

Administrative Director of the M.S. Shook Student Health Service

Opportunity Profile



APPALACHIAN STATE UNIVERSITY

Student Affairs

Administrative Director of the M.S. Shook Student Health Service Division of Student Affairs

Appalachian State University is excited to announce a new position within the **Division of Student Affairs**. The Administrative Director of the M.S. Shook Student Health Service will advance the **mission** and **strategic plan** of the university through the student health framework to meet the division's goal to care for, engage with, and transform students.

About the Position

The Administrative Director of the M.S. Shook Student Health Service is a newly created position with oversight for the entire department. This position also serves as a leader in the Division of Student Affairs and regularly meets with other Directors to ensure overall student success. Reporting to the Associate Vice Chancellor & Dean of Students, the Administrative Director will supervise the Medical Director of the Student Health Service (who serves as the lead physician) and collaboratively work to provide oversight for nursing, laboratory, radiology, pharmacy, and administrative staff within the Student Health Service. This position will require visionary leadership focused on leading the department through a period of growth and change. A focus on using assessment to “tell our story” and shape our practice is crucial to this position's success. As we continue to strive toward improving service delivery to students and adopting best practices, this leader will need to innovate, collaborate, and balance the task of looking toward the future while maintaining the enduring legacy of what the M.S. Shook Student Health Service has already accomplished. Exploring insurance billing as we move forward is a crucial focus of this position, as is integrating the M.S. Shook Student Health Service purposefully into the Division of Student Affairs. The future is bright for the department, and the office culture is one that is dedicated to serving students in the best possible way.

About the M.S. Shook Student Health Service

The **Mary S. Shook Student Health Service** is a primary care ambulatory campus health clinic helping to meet the needs of Appalachian State University students. Annually, student visits for care number approximately 45,000 with 125 Observation Unit admissions; the three busiest months are September, February, and March. The Pharmacy fills 37,500 prescriptions; the Injury Clinic provides approximately 5,500 treatment visits; the Immunization Clinic provides influenza vaccinations to 1,300 students; and the Travel Health Clinic provides 600 students with overseas travel health consultations. M.S. Shook Student Health Service is fully accredited by the Accreditation Association for Ambulatory Health Care.

At the M.S. Shook Student Health Service, students can be seen by appointment or on a walk-in basis. The scope of service includes the following:

- Preventive health care maintenance
- Diagnosis and treatment of acute illnesses and injuries
- Limited mental health services through primary care clinicians and a psychiatrist
- Interim management of chronic conditions in conjunction with the student's specialist or primary care provider



Required Qualifications

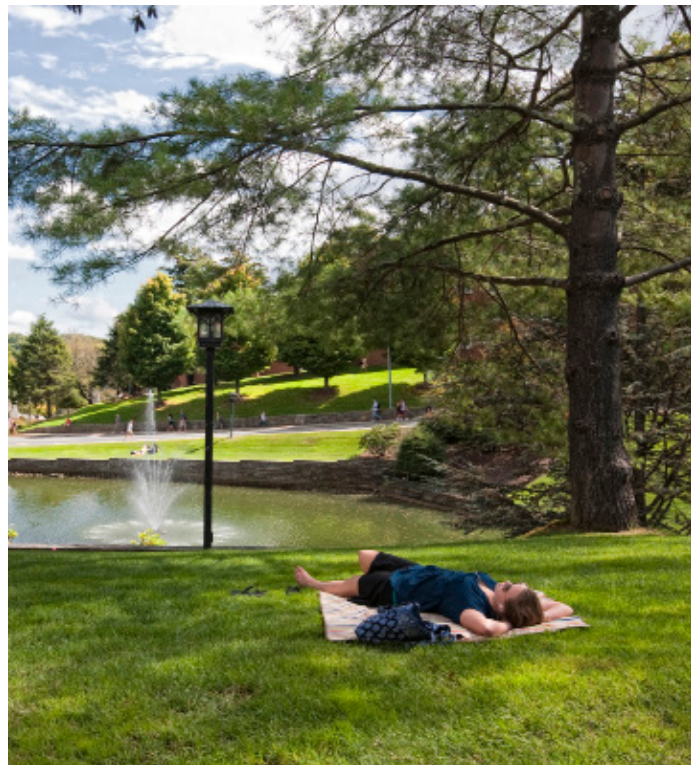
- Master's degree in healthcare administration, business administration, public health, public administration, or other relevant degree
- Five or more years of progressively responsible administrative/leadership experience at an institution of higher education, hospital, or another setting relevant to the position
- Professional experience in healthcare delivery
- Experience working with healthcare delivery software and electronic medical records management
- Experience creating new or revising existing policy and or procedures to improve service delivery

