of the consultative period.

Thank you for your time and support!

In community,

Keith B. Humphrey, Ph.D.
Vice President for Student Affairs
Pronouns: he, his, him
805-756-1521
humphrey@calpoly.edu
Connect with me on Facebook

(Message sent to students on 10/13/17)

Dear Cal Poly students,

I am sending this message today to begin a conversation with you and the entire campus community about how we can provide better health and wellbeing care for students. From now through November 19, Campus Health and Wellbeing invites you to learn more about a proposed health fee adjustment and share your opinions. This fee increase would address your needs by hiring more counselors and medical staff to reduce walk-in wait times, increase center hours, and make more appointments available.

CSU policy guides us through this process in discussing topics related to your campus-based fees, and we want to ensure that you are aware of the proposed fee adjustment and have the chance to voice your opinion through the appropriate channels. Here's how:

Learn more about the proposed fee adjustment, campus health and wellness services, FAQ's and more at <https://chw.calpoly.edu/healthfee>.

Attend an open forum

Wednesday, November 1, 6:00 – 7:00 p.m., Bldg. 33 (Fisher Science),
Room 286

Thursday, November 9, 11 a.m. – Noon, University Union, Room 220

Submit your opinion through the Cal Poly Portal: October 19 – November 19, 2017

Visit the Campus Health and Wellbeing website for details.

The fee would be phased in over four years and only applied to new students. Current Cal Poly students would not pay the adjusted fee, but they would be able to access the expanded services provided by a fee increase.

The proposed fee also includes a 30% set aside of the adjusted fee amount to provide financial aid for students with financial need to cover the cost of the increased portion of the health fee. Administrative costs would be covered by the university to ensure that the student fee is going directly to additional medical and mental health providers.

We strongly encourage you to participate in the process and look forward to hearing back from you. Thank you for your time.

In community,

Keith B. Humphrey

Vice President for Student Affairs

Pronouns: he, his, him



Update Us

Receive updates and print editions of the award-winning Cal Poly Magazine.



Stay Connected

Keep up-to-date with the Cal Poly Community:



studentaffairs.calpoly.edu



Come Visit

1 Grand Avenue
San Luis Obispo, CA
93407-0200

805-756-1521

EMBARGOED UNTIL NOON ON FRIDAY, OCT. 13

Oct. 13, 2017

Contact: Yukie Murphy; 805-756-7413; yumurphy@calpoly.edu

Cal Poly to Host Public Forums on Proposed Student Health Services Fee Adjustment

SAN LUIS OBISPO – In response to a growing demand for student healthcare needs, Cal Poly will begin a campuswide effort today to educate students about a proposed health fee adjustment.

From today through Nov. 19, Campus Health and Wellbeing will provide several opportunities for students and campus groups to learn about this proposed adjustment.

The proposal presents two different options for expanded resources and services. The first option calls for an additional \$99 per quarter; the second option would add \$114 per quarter.

Revenue from the increased fee would be used for more medical and counseling staff — not for facility improvements or administrative staff. The adjusted fee would be phased in over four years and would start with newly admitted students, beginning fall 2018. Currently enrolled students would continue to pay the current health fee but benefit from the enhancements over time.

The university is following CSU policy throughout this process, so that students are aware of the proposed adjustment and can share their opinions at the following sessions or online:

Open forums

- Wednesday, Nov. 1, at 6:10 – 7 p.m., Bldg. 33 (Fisher Science) Room 286
- Monday, Nov. 9, at 11 a.m. – Noon, University Union Room 220

Online

- Learn more about health and wellness services at <https://chw.calpoly.edu/healthfee>
- Submit your opinions online by Nov. 19, 2017, at <https://chw.calpoly.edu/healthfee> (one per student)

Cal Poly is taking this step to enhance insufficient healthcare services used by a vast majority of students. Since the last fee adjustment in 2009, medical costs increased by 55 percent while Cal Poly's health fees remained relatively flat. In addition, two-thirds of all Cal Poly students utilized the university's health center last year for a total of 32,000 medical visits. Counseling services were also utilized at a higher rate than the national average.

As a result, students have experienced numerous challenges, including wait times ranging from two to three hours to receive medical care, limited health center hours, and inadequate staffing to meet day-to-day health and wellbeing needs.

If approved, the fee adjustment will address students' needs by hiring additional medical and counseling staff to cut walk-in wait times in half, while expanding Health Center hours and increasing appointments for students.

###

STUDENT HEALTH FEE ADVISORY

JOIN THE CONVERSATION

Join us at an open forum to discuss the proposed health fee adjustment and learn more about how we can provide better health and wellbeing services for students. All are welcome to attend.

OPEN FORUMS

- » **WEDNESDAY, NOV. 1, 6:10 – 7 p.m.**
Fisher Science (Bldg. 33), Rm. 286
- » **THURSDAY, NOV. 9, 11 a.m. – Noon**
Julian A. McPhee University Union, Rm. 220

CAL POLY Student Affairs
Campus Health & Wellbeing

chw.calpoly.edu/healthfee | yourhealth@calpoly.edu

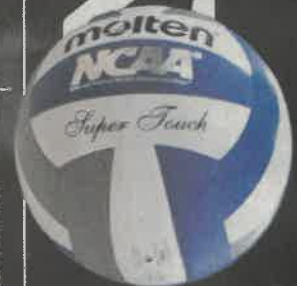
Tuesday, October 24, 2017

Cal Poly, San Luis Obispo

www.mustangnews.net

Established 1916

MUSTANG NEWS



MUSTANG NEWS

Tuesday, October 31, 2017

Cal Poly, San Luis Obispo

www.mustangnews.net

Established 1916

STUDENT HEALTH FEE ADVISORY

JOIN THE CONVERSATION

Join us at an open forum to discuss the proposed health fee adjustment and learn more about how we can provide better health and wellbeing services for students. All are welcome to attend.

OPEN FORUMS

- » **WEDNESDAY, NOV. 1, 6:10 – 7 p.m.**
Fisher Science (Bldg. 33), Rm. 286
- » **THURSDAY, NOV. 9, 11 a.m. – Noon**
Julian A. McPhee University Union, Rm. 220

CAL POLY

Student Affairs
Campus Health & Wellbeing

chw.calpoly.edu/healthfee | yourhealth@calpoly.edu

MUSTANG NEWS

Tuesday, November 7, 2017

Cal Poly, San Luis Obispo

www.mustangnews.net

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STUDENT HEALTH FEE ADVISORY

JOIN THE CONVERSATION

Join us at the open forum to discuss the proposed health fee adjustment and learn more about how we can provide better health and wellbeing services for students. All are welcome to attend.

OPEN FORUM

THURSDAY, NOV. 9, 11 a.m. – Noon

Julian A. McPhee University Union, Rm. 220

Share your comments through the Cal Poly Portal
by Nov. 19.

CAL POLY

Student Affairs
Campus Health & Wellbeing

chw.calpoly.edu/healthfee | yourhealth@calpoly.edu



My Apps

- PASS (Plan A Student Schedule)
- PolyPartner
- Student Center
- Email & Calendar

Cal Poly OneDrive

Mustang/OBS

Health and Counseling Portal

Electronic Workflow

Technical Service Request

Facilities Requests

PolyCard Services

Cal Poly Scholarships

Edit Favorites

My Classes

Fall Quarter 2017 View Other Quarters

1 other PolyLearn Access ▾

You have no classes this term.

Class data may be up to 24 hours old. PolyLearn links may take up to 4 hours to update. Visit the [Student Center](#) for your latest class information and [PolyLearn Home](#) for your PolyLearn courses.

Directory Information

Search this directory for Cal Poly student, faculty, and staff, department, club, and unit information. Any use of this directory must comply with applicable University policies.

Simple Search

Switch to Advanced Search

Category

All

Search

Weather

San Luis Obispo, CA

Currently



59° F
Wind: 352.4 at 7.0 mph
Humidity: 70.0%
Pressure: 30.0 mb

Thu



69° | 50°

Fri



70° | 53°

Sat



74° | 53°

Sun



81° | 56°

Mon



86° | 57°

Tue



89° | 59°

Wed



84° | 58°

Thu



78° | 56°

Fri



76° | 54°

Sat



76° | 54°

Health and Wellness Open Forums

HEALTH FEE ADJUSTMENT
OPEN FORUMS
A conversation about your
health and wellness
November 1 & 9, 2017

Join the conversation about your healthcare needs

In response to a growing demand for student healthcare needs on campus, Campus Health and Wellbeing invites you to learn about the proposed fee adjustment and solutions. Please join the conversation about your health and wellbeing at one of the open forums on November 1 or 9, or share your opinion by November 19.

Website

Comment

Weather provided by Yahoo! Weather

Edit Locations

My Apps

PASS (Plan A Student Schedule)

PolyPlanner

Student Center

Email & Calendar

Cal Poly OneDrive

Student Assistant Timesheet

Student & HR Administration

CSU Portal- Financial Administration

PolyData Dashboards

MustangJOBS

Health and Counseling Portal

Electronic Workflow

Course Materials

Technical Service Request

Facilities Requests

PolyCard Services

Cal Poly Scholarships

Edit Favorites

My Classes

Fall Quarter 2017

View Other Quarters

1 other PolyLearn Access

Class List Calendar

COMS 315-01
Intergroup Communication

TR 12:10 PM to 02:00 PM

P PolyLearn

COMS 316-01
Intercultural Communication

MW 02:10 PM to 04:00 PM

P PolyLearn

COMS 419-01
Media Effects

TR 02:10 PM to 04:00 PM

P PolyLearn

COMS 460-01
Undergraduate Seminar

W 11:10 AM to 12:00 PM

P PolyLearn

Class data may be up to 24 hours old. PolyLearn links may take up to 4 hours to update. Visit the [Summer Center](#) for your latest class information and [PolyLearn Home](#) for your PolyLearn courses.

Directory Information

Search this directory for Cal Poly student, faculty, and staff, department, club, and unit information. Any use of this directory must comply with applicable University policies.

Simple Search

Switch to Advanced Search

Category

All

Search

Weather

Campus Announcements

Campuswide

Deadline for Distinguished Teaching Award Nominations is Nov. 27
Students, take the time to nominate your most outstanding and inspiring professor for the 2017-'18 Distinguished Teaching Award.
Deadline is Nov. 27.

Student Health Fee Adjustment

TELL US, WE'RE LISTENING

Share your comments about the proposed health fee adjustment by Nov. 19

Share your comment by Nov. 19

In response to a growing demand for student healthcare needs on campus, Campus Health and Wellbeing invites you to learn about the proposed fee adjustment and solutions. Visit the website and share your comment by Nov. 19.

Website

Comment

CAL POLY

Cal Poly News

University News & Information

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[Cal Poly Report](#)
[Alumni In the News](#)
[Students Success](#)
[Events](#)

Cal Poly Report — Oct. 18, 2017

News

Amazon Executive Teresa Carlson to Speak to Campus on Oct. 19



Students, staff and faculty are invited to join President Jeffrey Armstrong from 11:30 a.m. to 12:30 p.m. Thursday, Oct. 19, in Spanos Theatre for a conversation with Teresa Carlson, the vice president of Amazon Web Service (AWS) Worldwide Public Sector. Among other topics, they will discuss diversity in the workplace, the advancement of women in business and technology, and Carlson's own career experiences, followed by questions from the audience. Carlson leads the AWS Worldwide Public Sector Business and advises Amazon Public Policy on global policy issues. She dedicates her time to philanthropic and leadership roles to support the global community, including the American Red Cross and The International Center for Missing and Exploited Children.

Campus Health and Wellbeing Kicks Off Education Effort on Proposed Health Fee Adjustment

In response to a growing demand for student healthcare needs, Campus Health and Wellbeing has started a campuswide effort to educate students about a proposed health fee adjustment. Through Nov. 19, Campus Health and Wellbeing will provide several opportunities for students and campus groups to learn about this proposed adjustment. The university is following CSU policy throughout this process, so that students are aware of the proposed adjustment and can share their opinions at the following sessions:

— Open forums: 6:10 to 7 p.m. Wednesday, Nov. 1, in Fisher Science Hall (No. 33), Room 286; and 11 a.m. to noon Thursday, Nov. 9, in UU 220. All are welcome to attend.

Learn more about health and wellness services at <https://chww.calpoly.edu/healthfee>.

IN THIS SECTION

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- [Student Success](#)
- [Faculty & Staff](#)
- [Campus Announcements](#)
- [Events](#)
- [Athletics](#)
- [Job Vacancies](#)

CAL POLY NEWS

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[Commercial Filming and
Still Photography On Campus](#)

Giving

Honors

[25 Years Best in the West](#)
[Student Successes](#)

The Cal Poly Corporation Board of Directors will hold a regular scheduled meeting at 8:30 a.m. Friday, Oct. 27, in the Corporation Administration Building (No. 15), Conference Room 124, on campus. The meeting is open to the public. For further information about this meeting or to obtain a copy of the meeting agenda, contact Ann Roy at ext. 6-1131.

Kennedy Library Renovation Town Halls to be Held Nov. 1 and 2

Faculty, staff and students are invited to participate in the planning phase of the Kennedy Library renovation project. The meetings will be held from 5 to 6 p.m. Wednesday, Nov. 1, in the Kennedy Library (No. 35), on the third floor, and 11 a.m. to noon Thursday, Nov. 2, in the Advanced Technology Laboratories (No. 7), in the Keck Lab. Brightspot strategy, an experience design consultancy firm, will lead town hall meetings to understand how the Cal Poly community uses the library today and how it can better meet the campus needs of tomorrow. Food from Woodstock's Pizza will be provided. No RSVP is required. For regular updates on the library's renovation, visit renovation.lib.calpoly.edu.



Campus Health and Wellbeing to Host Health Fee Adjustment Forums

Campus Health and Wellbeing invites the campus community to participate in a discussion about the proposed student health fee adjustment. The forums are open to the entire campus community. Students will have the opportunity to submit their comments and share their opinions. The open forums will be held as follows:

- 6 to 7 p.m. Wednesday, Nov. 1, in Fisher Science Hall (No. 33), Room 286
- 11 a.m. to noon Thursday, Nov. 9, in UU 220.

Learn more about health and wellness services at <https://chw.calpoly.edu/healthfee>.

Call for Proposals for Inaugural Student Leadership Institute



The Center for Leadership is excited to launch the inaugural Student Leadership Institute from Friday, Jan. 26, through Saturday, Jan. 27, in partnership with Fraternity and Sorority Life, the Multicultural Center, New Student and Transition Programs, and University Housing. Jan. 26 will be an open access student leadership conference where faculty, staff, alumni, community partners and students are invited to present on an array of topics. The conference will allow emerging leaders to build essential skills while also allowing more engaged student leaders to network and develop skills to foster leadership in others. The intent is to challenge and inspire students with engaging sessions. Jan. 27 is an invitation/nomination-only student-leaders retreat, where participants will come together to tackle campus climate issues. The goal for the two-

Yukie Murphy

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Student Health Fee Advisory Final Reportv3 - Word

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Cal Poly Report — Nov. 8, 2017

Please note: Because the campus will be closed Friday in observance of Veterans Day, the deadline for the Nov. 15 issue of Cal Poly Report is 12:30 p.m. Thursday, Nov. 9.

News



Read the Fall Issue of Cal Poly Magazine
Experience a life-or-death adventure on Mt. Everest with alumnus John Stenderup.
Celebrate WOW's 60th anniversary with a photo essay of this year's event. Learn what Cal Poly faculty researchers are doing to help feed the world's growing population. All these stories and more are in the new issue of Cal Poly Magazine, now on newsstands around campus and online at magazine.calpoly.edu.

Campus Health and Wellbeing to Host Health Fee Adjustment Forum on Nov. 9

Campus Health and Wellbeing invites the campus community to participate in a discussion about the proposed student health fee adjustment. The forum is open to the entire campus community. Students will have the opportunity to submit their comments and share their opinions. The forum will be held from 11 a.m. to noon Thursday, Nov. 9, in UU 220. Learn more about health and wellness services at <http://chwc.calpoly.edu/healthfee>. Unable to attend the forum? View the Cal Poly Health Fee Advisory Presentation [online here](#).

Vet Net Ally Training to be Held for Faculty and Staff on Nov. 9

Faculty and staff are invited to participate in a workshop on Thursday, Nov. 9, during Veterans Awareness Week. The Vet Net Ally Training will be held at 10 a.m. at the Smith Alumni and Conference

IN THIS SECTION

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JOIN THE CONVERSATION

Share your thoughts about your health & wellness.

Open Forums, Nov. 1 & 9

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STUDENT HEALTH FEE ADJUSTMENT

FACT SHEET

Students Share Their Opinions **Open Forums**

The entire campus community is invited to attend the open forums.

**Wednesday,
Nov. 1**

6 – 7 p.m.
Fisher Science, (No. 33)
Room 286

**Thursday,
Nov. 9**

11 a.m. – Noon
UU220

Students Can Submit **Comments**

through Nov. 19 using the
Cal Poly Portal.

Campus Health and Wellbeing began a campuswide effort in October to educate students about a proposed student health fee adjustment. Through Nov. 19, students are invited to learn more about the advisory proposal and share their opinions.

To receive care, students say they currently face long wait times, limited center hours, and insufficient numbers of counselors and medical staff. Since the last fee adjustment in 2009, medical costs have increased by 55 percent while student health fees have remained relatively flat. As a result, Campus Health and Wellbeing is requesting an adjustment to the current student health fee in order to meet critical needs of students.

The current student health fee is \$105 per quarter. The proposal presents two options for expanded resources and services. The first option calls for an additional \$99 per quarter (or \$204 total per quarter), while the second option would add \$114 per quarter (or \$219 total per quarter). See the “Fee Options & Benefits” section on the back side for more details.

- Revenue from the increased fee would be used to hire additional medical and counseling staff — not for facility improvements or administrative staff.
- The adjusted fee would be phased in over four years, beginning with newly admitted students in fall 2018.
- Current students would continue to pay the current health fee but benefit from the enhancements over time.

Student Engagement Process

Campus Health and Wellbeing is following CSU policy for alternative consultation to obtain advice from the student body through campus engagement on a proposal to establish or adjust a campus-based category II fee (CSU Policy 1102). For more detailed information about the policy and guidelines, visit chw.calpoly.edu/healthfee/process.

Health Fee Website and Student Comments

Students are encouraged to learn the facts about the proposed student health fee adjustment. There is extensive information available on the Campus Health and Wellbeing website, including objective statements, financials, FAQs, policies, CSU/UC comparisons and details about the fee options.

Students can submit one comment through the Cal Poly Portal or in writing at one of the open forums by Nov. 19.

