

# **Department of Communication Sciences and Disorders**

## **Strategic Plan**

### **2016-2021**

#### **Mission**

##### Introduction

The Department of Communication Sciences and Disorders offers one of the most comprehensive undergraduate programs in the state, one of the largest SLP graduate programs in the country, and a fully accredited AuD program. We embrace collaborating with other departments within CAS and other colleges, participating in service learning activities, strengthening our students' civic and community engagement, and supporting faculty and student research. We take pride in our excellence in teaching and seek to maintain our emphasis on ensuring that each student in our department receives a quality education.

Our clinic mirrors our academic programs in terms of excellence and strength and is a vital and critical component of our programs; this is the training ground for our student clinicians. We offer a wide range of speech-language pathology and audiology services to clients of every age and provide our students with an excellent foundation of clinical knowledge and skills.

#### **Mission statement**

To provide a high-quality, student-focused education that prepares students to be ethical, engaged, compassionate, and accomplished professionals.

#### **Vision statement**

We will build on our shared focus of serving, teaching, and engaging our students and our commitment to furthering disciplinary knowledge to become one of the premiere clinical training programs in the nation.

#### **Values**

##### **We value:**

- An education rich in theory and practical experiences that enables our graduates to pursue careers in speech-language pathology and audiology with competence and confidence;
- Individualized attention to our students;
- Collaborative teaching, learning, and research which includes intra and interdisciplinary partnerships across departments and with the community;
- Academic freedom and responsibility;
- Provision of the highest quality speech, language and hearing services to the community;
- Active pursuit of scholarship and its dissemination through publication, presentations, and teaching;
- Dynamic and innovative curricula within all our programs;

- Diversity of ideas, backgrounds, and approaches to the pursuit and application of knowledge to support clinical and academic growth of all departmental stakeholders;
- Service to the professions.

### **Strategic Goals – Progress made 2016-2017**

1. Provide appropriate resources and support for educational and research endeavors
  - a. Increase research lab space –
    - i. renovated 314 and 315 so that partition wall between them is now a full wall. CSD 315 will be used as a clinic space for 2017-2018 but can be converted to a research lab space when a new SLP faculty member is recruited.
  - b. Provide more functional office space
    - i. repurposed RC 207 from a small conference to an office
  - c. Improve existing classroom space
    - i. Worked with College and Facilities to decrease seats in FH 311 to 40
  - d. Provide up-to-date technology for research and teaching needs
    - i. received a new Video Monitoring system for the Clinic through Provost enhancement dollars.
    - ii. Purchased six new faculty/supervisor/staff computers
    - iii. Purchased three new portable audiometers through Crowdfunding
    - iv. Received portable audiometer as donation through Crowdfunding
    - v. Purchased two new high-tech AAC devices through Crowdfunding and ERIP money
  - e. Ongoing assessment and acquisition of resources needed for successful implementation of curricula
    - i. Acquired the following materials for implementation of SLP graduate curriculum: Modified Barium Swallow Impairment Profile - Standardizing Swallow Assessment Through the MBS Study - *The MBSImP is an evidence-based, standardization of the MBS study in the adult population* and SIMPLE Aphasia Resources -DVD software
    - ii. Worked with topic librarian to assess CSD library resources and to purchase needed library materials
2. Enhance recruiting efforts for a diverse body of top quality graduate students in both audiology and SLP
  - a. Secure increased funding for GAs
    - i. Utilized Clinic funds for one GA
  - b. Review and revise, as needed, the interview process for AuD graduate admission
  - c. Investigate additional components to the SLP graduate admission process
    - i. Refined criteria for video aspect of graduate application
    - ii. Revised prompt for essay
3. Continue strengthening our curriculum
  - a. Perform regular assessments of all curricula and revise as needed
    - i. Revised all University Assessment Plans per AAC comments
    - ii. continued assessment of curricula for BS, MS, and AuD
  - b. Involve all stakeholders in program assessment

- i. Invited topic librarian to several department meetings to help us plan
  - ii. All department members worked together to revise UG University Assessment plans
  - iii. Held department mini-retreat in the spring of 2017 to review assessment data and discuss any needed revisions to curriculum based on them
- c. Ensure development and assessment of professional practice competencies as found in CAA standard 3.0A (audiology) and 3.1.1B (speech-language pathology)
  - i. Discussed where in curricula each professional practice competency is offered
  - ii. Created grid to document where in curricula each professional practice competency is offered
  - iii. Revised Professional Dispositions policy, now called Professional Practice Competencies policy, to document how competencies are assessed and how deficiencies are recorded and remediated
- d. Reassess AuD curriculum
  - i. submitted proposal for revisions to AuD program
- e. Incorporate alternative clinical education opportunities into the graduate curricula
  - i. continued working with Nursing to integrate simulation into SLP MS and Nursing curricula
  - ii. encouraged greater use of Simucase

