

Council of Associate Deans (CAD) Minutes
October 1, 2013
226 Tigert Hall

Present: Tammy Aagard, Peggy Carr, Stephanie Hanson, Christopher Janelle, Angela Lindner, Bernard Mair, David Pharies, Ed Schaefer, Jen Day Shaw, Joe Spillane, Horace Tucker, Elaine Turner, Andrew Wehle and M. Dee Williams

Absent: Tom Dana, Theresa Vernetson and Michael Weigold

Guests: Thomasenia Adams (for Tom Dana), Sherry Benton and Jeff Citty

Before the meeting was called to order it was asked if there was an official list of the council members. Bernard Mair indicated that the council does have an Independent Fora list on the Provost Office Committees website. He will send the link to the council members.

Welcome and Introduction of Council Members and Guests

The meeting was called to order by Mair at 1:30 p.m. He welcomed everyone to the meeting and introductions were made.

1. Minutes of the September Council of Associate Deans' Meeting

- The minutes from the September meeting were approved after changes and grammatical corrections.
 - Page 3, item 3, bullet 1 – delete him/her, replace it with “them” and student should be “students”
 - Page 3, item 4, bullet 1 – delete it, replace it with “Graduate eReferral”
 - Page 3, item 4, bullet 5 – Add “for certificate students” at the end of the first sentence
- Jen Day Shaw stated that Anthony DeSantis reviewed the minutes from his medical withdrawal process presentation. He had a few suggestions that Shaw will send to Arlene Tabag. Mair asked Shaw to describe the suggestions so the minutes could be approved subject to the changes. Shaw indicated the suggestions were: to add more detail on the Bright Futures program and the written appeal process, to indicate which group the petition is submitted, to add the word “psychological” to medical, and a few other changes for more accuracy of the information that was presented.

2. Online Counseling

Dr. Mair invited Dr. Sherry Benton from the University Counseling & Wellness Center to share innovations in the counseling center and how they are using technology in counseling. Mair felt the council should be aware of what is happening at the counseling center, and how technology can be utilized in other areas such as academic advising. Mair asked the council to think about how to incorporate technology in counseling into online programs, and having better contact with students while helping them get through their academic process.

Dr. Benton discussed that the Counseling Center sees about 10% of the student body. The largest group are graduate and professional students, followed by seniors, juniors and so forth. When the Counseling Center was in Peabody Hall, the graduate and professional students were the third largest group, but since they have moved on Radio Road they are the largest.

The University of Florida Counseling Center sees 35% more students than other large universities such as Ohio State, Penn State and Texas A&M. About 10% of the students are

referred out to other resources in the Gainesville area. While about 50% of students who could use the center actually do come.

Surprisingly, there are many students who are wrestling with notable anxiety and depression. Suffering with anxiety and depression makes it very difficult for a student because it causes them to experience loss of memory and concentration. About a year and a half ago, Benton started thinking about a model that would provide effective treatment other than the standard individual group therapy. They wanted to find a way to treat more people, more effectively and treat those, mostly men, who would be less likely to show up.

They started looking internationally at people who have lower levels of resources and found out that there is a huge body of literature pertaining to online treatment with therapist assistance. There has always been good self-help on the internet; but it is similar to massive online courses, people will start then about 90% drop out. What they were finding in Sweden, the Netherlands and Australia with therapist assistance online treatment is their completion rates went up above 80%, and their outcomes were comparable to our long, every week, face-to-face therapy with about 1/3 the amount of counselor time. While no one is doing this in the US, they could not figure out why, so they decided to pursue a path that would go to that. Their big collaborator is the College of Education. They are working very closely with the Center on developing all the online materials and the online platform.

The program was launched in summer B, the first few students who went through their outcomes have actually done better than face-to-face clients which is making the counselors a little nervous. Benton presented a video to the council, which is a seven section online treatment that includes some group interaction. Their website gets five student visitors to every one visitor that crosses their doorstep; it is more heavily utilized and has many good resources. Their new tab is the eCWC under that are three main resources for students that are under therapy assisted online, which includes the counselor piece.

TheDesk

TheDesk is a product which they licensed from the University of Queensland in Australia. The University of Florida Counseling and Wellness Center is the first United States licensing and University of Michigan will be the second. *TheDesk* is a great tool because it is self-help for students, and it is built the way students use the internet for most common problems that students have. When we looked at the terms students search, they get to our website most of those topics were covered in *TheDesk*. *TheDesk* has a lot of quizzes and all types of topics relevant to students. What happens when a student take a quiz is that they get a lot of feedback about how they are doing relative to their age; then it gives recommendations for modules and tools a student can use to learn a skill that is very evidence based.

Ed Schaefer asked how students can gain access. Benton stated that the students create an account and then select the university of their choice. The University of Florida is among the choices that they can select. After UF is selected, the UF logo will appear on the right side of the bulletin board. The student then clicks on the sad face and a list of resources at the University of Florida will appear such as the Career Resource Center, Disability Services, Academic Advising and several other areas will be listed there once they have enrolled and indicated they are from the university. Schaefer asked if anyone from the University of Florida sign up. Benton stated yes anyone could. A question was raised about faculty signing up. Benton stated that faculty and staff can use this because UF pays one licensing fee for unlimited use. It was asked what the

price of the licenses is and Benton stated the cost is \$10,000 per year for unlimited use. The University of Queensland spent about 4 million creating the program and it is funded by the national health service of Australia. Shaw stated that it is funded by the student's health fee.

TAO Anxiety

TAO Anxiety is a program the counseling center created. It is a seven-to-ten week therapist-assisted online program that helps students overcome anxiety. The students complete seven modules online. There is group interaction online and they get one 10-15 minute weekly video consultation with the counselor to check on their progress, answer questions, provide support and encouragement and help the students overcome barriers to success.

Dr. Schaefer commented on Benton statement that students who go through **TAO** where the completion rate is much higher than students who do not participate. Benton stated that in the other countries that have used **TAO** find it to be true. It was asked what happens from week eight and beyond. Benton stated that the students meet with a counselor every week, and the other thing is that they complete behavior health which should measure 20 every single week. They can track a change in cross time to see if students achieve recovery or clinically sufficient change and discuss with them further options. In Scotland, they standardly do a program very much like this for anyone seeking mental health treatment and cannot get an appointment with a therapist until you have completed their program. The people in Scotland found that 65% were very satisfied and finished at the end of the program. Then those who wanted more went on to visit with a therapist and the therapist perception is that people came in much more psychologically minded, much more ready to work, much more willingly to accept responsibility for the change than when they just saw people for immediate appointments without doing a program like this.

Angela Lindner asked which students will be guided toward this route. Benton stated that they have definite criteria for inclusion and exclusion. For instance, someone who has been suicidal in the past year cannot do **TAO**, they will do face-to-face. If someone has a co-existing active substance abuse problem, they will not be put into the online treatment. We have several of those kinds of criteria that they evaluate before they will let someone do **TAO**. Some groups, mostly graduate and professional school students and men, are coming in asking directly for this. One of the biggest reasons why students wanted to do this treatment option is because they wanted to feel like they did it for themselves. They were not depending on someone else to fix them. Therefore, this is a lot more appealing than doing fifty minute face-to-face sessions.

Elaine Turner asked if the initial appointment had to be face-to-face because her college has students who are at different research education centers around the state who has not had access to the counselors before. Can a UF online student's initial appointment be conducted by video? Benton stated that eventually yes, but right now they are doing it under an IRB as a clinical trial. Since Distance Ed learners do not pay health fees, they would have to find how to fund an expansion of their services. But they do help distance learners even though they do not pay the health fees. The center has good connections with local providers in many areas.

Stephanie Hanson asked about the confidentiality controls of the video counseling. Benton stated that the confidentiality of the video counseling was a big issue they were concerned about. They questioned how the modules would work and the extent of privacy. Susan Blair from the University of Florida Privacy Office and the General Counsel's office was actively involved. A number of IT people made sure that they met HIPPA high tech compliance as they were

developing it. Everything is encrypted so that privacy settings can meet the HIPPA high tech compliance. Now they use HIPPA high tech video conferencing; but will be speaking with the developer of a video conferencing freeware called BlueDot to see if they can add an encrypted version which will be better. Their student psychiatry service has started talking about doing distance services and they are going to use a fairly new video system that is HIPPA high tech compliance called Zoom, so they might look into that as well.

Dr. Hanson asked questions regarding the students who do the self-help quizzes. 1) Is there any way to know if students are taking them? 2) Do you have sense of tracking deterioration during the self-help piece? Benton stated that they do not but they have resources on their website. They are members of the JED Foundation, and they have always had "You Life Line" which is a suicide instrument. The understanding with JED is they are confidential. The information that they collect does not even go to the counseling center. The same is true with *TheDesk*; they do not get any specific feedback on any student who enrolls or how they use it.

What the Counseling Center does have is 24/7 availability of a counselor, they can call the center number anytime day or night and get a counselor on the phone. The Center uses a service called Protocol to do after hours and evenings, they have a live counselor on the phone and what happens the next business day, the Counseling Center will get a report of anyone who called during the night and what they called about, then the counseling center will follow up with that student the following day. The online therapy assisted clients are heavily encouraged to use the services if needed; then if someone has a crisis or start to deteriorate they will be pull back into a face-to-face session.

Hanson asked what would be the correct procedure to relay to the Deans who are talking to students who are in crisis and need to be seen by a counselor immediately. Benton stated that if it is a crisis and they tell them that at the center they will get them in the same day no questions asked. They have two counselors on call at CERT in Peabody Hall fourth floor and two counselors on call at the Counseling Wellness Center on Radio Road. Also, if a student is hospitalized they will see them within 24 hours of being discharged to help with planning and to make sure they are following through with the plans from the hospital.

Hanson asked how the liaison works when someone is getting discharged from the hospital to make sure that they get to the center? Benton stated that it is fairly new that they have worked out well with Vista, but not with Meridian. They still have problems if a student is hospitalized at Meridian. If they are hospitalized at Vista they will call them to let them know that the person is being discharged and the Center get with the patient in within 24 hours. Shaw commented that the information varies on how a patient will get to the hospital. If UPD takes them to the hospital, then the Dean of Students office will know. It is when they get to the hospital and no one knows then that is when it becomes challenging. By Vista calling the Center to let them know that a patient is being discharged has worked very well.

Peggy Carr asked why the University of Florida has 35% more students seeking help than any other large institution. Benton stated that she thinks it is because UF is IPAD. They have a really good reputation, the students like them, they like coming there. UF has a larger proportion of students seeking counseling. There are quite a few reasons why but she believes that most of them are positive.

Angela Lindner asked what is the percentage of students that are referred by a staff or faculty member on campus. And would you like to see that percentage increase? Benton stated that faculty and staff are their biggest referral resources. The three biggest are faculty and staff, peers, and website and all three are important the partnership is really valuable. Lindner asked do most of the students come on their own accord or are they referred? Benton answered that it is a pretty even mixture of both.

David Pharies – how many counselors does the center employ and are some available at night? Benton stated 38 FTE and everyone takes a turn being on call a week at a time throughout the year. If they call the counseling center after hours they will get a company called Protocol who contracts with them, they also contracts with EAP. Protocol has a counselor on the phone, a computerized set of information about the University, the university police, the hospital and all our resources. They also have clear criteria where they will call the after-hours counselor on site. A counselor and Psychiatrist are available if needed after-hours. It was asked if a student is referred outside do their health fee structure follow them or they have to pay whoever the go to. Sherry stated that they will have to pay to whoever they go to.

4. Launch into Innovation Academy

Jeff City discussed with the committee several items regarding the Innovation Academy.

- IA currently has about 212 newly enrolled students in the fall online program, 65 students are returners taking online courses or registrar for credit and 42 students are enrolled in their local internship program in Gainesville.
- Recruiting for the 2015 class
- Posting for an advising position
- Ambassador Program is up and running, 23 ambassadors help them man their office, work with students and their parents.
- They are continuing to prepare for foundation the third part of the orientation process; they have three dates, two in December and one in January.
- Continuing housing programing and planning
- Planning their convocation ceremony which is scheduled for Saturday January 4, 2014, door will open at 8:30a.m. and the program will run until 11:30am.

Jeff stated that last year IA had a formal ceremony where the welcomed the students followed by and academic break out session from the colleges. He stated that this year they want to do something similarly to that same model, in the academic where they would have colleges reach out to their students that are in IA and hold a session where they would welcome them to the college, inform them about their different degree opportunities and minors that are in Innovation Academy for resources and ways to get involved in their college.

Jeff is appealing to the committee members to ask for college representatives to lead the breakout sessions for the students on January 4, 2014 from 10:30-11:30am. Jeff will send out a request to the colleges asking for representatives along with a breakout of majors and what the total of numbers will look like.

It was asked if Jeff has had an opportunity to access the first cohort from their first Spring/Summer experience and lessons learned from the second one? Jeff stated that they focus more on the assessment of the creativity course this first year, and they have produced some interesting results that the students have seen creativity in the workplace how that might impact them in the

professional world. This first group will be abnormally compared to future years as they move forward. Housing has assessed the living learning community and that has showed extremely positive results. Orientation has showed the same, the increase over this year is satisfactory over last year.