Student Presentations

Campus Health and Wellbeing staff will meet with more than 20 student groups to discuss the proposal. Students participating in a group presentation can provide an additional comment. Feedback can be given to Campus Health and Wellbeing staff during the presentation or sent after the presentation electronically or in writing by Nov. 19.

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chw.calpoly.edu/healthfee | yourhealth@calpoly.edu

STUDENT HEALTH FEE ADJUSTMENT

FACT SHEET *cont.*

Fee Option Details

- Only new students pay the adjusted fee.
- Current students will continue to pay current fee but will benefit from enhancements over time.
- If approved, the new fee will begin fall 2018.
- Fees will go towards additional medical and mental health staff—not facilities improvements or administrative staff.
- Four percent annual increase will be built into the adjusted fee to keep up with inflation and rising health care costs (US average is 5.8 percent).
- Thirty percent of the fee adjustment will be set aside for students with financial needs. This will allow the Financial Aid Office to distribute funds to students who cannot afford the fee increase (according to Federal Student Aid).

New Positions from Fee Adjustment

If the fee increase is approved, the full plan for additional staffing would be implemented over four years.

Students would begin to see improvements beginning in the first year of the phased roll-out.

FEE OPTIONS & BENEFITS

	Current Fee \$105/qtr.*	Option A an additional \$99 per qtr. (\$204/qtr. total)	Option B an additional \$114 per qtr. (\$219/qtr. total)
MEDICAL BENEFITS			
Avg. walk-in wait time	2 – 3 hours	1 – 1.5 hours	
Avg. wait time for future appointments	2 weeks	1 week	
Technologies	Limited	Better user experiences (text notifications of est. wait times)	
COUNSELING BENEFITS			
Counselor/ Student Ratios	1:1550	1:1000	1:800
Avg. wait times	3 – 4 days	2 – 3 days	1 – 2 days
Avg. quantity sessions/student	2.7	4+	6+
Refer students to community	Most students	Some students	Only students who request it
CENTER HOURS			
Center Hours	Closes at 4:30 p.m. during weekdays	Expand weekday hours into evenings	

*Includes an annual Higher Education Price Index (HEPI) inflation rate to keep up with rising industry costs.

FEE OPTIONS & STAFFING

Current Staffing (\$105/quarter health fee)	Option A Additional Staffing (\$204/quarter health fee)	Option B Additional Staffing (\$219/quarter health fee)
Current staffing: <ul style="list-style-type: none"> • 29 medical staff and 10 support staff • 14 mental health professionals and 3 support staff • 3 health education staff 	Approved funding would create the following new positions: <ul style="list-style-type: none"> • 21 medical staff and medical support staff • 10 mental health professionals • 3 health education staff 	Approved funding would create the following new positions: <ul style="list-style-type: none"> • 21 medical staff and medical support staff • 17 mental health professionals • 3 health education staff

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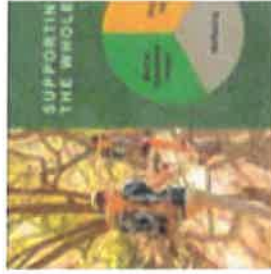
Cal Poly VPSA Keith Humphrey

Published by Yukie Nishinaga [?] · November 7 at 11:38am · 🌐

...

This Thursday at 11 a.m. in UU220, we are hosting an open forum for all to learn about the proposed health fee. Our Campus Health and Wellbeing staff will be there to discuss the proposal and answer questions. If you can't attend, you can watch the video online (only 17 min). Make sure to submit your comments through the CP Portal by Nov. 19. We want to hear from you!

<https://www.youtube.com/watch?v=nd6yRsDON9U>



Cal Poly Health Fee Advisory Presentation

In response to a growing demand for student health care needs, Cal Poly's Campus Health and Wellbeing is engaging the...

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2674 people reached

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Kirsten Hertz, Cristina Ionescu and 2 others



Write a comment...





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Cal Poly PULSE shared Cal Poly Campus Health and Wellbeing's event.

October 31 · 🌐

Calling all Cal Poly students! This is YOUR chance to give feedback and get information about health and wellness at Cal Poly.

Campus Health & Wellbeing invites you to two open forums:

11/1/2017: Fisher Science Hall Building 33 Room 286 from 6:00pm to 7:00pm

11/9/2017: University Union Building 65 Room 220 from 11:00am to 12:00pm

Learn more about the proposed solutions, student health fee adjustment, and ways to share your opinion. More information at

<https://chw.calpoly.edu/healthfee> or email yourhealth@calpoly.edu

HEALTH FEE ADJUSTMENT OPEN FORUMS

A conversation about your
health and wellness

November 1 & 9, 2017

NOV

Health Fee Adjustment Open Forums

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Wed 6:10 PM · Clyde P. Fisher Science Build. 33 ...

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Cal Poly Campus Health and Wellbeing

November 1 · 🌐



Thank you to all the students who came to the Health Fee Open Forum tonight. We truly value your comments, questions, and feedback.

Did you miss the Open Forum? Save the date for our second Open Forum on November 9, 2017 in UU 220 from 11:00am - 12:00pm.

To learn more about the Health Fee Adjustment visit <https://chw.calpoly.edu/healthfee>

Students can provide comment via the Cal Poly Portal, at one of the Open Forums or emailing us at yourhealth@calpoly.edu. Keep the comments coming!!!

Goodnight Cal Poly!



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**Cal Poly VPSA Keith Humphrey**

Published by Diego Abeloos [?] · October 13 · 🌐

Today we officially started a conversation with our student community about a proposed health fee adjustment to address critical health and wellbeing needs. I'm very excited about the possibilities for our students and how we can increase access to life-saving services! Students have been telling for years now that they love our medical and counseling staff – they just don't love to wait hours, or even days, to receive the help they need. With the rigors of a quarter system and high-performing students, we want to make sure they are healthy and well.

You can learn more about the proposal at the Campus Health and Well website: <https://chw.calpoly.edu/healthfee>.



6683 people reached

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Katie Ferber, Frida Schuster Greenberg and 12 others

2 Shares



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Cal Poly Campus Health and Wellbeing shared their event.

October 22 · 🌐

Calling all Cal Poly students! Campus Health & Wellbeing invites you to two open forums:

11/1/2017: Fisher Science Hall Building 33 Room 286 from 6:00pm to 7:00pm

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Learn more about the proposed solutions, student health fee adjustment, and ways to share your opinion. More information at

<https://chw.calpoly.edu/healthfee> or email yourhealth@calpoly.edu.

HEALTH FEE ADJUSTMENT OPEN FORUMS

A conversation about your
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November 1 & 9, 2017

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Health Fee Adjustment Open Forums

Wed 6:10 PM · Clyde P. Fisher Science Build. 33 ...

1 person interested

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Cal Poly VPSA Keith Humphrey

Published by Yukie Nishinaga [?] · November 7 at 11:38am · 🌐



This Thursday at 11 a.m. in UU220, we are hosting an open forum for all to learn about the proposed health fee. Our Campus Health and Wellbeing staff will be there to discuss the proposal and answer questions. If you can't attend, you can watch the video online (only 17 min). Make sure to submit your comments through the CP Portal by Nov. 19. We want to hear from you!

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Cal Poly Health Fee Advisory Presentation

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YOUTUBE.COM



2674 people reached

Boost Post



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Kirsten Hertz, Cristina Ionescu and 2 others



Write a comment...



Health Services Fee Adjustment

A HEALTHY INVESTMENT

You face plenty of challenges.
Access to health & wellness shouldn't be one of them

In response to a growing demand for student health care needs, Campus Health and Wellbeing is engaging the entire campus community to educate students about a proposed health fee adjustment. We invite you to learn about the proposed solutions, student health fee adjustment, and ways to share your opinion.

The Challenges

For several years now, we have heard from students about our challenges in providing health care services on campus. Since the last fee adjustment in 2009, medical costs increased by 55 percent while Cal Poly's health fees remained relatively flat. In addition, two-thirds of all Cal Poly students utilized the university's health center last year for a total of 32,000 medical visits. Counseling services were also utilized at a higher rate than the national average and fewer sessions per students than what they prefer.

As a result, students have experienced numerous challenges, including:

- **Long walk-in wait times** ranging from two to three hours to receive medical care
- **Limited health center hours**, closing at 4:30 p.m. during the weekdays
- **Not enough appointments** with waiting periods of 1-2 weeks
- **Not enough medical providers and counselors** to meet day-to-day health and wellbeing needs.

These are all problems that need to be addressed today for our students.

Watch the Presentation Online

Cal Poly Health Fee Advisory Presentation



The Proposal

To address these critical needs for students, Campus Health and Wellbeing is requesting an adjustment to the current student health fee. If approved, the fee adjustment will address limitations by hiring additional medical and counseling staff to cut wait times for walk-ins and future appointments in half, while expanding Health Center hours and increasing appointment availability for students.

[Click here to view the proposed fee adjustment options.](#)

HEALTH FEE PROPOSAL SUMMARY
The proposal presents two fee increase options to expand resources and services. They are \$204/quarter (an additional \$99) or \$219/quarter (an additional \$114/quarter). <u>Click here for more details.</u>
Over the next four years, enhancements to student health and wellbeing services will include: <ul style="list-style-type: none">• Cutting walk-in wait time and future appointments in half• Utilizing new technologies to improve student experiences such as text notifications and telehealth• Improve the counselor-to-student ratios to be at or above national benchmark standards• Cut wait times to see counselors and increase quantity of sessions• Expand weekday hours into the evenings
Fees will go toward additional medical and mental health staff — not facilities improvements or administrative staff.
Only new students will pay the adjusted fee. Newly admitted students would be informed of the new fee prior to class registration.
If approved, the new fee will begin Fall 2018.

HEALTH FEE PROPOSAL SUMMARY

Current students will continue to pay the current fee but will benefit from enhancements over time.

4% annual increase will be built into the adjusted fee to keep up with inflation and rising health care costs; this is slightly lower than the national rate at 5.8%.

30% of the adjusted fee (\$99 or \$114 per quarter) would be set aside for students with financial needs to cover the cost of the increased portion of the health fee (per FAFSA)

Open Forums

- Wednesday, November 1 at 6:10 – 7:00 p.m., Bldg. 33 (Fisher Science), Room 286
- Thursday, November 9 at 11 a.m. – Noon, University Union, Room 220

Share your Opinion

Students can submit their comments online through their Cal Poly Portal from 10/19/17 to 11/19/17.

Learn more about the policies and process.

Additional Questions?

Email us anytime at yourhealth@calpoly.edu.

About Us

LOCATION

Building 27 - Health Center

PHONE

24/7 Support

Health: 805.756.1211

Counseling: 805.756.2511

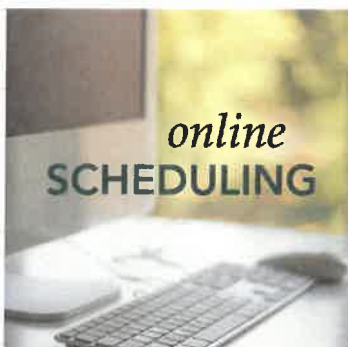
HOURS

Mon/Tue/Thu/Fri: 8am - 4:30pm

Wed: 9am - 4:30pm

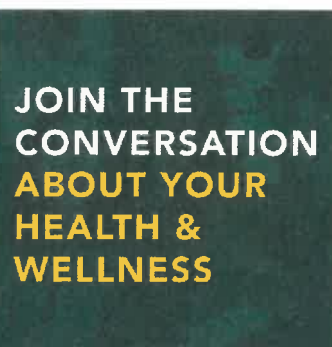
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Policies & Process

The Student Engagement Process

CSU Executive Order 1102 and Cal Poly University Policy: Alternative Consultation Policy for Campus-Based Mandatory Student Fees guides how we engage the campus community for campus-based fee adjustments (in this case, a student health fee). The alternative consultative process is designed to share information with students to assist them in developing an informed opinion on the fee proposal. The university can utilize alternative consultation to obtain advice from the student body on a proposal to establish or adjust a campus-based category II fee. This process has been used several times in the CSU to adjust student health fees, including the last fee adjustment at Cal Poly in 2009.

Campus Health and Wellbeing staff will facilitate the alternative consultation process by providing relevant information to students and meet with campus groups to discuss information about the fee adjustment proposal. Students are asked to share their opinions either electronically or in writing by the end of the consultation period on November 19, 2017.

All information is available online during the education campaign period for students to access, including fee options, objective statement (coming soon), pro/cons (coming soon), financial information, and how to submit comments.

How Students Share their Opinions

These are the ways students can submit their comments regarding the proposed health fees:

- CSU policy indicates students can submit one comment online (through the student portal) by the end of the campaign period or in writing at one of the open forums.
- Students participating in group presentations can provide additional comments, either collectively or as individuals. Feedback can be given to Campus Health and Wellbeing staff during the presentation or sent after electronically or in writing by November 19.

Summary of Guidelines

- Registered students will be given an opportunity to indicate their support or non-support of the fee proposal
- Student leaders functioning as a body will be given a separate opportunity to indicate support or non-support

- The university shall make educational information available to students online and include an objective statement produced by CFAC. Copies of this information shall be available to students 30-days prior to the collection date of student input
- There shall be a minimum of 2 general forums for students to ask questions regarding the fee proposal and voice their opinion. The times/locations of these forums must be publicized at least 14-days in advance
- Student input may be collected verbally, online, or written. Comment cards shall be limited to one per eligible student
- The President has delegated to the Vice President for Student Affairs the responsibility of ensuring that the exchange of information is done in a civil manner and that the collection of student input is done in a consistent and objective manner
- The results of the alternative consultation process will be summarized into a report by the Office of the Vice President for Student Affairs and used as additional advisory information that will be taken into consideration by the President. If approved, the adjusted category II fee shall be implemented the subsequent fall quarter.

About Us

LOCATION

[Building 27 - Health Center](#)

PHONE

24/7 Support

Health: 805.756.1211

Counseling: 805.756.2511

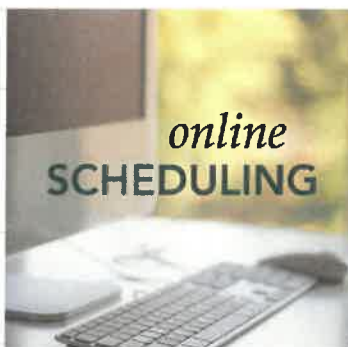
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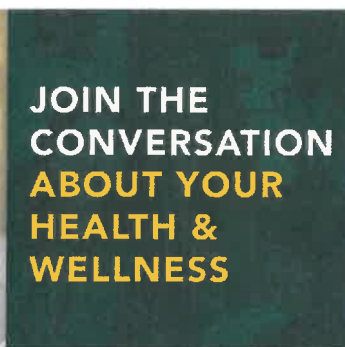
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Fee Options

	CURRENT HEALTH FEE	PROPOSED OPTION A (ADDT'L \$99/QTR)	PROPOSED OPTION B (ADDT'L \$114/QTR)
	\$105/QTR. (\$315/YR.)	\$204/QTR. (\$612/YR.)	\$219/QTR. (\$657/YR.)
MEDICAL BENEFITS			
Avg. walk-in wait time	2-3 hours	1-1.5 hours	
Avg. wait time for future appointments	2 weeks	1 week	
Technologies	Limited	Better student experiences (text notifications, estimated wait times)	
COUNSELING BENEFITS			
Counselor/ Student Ratios	1:1550	1:1000	1:800
Avg. wait times	3-4 days	2-3 days	1-2 days
Avg. quantity sessions/student	2.7	4+	6+
Refer student to community	Most students	Some students	Only students who request it
CENTER HOURS			
Center Hours	Closes at 4:30 p.m. during weekdays	Expand weekday hours into evenings	




Details:

- Only new students pay the adjusted fee
- Current students will continue to pay current fee but will benefit from enhancements over time
- If approved, new fee will begin Fall 2018
- Fees will go towards additional medical and mental health staff – not facilities improvements or administrative staff

- 4% annual increase will be built into the adjusted fee to keep up with inflation and rising health care costs
- 30% of the adjusted fee (\$99 or \$114 per quarter) would be set aside for students with financial needs to cover the cost of the increased portion of the health fee (per FAFSA)

Additional Questions?

Email us anytime at yourhealth@calpoly.edu.

About Us	Appointment	Health Fee	Food Pantry
LOCATION Building 27 - Health Center PHONE 24/7 Support Health: 805.756.1211 Counseling: 805.756.2511 HOURS Mon/Tue/Thu/Fri: 8am - 4:30pm Wed: 9am - 4:30pm			the food pantry Ensures that ALL STUDENTS who are experiencing food insecurity have access to nutritious meals EVERYDAY 
Contact Us	Medical appointment	Learn More	More information

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Reports & Documents

Financial Proformas

Click on images to download documents.

Fee Revenue Proforma for Option A

<div> <div>CAL POLY</div> <div>SAN LUIS OBISPO</div> <div>Six Year Fee Adjustment Pro-Forma, Health Center</div> <div>Fee Option A: \$204/quarter (\$612 annual)</div> </div>							
Campus Health & Wellbeing	Actuals 2016/17	Projected 2017/18	Projected 2018/19	Projected 2019/20	Projected 2020/21	Projected 2021/22	Projected 2022/23
Revenue							
Summer	2,808	1,000	1,000	1,000	2,500	2,800	2,000
Fall	21,300	21,882	21,448	21,291	21,441	21,478	21,388
Winter	20,740	21,143	20,911	20,711	20,529	21,139	21,350
Spring	20,361	20,865	20,178	19,976	20,176	20,278	19,141
Total Revenue	64,453	64,890	63,537	62,978	64,646	65,795	63,879
Revenue Student Breakdown							
First Year New Student Cohort			17,718	17,718	17,718	17,718	16,457
Second Year New Student Cohort				17,718	17,718	17,718	16,457
Third Year New Student Cohort					18,076	18,076	16,457
Fourth Year New Student Cohort						13,140	16,457
Headquarters Admin New Fee			17,718	17,718	17,718	17,718	16,457
Revenue from New Fee	64,453	64,890	63,537	62,978	64,646	65,795	63,879
Current Fee Rates							
Summer	\$ 300.46	\$ 302.66	\$ 105.00	\$ 105.00	\$ 113.57	\$ 113.11	\$ 117.84
Fall, Winter, Spring	\$ 302.66	\$ 305.00	\$ 105.00	\$ 105.00	\$ 113.57	\$ 113.11	\$ 117.84
Fee Revenue for Base Budget	6,088,887	6,042,209	7,645,180	7,645,180	7,645,180	7,645,180	6,988,888
Increased Fee Rates							
Summer	\$ 300.45	\$ 102.65	\$ 105.00	\$ 105.00	\$ 113.57	\$ 113.11	\$ 117.84
Fall, Winter, Spring - Old	\$ 302.66	\$ 105.00	\$ 105.00	\$ 113.57	\$ 113.11	\$ 117.84	N/A
Fall, Winter, Spring - New	\$	\$	\$ 105.00	\$ 113.57	\$ 113.11	\$ 117.84	\$ 117.84
Fee Revenue for Base Budget	6,088,887	6,042,209	7,645,180	7,645,180	7,645,180	7,645,180	6,988,888
Change in Revenue from Fee Increases			1,073,563	1,073,563	1,120,308	1,073,563	7,073,777
Fee Credit for Financial Aid			940,892	940,892	940,892	940,892	940,892
Available Revenue from Fee Increases			1,175,369	1,175,369	1,175,369	1,175,369	8,034,585

*Note that in 2022/23 this fee is projected as if the entire student population is charged the fee increase. Whereas prior years are projected as if only new on-roll students after 2017/18 are charged the fee increase.

Fee Revenue Proforma for Option B

<div> <div>CAL POLY</div> <div>SAN LUIS OBISPO</div> </div> <div> <div>Six Year Fee Adjustment Pro-Forma, Health Center</div> <div>Fee Option B: \$219/quarter (\$657 annual)</div> <div>2016-2022</div> </div>							
Campus Health & Wellbeing	Actuals/ 2016/17	Projected/ 2017/18	Projected/ 2018/19	Projected/ 2019/20	Projected/ 2020/21	Projected/ 2021/22	*Projected/ 2022/23
Enrollment Forecast							
Summer	1,574	2,000	2,000	2,000	2,000	2,000	2,000
Fall	21,305	21,682	21,446	21,251	21,483	21,679	21,884
Winter	20,749	21,143	20,933	20,722	20,939	21,139	21,340
Spring	20,763	21,162	20,728	20,679	20,726	20,779	20,840
Total Headcount	64,451	65,987	64,736	64,643	64,907	65,597	65,964
Revenue Student Body/Staff							
First Year New Student Calnet			17,718	17,718	17,718	17,718	16,457
Second Year New Student Calnet				17,718	17,718	17,718	16,467
Third Year New Student Calnet					15,075	15,075	16,407
Fourth Year New Student Calnet						15,500	16,417
Headcount with New Fee			17,718	17,718	17,718	17,718	16,457
Headcount with Old Fee	64,451	65,987	64,736	64,643	64,907	65,597	65,964
Revenue Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 108.20	\$ 113.57	\$ 118.11	\$ 122.84
Fall, Winter, Spring	\$ 102.66	\$ 105.00	\$ 108.20	\$ 113.57	\$ 118.11	\$ 122.84	\$ 127.75
Fee Revenue for Base Budget	\$ 6,469,397	\$ 6,942,425	\$ 7,040,182	\$ 7,253,849	\$ 7,611,687	\$ 7,996,710	\$ 8,399,588
Revenue Fee Rates							
Summer	\$ 100.45	\$ 102.66	\$ 105.00	\$ 108.20	\$ 113.57	\$ 118.11	\$ 122.84
Fall, Winter, Spring - Old	\$ 102.66	\$ 105.00	\$ 108.20	\$ 113.57	\$ 118.11	\$ 122.84	N/A
Fall, Winter, Spring - New	\$	\$	\$	\$ 127.75	\$ 138.87	\$ 148.29	\$ 156.20
Fee Revenue for Base Budget	\$ 6,469,397	\$ 6,942,425	\$ 6,988,819	\$ 7,488,512	\$ 8,013,857	\$ 8,564,793	\$ 9,044,227
Change in Revenue from Fee Increase			1,053,401	4,649,340	4,402,070	7,244,030	5,448,839
Net Available for Campus Health			558,326	1,314,082	1,709,491	2,871,621	3,583,692
Available Expenses from Fee Increase			1,053,401	2,000,363	4,100,000	5,594,262	5,053,077

*Note that in 2022/23 the fee is projected as if the entire student population is charged the fee increase. Whereas prior years are projected as if only new enrolled students after 2017/18 are charged the fee increase.

CSU/UC Health Fee Comparison

FY2016-17 CSU and UC Campus Health Fees

Click on image to download document.

CSU and UC Healthcare Related Fee Comparison
FY2016-17

Campus	Enrollment	Total Healthcare Related Fees	CSU Health Service Fee	CSU CAPS Fee *	UC Health Insurance Premiums **	Misc. UC Health Fees
UC San Francisco	8,143	\$ 4,804.00			\$ 3,604.30	
UC Santa Barbara	23,429	\$ 4,208.28			\$ 1,110.00	\$ 138.28
UC Santa Cruz	27,335	\$ 2,884.80			\$ 3,877.00	\$ 107.81
UC Berkeley	40,178	\$ 2,842.00			\$ 3,840.00	
UC Davis	20,106	\$ 2,442.00			\$ 2,496.00	\$ 144.00
UC Merced	7,134	\$ 2,171.36			\$ 2,371.36	\$ 130.00
UCLA	49,849	\$ 2,148.80			\$ 2,148.80	
UC San Diego	35,411	\$ 1,911.60			\$ 2,013.00	
UC Irvine	33,407	\$ 1,875.00			\$ 1,875.00	
UC Riverside	22,811	\$ 1,824.57			\$ 1,824.57	
CSU Monterey	1,849	\$ 180.00	\$ 180.00			
CSU Humboldt	8,478	\$ 428.00	\$ 428.00			
CSU Bakersfield	8,078	\$ 388.00	\$ 378.00	\$ 10.00		
CSU Stanislaus	9,056	\$ 376.00	\$ 316.00	\$ 60.00		
CSU San Francisco	12,126	\$ 216.00	\$ 14.00	\$ 202.00		
CSU San Jose State	20,270	\$ 308.00	\$ 308.00			
CSU San Marcos	11,346	\$ 302.00	\$ 140.88	\$ 161.12		
CSU San Diego	48,128	\$ 302.00	\$ 302.00			
CSU Bakersfield	8,534	\$ 296.00	\$ 296.00			
CSU San Jose	11,244	\$ 290.00	\$ 188.00	\$ 102.00		
CSU Chico	16,813	\$ 270.00	\$ 270.00			
CSU Pomona	22,435	\$ 254.00	\$ 254.00			
CSU San Bernardino	18,812	\$ 247.00	\$ 247.00			
CSU Sacramento	25,282	\$ 232.00	\$ 232.00			
CSU Fresno	21,408	\$ 226.00	\$ 226.00			
CSU East Bay	14,908	\$ 225.00	\$ 225.00			
CSU Channel Islands	6,120	\$ 180.00	\$ 180.00			
CSU Monterey	7,024	\$ 180.00	\$ 180.00			
CSU Long Beach	36,150	\$ 175.00	\$ 175.00			
CSU Fullerton	38,845	\$ 180.00	\$ 180.00			
CSU Dominguez Hills	24,828	\$ 160.00	\$ 160.00			
CSU Northridge	39,873	\$ 170.00	\$ 170.00			
CSU Long Beach	38,482	\$ 160.00	\$ 160.00			

* CAPS: Counseling and Psychological Services
 ** UC/UCAP personnel include medical, dental and vision benefits. Enrollment can be verified with proof of comparable health insurance coverage.
 UC, UCLA, and UCSB offer a preferred access plan (\$120-\$85 per year) with services comparable to CSU Student Health Centers.
 UC campuses charge a Student Services Fee (\$2,074 per year) and CSU campuses a Student Success Fee. A portion of these fees is allocated to the physical and psychological health of students. The actual health/wellbeing allocation of this fee is not included in this data.

Memorandum - 9/8/17

Subject: Proposed Health Services Fee Increase

Click on image to download document.

CAL POLY

Student Affairs
Campus Health & Wellbeing

MEMO

TO:

Dr. Jeffrey Armstrong
University President

FROM:

Keith Humphrey
Vice President for Student Affairs

John Ruffner
Interim AVP for Student Affairs Health and Wellbeing

COPIES:

Cynthia Villa
Vice President for Administration & Finance

SUBJECT:

Proposed Health Service Fee Increase

DATE:

09/08/2017

Campus Health & Wellbeing is hereby requesting your approval to proceed with the steps necessary for an Alternative Consultation in fall quarter 2017 to adjust the Health Service fee in support of an expansion of student physical and emotional health resources on campus.

Fee Adjustment Justification:

- The last Health Services Fee adjustment took place nine years ago. At that time the fee was raised \$30 per quarter.
- Increased enrollment and utilization: Cal Poly's enrollment has grown 12% between the years of 2008 and 2017, yet medical provider staffing has decreased by 15%. At the same time, the utilization increased by 14%. The increase in enrollment and student demand, paired with a drop in provider staff, has resulted in long waits, reduced availability of appointments, early closings, the inability to see students on follow-up as quickly as desired, and declining patient satisfaction.
- Other Medical and Mental Health Resources: Access to primary and specialty health care resources in San Luis Obispo is inadequate. A reduction in the services provided by Campus Health & Wellbeing would be a hardship for students as they would then become more dependent on an already insufficient local system. In addition to that, a significant portion of Cal Poly students carry medical insurance that is not accepted in San Luis Obispo County.
- The ASI Board of Directors submitted Resolution #17-05 in support of increased mental health resources and the expansion of the campus Health Center.
- Parental requests for an expansion of medical and mental health services were received via the Parent & Family Programs Advisory Board at their Spring 2017 meeting.
- The California State Student Association issued a resolution in March 2017 in favor of more mental health resources in all CSUs.

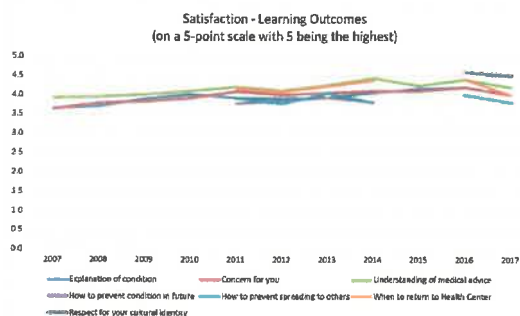
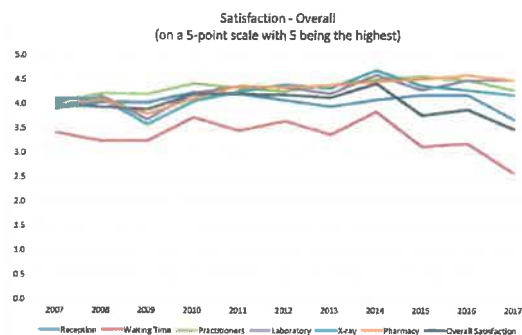
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none.chcr.calpoly.edu

Student Satisfaction Data

Health Services data collection from 2010-2017

Click on image to download document.



CSU Executive Orders

1. [Executive Order 1102: CSU Student Fee Policy](#)
2. [Cal Poly University Policy: Alternative Consultation Policy for Campus-Based Mandatory Student Fees](#)
3. [Executive Order 943: Policy on University Health Services](#)
4. [Executive Order 1053: Policy on Student Mental Health](#)

About Us

LOCATION

Building 27 - Health Center

PHONE

24/7 Support

Health: 805.756.1211

Counseling: 805.756.2511

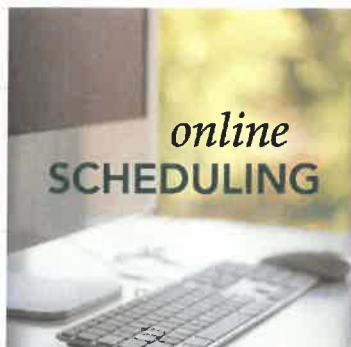
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Objective Statement

Objective Statement

Petition to Increase the Health Services Fee

Download the objective statement, which contains pro and con statements written by students. Approved by the Campus Fee Advisory Committee (CFAC).

Objective Statement Petition to Increase the Health Services Fee

Summary

On September 29, 2017 Student Affairs brought a proposal to increase the mandatory Health Services Fee to the Campus Fee Advisory Committee ("CFAC"). The committee approved the use of an Alternative Consultation process per President Armstrong's request in order to collect input from the student body on the proposed fee adjustment. The proposal would provide students a choice to increase the Health Services Fee by either \$99 or \$114 per quarter for newly enrolled students attending Cal Poly effective fall 2018. Current matriculated students would continue to pay the old fee rate. The purpose of the proposed fee is to hire additional medical and mental health providers to meet student demand, reduce wait-times, increase appointment availability, provide for satellite offices across campus, and extend weekday hours. Additionally, thirty percent of the incremental revenue as result of the increased fee will go towards financial aid.

	CURRENT FEE \$105/qr. (\$315/year)	OPTION A \$204/qr. (\$612/year)	OPTION B \$219/qr. (\$657/year)
CLINICAL SERVICES			
Avg. walk-in wait time	2-3 hours	1-1.5 hours	
Avg. wait time for future appts	2 weeks	1 week	
Technologies	Limited	Better user experiences (text notifications, estimated wait times)	
COUNSELING SERVICES			
Counselor/ Student Ratios	1:1550	1:1000	1:600
Avg. wait times	3-4 days	2-3 days	1-2 days
Avg. quantity sessions/student	2-7	4+	6+
Refer student to community	Most students	Some students	Only students who request it
CENTER HOURS			
Center Hours	Closes at 4:30 p.m. during weekdays	Expand weekday hours into evenings	

1

Visit the [Reports and Docs Page](#) for additional information and reports.

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Appointment

Health Fee

Food Pantry

LOCATION

[Building 27 - Health Center](#)

PHONE

24/7 Support

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the food pantry

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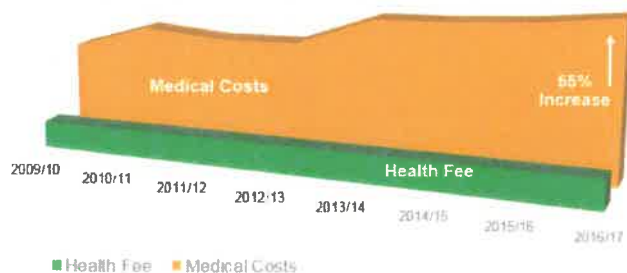
Campus Health and Wellbeing staff has worked diligently over the years to deliver critical services to Cal Poly students. These services are primarily funded by a mandatory campus-based fee, which are mandated by CSU executive orders (health and counseling) to ensure that all students receive certain health and wellbeing services at low-to-no cost. CSU Executive Orders apply to all 23 CSU campuses, including Cal Poly.

Leading up to the student health fee adjustment advisory this fall, Campus Health and Wellbeing staff carefully assessed the Health Center's operational and service challenges. Since the last health fee adjustment in 2009, Cal Poly's student enrollment has grown by 12%, while medical providers have decreased by 20% (see Chart A). The assessment also revealed that students are using counseling services at a higher rate than the national average.

During that same period, the cost of providing services increased by 55% compounded, while the current health fee stayed relatively flat. Since 2009, the fee has only increased slightly due to the Higher Education Price Index, which ranged from 0.9% to 3.0% over the past decade.

Chart A: Cost of Service vs. Health Fee

Cost of Service vs. Health Fee



Student Input and Involvement

Campus Health and Wellbeing staff relies on different methods of collecting feedback from students. These touch points inform their practices and services, and help address critical needs of

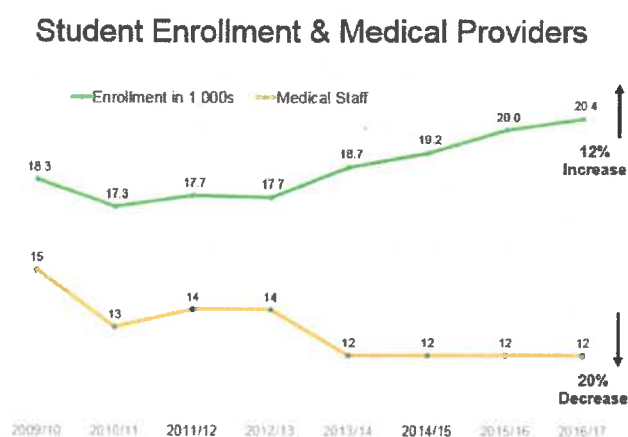
the campus community.

For the past two decades, Campus Health and Wellbeing conducted annual surveys in January to assess students' satisfaction with campus health services.

Here are the survey results for the past 10 years.

Results indicate that student satisfaction with the quality of care has improved over the past decade, while dissatisfaction with lengthy wait times has progressively gotten worse. This is further impacted by below average provider-to-student ratios for both medical and counseling services. There are currently 12 medical providers and 14.5 counselors to serve more than 20,000 students (see Chart B).

Chart B: Student Enrollment and Medical Providers



Medical and counseling staff regularly collect feedback throughout the year – written and electronic – from students through a number of methods: comment boxes located throughout the Health Center, emails, in-person meetings, and phone calls with students. This feedback is regularly reviewed during staff and management meetings to address key student needs and requests. All identified trends are reviewed by the center's Quality Improvement Committee.




The Student Health Advisory Committee is a student-led group who advises on the scope of services, delivery, funding and other critical issues related to campus health services, per CSU executive order 1102. Additional members of the committee include faculty, administration, staff and a representative from the Health Center.

After reviewing these assessments, Campus Health and Wellbeing began the process of evaluating potential fee options last year in order to meet current student demands. The staff felt that the outcome of this analysis resulted in fee options that were too high for current students to pay. As a result, they began exploring ways to become more efficient in their operations to reduce expenses, such as assessing patient flow and staffing during peak times, while still being able to provide the same quality of care.

These adjustments and additional forecasting led them to propose two lower fee options to the Campus Fee Advisory Committee (CFAC) for review and approval.

Prior to moving into the alternative consultation process, it was important to validate student assessments of previous years by engaging small groups of students in discussions about their health and wellbeing care. These groups discussed various aspects of their experiences, satisfaction, and knowledge of health and wellness care, as well as improvements they would like to see in the future. Conducting these meetings was a critical step in making sure that the health fee proposal was in line with current student needs.

After official approval from CFAC, the alternative consultation process officially began on October 13 and will conclude on November 19, 2017. CSU policies guide how staff educates and organizes all activities related to this process. Visit the "Policies and Process" page for details.

About Us	Appointment	Health Fee	Food Pantry
<p>LOCATION <u>Building 27 - Health Center</u></p> <p>PHONE 24/7 Support Health: 805.756.1211 Counseling: 805.756.2511</p> <p>HOURS Mon/Tue/Thu/Fri: 8am - 4:30pm Wed: 9am - 4:30pm</p> <p>Contact Us</p>	 <p>online SCHEDULING</p> <p>Medical appointment</p>	 <p>JOIN THE CONVERSATION ABOUT YOUR HEALTH & WELLNESS</p> <p>Learn More</p>	 <p>the food pantry</p> <p>Ensures that ALL STUDENTS who are experiencing food insecurity have access to nutritious meals EVERYDAY</p> <p>More information</p>


Suggestions



we want your
FEEDBACK

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Phone: 805-756-1111

FAQ

Frequently Asked Questions

How much is the current health fee?



\$105 per quarter for all students, plus an annual increase according to the Higher Education Price Index, which has ranged from 0.9% to 3.0% over the past decade.

How much would the fee change? What type of changes will I see in the future?



The proposed health fee would increase by either \$99 or \$114 per quarter (excluding summer session), with an annual 4% increase to cover the rising cost of healthcare (compared to the national average at 5.8%, according to the Centers for Medicare and Medicaid Services). Additional medical staff and counselors would be hired to address critical needs of the students: reduced walk-in wait times, increased appointment availability, more counseling sessions, satellite offices across campus, and extended weekday hours.

When was the last time this fee was adjusted?



The last adjustment occurred in 2009 through the alternative consultation process. Three counselors and three medical staff were added at the time.

Can I opt out of the fee?



All Cal Poly students are required to pay this category II fee as a condition of enrollment. This fee will apply to newly admitted students (first-year and transfers) beginning fall 2018.

What is a category II fee?



Category II fees are “fees that must be paid to enroll in or attend the university.” The category of the fee is established by the CSU Board of Trustees.

What is an alternative consultation? Why did we go down this route and not a referendum? ^

Alternative consultation is a process that provides an opportunity for students, through shared governance, to voice their opinions about mandatory campus-based registration fees. Through this process, students are engaged in conversations about the fees and have the opportunity to give their opinion, verbally or in writing.

Using the alternative consultation process is a better fit of fees associated with critical needs such as health care and safety. Since a smaller portion of the student body uses counseling services, it would be inappropriate to ask all students to vote on future fee adjustments. With that said, even though many students don't use counseling, having these services available to all students is highly valued.

In the past decade, five CSUs went through a health fee adjustment, all using the alternative consultation method. The last time Cal Poly adjusted its health fee in 2009, it was done through an alternative consultation process.

What is the process for getting a category II fee approved? ^

The university follows the process outlined in [CSU Executive Order 1102](#), which addresses how fees can be adjusted on campus.

How much of the health fee is set aside for Financial Aid? ^

The proposed fee includes a 30% set aside of the adjusted fee amount (\$99 or \$114/quarter) to provide financial aid for students with financial need to cover the cost of the increased portion of the health fee. This will allow financial aid to distribute funds to students who cannot afford the fee increase (according to results provided by the FAFSA). The funds set aside can only be applied to reducing or waiving the health fee adjustment, and cannot be applied to any other Cal Poly fee.

Are DREAMERS eligible for the 30% Financial Aid set aside? ^

Yes! DREAMERS are eligible for the 30% financial aid that is set aside if the health fee adjustment is approved. Students must fill out the California Dream Act paperwork to

qualify.

What is the student body's role in the alternative consultation process?

Per CSU policy, alternative consultation process provides an opportunity for students to voice their opinion related to mandatory campus-based registration fees. Registered students will be given an opportunity to indicate their support or non-support of the fee proposal. Student leaders functioning as a body will be given a separate opportunity to indicate support or non-support. This means that students are provided information on the topic and receive opportunities to ask questions and give their opinion, verbally or in written form by the end of the consultation period (November 19, 2017). Visit the [policies and process page](#) for details.

Which student groups are you presenting to in the process?

Campus Health and Wellbeing will present the information to many groups on campus during the education campaign period. Visit the [Student Presentations Page](#) for the detailed list.

Will there be open forums for anyone to attend?

Yes, there will be two open forums on:

- Wednesday, November 1, 6:10 - 7:00 p.m. at 33-286 (Fisher Science)
- Thursday, November 9, 11 a.m. - noon at UU220

Anyone is welcome and encouraged to attend.

How will students, in general, be educated about the fee?

Student Affairs will inform students throughout the process and how to submit their opinions. Per CSU policy, official notifications will be sent to students from the Office of the Vice President for Student Affairs on October 13 and again the following week to inform students of the consultation process, comment submission process, and details about the open forums. In addition, there will be notifications such as but not limited to portal announcements, print, and digital advertisements, and informational handouts. The website includes detailed information of the proposal and supplemental information such as extensive FAQ's, pro/con statements, and open forum details.

How do I voice my opinion?



Registered students will be given an opportunity to indicate their support or non-support of the fee proposal. This means that students are provided information on the topic and receive opportunities to ask questions and give their opinion, verbally or in written form.

Students can submit their feedback about the health fee adjustment in the following ways by November 19, 2017:

- Submit feedback electronically through the Cal Poly Portal (opens October 19)
- Fill out a printed comment card at one of the Open Forums on November 1 and 9
- Provide feedback at any student presentation, verbally or in writing

Will all students have to pay the fee adjustment?



After the consultation, and based on positive student feedback, only new students only (first-year, transfers, and graduate students) will pay the fee adjustment. Enrolled students will continue to pay the current fee but will benefit from the enhancements over time.

When will the fee increase start?



Only newly admitted students (first-year, transfer, and graduate students) will pay the newly adjusted fee beginning Fall Term, 2018.

If the fee passes, what changes can I expect to see?



Students can expect to see these things happen within four to five years when the new health fee is fully implemented:

- Medical service wait times will be reduced by half
- Double the amount of available medical appointments
- Extended Hours
- More health and wellbeing peer outreach
- Satellite centers around campus

Why are you rolling the new fee out only to new students?



The rationale for phasing the fee in over four years is to ensure that current students do not experience an unplanned increase in their health fee. Prospective students would be informed of this fee prior to their deadline to enroll so that it can be factored in as a cost of attendance. Phasing the fee in over four years also allows Campus Health and Wellbeing adequate time to hire additional medical and mental health professionals.

What will happen if the fee adjustment is not implemented?



If the fee adjustment does not pass, students will continue to pay \$105 per quarter and can expect to see reductions in services, including:

- Reduction of business hours as the cost to hire replacement doctors, nurses, and other medical professionals increase. Available funds will not allow us to hire replacement staff to work a full five-day work week
- Longer walk-in wait times (current average is about 2-3 hours), resulting in students missing more classes or having to go off campus to meet their medical needs
- Reduction of services: no travel clinic, no physicals, fewer individual counseling therapy, fewer counseling sessions

If approved, when will we start seeing changes to our health and wellbeing services?



Once the fee adjustment has been approved, recruitments for some additional staff can begin right away to ensure that staffing is ready by next fall.

Why can't the Health Center accept my health insurance to offset the health services fee and therefore make students pay less?



Here are some of the challenges we face with currently accepting health insurance on campus:

- A significant number of additional staff would have to be hired to track visits correctly and bill insurances.
- The health insurance reimbursement rates in SLO County are significantly below market (these are established by insurance companies) so we could lose money.
- A large percentage of Cal Poly students have Kaiser Insurance or other HMO insurance plans that are not accepted insurance plans in this area. If a student has health insurance coverage under the Affordable Care Act (i.e., MediCal), they must register in the county of their domicile. If that is not SLO County, their insurance cannot be billed by Cal Poly.

- If a student used their private health insurance, their parent would receive an Explanation of Benefits which would tell them what you were seen for at the Health Center. Therefore, their privacy would not be protected.

Can you break down where the new funds will go?

- Funding from the fee adjustment will go toward new staff — not to facility improvements.
- There are currently 39 medical staff/medical support staff, 17 counseling staff/support staff, and 3 health education staff.
- If the \$99-per-quarter adjustment option is approved, the plan is to hire additional staff over the next 4-5 years: 21 medical staff (providers plus medical support staff), 10 mental health professionals, and 3 health education staff.
- If the \$114 per quarter fee adjustment is approved, the plan is to hire additional staff over the next 4-5 years: 21 medical staff (providers plus medical support staff), 17 mental health professionals, and 3 health education staff.

What is Higher Education Price Index (HEPI)?

The current health services fee is tied to the Higher Education Price Index (HEPI), which is an inflation index used by higher education institutions. The Commonfund Institute calculates the index each year, based on eight cost factors: faculty salaries, administrative salaries, clerical salaries, service employee salaries, fringe benefits, miscellaneous services, supplies and materials, and utilities. The HEPI has ranged from 0.9% to 3.0% over the past eight years.

What will the satellite wellness centers look like?

We don't know yet what services these centers will entail. Our hope is to distribute some of the highest need services to multiple locations around campus, based on space availability. Once designed, we will review data on highest need services and engage the student body throughout the process to make sure students' needs are being met.

How are we cutting wait times and adding appointments?

By hiring additional medical, mental health professionals, and implementing new scheduling technologies including better scheduling tools (such as text notifications when your appointment is ready).

How does our health fee compare to other CSU's and UC campuses?



Across CSU campuses offer unlimited health services with annual health fees ranging from \$90 to \$680. Cal Poly's current health fee is \$315. If approved, the adjusted health fee next fall for new students would be \$612 or \$657, well within the current range of CSU health fees. UC's offer health insurance ranging from \$1,629 to \$4,804 and some charge an additional annual health fee.

How many students used the Health Center last year?



More than 14,000 students used medical services last year, resulting in more than 32,000 visits - that's about 67% of enrolled students.

How many students use the Counseling Center last year?



More than 2,500 students used counseling services last year, resulting in more than 6,500 sessions. Currently, the counselor-to-student ratio is above the national average for best practices, making it challenging to serve students at the frequency and rate they prefer.

Is the Health Center open to faculty and staff too?



No, the Health Center is only for students.

Do we accept all health insurances?



We currently do not accept any health insurance plans.

How long is the current wait time for walk-in appointments? Planned appointments?



The average wait for walk-in appointments is 2-3 hours. Students are often turned away at 2:30 p.m., as there are more students waiting for appointments that can be served before closing time. Students typically wait about 2 weeks (10 business days) for an appointment to see a medical professional.

How long is the current wait time for counseling appointments?



Approximately 3-4 days, unless a student is in crisis. Students typically see a counselor for 1-2 visits and are then referred to a community provider or group therapy.

Has the cost of health services gone up over the years? ^

Costs have increased and Cal Poly is not immune to the rising costs of medical care that we all experience in the United States. With costs going up 55% since the last fee adjustment in 2009, the ability to maintain service levels has significantly degraded, resulting in a shortage of medical and mental health services to meet the needs of our students.

Additional Questions?

Email us anytime at yourhealth@calpoly.edu.

About Us

LOCATION

[Building 27 - Health Center](#)

PHONE

24/7 Support

Health: 805.756.1211

Counseling: 805.756.2511

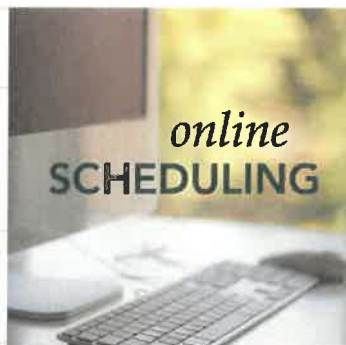
HOURS

Mon/Tue/Thu/Fri: 8am - 4:30pm

Wed: 9am - 4:30pm

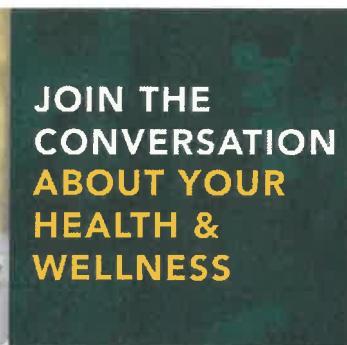
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Appointment



[Medical appointment](#)

Health Fee



[Learn More](#)

Food Pantry

the food pantry
Ensures that **ALL STUDENTS** who are experiencing food insecurity have access to **nutritious meals EVERYDAY**



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Open Forums

JOIN THE CONVERSATION

Health Fee Adjustment Open Forums

NOVEMBER 1 & 9

Join the conversation about your health and wellness. All are welcome to attend.

Open Forums:

- Wednesday, November 1 at 6:10 – 7:00 p.m., Bldg. 33 (Fisher Science), Room 286
- Thursday, November 9 at 11:00 a.m. – Noon, University Union, Room 220

Comment cards will be available for students to complete at the events. The deadline to submit your comment is Sunday, November 19, 2017. *CSU policy requires one comment per enrolled student, electronically or written.*

[Learn more about the policies and process here.](#)

Additional Questions?

Email us anytime at yourhealth@calpoly.edu.

About Us

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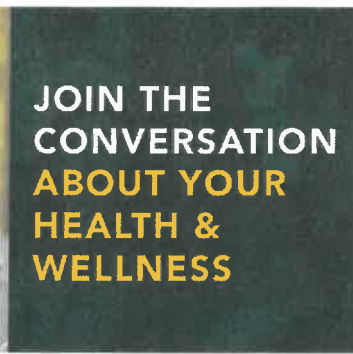
Appointment

Health Fee

Food Pantry



online
SCHEDULING



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Student Presentations

We are committed to educating students and supporter groups about the proposed fee options. Listed are the student groups that will be engaged during the consultative period.

Student Presentation Groups

DATE	TIME	STUDENT GROUP	LOCATION
10/23/2017	5:10 p.m.	ASI Board of Directors Workshop	Rec Center Training Room
10/25/2017	5:00 p.m.	ASI Board of Directors Meeting	UU220
10/26/2017	2:30 p.m.	Graduate Students	52-E46
10/27/2017	9 a.m.	Cross-Cultural Centers	52-3
10/28/17	11:10 a.m.	Student Academic Services Student Participants	TBD
TBD	7:00 p.m.	USFC	Alumni House (building 28)
11/1/2017	7:30 a.m.	CLA Ambassadors	UU219
11/1/2017	6:10 p.m.	Open Forum #1	33-286
11/1/2017	6:45 p.m.	CLA Dean's Advisory Council	10-226
11/2/2017	11:10 a.m.	Inter Housing Council	52-E26
11/2/2017	10 a.m.	International Students	52-E28
11/3/2017	10:00 a.m.	Interfraternity Council	Alumni House (building 28)
11/3/2017	10:00 a.m.	OCOB College Council	3-341
11/6/2017	8:10 p.m.	CAED College Council	21-105

DATE	TIME	STUDENT GROUP	LOCATION
11/6/2017	8:30 p.m.	Community Council, Yosemite	Yosemite Classroom
11/6/2017	9:10 p.m.	Community Council, Santa Lucia	Quiet Study Lounge
11/7/2017	11:00 a.m.	Panhellenic	Alumni House
11/7/2017	5:30 p.m.	CAFES College Council	8-122
11/7/2017	6:10 p.m.	COSAM Student Council	TBD
11/7/2017	6:10 p.m.	Block P	Mott - 205E
11/9/2017	11:00 a.m.	Open Forum #2	UU220
11/13/2017	8:00 p.m.	Community Council, Cerro Vista	Cerro Vista Fireplace Room (Community Center)
11/13/2017	8:30 p.m.	Community Council, Aliso	Aliso Fireplace Room
11/14/2017	6:45 p.m.	CE College Council	Bonderson, room 203

Supporter Groups

DATE	TIME	GROUPS	LOCATION
10/22/2017	9:00 a.m.	Parent Advisory Council	UU220
10/24/2017	3:10 p.m.	Academic Senate	UU220

Additional Questions?

Email us anytime at yourhealth@calpoly.edu.

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24/7 Support

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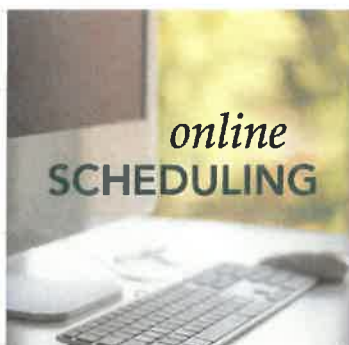
Counseling: 805.756.2511

HOURS

Mon/Tue/Thu/Fri: 8am - 4:30pm

Wed: 9am - 4:30pm

Appointment



Health Fee

JOIN THE
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ABOUT YOUR
HEALTH &
WELLNESS

Food Pantry

the food pantry

Ensures that **ALL STUDENTS**
who are experiencing food
insecurity have access to
nutritious meals

EVERYDAY



Suggestions



Share your thoughts

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Comment Form

TELL US, WE'RE LISTENING

Share your thoughts about the proposed health fee adjustment by Nov. 19.

[COMMENT ON YOUR PORTAL](#)

Comment Form Intake Period: October 19 - November 19, 2017

Students can submit comments regarding the health fee adjustment proposal through their Cal Poly portal.

- CSU policy indicates Students can submit one comment through the Cal Poly Portal or in writing at one of the open forums by Nov. 19.
- Campus Health and Wellbeing staff will meet with more than 20 student groups to discuss the proposal. Students participating in a group presentation can provide an additional comment. Feedback can be given to Campus Health and Wellbeing staff during the presentation or sent after the presentation electronically or in writing by Nov. 19.
- Visit the [Policies and Process](#) page for more details.

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ADMINISTRATION / OCTOBER 13, 2017

Cal Poly proposes health fee increase in response to student feedback

by James Hayes



Vice President for Student Affairs Keith Humphrey talked about potential student fee increase that would provide additional Health Center resources. Frank Huang | Mustang News

Cal Poly proposed a health services fee increase to add more medical and counseling staff at the Health Center. The fee increase was proposed based on student feedback received during the Julian A. McPhee University Union (UU) Fee referendum. It



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“We’ve created a good environment where students want to talk about the issues they’re facing,” Humphrey said. “They have great trust in the providers that we have, we just don’t have enough of them to keep them as long as they want.”

According to the press release, the university is following California State University policy throughout this process. The executive order process requires at least 30 days for feedback and education provided on the proposed adjustment.

“We will always take into consideration all feedback. I think what we have to do is balance the feedback that we get also with the overwhelming need,” Humphrey said.



0 comments ▶

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Need auto repair?

ASI / NOVEMBER 15, 2017

ASI Board of Directors to vote on stance regarding proposed Health Services fee adjustment

by Caroline Ster

0 

Prior to the vote, the Board will debate and discuss whether to support the fee increase, which if approved will begin Fall 2018. Hannah Crowley | Mustang News

The Associated Student, Inc. (ASI) Board of Directors will meet Wednesday to vote on a health services fee adjustment proposed by Campus Health and Wellbeing. Before



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Hackerman: Former Cal Poly student avoids jail time for cyber crime



Miss Israel 2013 brings message of tolerance to Cal Poly

ADMINISTRATION / NOVEMBER 20, 2017

ASI votes to support Health Fee increase

by Aidan McGloin



Statistics senior and COSAM Board representative Mitchell Collins discusses the health fee with other members at the ASI Board workshop Monday Nov. 13. Aidan McGloin | Mustang News

The Associated Students, Inc. (ASI) Board of Directors voted 19 to seven to support a \$99 quarterly increase of the student Health Fee at a meeting Nov. 15.

Administration proposed two options for a student health fee increase. Option A included a \$99 quarterly increase while Option B called for a \$114 increase quarterly.



According to the Health Center's report, the fee increase should reduce wait time for appointments from two weeks to one week, reduce walk-in wait times from two to three hours to one to 1.5 hours and increase the counselor-student ratio from 1-to-1,550 to 1-to-1,000.

According to Director of Counseling Services Geneva Reynaga-Abiko, administration is also considering other options to support the Health Center. They have already explored the option of creating an endowment, Reynaga-Abiko said, but that would cost \$150 million dollars. She also said that outside health organizations have decided not to assist the university because they are unable to make a profit off students under California State University policy.

ASI representatives who opposed the fee increase said they did not feel comfortable making a decision on behalf of their constituents because they only had one month to inform the student body and solicit input. As the official voice of students, they said they needed more time and more input before making a decision that reflects the views of their entire college.

"We can't reward administration with the candy they're looking for after they spank us and say 'Haha, I got away with it,'" Vice Chair of the Board and agricultural communications senior Haley Warner said.

Other representatives said they did not believe putting the burden on students would be the best way to support the university. They believe the majority of mental health issues have to do with money. Placing a larger financial burden on students might be counterproductive to improving their mental health.

"One of the primary influences on poor mental health in college is financial stress," College of Science and Mathematics Board representative and statistics senior Gianna Ciaccio said after the meeting. "While financial aid is incorporated into the fee, there are students that surpass the low-income bracket that may still struggle to afford such a fee."



happening,” College of Liberal Arts Board representative and political science senior Rita Elfarissi said last year.

Supporters argued they were elected to make the tough decisions for their colleges, and although they did not have enough time to talk to students in their college, they should still work to improve the university.

“What does a better Cal Poly look like?” College of Engineering Board representative and mechanical engineer senior John D’Ambrosio said. “I think a better Cal Poly looks like one with actual health services.”

Current Fee **\$105** per quarter

1:1,500
counselors per student

3-4
day wait times

2.7
sessions per student

“ We have it pounded into our brain from WOW... that we should utilize our resources, but we don't have those resources.

Denae Dupray

Option A **\$99** more per quarter



“ Students using this resource is not something they planned to do, it is something they have to do.

Mark Borges

Option B **\$114** more per quarter



“ I hope that one day you can go to the Health Center if you need it and not be turned down.

Denise Hensley

Results



Some who voted yes said they would do so because a better health center fit their

July 22, 2015

MEMORANDUM

TO: CSU Presidents

FROM: Timothy P. White
Chancellor

SUBJECT: California State University Student Fee Policy - Executive Order 1102

Attached is a copy of Executive Order 1102 relating to California State University Student Fee Policy. The executive order updates the California State University Board of Trustees policies that comprise the CSU Student Fee Policy, incorporates a new voluntary Student Involvement and Representation Fee, provides clarification and new requirements for student success fees, incorporates the statutory requirements of the Working Families Student Fee Transparency and Accountability Act, addresses reallocation of future Campus Mandatory Fees, and identifies Cal State Online as subject to fee policy. The referenced items make up the overall strategic framework and guidelines for administration of CSU fees.

An index of CSU fees is available at: calstate.edu/budget/student-fees/fee-policy. The website also contains further details on fees. Subsequent modifications required for administration of this fee policy will be made via the website.

In accordance with policy of the California State University, the campus president has the responsibility for implementing executive orders where applicable and for maintaining the campus repository and index for all executive orders.

If you have questions regarding this executive order, please call the Budget Office at (562) 951-4560.

TPW/jdw

Attachments

c: CSU Office of the Chancellor Leadership
Vice Presidents of Academic Affairs
Vice Presidents of Business and Finance
Vice Presidents of Student Affairs

Executive Order 1102

**THE CALIFORNIA STATE UNIVERSITY
Office of the Chancellor
401 Golden Shore
Long Beach, California 90802-4210
(562) 951-4560**

Executive Order: 1102

Effective Date: July 22, 2015

Supersedes: Executive Order 1054

Title: California State University Student Fee Policy

This executive order is issued pursuant to Education Code Sections 89035, 66028, 89711, 89712 and Board of Trustees Standing Orders, Chapter II, subsection i.

Changes to California State University Fee Policy

This executive order updates the California State University Board of Trustees policies that comprise the CSU Student Fee Policy, incorporates a new voluntary Student Involvement and Representation Fee, provides clarification and new requirements for student success fees, incorporates the statutory requirements of the Working Families Student Fee Transparency and Accountability Act, addresses reallocation of future Campus Mandatory Fees, and identifies Cal State Online as subject to fee policy.

Student Involvement and Representation Fee (SIRF)

At the January 2015 Board of Trustees meeting, the Trustees voted to establish a new voluntary systemwide fee, the Student Involvement and Representation Fee, in an effort to expand opportunities for student involvement and representation on issues of importance. As the first voluntary systemwide fee, a new Category VI was created. Fee assessment commences in the fall of 2015. This fee will be managed by the California State Student Association.

Student Success Fees

At the January 2015 Board of Trustees meeting, the Trustees voted to make specific amendments to fee policy to incorporate clarification and new requirements for student success fees (Category II). These changes followed the formation of a working group to study the role, process, and enactment of category II campus-based mandatory student success fees, including their notification, accountability, and outcome reporting processes. The working group and subsequent fee policy changes were incorporated in response to Senate Bill 860, Education Code Section 89712, which required the chancellor to conduct a review of student success fees during fiscal year 2014-2015 and make recommendations to the trustees on changes to the fee policy.

Working Families Student Fee Transparency and Accountability Act

In September 2012, the governor signed into law the "Working Families Student Fee Transparency and Accountability Act," Education Code Section 66028, which enacts specific requirements for increasing or establishing new mandatory systemwide fees (Category I). In March 2013, the Board adopted a list of factors for consideration when reviewing fee increases, which also have been included in the update.

Reallocation of Specified Future Campus Mandatory Fees

In September 2012 the governor also signed into law provisions for reallocation of campus mandatory fees (Category II). Education Code Section 89711 requires that any fee established by a majority vote of the student body after the effective date of this legislation must be

brought back before the student body before it can be reallocated, unless the vote that established the fee authorized an alternative or automatic reallocation mechanism. Category II fees that do not fall under the purview of this law are exempt.

Cal State Online

At the January 2013 Board of Trustees meeting, the Trustees voted to make specific amendments to fee policy to incorporate Cal State Online into the nomenclature of Category V Fees, which are fines, fees and deposits paid to self-support programs.

Bureau of State Audit Report on California State University's Extended Education

To effectively monitor and ensure that the campuses set self-support fees in accordance with state law and fee policy, responsibilities for the campus chief financial officer and president regarding development and consideration of revenue and expenditure statements before making a determination on self-support extended education program fees were added. These requirements previously applied only to Category II and III fees, but have been expanded to Category V extended education fees. Consultation requirements between the president and extended education dean also were included. Additionally, annual reporting on Category V extended education fees was clarified.

Reference documents supplemental to this update of CSU Student Fee Policy, including an index of fees, historical documents, and State Education Code information are available at: calstate.edu/budget/student-fees/fee-policy.

Timothy P. White, Chancellor

Dated: July 22, 2015

THE CALIFORNIA STATE UNIVERSITY STUDENT FEE POLICY

(Fee Administration)

I. Fee Policy Statement

The CSU makes every effort to keep student costs to a minimum. Fees listed in published schedules or student accounts may need to be increased when public funding is inadequate. Therefore, CSU must reserve the right, even after fees are initially charged or initial fee payments are made, to increase or modify any listed fees. All listed fees, other than mandatory systemwide fees, are subject to change without notice, until the date when instruction for a particular semester or quarter has begun. All CSU listed fees should be regarded as **estimates** that are subject to change upon approval by the Board of Trustees, the Chancellor, or the Presidents, as appropriate. Changes in mandatory systemwide fees will be made in accordance with the requirements of the Working Families Student Fee Transparency and Accountability Act (Sections 66028 - 66028.6 of the Education Code).

II. Fee Category Definitions

- A. Category I – Systemwide mandatory tuition and other fees that must be paid to apply to, enroll in, or attend the university, or to pay the full cost of instruction required of some students by statute.
- B. Category II – Campus mandatory fees that must be paid to enroll in or attend the university.

- C. Category III – Fees associated with state-supported courses. Specifically for materials and services used in concert with the basic foundation of an academic course offering.
- D. Category IV – Fees, other than Category II or III fees, paid to receive materials, services, or for the use of facilities provided by the university; and fees or deposits to reimburse the university for additional costs resulting from dishonored payments, late submissions, or misuse of property or as a security or guaranty.
- E. Category V – Fees paid to self-support programs such as extended education, Cal State Online extended education offerings, parking and housing including materials and services fees, user fees, fines, and deposits. Self-support programs are defined as those not receiving state general fund appropriations; instead, fees are collected to pay the full cost of a program. Costs of self-support instructional programs include support and development of the academic quality of the university.
- F. Category VI – Systemwide voluntary fees.

III. Authority

- A. The Board of Trustees provides policy guidance for all matters pertaining to student fees and has authority for the establishment of Category I and VI fees, and oversight and adjustment of Category I fees, pursuant to the Working Families Student Fee Transparency and Accountability Act (commencing with Section 66028 of the Education Code).
- B. The chancellor is delegated authority for the establishment, oversight and adjustment of Category II, Category III, and Category V Cal State Online fees extended education offerings. The chancellor also is delegated authority for the oversight and inflationary adjustment of the Category VI Student Involvement and Representation Fee. The allowance for inflationary adjustments shall not be considered automatic on an annual basis, but rather allowable should the chancellor deem it necessary following consultation with the California State Student Association (CSSA). The chancellor is not delegated authority for Category I fees, although the chancellor may approve individual campus tuition fee rates that do not exceed the maximum fee rates established by the Board of Trustees.
- C. The president is delegated authority for the establishment, oversight and adjustment of Category IV and Category V fees (with the exception of Cal State Online fees extended education offerings), and for the oversight and adjustment of Category II and III fees. The president is not delegated authority to establish Category I, or Category II fees, or to adjust Category I fees. The president does have limited authority to establish or adjust Category III fees only within a range established by the chancellor as shown below in Section VI.C.6 of this fee policy.

IV. Responsibility

- A. The president is responsible for assuring that appropriate and meaningful consultation occurs prior to adjusting any campus-based fee and before requesting that the chancellor establish a new Category II or Category III fee.
 - 1. The president shall establish a Campus Fee Advisory Committee comprised of student, faculty, staff, and administrative representatives to provide advice to the president. Membership of the Campus Fee Advisory Committee shall be established in consultation with the campus student body association and the campus faculty senate and shall include the president of the campus student body association and the chair of the campus faculty senate or their designees. The president shall appoint the chair of the Campus Fee Advisory Committee.
 - 2. The president shall appoint members to the Campus Fee Advisory Committee, excluding the student representatives who shall be appointed by the campus student body association. Faculty members shall be appointed consistent with normal campus processes for selecting faculty members to serve on similar committees.
 - 3. Students appointed by the campus student body association shall constitute a majority of the voting members of the Campus Fee Advisory Committee.

4. A statement of revenues and expenditures including a minimum of two years of projected revenue and expenditures and one year of actual costs for the fee revenue supported activity shall be developed by the campus chief financial officer and considered by the president prior to establishing or adjusting any Category II or III fee.
 5. The president shall consult with the Campus Fee Advisory Committee before adjusting or requesting that the chancellor establish any Category II or III fees (subject to his/her approval in writing).
 6. The Campus Fee Advisory Committee shall consider proposals for the establishment and adjustment of Category II or III fees, and shall then make a recommendation to the president.
- B. Appropriate and meaningful consultation with campus constituencies regarding Category II fees and the use of fee revenue is critical to assure that the delegated authority is exercised in a manner that is consistent with policies adopted by the board.
1. Appropriate and meaningful consultation includes consultation with bodies such as the campus faculty senate, the campus student body association and other constituencies affected by any proposed increase in an existing fee or establishment of a new fee.
 2. The policy presumes that a student fee referendum will be conducted before adjusting or establishing Category II fees. The president may waive the referendum requirement (unless it is required by education code or Student Success Fee policy Section VI.B) if he/she determines that a referendum is not the best mechanism to achieve appropriate and meaningful consultation.
 3. If a referendum is not conducted prior to adjusting Category II fees or requesting the chancellor to establish a new Category II fee, the president must demonstrate to the fee advisory committee the reasons why the alternative consultation methods selected will be more effective in complying with this policy.
- C. An advisory student referendum is expected in order to measure student support prior to adjusting a Category II fee or requesting the chancellor to establish a new Category II fee but is subject to the exception described in Section IV.B.2. The referendum may be conducted by the campus or the student body association. For referenda conducted by the campus, the following shall apply:
1. The president in consultation with the student body association and the faculty senate shall develop guidelines applicable to the student fee referendum process designed to assure that the referendum is open, fair, and objective.
 2. The campus shall fund costs associated with the referendum.
 3. The fee advisory committee shall issue a voter pamphlet providing objective analysis of the proposed fee action and statements solicited by the committee for and against the proposed fee action.
 4. The fee advisory committee shall determine the specific statements that shall be included in the pamphlet.
 5. Copies of the voter pamphlet and ballot and information regarding the dates, times, and polling locations shall be available to students and published in the campus newspaper and in other public locations around campus at least thirty days prior to the referendum.
 6. The results of a referendum shall be considered favorable when a majority of students voting approve the fee action.
 7. The results of the referendum shall be advisory to the fee advisory committee and the president, unless the Education Code or Student Success Fee policy (Section VI.B) requires that the referendum pass.

- D. If it is determined that a referendum is not the best mechanism for appropriate and meaningful consultation, and is not required by the Education Code or Student Success Fee policy (Section VI.B), an alternative consultation process may be utilized. The following shall apply:
1. The president, upon deciding that a referendum will not allow for the best measure of student opinion, shall inform the fee advisory committee of his/her intent to begin alternative consultation.
 2. Alternative consultation strategies shall be developed with input from the student body association and the fee advisory committee to ensure that the process is transparent and meaningful, and shall solicit the input of a representative sample of the student body.
 3. A representative sample should include students in leadership positions as well as students who are not involved in campus leadership. Efforts should be made to include students from many aspects of campus life regardless of the type of fee.
 4. Any written material regarding the new fee, or fee increase should follow the same guidelines as the referendum voter pamphlet (Section IV.C above) to provide objective analysis of the fee or fee increase.
 5. Results of the alternative consultation process should be summarized and put in writing and used as additional advisory material to be taken into consideration by the fee advisory committee and the president.
 6. If a Category II fee for a capital project (e.g., university union building or health services building) must be raised to meet minimum debt service revenue bond requirements that were not required when the fee was established, the president can make that adjustment without a full alternative consultation process, but must present the debt service requirements and revenue projections to the fee advisory committee prior to making the adjustment.
- E. Unless established prior to January 1, 2013, Category II fees established through an affirmative vote of the majority of the student body voting on the fee, but not specifically authorized by statute, shall not be reallocated to alternative purpose(s) without an affirmative vote of a majority of the members of either the student body or Campus Fee Advisory Committee voting on the reallocation. Category II fees established on or after January 1, 2013 through an affirmative vote of the majority of the student body voting on the fee, but not specifically authorized by statute, may be reallocated without an affirmative vote of a majority of the members of either the student body or Campus Fee Advisory Committee voting on the fee if the vote that established the fee authorized an alternative or automatic reallocation mechanism for that fee.
- F. The president shall consider revenue and expenditure statements reviewed and approved by the campus chief financial officer prior to making determinations on Category V extended education fees.
1. Prior to making a determination on Category V extended education fees, the president shall consult with the dean of extended education, including consideration of revenue and expenditure plans developed by the dean or designee and in consultation with the campus chief financial officer.
 2. The president shall notify the Campus Fee Advisory Committee of his or her decision.
- G. The chancellor shall consult with the CSSA prior to any Category VI Student Involvement and Representation Fee adjustments. Any decision to adjust the fee shall be reported to the Board of Trustees prior to its scheduled adjustment.

V. Accountability

- A. The campus president shall provide to the fee advisory committee a report of all fees in Categories II, III, IV and V. New fees, fee increases, total revenue and unexpended balances should be included.

- B. Each campus shall report annually to the chancellor, for the most recently completed fiscal year, a complete inventory of all fees in categories II, III, IV and V, including current year fee rates, the total revenue collected in the past year for each fee, and the remaining balance for each fee. This reporting requirement includes a separate detailed report on Category V extended education fees. The Category II fee report shall be presented to the board by the chancellor to allow the board to consider the level and range of campus mandatory fees charged to students.
- C. The CSSA shall prepare an annual report for the chancellor that includes information on how revenue from the Category VI Student Involvement and Representation Fee has been used to provide additional funding support for the development of student policy recommendations; participation in system, state, and national governance; involvement in leadership development activities; and, program support through student and professional staff administration. The annual report shall be provided by October 1.

VI. Additional Policy Regarding Specific Fees

A. Graduate Business Professional Fee (Category I)

1. Applicability

- a. The Graduate Business Professional Fee shall be charged on a per-unit basis for all required courses in state-supported professional master of business degree programs that are subject to accreditation by the Association to Advance Collegiate Schools of Business International (AACSB International) and that are authorized by the trustees or chancellor to assess such fees.
- b. The Graduate Business Professional Fee shall apply to required courses in the following degree programs: Master of Business Administration (M.B.A.); and Master of Science (M.S.) programs in Accountancy, Business Administration, Health Care Management, Business and Technology, Information Systems, and Taxation.
- c. Students in conditionally classified admission status in graduate professional programs shall be charged the Graduate Business Professional Fee on a per-unit basis for each prerequisite course taken in fulfillment of graduation requirements for these fee-authorized programs.

2. Assessment of Fee

This fee shall be in addition to the systemwide tuition fees, applicable non-resident tuition, and any campus-based fees.

3. Fee Waivers

Employee fee waivers and other fee waivers are authorized by statute. The terms of authorized employee fee waivers are subject to change and are agreed upon as outlined in collective bargaining contracts. Please consult current Human Resources Technical Memoranda.

4. Establishing Fees in Applicable Programs

Upon request of a campus president, the chancellor is authorized to approve the assessment of a Graduate Business Professional Fee upon students enrolled in state-supported professional master's degrees in business that are subject to accreditation by the Association to Advance Collegiate Schools of Business International and that are not included in the original roster of fee-authorized programs.

5. Fee Revenue

In accordance with Education Code Section 89721(l), revenue collected from all higher education fees shall be deposited in a local trust unless otherwise specified.

6. Provision for Financial Aid

Presidents are directed to set aside a minimum of 25 percent and not more than 33 percent of the Graduate Business Professional Fee revenue for need-based financial aid, with such funds to be used first to meet the demonstrated financial need of students in affected campus professional graduate degree programs in business; and that any part of the revenue that is not awarded to professional business master's degree program students be made available to meet demonstrated financial need of any other undergraduate or graduate students on the campus.

7. Modification of Existing Fees

For each adjustment made by trustee action to the tuition fee for graduate students, an equal adjustment will be made to the Graduate Business Professional Fee.

B. Student Success Fees (Category II)

1. A binding student vote shall be taken on implementation of any proposed new student success fee. All students who are eligible to vote in student government elections shall be eligible to vote on such student success fee proposals. A rigorous consultation process shall be undertaken to inform and educate students on the uses, impact and cost of any proposed student success fee prior to the binding student vote.
2. In the process of establishing new student success fees, and before the student vote occurs, it must be made clear to the students that if a portion of that fee is intended to support ongoing and/or long-term obligations, that portion of the fee will remain in place until the obligations are satisfied regardless of any subsequent vote to rescind the fee.
3. All student success fees enacted prior to January 28, 2015 shall remain unchanged, including any previously established increments. However, a campus that considers a net new addition to an existing student success fee shall proceed as described in paragraphs VI.B 1 and 2 above.
4. Any campus proposing a new student success fee or an increase not already scheduled to an existing student success fee will consult with the chancellor and must receive approval on the process that will be followed to obtain approval for the fee before proceeding.
5. Student success fee proposals may not be brought before the student body more frequently than once per academic year.
6. If the proposed student success fee is accepted by a simple majority of the students voting, imposition of the fee shall still be contingent on approval by the campus president and chancellor. If the proposed student success fee is for direct instructional purposes that historically were covered by tuition and state funding, then the chancellor shall consult with the chair of the Board of Trustees before final approval is granted.
7. Student success fees enacted after January 28, 2015 shall be in force for at least six years. Student success fees may be rescinded at any time after six years with another binding student vote wherein a simple majority of those students voting vote to rescind the fee. The campus decision to have a vote shall be made by the recognized student government. Rescission vote proposals may not be brought before the student body more frequently than once per academic year.
8. If a vote to rescind passes, the chancellor, in consultation with the chair of the Board of Trustees and the president, shall ensure that no ongoing contractual or other obligation/liability exists which will remain unsatisfied if the student success fee is rescinded.

If any such obligations exist, that portion of the student success fee funding the obligations shall remain in effect and the obligations shall continue to be funded by the student success fee until the obligations are satisfied. No new contractual or other obligation which would be supported by the rescinded student success fee may be entered into following a vote to rescind the fee. In the process of reconsidering a student success fee, and before the student vote occurs, it must be made clear to the students that if a portion of that fee is intended to support ongoing obligations, that portion of the fee will remain in place until such time as the obligations are satisfied.

9. Student success fees enacted prior to January 28, 2015 may also be rescinded by a binding student vote under the same procedures described above for rescinding a fee, but no such student vote may be held until after January 1, 2021. If a vote to rescind passes, the chancellor, in consultation with the chair of the Board of Trustees and the president, shall ensure there are no ongoing, contractual or other obligations which will remain unsatisfied if the student success fee is rescinded. If any such obligations exist, that portion of the student success fee funding the obligations shall remain in effect and the obligations shall continue to be funded by the student success fee until the obligations are satisfied. No new contractual or other obligations which would be supported by the rescinded student success fee may be entered into following a vote to rescind the fee.
10. Each campus shall be required to have a transparent, online accountability protocol that clarifies the decision process and allocation of student success fees, with annual reporting to the chancellor and public by October 15 each year. All campuses shall be held to this standard for any existing and new student success fees imposed in the future.

C. Miscellaneous Course Fees (Category III)

1. Miscellaneous course fees are defined as fees collected for materials, services or use of facilities used in concert with the basic complement of supplies needed for state-supported instruction. Miscellaneous course fees can only be charged for the actual cost of providing exceptional instructional materials, services or use of an off-campus facility. Students must have the option of attaining the materials or services required through alternative means; however, in cases where such alternative means are unavailable, students cannot opt out of utilizing the required material or service and must pay the miscellaneous course fee.
2. The following rules apply when determining if miscellaneous course fees can be charged for exceptional materials or services in the classroom:
 - a. Miscellaneous course fees can only be charged for the actual cost of the material, service or use of facility being provided.
 - b. A miscellaneous course fee **cannot** be charged for the basic complement of classroom supplies and materials required for instruction. These include but are not limited to: chalk, erasers, paper clips, pointers, classroom instructional equipment such as projectors (slide, overhead, computer, etc.) and associated supplies (bulbs, transparencies, software, etc.), or any other supplies deemed necessary to equip the instructional space for courses.
 - c. A miscellaneous course fee **cannot** be charged for the basic complement of laboratory supplies and instructional equipment necessary for classroom lab requirements identified in the course description. These include but are not limited to equipment, test tubes, work stations, computers or any supplies necessary to equip laboratory space to complement classroom course instruction.
 - d. Administrative charges and inflationary factors **cannot** be added to miscellaneous course fees. Only the actual cost of the material, service or use of a facility can be charged.

- e. A miscellaneous course fee **cannot** be charged to fund the basic cost of instruction. Instructional costs are funded through marginal cost dollars, tuition fee revenue, and permanent base budget allocations.
3. Requests to establish fees above the approved ranges and requests to increase existing fees to an amount above the approved ranges must be forwarded to the chancellor's office for approval. If the requested fee or fee adjustment meets the policy guidelines, a coded memorandum shall be issued to authorize the campus to charge the fee.
4. Campuses must review all current miscellaneous course fees to ensure each one meets the requirements of the above described rules. If existing course fees exceed the approved ranges, campuses should review recent revenue and expenditure plans for that fee to ensure that the fee level is appropriate and make adjustments as necessary. All fees, including those that surpass the approved ranges that were previously approved by executive order prior to issuance of Executive Order 1034 in 2008 are grandfathered into this policy as long as they meet the policy guidelines above. Fees that do not meet the guidelines must be revised or eliminated.
5. CSU student fees are authorized, deposited, and refunded in accordance with applicable CSU policy, provisions of the law, and revenue bond indentures which may be outstanding.
6. Approved Fee Ranges:

\$0 – \$150	Fees that supplement the basic complement of classroom and laboratory instruction by providing materials and services that would otherwise be unavailable to students, and which allow students to meet the educational objectives of a given course.
\$0 – \$3,000	Fees for courses that require field trips or travel off-campus in order to meet the educational objectives of a given course.

D. Student Involvement and Representation Fee (Category VI)

1. Collection of the fee shall occur twice annually in the fall and spring academic terms, starting with the fall 2015 term.
2. Each time the fee is assessed, students shall be provided a clear and unambiguous means to decline the payment of the fee.

VII. References

Additional CSU student fee policy references including fee related laws and policies such as "Quality and Affordability: Policies for Pricing, Strategies for Paying" and "List of Factors for Future Considerations of Fee Changes," index of fees, definition of terms, and frequently asked questions can be found online at calstate.edu/budget/student-fees/fee-policy.

California Polytechnic State University, San Luis Obispo

UNIVERSITY POLICY: Alternative Consultation Policy for Campus-Based Mandatory Student Fees

Preface

Executive Order 1034 titled “California State University Student Fee Policy and Miscellaneous Course Fee Delegation of Authority” requires that appropriate and meaningful consultation occur prior to increasing an existing fee or requesting that the chancellor approve establishment of a fee. The Executive Order requires an advisory student referendum to increase or establish a campus mandatory registration fee defined in the Executive Order as a fee that must be paid to enroll in or attend the university (“Category II”) fee. Alternative consultation is permitted if it is more effective in achieving appropriate and meaningful consultation. Both methods are advisory to the President. Alternative consultation is not permitted when adjusting a student body association fee (Education Code §89300).

Alternative Consultation

Alternative consultation refers to consultation with students other than a referendum to a direct vote of the student body. Alternative consultation is a process that provides an opportunity for students to voice their opinion relative to mandatory campus-based registration fees. Consultation means that students are provided information on the relevant issues, provided opportunities to ask questions, and provided an opportunity to give their opinion either verbally or in written form. The following principles have been developed to guide the process and provide for student participation.

- Eligible students will be given an opportunity to indicate their support or non-support of a fee proposal following informed consultation.
- Student elected leaders functioning as a recognized body (e.g., ASI Board of Directors for university-wide proposals and college councils for college-based proposals), will be given a separate opportunity to indicate support or non-support following informed consultation.
- The process must be consistent, simple, timely, and cost effective.

California Polytechnic State University, San Luis Obispo

UNIVERSITY POLICY: Alternative Consultation Policy for Campus-Based Mandatory Student Fees

Alternative Consultation Process

The alternative consultation process relies on the dissemination of objective and factual information to students. This will assist students in developing an informed opinion regarding a fee proposal. Each campus mandatory fee proposal using alternative consultation as a method of obtaining student input must include an alternative consultation process that meets the principles outlined. The proposed process may be developed with input from the Campus Fee Advisory Committee ("CFAC") prior to the initiation of alternative consultation. Proposals should be submitted to the President via the appropriate Vice President or other senior administrator. Upon receipt, the President will inform the fee advisory committee of his/her intent to utilize alternative consultation and solicit advice from the CFAC.

General Process

The University has developed a general process for alternative consultation that supports the principles outlined above. These general processes should be used as a guide in proposing an alternative consultation process.

1. **Authority to Conduct Alternative Consultation:** The President has the authority to utilize alternative consultation methods to obtain advice from the student body on a proposal to establish or adjust a campus based Category II fee.
2. **Eligible Students:** All matriculated, registered students are eligible to participate. Eligible participant also includes any non-matriculated student who is required to pay full registration fees to attend state-supported classes at Cal Poly.
3. **Information Pamphlets/Official Communications:** The University shall make available to the students electronically an information pamphlet. The information pamphlet will contain an objective statement about the fee proposal prepared by the University's Budget and Analytic Business Services

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UNIVERSITY POLICY: Alternative Consultation Policy for Campus-Based Mandatory Student Fees

staff. The information pamphlet will also include statements of advocacy (pro or con) submitted on the proposed fee action. The CFAC shall solicit and advise the President on specific statements of advocacy to be included in information pamphlets and other official communications. The failure of advocates to submit pro or con statements will not preclude publication of the information pamphlet. All information distributed on behalf of the University shall be approved by the Vice President for Student Affairs.

4. Notice: Copies of the information pamphlets shall be available to students thirty days (excluding academic holidays) prior to the collection date of student input.
5. Student Forums: The President may delegate to the Associated Students, Inc. the responsibility of organizing the forums and insuring that appropriate groups (such as college councils, Board of Directors, etc.) have been informed. There shall be a minimum of two (2) general forums organized by the Associated Students, Inc. where students may ask questions regarding the fee proposal and voice their opinions. The times and locations of these forums should be publicized either electronically or in the campus newspaper 14 days in advance of the forum. The ASI Board of Directors may also be given an opportunity to provide the President with advice regarding the fee proposal.
6. Student Input: Solicitation of student input on a proposed fee action may be collected verbally, electronically, or in written form. Although students may have many opportunities to voice their opinions during open forums, written comment forms (e.g., surveys, ballots, etc.) may also be utilized. Any comment form used for alternative consultation shall be subject to University legal and policy review prior to use. Comment forms shall be limited to one per eligible student. Eligible students who are not physically attending classes at Cal Poly (e.g., study abroad students or students on co-op, etc.) may be provided with the opportunity to provide input if a means of collecting their input can be handled efficiently, effectively, and securely.

California Polytechnic State University, San Luis Obispo

**UNIVERSITY POLICY:
Alternative Consultation Policy
for Campus-Based Mandatory Student Fees**

7. Supervision: The President has delegated to the Vice President for Student Affairs the authority and responsibility of insuring that the exchange of information (e.g., forums, flyers, etc.) is conducted in a civil manner, that information is disseminated appropriately, and that collection of student input is done in a consistent objective manner.
8. Results: The Vice President for Student Affairs shall summarize the results of the alternative consultation and report to the President and CFAC. CFAC shall provide a recommendation to the President.
9. Implementation: Approved adjustments to Category II fees shall be implemented in the subsequent fall quarter.

April 28, 2005

MEMORANDUM

TO: CSU Presidents

FROM: Charles B. Reed
Chancellor

SUBJECT: Policy on University Health Services - Executive Order Number 943

Attached is a copy of Executive Order No. 943, superseding the California State University (CSU) policy on university health services, Executive Order No. 814.

The changes in this Executive Order include the following:

- Section VII A. - clarification in order to address more fully the credentialing and privileging of health care providers.
- Section VII B. 4 - clarification concerning the necessity of board certification for physicians.
- Section XVII C. 4 - clarification of the intent to create a single Student Health Services Advisory Committee on each campus.
- Section XVII. C. 5 - requirement for HIPAA-covered entities to provide information about the campus privacy officer.

These changes were recommended by the Student Health Services Advisory Committee and reviewed by the CSU Office of General Counsel.

In accordance with policy of the California State University, the campus president has the responsibility for implementing executive orders where applicable and for maintaining the campus repository and index for all executive orders.

CBR/lem

Attachment

Distribution: Provosts/Vice Presidents for Academic Affairs
Vice Presidents for Student Affairs
Student Health Center Directors
Executive Staff, Office of the Chancellor

Executive Order 943

**THE CALIFORNIA STATE UNIVERSITY
Office of the Chancellor
401 Golden Shore
Long Beach, California 90802-4210
(562) 951-4700**

Executive Order: 943

Title: Policy on University Health Services

Effective Date: April 28, 2005

Supersedes: Executive Order 814

This executive order is issued under the authority of Sections 1 and 2 of Chapter III of the Standing Orders of the Board of Trustees and is effective April 28, 2005.

I. Purpose

This policy governs the provision of health services in the California State University. It is not intended to alter but rather is intended to implement Board of Trustees' policy. Thus, in case of perceived conflict between Trustees' policy and this executive order, the Trustees' policy shall prevail. Health services are provided through Student Health Centers, university athletic programs, academic programs, and auxiliary organizations. Regardless of where these services are provided, the provision of services must comply with the policies contained in this executive order. The president or designee shall ensure appropriate oversight of all university health services.

This policy applies to Student Health Centers. The section on athletic medicine applies only to athletic programs. Sections "VII. Qualifications of Providers of Health Care at CSU Campuses," "IX. Health Facility Safety and Cleanliness," "X. Medical Records," "XII. Security of Health Facilities," and "XVI. Insurance and Liability Coverage," apply to all campus programs and entities providing health care.

Student Health Centers shall be established and maintained to facilitate the retention of students matriculated in state-supported programs of the university and to enhance the academic performance of students through accessible and high quality medical care, public health prevention programs, and educational programs and services.

II. Student Health Advisory Committee

Each president or designee shall establish a student health advisory committee. The committee shall be advisory to the president or designee and the Student Health Center on the scope of service, delivery, funding, and other critical issues relating to campus health services. Students shall constitute a majority of membership and the committee may include faculty, administrative, and staff members and shall include a representative from the Student Health Center. A student shall chair the committee.

III. Required Basic Student Health Services

A. The following basic services shall be available in all Student Health Centers subject to the limitations stated below. These basic services shall be available to all matriculated students who have paid the appropriate mandatory student health fee:

1. Primary outpatient care consistent with the scope of service, and the skills and specialties of clinical staff;
2. The provision of family planning services, consistent with current medical practice excluding surgical procedures;

3. Public health prevention programs including immunizations for the prevention and control of communicable diseases including required immunizations and those immunizations required for participation in educational programs of the campus (e.g., nursing);
4. Health education (e.g. nutrition, sexually transmitted infections, HIV, alcohol and substance abuse, eating disorders, preventive medicine);
5. Evaluation and guidance for individual health problems;
6. Clinical laboratory diagnostic services in support of basic services. Tests to be provided at no additional charge, regardless of where performed, include the following: complete blood count, urinalysis, screening cultures, and urine pregnancy tests;
7. Basic diagnostic X-ray services;
8. Pharmacy services;
9. Medical liaison services with other community health agencies and services (e.g., county health departments, medical and nursing schools);
10. Consultation with and referral to off-campus health care providers and hospitals; and
11. Consultative services on campus health issues.

A common core of basic medical services for students within the CSU system shall be provided although it is acknowledged that some services on individual campuses may vary from those provided elsewhere in the system due to the availability of medical personnel, facilities, and equipment. It is also recognized that the care of certain illnesses, injuries, and conditions may require hospitalization or referral to other community medical facilities for after-hours, long-term, specialty, or other care requiring staff, facilities, and equipment which are either not available to the Student Health Center or beyond the scope of authorized service. The patient, not the university, is financially responsible to the provider for health services received off campus and for health services received on campus but beyond the scope of authorized services.

- B. **First Aid** – Student Health Centers shall provide first aid during normal operating hours to all persons while on the campus, or at campus activities, if a qualified health care provider is available and in attendance. First aid is defined as one-time treatment that typically does not require a physician, laboratory, X-ray, or pharmacy services.
- C. **Reciprocal Services** – Students eligible for basic services at one CSU campus shall be eligible for basic services provided by other CSU campuses at no additional charge.

D. **Funding Basic Services**

1. Campuses may assess all students a mandatory student health services fee to provide basic services. Campuses may also fund basic student health services using General Fund allocations. Such fees shall not exceed substantially the cost of services provided. Additional fees for basic services may not be charged except for the cost of laboratory tests sent to reference laboratories and the actual acquisition cost of vaccines, medications, and devices/appliances. All proceeds of the mandatory student health fee and interest earned shall be used to support Student Health Center operations.
2. The campus president or designee may establish campus-based procedures for waiving mandatory student health services fees in exceptional circumstances (REP 07-93-05).

3. The establishment and changing of student health fees are subject to the California State University's student fee policy, described in a separate executive order.

