**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
	1. Increase research lab space –
		1. 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.
	2. Provide more functional office space
		1. repurposed RC 207 from a small conference to an office
	3. Improve existing classroom space
		1. Worked with College and Facilities to decrease seats in FH 311 to 40
	4. Provide up-to-date technology for research and teaching needs
		1. received a new Video Monitoring system for the Clinic through Provost enhancement dollars.
		2. Purchased six new faculty/supervisor/staff computers
		3. 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

* 1. Ongoing assessment and acquisition of resources needed for successful implementation of curricula
		1. Acquired the following materials for implementation of SLP graduate curriculum: Modified Barium Swallow Impairment Profile - Standardizing Swallow Assessment Through the MBS Study - *The MBS ImP 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

1. Enhance recruiting efforts for a diverse body of top-quality graduate students in both audiology and SLP
	1. Secure increased funding for GAs
		1. Utilized Clinic funds for one GA
	2. Review and revise, as needed, the interview process for AuD graduate admission
	3. Investigate additional components to the SLP graduate admission process
		1. Refined criteria for video aspect of graduate application
		2. Revised prompt for essay
2. Continue strengthening our curriculum
	1. Perform regular assessments of all curricula and revise as needed
		1. Revised all University Assessment Plans per AAC comments
		2. continued assessment of curricula for BS, MS, and AuD
	2. Involve all stakeholders in program assessment
		1. Invited topic librarian to several department meetings to help us plan
		2. All department members worked together to revise UG University Assessment plans
		3. Held department mini-retreat in the spring of 2017 to review assessment data and discuss any needed revisions to curriculum based on them
	3. Ensure development and assessment of professional practice competencies as found in

CAA standard 3.0A (audiology) and 3.1.1B (speech-language pathology)

* + 1. Discussed where in curricula each professional practice competency is offered
		2. Created grid to document where in curricula each professional practice competency is offered
		3. Revised Professional Dispositions policy, now called Professional Practice Competencies policy, to document how competencies are assessed and how deficiencies are recorded and remediated
	1. Reassess AuD curriculum
		1. submitted proposal for revisions to AuD program
	2. Incorporate alternative clinical education opportunities into the graduate curricula
		1. continued working with Nursing to integrate simulation into SLP MS and Nursing curricula ii. encouraged greater use of Simucase

New Goal added 2017-2018

* 1. Establish sustainable humanitarian/ Study abroad component with direct CSD experience

1. Increase alumni involvement with the department
	1. Provide networking opportunities to promote student-alumni interactions
		1. Held three series of alumni spotlights in fall of 2016
		2. Began work on offering an alumni networking event for spring 2018
		3. Hosting an alumni trip abroad partnering with Education First
	2. Establish an alumni advisory board
	3. Develop additional methods of encouraging alumni to stay engaged with the department
		1. Conducted first Crowdfunding event utilizing outreach to alumni
		2. Encouraged alumni to submit information about what they are doing to be posted to CSD website
2. Increase and improve clinic operations
	1. Continue to advocate for a new Speech and Hearing Clinic
		1. Attended meetings held by Provost to discuss new Allied Health building
	2. Secure funds for additional speech and audiology supervisors
		1. Requested and received IC funds for audiology supervisor
	3. Increase diversity and availability of services offered by our clinic
		1. 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)

* 1. Complete processes needed to bill insurance
		1. 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

* 1. Increase number of client visits
		1. Audiology sold 206 hearing aid units in FY’17 compared to 108 in FY ‘16
		2. