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Student Affairs Fee  
Advisory Board  
DIVISION OF STUDENT AFFAIRS

### Funding Request Form FY2022

**Department:**

Counseling & Psychological Services

**Program, Service or Operation Requested:**

Point and Click Scheduling System Annual Fee

**General Description:**

Point and Click (PnC) is the scheduling system we switched over to from Titanium due to its superior capabilities, including : accessibility - The increased accessibility not only allows our current providers the ability to use this Electronic Medical Record, it will expand our hiring potential for future clinicians with accessibility needs. Additionally, PnC allows students to use the secure portal for scheduling appointments and sharing psychoeducational information. PnC is also Web-based - The service allows DUO-safeguarded, off-campus access to records from home without having to remote into a desktop which (as an unintended benefit) made our switch to remote work incredibly smooth. Moving forward, offering tele-health as an additional service will be a viable long-term consideration because of PnC. The Reporting feature is another huge advantage that allows for increased efficiency of service provision as well as greater consistency in adhering to a short-term treatment model. To bring us on to this system, Point and Click agreed to deeply discount us for the first two years at approximately \$10,000 annually, which we already have built into our budget. Beginning in FY22, the cost will go up significantly to roughly \$52,000 annually, so we are requesting an additional \$42,000 in recurring funding.

**Request Type:**

- Full
  Increase
  One-Time
  Partial/Matching

**Type of Funds Requested:**

- UAF
  Other

**General Questions**

***How does this address an important need and/or positively impact students?***

The direct need for students is increasing our accessibility and the efficiency of scheduling appointments. PnC allows us to continue offering 24-hr online scheduling (including groups and workshops) but now with self-cancellation, all without requiring the development & maintenance of a home-grown solution. The Portal allows for secure messaging between student & provider and automatically sends appointment reminders. And it provides a channeled delivery mechanism for surveys/assessments, letters and workshop handouts. All of this occurs in a secure system that prevents disclosures of confidential information.

**What department/Division strategic plan item does this support?**

In the Division of Student Affairs Strategic Plan, there is a commitment to wellbeing. Within that commitment there is a specific goal to “Provide innovative training, programs, and services to students on wellness”.

**Please provide data, evidence, and/or input (student faculty, staff, other) you gathered to help you determine the need for additional resources.**

The ability to make our services accessible through a web based program has allowed us the ability to completely update our website. The information that we are now able to provide directly to students through PnC and the website has addressed the need of providing psychoeducational information on a variety of mental health issues. Specifically, we have downloaded all of our workshops in videos for students to access at any time. We have also provided links to a variety of resources such as suicide prevention materials, how to respond to a campus tragedy, and information regarding psychotropic medication.

**What actions have you implemented or discontinued internally to address the identified need?**

Our previous record keeping and scheduling systems were extremely out of date and limited our ability to make any changes to our website. We discontinued both the systems.

**If funding is granted, what metrics will you use to evaluate success of this program/service/operation?**

We have only been using this system for a few months and can see the vast improvements. We will be surveying both students and staff regarding the benefits of this system. Additionally, we have received several emails letting us know how helpful the system is and how much it is appreciated.

**Have other sources of funding (fundraising, sponsorship, reserves, etc.) been considered? Please explain.**

None at this time.

**Total Estimated Cost**

Funding Description	Amount
Point and Click Scheduling System	\$42,000
<i>Less Estimated Partial/Matching Funds (if Applicable)</i>	
<b>TOTAL INCREASE REQUESTED</b>	<b>\$42,000</b>