Asked about the retention in the Spring, Jeff stated that they have lost very few students to retention. Mair stated the challenge this year has been the accommodations of Pre-Med students in the IA program. There is stress on the schedule of IA courses that they need for their IMCAP exam and also bumping up the graduation date against fall admission to Med-School; because completing the studies at the end of the summer semester and then going immediately to Med-School is a bit of a disadvantage. Exceptions were made for some students allowing them to registrar for fall courses on a one on one basis.

It was asked if there has been students who wanted to change to a major that is not in IA. Jeff stated that yes there has been students that wanted to change their major outside IA. The students have to complete their lower division requirements, then at that time start a conversation with the receiving college if it will be possible if they have met all the requirements and prerequisites in the critical tracking and if they have the GPA come transfer.

5. HUM 2305 Waiver

Elaine Turner made a request to consider waiving The Good Life course for transfer students. Turner discussed her proposal would be that all transfer students be treated the same way UF treats all community college transfer students and waive their requirement for the Good Life and subsequently the other signature courses. For example in her college it was estimated that about somewhere between 18-20% of their transfer students are not from a Florida public community college the larger percentage is from out of state. Then the availability of credits in the upper division of their specialization majors; about three quarters of their specializations have less than 6 free available credits at the upper division. About 60% has 0 free credits in the upper division; excess hours are at 10% level and that is only 10 credits above 120. At this rate it feels like we are setting students up for crossing the threshold of excess hours, even though at the point it is only one 3 credit course The Good Life course, there will be an additional nine credits of university requirement.

David Pharies asked who would make the decision to allow the waiver. It was stated; since this is a curriculum issue the decision will come from the University Curriculum Committee. Other colleges made comments regarding the waiver; PPHP and ENG support this proposal. The Good Life course is waived for any transfer student that has a AA from any Florida public college because the articulation agreement says they have completed their statewide General Education requirements.

Joe Spillane commented that the waiver has caused some confusion among the students, non-Florida AA transfer students has resented that the course is developed to be taken by everyone, but it is only waived for the Florida AA students because of the articulation agreement.

Mair asked are the excessive hours calculation for non-Florida transfer students credits taken into account in the exercise calculation or is it when they start at the Florida public institution? It was stated that all credits. Peggy Carr stated if the distribution of the core pre-eminent courses end up as original conceive freshman, sophomore, junior and senior; she wanted to know since her college has added some additional sophomore level core courses would the waiver apply to that as well. Turner commented that they are going to have the same issue with the signature courses, if the signature courses become required in the curriculum; she also stated that they have the same issue to some

extent with the International and Diversity requirement. Carr wanted to know if UF could go back to the legislature and ask if they would give some leniency on excessive hours.

Marie Zeglen discussed with the committee the BOG's position on excessive hours; therefore, going back to them asking for leniency would not be in the best of interest. It was also stated that the BOG is concerned about timely graduation. Joe Spillane asked is the University actively doing anything about excessive hours. Mair stated has been nothing done.

6. HUM 2305 Assessment

Mair discussed with the committee feedback he received from various meetings that was conducted during the summer with students, faculty and TAs regarding The Good Life course.

Faculty feedback –

- The treatment of the material in the course differs greatly with the faculty member
- Grading uneven but due to the experience with the Gen Ed Assessment process last Spring the Director Andy Wolpert has instituted a policy and procedure which will make it more uniform in the summer and will continue.
- Clear rubrics for grading, calibrations sessions in which the TAs now have very structured methods of grading which will make the grading more uniformed
- Faculty expressed high level of support for the summer session of the course, which was initially thought to be a challenge but faculty felt that the students were more concentrated offering and schedule the students remained more engaged and enthusiastic. Students felt the same.
- Faculty expressed the pleasure they had teaching outside of their discipline but the drawback was a large amount of preparation time.

Students & TAs

Students were invited to four or five scheduled sessions to participate in focus groups but they were not very forthcoming. At the first two none showed up therefore an undergraduate student was sent out as a reporter to interview students and TAs.

- Students were hesitated about the course.
- Many objected the course because it was mandatory, however they would have preferred it if it was not mandatory and had a choice.
- Many did not see the relation to their major; felt it was a waste of time.
- They felt the common activities should be a matter of choice.

Meeting adjourned at 3:00 p.m.