New Goal added 2017-2018

- f. Establish sustainable humanitarian/ Study abroad component with direct CSD experience
4. Increase alumni involvement with the department
    - a. Provide networking opportunities to promote student-alumni interactions
      - i. Held three series of alumni spotlights in fall of 2016
      - ii. Began work on offering an alumni networking event for spring 2018
      - iii. Hosting an alumni trip abroad partnering with Education First
    - b. Establish an alumni advisory board
    - c. Develop additional methods of encouraging alumni to stay engaged with the department
      - i. Conducted first Crowdfunding event utilizing outreach to alumni
      - ii. Encouraged alumni to submit information about what they are doing to be posted to CSD website
  5. Increase and improve clinic operations
    - a. Continue to advocate for a new Speech and Hearing Clinic
      - i. Attended meetings held by Provost to discuss new Allied Health building
    - b. Secure funds for additional speech and audiology supervisors
      - i. Requested and received IC funds for audiology supervisor
    - c. Increase diversity and availability of services offered by our clinic
      - i. Opened new satellite audiology clinic at Normal Township Activities and Recreation Center
      - ii. Exploring opportunity to partner with OSF in providing audiology services

- iii. Exploring opportunities to partner with Woodford, DeWitt, and Logan counties to provide speech, language, and hearing services
- iv. Conduct a pilot “Conversation Café” with adult clients who could benefit from practicing conversation skills in a natural setting (e.g., clients with aphasia, hearing loss, Down Syndrome, students from ELI)
- d. Complete processes needed to bill insurance
  - i. Received approval to bill Health Alliance, in addition to existing Medicare, Medicaid, Blue Cross Blue Shield approvals
  - ii. Added two new components to Point ‘n Click to facilitate billing and record keeping process
  - iii. Began search for third CS staff member for Clinic to facilitate billing and record keeping
- e. Increase number of client visits
  - i. Audiology sold 206 hearing aid units in FY’17 compared to 108 in FY ‘16
  - ii. Audiology conducted 168 comprehensive audiograms in FY ‘17 compared to 158 in FY ‘16
  - iii. Audiology conducted 189 tympanograms in FY ‘17 compared to 173 in FY ‘16
  - iv. SLP therapy charged out \$109,864 in FY ‘17 compared to \$89,849 in FY ‘16
  - v. SLP evaluation, charged out \$5,220 in FY ‘17 compared to \$3,600 in FY ‘16

### **Strategic Goals – Progress made 2017-2018**

1. Provide appropriate resources and support for educational and research endeavors
  - a. Increase research lab space –
    - i. Improved sound-proofing and painted walls in audiology research lab
    - ii. Increased ports in speech-language pathology research lab
  - b. Provide more functional office space
    - i. renovated Clinic business office space to improve work flow and to create office space for clinic GAs
  - c. Improve existing classroom space
  - d. Provide up-to-date technology for research and teaching needs
    - i. installed new Video Monitoring system for the Clinic through Provost enhancement dollars.
    - ii. Purchased four new faculty/supervisor/staff computers
    - iii. Purchased two new portable audiometers
    - iv. Purchased two new high-tech AAC devices
    - v. Purchased new Cerumen Management set-up
    - vi. Purchased two IOPIs
    - vii. Purchased new anatomy models
    - viii. Purchased 4 iPads with Apple pencil
    - ix. Purchased new Stroboscopy unit
    - x. Through start-up funds purchased:
      1. GSI 39 Augo Tymp V.1 with ipsi reflex
      2. Audioscan AxioAudiostar

3. Pro audiometer
4. 2 lap tops
5. 5 computers
6. Matlab license renewal and 2 toolboxes
- e. Ongoing assessment and acquisition of resources needed for successful implementation of curricula
  - i. Purchased Parrot simulation software of an audiometer
  - ii. Continued work with topic librarian to assess CSD library resources and to purchase needed library materials
2. Enhance recruiting efforts for a diverse body of top quality graduate students in both audiology and SLP
  - a. Secure increased funding for GAs
    - i. Utilized Clinic funds for two GAs
    - ii. Funded two GAs through grant funding
    - iii. Funded one GA through start-up funds
    - iv. Received two Merit Scholarships through Graduate School to recruit two SLP MS students
  - b. Review and revise, as needed, the interview process for AuD graduate admission
  - c. Investigate additional components to the SLP graduate admission process

New Goal added for 2018-2019

- d. Work on strategic plan for increasing diversity of graduate students
  - i. Eliminated requirement of GRE as part of application for both graduate programs
  - ii. Changed application due date from January 15 to January 1 for SLP to provide additional time for review of applicants
  - iii. Adopted new process that increased transparency of review of applications for both graduate programs. Cultural/linguistic diversity is included as a category to be considered.
  - iv. Requested CSD 115 become a part of General Education to enhance recruitment from ISU undergraduates to our graduate programs.
3. Continue strengthening our curriculum
  - a. Perform regular assessments of all curricula and revise as needed
    - i. Revised all University Assessment Plans per AAC comments
    - ii. Continued assessment of curricula for BS, MS, and AuD
    - iii. Proposed increasing CSD 460 from 2 to 3 credits to ensure coverage of foundational knowledge
    - iv. Surveyed current SLP graduate students regarding sequence of courses. On basis of survey results, will move CSD 460 from second to first summer, CSD 409 from first to second summer, CSD 418 from first to second fall, and CSD 420 from second fall to second summer. This will ensure foundational knowledge is covered early in program and an equal distribution of classes per semester.,

- v. Conducted survey regarding undergraduate satisfaction with program through Qualtrics
- b. Involve all stakeholders in program assessment
  - i. Invited topic librarian to several department meetings to help us plan
  - ii. Held department mini-retreat in the spring of 2018 and full-day retreat in fall of 2018 to review assessment data and discuss any needed revisions to curriculum based on them
- c. Ensure development and assessment of professional practice competencies as found in CAA standard 3.0A (audiology) and 3.1.1B (speech-language pathology)
  - i. Added second clinic meeting for SLP starting spring 2019 with one goal of targeting professional practice competencies
- d. Reassess AuD curriculum
  - i. Received approval of proposal for revisions to AuD program, will begin fall 2018
- e. Incorporate alternative clinical education opportunities into the graduate curricula
  - i. Continued working with Nursing to integrate simulation into SLP MS and Nursing curricula, now a self-sustaining program worked into teaching/clinic load.
  - ii. Encouraged greater use of Simucase and scheduled training on Simucase for all SLP department members.
  - iii. Purchased Parrot simulation software of an audiometer; Assistant DCE will develop strategies for implementation.
  - iv. Worked with College to determine possibility of getting additional space for a simulation lab.

New Goal added 2017-2018

- f. Establish sustainable humanitarian/ Study abroad component with direct CSD experience
  - i. Explored taking AuD students to Belize to provide audiological services. Project on hold due to Belize travel advisory and cost to students.
  - ii. Hosted one EF study abroad opportunity to Greece in spring 2018
  - iii. Planning one EF study abroad opportunity to Europe for spring break, 2019
- 4. Increase alumni involvement with the department
  - a. Provide networking opportunities to promote student-alumni interactions
    - i. Hosted, with Career Center and Alumni Engagement, alumni networking event.
    - ii. Hosted an alumni trip abroad partnering with Education First
  - b. Establish an alumni advisory board
  - c. Develop additional methods of encouraging alumni to stay engaged with the department
- 5. Increase and improve clinic operations
  - a. Continue to advocate for a new Speech and Hearing Clinic
    - i. Wrote strategic building plan and presented to College Dean and Associate Deans. They will present it to Provost.
  - b. Secure funds for additional speech and audiology supervisors

- i. Funded audiology supervisor through Clinic funds
- c. Increase diversity and availability of services offered by our clinic
  - i. Conducted a successful pilot “Conversation Café” with adult clients who have aphasia and could benefit from practicing conversation skills in a natural setting. Expanding pilot to include adult clients with developmental disorders.
  - ii. Wrote a grant, that was funded, to improve voice services offered to clients who are transgender
  - iii. Worked with Bromenn-Advocate to initiate cognitive stimulation program with patients in their acute rehabilitation unit for implementation in Fall 2018.
  - iv. Awarded grant through Parkinson Voice Project to begin voice program for clients with Parkinson’s.
  - v. Began outreach efforts on campus to increase visibility of Clinic services to students and faculty/staff.
- d. Complete processes needed to bill insurance
  - i. Added one new component to Point ‘n Click to facilitate billing and record keeping process and improve scheduling and communication with patients
  - ii. Hired third CS staff member for Clinic to facilitate billing and record keeping
- e. Increase number of client visits
  - i. Audiology sold 259 hearing aid units in FY’18 compared to 206 in FY’17 and 108 in FY ‘16
  - ii. Audiology conducted 254 comprehensive audiograms in FY ’18 compared to 168 in FY '17 and 158 in FY ‘16
  - iii. Audiology conducted 289 tympanograms in FY ’18 compared to 189 in FY’17 and 173 in FY ‘16
  - iv. SLP therapy charged out \$127,868 in FY ’18 compared to \$109,864 in FY ’17 and \$89,849 in FY ‘16
  - v. SLP evaluation, charged out \$6,463 in FY ’18 compared to \$5,220 in FY ‘17 and \$3,600 in FY ‘16