E. Continued Care - Student Health Center directors may authorize continued care to a patient who has become ineligible but has not completed prescribed treatment begun while an eligible student. Such care may continue to resolution of the current condition or until appropriate referral has been accomplished. In no case should care extend more than one academic term beyond the loss of eligibility. Continued care is subject to the payment of fees defined in Section "V. Provision of Student Health Services."

F. Denial of Care - Student Health Center directors may, in rare cases, deny care. Student Health Centers shall maintain a written policy that governs denial of care.

IV. Augmented Services

Augmented services shall be those health services offered by the Student Health Center that are elective or specialized in nature and not included in basic services. Only augmented services listed below or interim services deemed necessary to meet urgent campus health needs shall be authorized.

A. The following augmented services may be authorized if the conditions stated below in Section "IV.B. Conditions for Approval of Augmented Services" are met:

1. Specialty care appropriate to the health needs of students and when economically feasible;
2. Elective physical examinations (e.g., pre-employment, overseas travel, scuba diving certifications);
3. Elective immunizations (e.g., Hepatitis A, Meningococcal vaccine, or immunizations required for personal overseas travel);
4. Allergy testing and immunotherapy;
5. Physical therapy services;
6. Dental services;
7. Ophthalmology/Optometry services;
8. Athletic or sports medicine (e.g., required physical examinations);
9. Employee services beyond emergency first aid (See Policy Section "XV. Employee Health Care Services");
10. Pharmacy services in support of augmented services;
11. Clinical laboratory and X-ray services provided in support of augmented services;
12. Other appropriate health services as consistent with CSU policy and approved in writing by the president or designee; and
13. Provision of augmented services to students from other CSU campuses who are eligible for reciprocal services.

B. Conditions for Approval of Augmented Services - The president or designee is delegated the authority to approve any augmented service listed above in Section IV.A subject to all of the following conditions:

1. The service is provided consistent with CSU policy and in a manner that prevents diversion of resources or staff from the adequate provision of basic student health services;
2. The Student Health Center or contracted provider is equipped to provide the service;
3. The medical qualifications and specializations of the staff are sufficient to provide the service;
4. Justification of student need or demand for the service has been made;

5. The method for providing the service is the most effective in terms of both treatment and cost; and
6. Proposed services have been submitted for consideration to the student health advisory committee prior to review by the campus president or designee.

It is recognized that augmented services may vary from campus to campus depending upon student needs, facilities, equipment, resources, and medical qualifications and specialties of staff.

C. Funding Augmented Services - Each Student Health Center may provide augmented services without imposing additional student fees subject to the conditions stated above. If such services cannot be provided without additional funding support, campuses may use the following methods for funding approved augmented services:

1. A fee for service charged for each use of an augmented service rendered to students.
2. A fee charged to students at the beginning of the term that allows unlimited use of all augmented services provided by the Student Health Centers at no additional charge.

Augmented health service fee charges¹ shall be separate from mandatory student health services fees and shall be charged to students in amounts not to exceed the actual cost of providing the services and/or materials. All proceeds of augmented fees, both revenue and interest earned (if any), shall be used to support Student Health Centers operations. The establishment and changing of augmented health services fees are subject to the California State University's student fee policy that is described in a separate executive order.

D. Procedures for Deposit, Accounting, and Expenditure of Augmented Fees

1. Procedures for the collection of fees by the Student Health Centers shall be in compliance with policies established or approved by the Business Office.
2. Funds collected shall be deposited in a local trust account (Ed. Code, § 89721 (i)).
3. Expenditures may be budgeted and expended in the independent operations program of the Support Budget.
4. The support appropriation shall be reimbursed at least monthly from the trust account for expenses incurred in providing student health services.
5. Expenditures shall be restricted to staffing, supplies, services, and equipment in the Student Health Center.
6. The Business Office may be reimbursed for costs incurred in the accounting and disbursement of fees at a rate not to exceed 8 percent of fees collected.

V. Provision of Student Health Center Services

A. Academic Year - Student Health Centers or contracted health care providers shall provide medical services Monday through Friday throughout the academic year, excluding campus closures and holidays, to serve all students matriculated in state-supported instruction.

B. **Summer** - Each Student Health Center on a non year-round campus may provide services during **summer periods**² to regularly enrolled continuing students subject to resources and available funding. A "regularly enrolled continuing student" during quarter or semester breaks, intersession, or the summer is defined as a student who:

1. Was enrolled as a matriculated student in state-supported instruction during the preceding term;
2. Paid all charges and fees due to the campus; and
3. Registered, or is expected to register, for the succeeding term.

Required immunizations may be provided to individuals admitted to the university who intend to enroll in classes in the following term.

C. **Year-Round Operations** - On campuses with year-round operation (YRO), the term "summer period" used in this section means any one of the four quarters or one of the three semesters during the 12-month year provided that the student has been regularly enrolled at least two terms immediately prior to the term of nonattendance and there is an indication of intent to enroll during the following quarter. Students at YRO campuses may count only one term per 12-month period as a "summer period." Campuses operating state-supported instruction in the summer shall continue to provide regularly enrolled summer students with basic services.

D. **Campus-Sponsored Programs** - Student Health Centers may serve participants in campus-sponsored programs (e.g., continuing education, "Summer Bridge," on-campus youth programs). Medical services may be made available to such students on condition that service to regularly enrolled students is not diminished.

E. **Continuing Education** - Student Health Centers may provide services to students enrolled in self-support programs by contracts for services between continuing education program sponsors and the Student Health Center.

F. **Distance Learning** - Students enrolled in a distance learning program must choose the campus from which to receive basic services and pay the corresponding mandatory student health fee.

G. **Service Fees** - The chancellor is authorized to establish the following fees for services, consistent with other executive orders:

1. Category III fees (fees paid to receive services) - For regularly enrolled continuing students, workshop, thesis, continuing education, "Summer Bridge," and on-campus youth program participants during the summer, a fee to receive services may be charged on a fee-per-visit basis.
2. Category I fees (fees paid to enroll in and attend the university) - Students enrolled in continuing education programs and participants in workshops and institutes may be charged a mandatory fee that includes the average cost of staffing, supplies, services, and the administrative and accounting costs necessary to provide basic student health services (such fee shall not be charged on a fee-per-academic-unit basis).
3. Funds collected shall be deposited in a local trust account (Ed. Code, § 89721 (i)).

VI. Pharmacy Services

- A. Purpose** - Pharmacy services shall be made available to support the provision of basic and augmented student health services. Pharmacy services shall be provided in accordance with CSU Board of Trustee policy, ethical and professional practices, and state, federal, and local laws.

B. Pharmacy Operations

1. Student Health Center pharmacies shall be licensed by the State of California and operated in accordance with the California Business and Professions Code and the most current California State Board of Pharmacy's Rules and Regulations.
2. Staffing:
 - a. The campus president or designee shall provide staffing in a manner that ensures coverage of the pharmacy by a registered pharmacist currently licensed by the State of California to the fullest extent possible when the Student Health Center is open. A licensed pharmacist shall be designated as "pharmacist in charge."
 - b. Student Health Centers that offer pre-packaged medication shall provide appropriate staffing and ensure professional consultation that maintains compliance with state, federal, and local laws.
3. Student Health Center pharmacies shall fill prescriptions written by Student Health Center medical providers or appropriately licensed professionals. With the written approval of the campus president or designee, the director of the Student Health Center may implement a policy that permits the Student Health Center pharmacy to fill prescriptions written by off-campus licensed health care professionals for those eligible for services.

C. Student Health Center Formularies

1. Student Health Center formularies shall be limited to medications that are necessary to provide quality health care and are representative of those medications most effective in terms of treatment.
2. Consideration shall be given to cost and quality factors in determining which medications shall be included in the formulary.
3. Formulary content shall include prescription and non-prescription items and be reviewed at least annually.
4. Quantities dispensed per prescription should reflect current standard medical and pharmaceutical practice and appropriate patient monitoring.

D. Inventory Management For Pharmaceuticals

1. Inventories for purposes of inventory control shall be conducted at least annually.
2. Outdated, deteriorated, or recalled medications must be purged on a regular basis and disposed of in accordance with federal, state, and local laws.

E. Fees for Medications and Pharmacy Items

Each Student Health Center shall develop a pricing policy for medications, vaccines, and other pharmacy items consistent with each of the following:

1. Provide such medications, vaccines, and other pharmacy items without a fee; or
2. Charge a fee that shall not exceed the acquisition cost of the medication, the administrative costs, and a fee to cover the cost of packaging, supplies, and labels set and adjusted pursuant to the CSU fee setting authority. These fee provisions shall apply to any single prescription or individually packaged over-the-counter item provided in medically appropriate quantities or representing a one-month supply or less of the prescription item.

F. Procedures for Deposit, Accounting, and Expenditure of Fees for Medications and Prescribed Devices

1. Funds collected shall be deposited in a local trust account (Ed. Code § 89721 (i)).
2. All proceeds of pharmacy fees collected (both fee revenue and interest earned) shall be expended only to defray costs of medications, pharmacy staffing, supplies, and Student Health Center administrative and accounting costs associated with the pharmacy medication program.

G. Pharmacy Security

1. Security standards shall be in place for pharmaceuticals maintained and dispensed through Student Health Center licensed pharmacies. These security standards must comply with federal, state and local laws.
2. The pharmacist in charge shall be responsible for maintaining the security of the licensed pharmacy facility.
3. The pharmacy shall remain locked at all times. Only persons authorized by the pharmacist-in-charge shall be permitted access and only when a licensed pharmacist is present.
4. Pharmacy keys and/or access cards shall be issued only to licensed pharmacists. In addition, the director of the Student Health Center shall possess a single key to the pharmacy that is maintained in a tamper evident container for the purpose of delivering the key to a pharmacist or providing access in case of an emergency (e.g., fire, flood, or earthquake). The signature of the pharmacist-in-charge shall be present in such a way that the pharmacist may determine readily whether the key has been removed from the container. A log showing date, time, name, signature, and purpose must be maintained and reviewed by the pharmacist-in-charge.
5. Only an authorized officer of the law or a person licensed to prescribe may enter the pharmacy when a licensed pharmacist is not present.

H. Security of Pharmaceutical Items Maintained Outside of the Licensed Pharmacy

1. When pharmaceuticals, pre-packaged medications, over-the-counter items, samples, and other medications are stored outside the licensed pharmacy and are for the use of more than one licensed health care provider, the Student Health Center must obtain and maintain a California State Board of Pharmacy Clinic Permit.
2. Procedures must be developed for inventory control, regular removal of outdated, deteriorated, or recalled medications, security procedures, training, protocol development, record keeping, packaging, labeling, dispensing, and patient consultation.
3. The policies and procedures to implement the clinic permit shall be developed and approved by a consulting pharmacist, a physician acting as a professional director, and by the director of the Student Health Center.
4. The policies and procedures shall include a written description of the method used in developing, approving, and revising them.

5. The dispensing of drugs by the Student Health Center, outside of the licensed pharmacy, shall be performed only by a physician, a pharmacist, or other person lawfully authorized to dispense drugs, and only in compliance with the laws.
6. The provisions of Business and Professions Code, Sections 4180 (authorizing the purchase of drugs at wholesale) and 4181 (restricting the dispensing of drugs to a physician and a pharmacist) apply to CSU Student Health Centers (Business and Professions Code § 4180 (a)(1)(e)).
7. When pharmaceuticals are maintained for dispensing by a single licensed health care provider, written policies and procedures must be developed for storage, security, labeling, outdates, record keeping, and other applicable California State Pharmacy and Medical Board law.

VII. Qualifications of Providers of Health Care at CSU Campuses

A. Only those who are qualified to provide health care shall be hired and shall be assigned duties consistent with their qualifications. The determination of qualifications will be guided by state law, CSU Classification and Qualification Standards, National Practitioner Data Bank review, professional references, and accreditation agency guidelines. The Student Health Center director or designee, in conjunction with campus Human Resources, is responsible for the credentialing and privileging of providers of health care in the Student Health Center. For all other campus entities providing health care, including athletic departments, academic programs, and auxiliary organizations, the president or designee is responsible for the credentialing and privileging of health care providers.

B. The **minimum qualifications** for health care providers include the following:

1. Possession of a valid and relevant California professional license. Unlicensed individuals providing health care (e.g., athletic trainers) must do so under the supervision of a physician or other appropriately licensed provider. Such arrangements for supervision must be approved by the Student Health Center director or designee;
2. Possession of a valid Drug Enforcement Agent (DEA) certificate for those who prescribe controlled substances;
3. Current cardiopulmonary resuscitation (CPR) certification as appropriate to assigned duties; and
4. Current American Board of Medical Specialties (ABMS) or American Osteopathic Association (AOA) medical board certification appropriate for assigned duties for physicians hired after September 1, 1988. A physician can be given clinical privileges pending initial certification but must be board certified as soon possible, but not later than two years after the date of hire. If a physician loses certification thereafter, then the physician may be allowed to continue to provide health care for up to one year while recertification is obtained. If s(he) is not recertified within the one-year grace period then the physician's clinical privileges in the Health Center may be suspended immediately.

VIII. Educational Programs

The Student Health Center may participate in educational programs (e.g., residency programs, nursing programs) that involve the provision of health care. Participation in such programs requires the approval of the president or designee, a contract or a memorandum of understanding that has been approved by the CSU Office of General Counsel, and oversight by the Student Health Center Director or designee.

IX. Health Facility Safety and Cleanliness

Student Health Centers and other health facilities have unique needs with regard to cleanliness, sanitation, and employee safety. It is imperative that the president or designee makes consistent and effective efforts to ensure the safe disposal of hazardous waste material and reduce the risk of the environmental spread of disease.

- A. To ensure the health and safety of employees, patients, and others, each campus shall implement a written plan that addresses the health and safety risks associated with health facility operation. The plan, consistent with federal and state guidelines, shall include at least the following items:
 - 1. Provides appropriate consultation with custodial staff to address health facility sanitation and safety issues and provides for the assignment of identified and trained custodial personnel to ensure appropriate cleanliness of the health facility;
 - 2. Addresses the unique conditions that determine the frequency and adequacy of cleaning of specific health facility areas (e.g., laboratory, examining rooms, minor surgery rooms, waiting areas, halls, restrooms); and
 - 3. Provides orientation, continuing education, and training of custodians regarding the transmission and prevention of infectious diseases. Guidelines provided by federal and state agencies shall be followed.

X. Medical Records

- A. Medical records shall be secured in compliance with state and federal laws.
- B. Only persons authorized by the health facility's director may gain access.
- C. Medical records, defined by California's Confidentiality of Medical Information Act (Civil Code § 56 et seq.), that are maintained in any other departments than the Student Health Center (e.g., nursing departments, athletic departments, speech pathology laboratories, disabled student services, environmental health and safety) shall follow the same guidelines and controls as medical records kept in the Student Health Center, including the following:
 - 1. The medical record shall document any consent to treat, all exams, diagnoses, services, and follow up, indicating the date, name of the student, name of the provider(s), and a description of the service. The provider of the service shall sign the record;
 - 2. When not in use, medical records shall be stored in either locked files or in a locked room;
 - 3. Access to keys to medical files and/or record room shall be limited to those university employees authorized by the department to have such access;
 - 4. In order to ensure that medical records are filed, stored, and utilized in a manner that provides maximum confidentiality, each campus department shall review biennially its record management procedures;
 - 5. Campuses should maintain electronic data backup in off-site locations; and
 - 6. Confidentiality of all medical information shall be maintained in accordance with the California's Information Practices Act (Civil Code § 1798.1 et seq.), Confidentiality of Medical Information Act (Civil Code § 56 et seq.), and other state and federal laws.

XI. External Reviews of Student Health Centers

- A. In order to obtain external professional assessment of the provision of quality medical care, each Student Health Center shall be evaluated and accredited by an appropriate, nationally recognized, independent review agency such as the Accreditation Association for Ambulatory Health Care, Inc. or the Joint Commission on Accreditation of Healthcare Organizations.
- B. Reaccreditation evaluations shall be conducted at three-year intervals or as determined by the accrediting agency and the campus.
- C. The report of the accrediting agency shall provide an external assessment of the quality of medical services provided by the Student Health Center. The accrediting agency's report shall be sent to the campus president or designee. A report of the accreditation process shall be provided to the chancellor.
- D. Each Student Health Center shall adopt the quality assurance program required by the accrediting agency as a core component of the campus quality of care assurance program consistent with accreditation guidelines.

XII. Security of Health Facilities

- A. Each campus shall develop a formal method of monitoring compliance with campus security policies of all areas of campus that provide health services. In addition, this monitoring process and results should be reported to the chancellor.
- B. In order to ensure that patient confidentiality is maintained and that equipment and medical supplies are protected, health facilities shall implement written policies for the control of access to the facility. In recognition of the unique security issues associated with health facility operations, the policy shall address the following:
 - 1. Keys and/or access cards to the facility shall be issued only to personnel approved by the health facility director and those service personnel as designated in the campus key control policy. The facility's director shall review the control lists of key holders and/or access cardholders annually;
 - 2. Access to the health facility during the hours the facility is closed shall be limited to personnel and other individuals authorized by the health facility director; and
 - 3. Provisions permitting non-health facility employees continuing access to the facility may be made if medical records, medications, and equipment are maintained in locked rooms and/or health facility staff is on duty. Authorization for such access shall be provided by the health facility's director and approved by the president or designee.
- C. Pharmacy Security (See Section "VI. Pharmacy Services").
- D. Medical Records (See Section "X. Medical Records").

XIII. Athletic Medicine

- A. The president or designee is responsible for ensuring appropriate oversight of all medical services provided to students participating in intercollegiate athletics on

each campus.

B. Athletic departments shall comply with Section "X. Medical Records."

C. The president or designee is responsible for having athletic medicine policies and procedures approved in writing by the physician responsible for medical oversight of the athletic medicine program.

D. The physician responsible for medical oversight of the athletic medicine program shall approve all changes in policies and procedures in writing.

E. Credentialing: Only those who are qualified to provide health care shall be allowed to do so in the CSU. The determination of qualifications shall be guided by state law, CSU Classification and Qualification Standards, National Practitioner Data Bank review, and professional references. The president or designee, in conjunction with campus Human Resources, is responsible for credentialing and privileging providers of health care in the athletic department. (See Section "VIII. Qualifications of Providers of Health Care.")

F. Scope of Service

1. The scope of service for each health care provider shall be in written protocols that are established on each campus.
2. These protocols shall be reviewed biennially for currency and should be available for audit purposes.
3. These protocols shall cover student assistants, student athletic trainers, and other health care providers for intercollegiate athletics.

G. Intercollegiate athletic departments shall develop a quality assurance program similar to that used by the campus Student Health Center.

H. When pharmaceuticals are maintained for dispensing by a single licensed health care provider, written policies and procedures shall be developed for storage, security, labeling, outdates, record keeping, and other applicable California law.

1. Drug distribution records shall be created and maintained where dispensing occurs in accordance with appropriate legal guidelines. The records shall be current and easily accessible by medical personnel.
2. Individuals receiving medications shall be properly informed about what they are taking, who prescribed the medication, and how they should take it. Drug allergies, chronic medical conditions, and concurrent medication use should be recorded and readily retrievable in the athletic training room medical record. These records should be reviewed on a regular basis.
3. All drug stock shall be examined at regular intervals for removal of outdated, deteriorated, or recalled medications. Inventories shall be conducted at least annually in order to purge outdated, deteriorated, and recalled medications and to maintain formularies consistent with CSU policy. A written protocol for reviewing all drug stock shall be established and available for review.
4. All emergency and travel kits containing medications and over-the-counter drugs shall be routinely inspected for drug quality and security. A written protocol and log shall be maintained to ensure compliance with this mandate.

I. Safety, Sanitation, and Cleanliness of Facilities: athletic training facilities have unique needs with regard to cleanliness, sanitation, and employee safety and shall comply with "IX. Health Center Safety and Cleanliness."

XIV. Employee Health Care Services

- A. Although state policy allows agencies to provide limited employee health care services, the policy of the Board of Trustees limits these services to campuses that can provide assurance that the service will not adversely affect services to students.
- B. The president or designee is delegated the authority to approve the provision of employee services on individual campuses subject to all of the following conditions:
 - 1. The service does not divert staff or resources from the adequate provision of health services for students;
 - 2. The medical specialties of the staff are sufficient to provide the service;
 - 3. The scope of basic and augmented services available to students is sufficient to provide the service;
 - 4. The written justification for this service includes the assurance from the Student Health Center director that such services are within the scope of campus staff and facility capability;
 - 5. No comparable medical service can be obtained from non-state sources at lower cost; and
 - 6. Reimbursement is provided to the Student Health Center by the campus for the cost of the following services:
 - a. Employee physical examinations (employment qualification and periodic exams);
 - b. First medical treatment of work-related injuries and illnesses; and
 - c. Evaluation of physical ability of injured to return to work.

XV. Medical Disaster Planning

- A. The president or designee shall be responsible for ensuring that campus emergency plans include provision for the training and assignment of Student Health Center staff in disasters that may require emergency medical services.
- B. The Student Health Center staff should review medical disaster plans of the campus emergency plan annually. The president or designee shall approve proposed revisions of such plans.

XVI. Insurance and Liability Coverage

The president or designee shall be responsible for ensuring that the Student Health Center and other on-campus medical providers (e.g., athletic departments, academic programs, auxiliary organizations) are adequately covered through risk management and insurance and liability coverage. Campuses should consult with the offices of Risk Management and General Counsel about appropriate coverage.

XVII. Chancellor's Office Oversight Responsibilities

- A. To ensure operational effectiveness and efficiency, to ensure compliance with management and regulatory policies, and to reduce risk exposure, the division of Academic Affairs, Student Academic Support within the Chancellor's Office shall monitor systemwide Student Health Center activities.

B. To assist the Chancellor's Office with this oversight responsibility, a systemwide health services advisory committee shall be established. This advisory committee shall be responsible for the following activities:

1. Develop a campus survey based upon an assessment of potential risks that must be completed annually by each campus, e.g., a written list of health services approved by the president or designee provided by all campus departments such as the Student Health Center, athletic department, academic programs, and auxiliary organizations;
2. Review and recommend comparative performance measures developed in collaboration with Student Health Centers directors;
3. Identify the provisions in the executive order that will be evaluated for compliance in the survey;
4. Review annual campus reports, including campus accreditation reports completed during the year of the evaluation, to assess potential risks;
5. Recommend corrective measures to minimize risks identified in the annual survey and accreditation report;
6. Review, revise, and update the executive order to ensure compliance with changes in state and/or federal law; and
7. Recommend to the chancellor university health policy.

C. The president or designee shall report annually the following information:

1. Complete and submit the annual survey developed by the systemwide health services advisory committee;
2. Submit copies of accreditation reports if performed during the year;
3. Submit copies of the campus oversight policy established by the president for all university health services provided by all campus entities (e.g., student health centers, athletic departments, academic programs, and auxiliary organizations);
4. Submit a report that describes the campus health services advisory committee membership, recommendations, and outcome of recommendations. Section II requires the establishment of a Student Health Advisory Committee, and it is not the intent of Section XVII to require the establishment of a second advisory committee if a committee of this nature already exists on the campus and meets the requirements of the Executive Order.
5. Provide the name, title and contact information for the campus privacy officer, if the campus is a HIPAA covered entity.
6. Review and recommend comparative performance measures developed in collaboration with Student Health Center directors.

¹ Title 5, California Code of Regulations, Section 42659(p) provides that student body organizations also may fund augmentations of campus health services.

² Some campuses are incapable of providing basic services during certain summer periods. For example, when the only physician on a small campus is on vacation, services must be curtailed. If a campus is unable to provide summer services due to insufficient staff and/or resources, it shall implement a policy to refer students, workshop and institute participants, and campus visitors to appropriate community medical facilities.

Charles B. Reed
Chancellor



THE CALIFORNIA STATE UNIVERSITY

December 6,
2010

to signed PDF version

MEMORANDUM

TO: CSU Presidents

FROM: Charles B. Reed
Chancellor

SUBJECT: Policy on Student Mental Health

Executive Order No. 1053

Attached is a copy of Executive Order No. 1053, Policy on Student Mental Health, which develops and communicates systemwide policies, procedures, and/or guidelines for mental health services to matriculated students.

In accordance with policy of the California State University, the campus president has the responsibility for implementing executive orders where applicable and for maintaining the campus repository and index for all executive orders.

Questions regarding this executive order may be addressed to Mr. Ray Murillo, Associate Director, Student Programs, Academic Affairs, Student Academic Support, at (562) 951-4707 or rmurillo@calstate.edu.

CBR/mm

Attachment

c: CSU Provosts/Vice Presidents for Academic Affairs
CSU Vice Presidents for Student Affairs
CSU Counseling and Psychological Services Center Directors
CSU Student Health Center Directors
Executive Staff, CSU Office of the Chancellor

Executive Order 1053

**THE CALIFORNIA STATE UNIVERSITY
Office of the Chancellor
401 Golden Shore**

Executive Order: 1053

Effective Date: December 6, 2010

Supersedes: No prior Executive Order

Title: Policy on Student Mental Health

This executive order develops and communicates systemwide policies, procedures, and/or guidelines for mental health services to matriculated students.

I. Purpose

This policy governs the provision of mental health services to matriculated students in the California State University (CSU) System. Regardless of where or how these services are provided, the provision of services must comply with the policies contained in this executive order (EO). Each campus' president or designee shall ensure appropriate oversight of all university mental health services. Student mental health services shall be established and maintained to enhance the academic performance of matriculated students and to facilitate their retention in state-supported programs of the university. These services shall include accessible, professional mental health care; counseling, outreach and consultation programs; and educational programs and services.

II. Required Basic Services

Though a common core of basic mental health services shall be provided to students throughout the CSU, there may be some variance beyond the basic services on individual campuses due to the availability of personnel, facilities, and other resources. At a minimum, CSU campuses shall offer the following basic services:

A. Counseling/Psychotherapy

Campuses shall offer short-term individual and group counseling/therapy services that are responsive to the diverse population of currently enrolled students experiencing the types of psychological or behavioral difficulties that limit their academic success. Individual, couples, and/or group counseling/therapy shall be available to students for educational, personal, developmental and relationship issues.

Most students in need of individual counseling are able to effectively deal with their concerns within a relatively brief period. While some students have need for extensive counseling services, CSU campuses may limit the number of sessions students can utilize to maximize student access to services. [Also, see II.F. (Referral Resources) and III.B. (Continued Care) for additional information.]

B. Suicide and Personal Violence Services

Each campus shall develop a protocol for immediate response to suicidal and violent behavior. The protocol shall cover a continuum of services for students, families, and the

campus community spanning from identification of suicide, or violence towards others through the loss and grieving process.

C. Emergency/Crisis Services

Campuses shall develop protocols for addressing mental health crises that occur during Counseling Center hours of operation as well as protocols for crises after its regular business hours.

D. Outreach

Campuses shall provide psycho-educational workshops, programs and services that address critical student issues as well as prevention and wellness programs. Programs must be responsive to the diversity of the CSU student population and enhance the ability of students to develop healthy and effective styles of living and learning.

E. Mental Health Consultation

Mental health professionals may provide consultative services to members of the university community regarding student mental health issues. As part of this consultation service, mental health professionals should identify and address real, perceived, and potential issues that may impede students' academic progress or success.

1. Mental health professionals may provide consultation regarding students (within professional, legal, and ethical boundaries) to faculty and staff who request such assistance.
2. Mental health professionals may provide consultation regarding students (within professional, legal, and ethical boundaries) to a student's parents, spouse, concerned friends, and other agents who are assisting with student care.

F. Referral Resources

Mental health professionals should identify appropriate referrals both within the institution and the local community to assist students whose problems are outside the scope of the campus' basic mental health services. When clinically indicated, mental health professionals should also make an effort to ensure that students follow up on those referrals.

III. Delivery of Basic Services

A. Funding of Basic Services

1. State Appropriations—campuses may use state appropriations to provide basic services.
2. Mandatory Fee—campuses may assess all students a mandatory student fee to provide basic services.
 - a. Campuses are authorized to establish a Category II mandatory campus-based fee for Mental Health Services or to increase an existing Health Services fee by a specific amount to be dedicated to Mental Health Services. The new Mental Health Services fee rate, or a rate increase to the Student Health Services Fee for mental health services, must be based on the actual cost to provide the services described in this executive order (section II – Required Basic Services). Revenue and expenditure plans for the Mental

Health Services Fee or a rate increase to the Student Health Services Fee for mental health services should be reviewed in accord with the California State University student fee policy, described in a separate executive order.

- b. Additional fees (e.g., a per visit charge) for basic services may not be charged.
- c. The revenue from the Mental Health Services Fee or a rate increase to the Student Health Services Fee for mental health services shall be dedicated to support mental health services operations.
- d. The campus president or designee may establish campus-based procedures for waiving mandatory mental health services fees in exceptional circumstances. [e.g., high school students in special programs (EO-461), individuals participating in established fee waiver for California residents 60 years of age or older (EO-734), etc.].
- e. Adjustment of fees is subject to the California State University's student fee policy, described in a separate executive order.

B. Continued Care

Campuses shall develop written protocols (within professional, legal, and ethical boundaries) that may authorize continued care to a student who has become ineligible for services but for whom termination of care would present significant risks. Continued care may be provided only until the student can be referred to community resources for appropriate care. Refusal to accept a referral is not sufficient reason to continue care.

C. Denial of Care

Campuses shall develop written protocols (within professional, legal, and ethical boundaries) that may authorize denial of services or care to a student. For example, students who are disruptive, refuse to follow treatment recommendations, abuse or misuse prescribed medications, or have treatment needs that exceed the scope of services available on campus may be denied care.

IV. Augmented Services

Campuses may offer augmented mental health services beyond the scope of basic services. The student, not the university, is financially responsible to the provider for all mental health services received off campus and for services received on campus but beyond the scope of authorized basic services.

A. The augmented services a campus may offer include but are not limited to the following:

- 1. Specialty care appropriate to the mental health needs of students.
- 2. Services to partners or family members of eligible students.
- 3. Services to students of non-state-supported programs of the university, such as those offered through continuing education.

B. Conditions for Approval of Augmented Services

The president or designee is delegated the authority to approve augmented services such as those listed above subject to all of the following conditions:

- 1. The service is provided in a manner that is consistent with CSU mental health policy and it does not prevent the adequate provision of basic mental health services.
- 2. The mental health service or contractor is qualified and equipped to provide the service.
- 3. Justification of student need or demand for the service has been made.
- 4. The augmented service is effective in terms of both treatment and cost.

5. The proposed service has been reviewed by the student advisory committee (if available), prior to review by the campus president or designee.

C. Funding of Augmented Services

1. An augmented service may be supported by user fees.
2. The user fees collected for augmented service shall be kept separate from those collected from any mandatory fee for basic mental health services.
3. The fees for an augmented service shall not exceed the actual cost of providing the services and/or materials.
4. The revenue from fees for an augmented service shall be dedicated to support mental health services operations.
5. The establishment and changing of augmented mental health services fees are subject to the California State University's student fee policy that is described in a separate executive order.

V. Training Programs

Campuses may provide practicum, internship, and postdoctoral training programs. Mental health training programs shall serve first and foremost as a mechanism to provide additional mental health services for students. Such programs shall be periodically evaluated to assess the adequacy of services provided by trainees and the cost/benefit of the program (comparing direct program costs with the cost of the clinical time lost to administer and supervise the programs).

- A. Training programs shall have detailed policies and procedures that minimally fulfill the requirements of the organizations through which interns are selected (e.g., the American Psychological Association or Association of Psychology Postdoctoral and Internship Centers). If trainees are selected from on-campus programs or sources other than clearinghouses, then policies and procedures equivalent to those of the clearinghouse should be in place.
- B. The training program shall be administered by a qualified, licensed professional in the appropriate discipline.
- C. Trainees shall be selected, trained, supervised and evaluated by licensed mental health professionals. Trainees must have access to a licensed supervisor whenever they are providing services.
- D. All supervisors must abide by laws and ethical guidelines related to trainees, including but not limited to those related to the amount of time spent on supervision and the nature of the supervisor-supervisee relationship.
- E. All trainees must adhere to organizational policies, laws and professional ethics.
- F. Students assigned to trainees shall be specifically informed of the status of their clinician and, whenever feasible, given the opportunity to choose a licensed professional over the trainee.
- G. A written evaluation process that provides comprehensive evaluative feedback to trainees shall be undertaken at least twice during the training year.

VI. Expectations and Qualifications of Mental Health Professionals at CSU Campuses

A. Mental Health Clinicians

1. The CSU expects that mental health clinicians shall spend at least 60% to 65% of their base time providing direct services, which for the purposes of this recommendation, shall include individual/group counseling, intakes, assessment,

crisis intervention, and other clinical services assigned.

Although these recommendations establish a baseline or benchmark, adjustments to a mental health clinician's direct clinical service expectations may be necessary to accommodate additional responsibilities, assignments, and the academic calendar.

These recommendations are not meant to supersede the terms of any collective bargaining agreement.

2. The CSU Classification and Qualification Standards, state law (as it relates to mental health clinicians), and the collective bargaining agreement will guide the determination of mental health clinician qualifications.
3. All mental health clinicians must adhere to the ethical principles of their respective disciplines, including but not limited to the standards set forth by the American Psychological Association, the American Association of Marriage and Family Therapists, the National Association of Social Workers, or the American Counseling Association.
4. All mental health clinicians who are currently licensed shall maintain their license. Those hired after July 1, 2011 in the classification of SSP-AR must be either currently licensed in California or if unlicensed must be licensed within 24 months of their first employment. If licensed within another state, they shall obtain licensure in California within one year. Those who are unlicensed or possess a license within another state may provide care during the interim period of obtaining a license. Campuses shall develop protocols for routinely checking the licensure status and disciplinary actions for each mental health clinician through querying state license boards and where appropriate, the National Practitioner Data Bank/Health Care Integrity and Protection Data Bank.
5. Mental health clinicians shall provide documentation that they have received appropriate formal training, including relevant graduate course work and supervised experience. Their formal training should include course work, experience and/or training in psychopathology, multicultural counseling, and legal and ethical issues related to the provision of mental health services. Clinicians who provide training and supervision must have a doctorate or an appropriate master's degree and experience. In addition, any continuing education requirements required for supervision must be met.
6. Both at the time of hire and throughout their employment mental health clinicians shall demonstrate:
 - a. Knowledge, skills, and abilities in working with students of diverse backgrounds.
 - b. A thorough understanding of normative developmental issues faced by university students of various ages. Clinicians should also demonstrate the ability to work with students presenting with a wide variety of concerns
 - c. A competency in providing individual and group therapy, crisis intervention, outreach and consultation, and program development. To effectively carry out these duties, mental health providers must demonstrate an ability to communicate effectively with a wide-range of students, faculty, staff, and administrators.
 - d. An interest to remain current in research, in particular, outcome-based assessment.

B. Trainees

1. For campuses with training programs, professional ethics and state statutes mandate that licensed staff members select, supervise, and evaluate trainees, thereby assuring quality service to students and minimizing campus risk.
2. Trainees shall demonstrate appropriate qualifications and experience, and shall be trained and supervised by professional staff members holding the appropriate educational credentials.
3. Trainees must be able to perform duties appropriate to their level of experience, professional preparation, and training under close supervision by qualified professionals.
4. Trainees shall strive to develop and subsequently demonstrate knowledge, skills, and abilities in working with university students of diverse backgrounds.

C. Psychiatrists

Psychiatrists shall meet all requirements set forth in the Union of American Physicians and Dentists (UAPD) collective bargaining agreement and those set forth in Executive Order 943 or its successor.

D. Other Client Service Personnel

VII. Program Evaluation

A. Internal Program Evaluation and Review

CSU mental health services shall undergo regular reviews as part of an ongoing assessment program directed toward program improvement. Starting in 2011-12, mental health services will participate in biennial common data collection determined by the Mental Health Services Committee, a CSU systemwide advisory committee, who will solicit input from CSU mental health services directors.

B. External Program Review

Each campus mental health service program shall undergo regular external review at least every five years. This can be accomplished by maintaining accreditation by the International Association of Counseling Services (IACS), Accreditation Association of Ambulatory Health Care (AAAHC), or another external accrediting group. Alternatively, an external review may be conducted using applicable standards set by a professional organization such as the Council for the Advancement of Standards in Higher Education (CAS) or another relevant professional organization. The first round of external reviews should be completed by December 2013.

VIII. Mental Health Records

- A. Mental Health records shall be secured in compliance with state and federal laws. The records shall also conform to standards of practice set by appropriate professional bodies.
- B. Only persons authorized by the mental health services manager may gain access to mental health records in accordance with state and federal law.
- C. The mental health record shall meet state requirements and shall document:
 1. A consent to treat

2. All exams, diagnoses, services, and follow up, indicating the date, name of the student, name of the provider(s), and a description of the service
 3. All referrals
 4. All correspondence
 5. All legal documents, including release of information forms
- D. All electronic information data should be securely backed up in off-site locations.
- E. Confidentiality of all mental health information shall be maintained in accordance with applicable state and federal laws.

Dated: December 6, 2010

Charles B. Reed Chancellor