Preferred Qualifications

- Demonstrated ability to work effectively and collaboratively with students, staff, and faculty, including active collaboration with senior administrators of the university and appropriate community and business personnel
- Demonstrated effectiveness in budgeting, staff supervision, facility operations, medical accreditation efforts, assessment, and strategic planning
- Commitment to providing comprehensive, educational, effective, and student focused healthcare
- Experience in recruiting, supervising, and onboarding physicians, nurses, or other healthcare providers
- Experience working with health insurance billing
- Experience working with Medcat and Banner software
- Engagement in professional associations related to healthcare
- Knowledge of current trends, promising practices, relevant federal and state laws and policies impacting student health, the accrediting body's regulations and standards, and quality improvement

About the Supervisor

Jonathon M. Hyde has served as the Associate Vice Chancellor & Dean of Students at Appalachian State University since 2017. In his role, he oversees the Dean of Students office (including Student Conduct, Advocacy & Case Management, Parent & Family Programs, the Student Legal Clinic, and Off Campus Student Services), Student Health Service, Counseling & Psychological Services, and Wellness and Prevention Programs. Before Appalachian, Dr. Hyde worked in a variety of capacities in Student Affairs at Louisiana State University, The University of Southern California, Cornell University, and The Florida State University. Dr. Hyde holds a Doctorate in Educational Leadership from the University of Southern California, a Master of Science degree in Higher Education Administration from The Florida State University, and a Bachelor of Science degree in Criminology & Criminal Justice from Florida State.



Mission Statement

The Mary S. Shook Student Health Service exists to help meet the health needs of the students of Appalachian State University. This care is provided with a secondary intent to allow our students/ patients to continue to participate as fully as possible within the classroom. Additionally, the Health Services endeavors to engender good health habits and attitudes that may project themselves into practices that will enhance the future emotional and physical well-being of those we serve.

Vision Statement

Excellence in College Health: We embrace an ongoing dedication to provide high-quality health care and preventive services that are student centered and responsive to the changing healthcare environment.

Appalachian State University

The University

Appalachian State University, located in Boone, North Carolina's Blue Ridge Mountains, prepares students to lead purposeful lives as engaged global citizens who understand their responsibilities in creating a sustainable future for all. The transformational Appalachian experience promotes a spirit of inclusion that brings people together in inspiring ways to acquire and create knowledge, to grow holistically, to act with passion and determination, and embrace diversity and difference. Appalachian enrolls about 18,000 students, has a low student-to-faculty ratio and offers more than 150 undergraduate and graduate majors. It is one of 16 universities in the University of North Carolina system.

Vision and Strategic Direction

Appalachian State University aspires to be the destination institution for dedicated students who seek challenging academic programs and co-curricular experiences, engaged faculty and a vibrant campus culture that will shape them into engaged, responsible global citizens. Inspired by the ideal of sustainable community, we seek to deliver the Southeast's best comprehensive, progressive education.

Our History

Appalachian was founded in 1899. The pioneering spirit necessary to overcome the mountains' hardships quickly characterized the institution, giving Appalachian a special niche in higher education that continues today. After more than a century, students still feel the pull of this unique place to transform their lives, and Appalachian has remained focused on providing students with educational experiences that are not only life-changing but world-changing.

Our Leadership

Dr. Sheri Everts serves as Appalachian's chancellor. The university is governed by the university's Board of Trustees and the **University of North Carolina** system's Board of Governors.

Fast Facts

Appalachian State University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award baccalaureate, master's, intermediate, and doctoral degrees.

Fall 2017

18,811 students

- 17,017 undergraduate
- 1,794 graduate
- 1,274 distance education

17,126 in state, 1,685 out of state

16% ethnically diverse (18% among first-year students)

16:1 student/faculty ratio

99% of full-time faculty have doctorate, first professional degree, or other terminal degree

120,000 living alumni from all 50 states and many countries across the globe

Undergraduate costs, 2017-18 academic year:

- \$14,645 in state
- \$29,452 out of state

(includes tuition and fees for 12+ credit hours, standard option meal plan, standard room and board, and most textbooks)



Division of Student Affairs

The Division

Student Affairs at Appalachian State University integrates both in-class and out-of-class experiences of students. These educational efforts are directed at developing both intellect and character of students. To accomplish this, the Division makes available a wide range of educational experiences through programs and activities that complement and support the academic experience in the classroom. Although the primary focus of these activities is to advance student learning, they also provide needed services, support, and recreational opportunities to help students meet the challenges of college and to enhance the quality of student life. The Division of Student Affairs has been organized to help accomplish these aspects of the University's mission.

Mission

We develop lifelong learners and leaders by engaging and challenging students within a culture of care and inclusion.

Vision

We aspire to transform all students through a foundation of care and engagement.

Our Leadership

JJ Brown serves as our Vice Chancellor for Student Affairs. Previously JJ was the Associate Vice Chancellor and Dean of Students for the Division. Prior to coming to Appalachian in 2010, JJ served nine years as an Associate Dean of Students at The University of Tennessee, Knoxville.





Care. Engage. Transform.

Each day, our professionals strive to live out our tagline in their work: *Care. Engage. Transform.*

Care. Our work creates a culture of care that builds a foundation for students to thrive and be resilient.

Engage. Our diverse, student-centered community fosters local-to-global learning, leadership, engagement, and service.

Transform. We transform students into dynamic leaders and lifelong learners who will make a difference in their communities and throughout the world.

**care.
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Departments in our Division

Career Development

Child Development Center

Counseling and Psychological Services

Electronic Student Services

Multicultural Student Development

Office of the Dean of Students

- Case Management
- Off-Campus Community Relations
- Parent and Family Services
- Student Conduct
- Student Legal Clinic

Office of Student Affairs

- Capital Projects Management
- Finance and Human Resources
- Staff Development and Strategic Initiatives
- Student Affairs Assessment

Student Engagement and Leadership

M.S. Shook Student Health Service

University Housing

University Recreation

Wellness and Prevention Services

Key Partners

Counseling & Psychological Services

Dr. Chris Hogan, Director of Counseling & Psychological Services, will be a key partner to the Administrative Director in the area of supporting students managing issues related to mental health. A strong collaboration between Health Services Clinicians and the Counseling Staff will need to be maintained and deepened to ensure quality integrated care. Partnering on proactive programs to the campus community related to mental health is an area that could be another opportunity for collaboration.

Wellness & Prevention Services

Dr. Alex Howard, Director of Wellness and Prevention Services, will be a key partner to the Administrative Director in the area of supporting students' overall wellness. This office focuses on holistic wellness including emotional, environmental, financial, intellectual, occupational, physical, social, and spiritual dimensions. Collaboration between the Administrative Director and this office will help to ensure overall positive public health on Appalachian's campus.

Leadership Opportunities

Proactively telling the story of the Student Health Service to stakeholders will be a leadership challenge for this position as this leader also navigates reacting to the challenges of the day. Implementing insurance billing in a way that minimizes negative impact to service delivery to students will also be a challenge to be explored. Assessing the organizational structure of the office and ensuring that it is efficient and effective will be crucial as the Administrative Director engages with the department. Proactive education and presentations at major university events and initiatives will be needed as the student body expands in quality, diversity, and size.

Professional Advancement

Appalachian State offers professional development through Human Resources.

The Division of Student Affairs provides a variety of professional development opportunities:

- Professional Development Series, currently focused on Mid-Level Managers, New Professionals, and Graduate Assistants
- Workshops and webinars led by divisional professionals on a variety of topics, including suicide prevention, interpersonal violence prevention, social justice and inclusion, technology, human resources, and finance and operations
- Focused conversations on current topics facilitated by divisional professionals and guest speakers each semester

There are a number of divisional committees, councils, and taskforces that provide opportunities for our staff to provide their valuable input on important initiatives as well as expand their skills. The division has a variety of groups working on diversity and inclusive excellence, health and wellness, assessment, finance and operations, staff awards, and professional advancement.

Professional Development Travel Funds, when available, are provided annually for opportunities within the state, region, or nation. Staff are encouraged to submit abstracts for presenting at conferences and serve in leadership roles in our professional organizations.

The State of North Carolina offers a **Tuition Waiver Program** for taking up to three courses annually at a University of North Carolina institution with no cost to the employee.

Appalachian State's College of Education offers Master of Arts programs in Higher Education and College Student Development, as well as an Ed.D. in Educational Leadership.

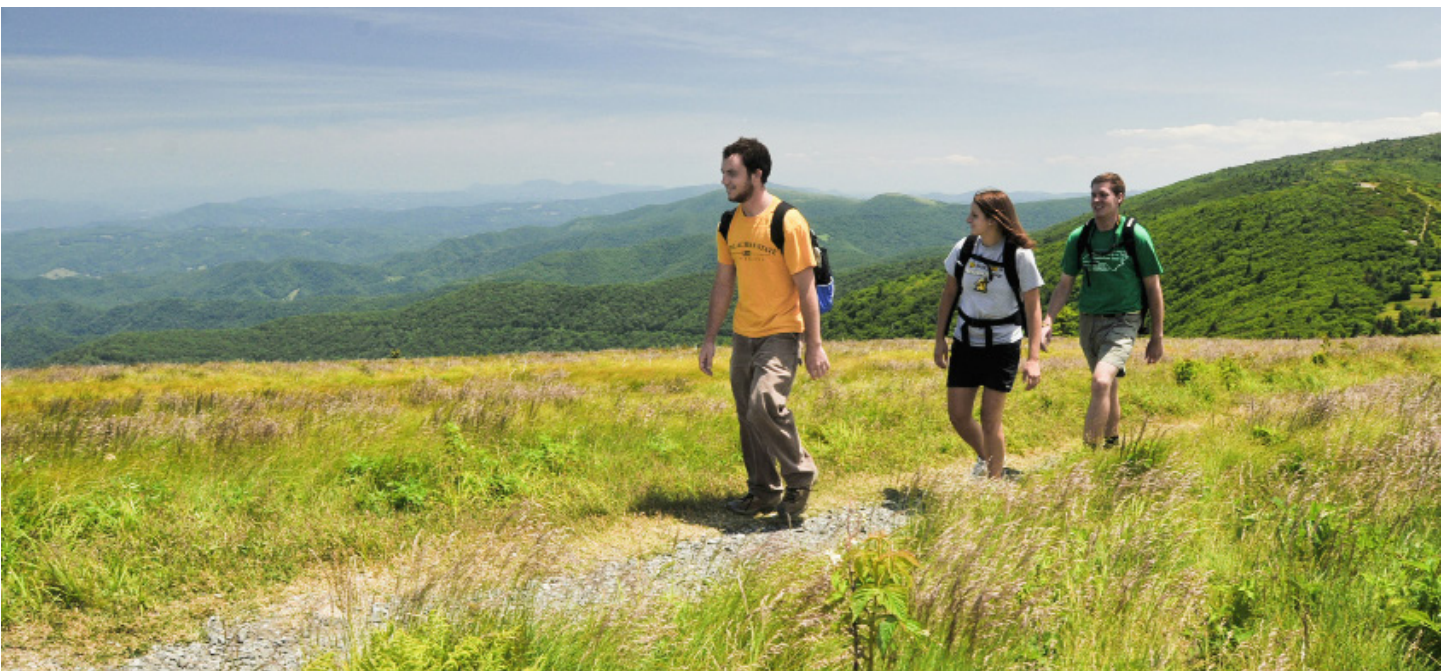


North Carolina High Country



Boone, North Carolina

The **Town of Boone** and Appalachian State University have formed an unbreakable bond, which is reflected in our service to our community, staff, faculty, administration, and students. Named in 2005 as one of four North American adventure destinations, Boone has lots to offer! Enjoy its beautiful seasons, with cool spring temperatures, mild summers, colorful autumns, and snowy winters. Students and staff love the beautiful mountain environment while hiking, skiing, biking, paddling, picnicking, or walking through town. There are outdoor activities for all seasons and for all to enjoy.



Procedure for Application

Applying

Appalachian State University offers a challenging academic environment, energetic campus life, and breathtaking location. Appalachian combines the best attributes of a small liberal arts college with those of a large research university. We are committed to excellence through a talented and diverse faculty and staff. We appreciate your interest in joining our Appalachian Community.

Part of the University of North Carolina System, Appalachian State offers excellent benefits, including health care and retirement plans, tuition assistance for employees, and generous leave time.

To apply, you must complete the [online application](#), as paper or emailed application materials will not be accepted.

A completed application must include a letter of interest, resume, and three references, including their names, titles, email addresses, and telephone numbers.



Important Details

Employment with Appalachian State University is contingent upon satisfactory completion of a background check to ensure a safe learning and work environment for our students, staff, and faculty.

Individuals with disabilities seeking reasonable accommodations during the application and interview process should contact the Office of Disability Resources at 828-262-3056 or www.ods.appstate.edu

Appalachian State University participates in E-Verify.

Appalachian State University is an Affirmative Action/Equal Opportunity Employer. The University does not discriminate in access to its educational programs and activities, or with respect to hiring or the terms and conditions of employment, on the basis of race, color, national origin, religion, sex, gender identity and expression, political affiliation, age, disability, veteran status, genetic information, or sexual orientation.



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Division of Student Affairs
Appalachian State University

B. B. Dougherty Administration Building
ASU Box 32117
438 Academy Street
Boone, NC 28608-2117
(828) 262-2060

studentaffairs.appstate.edu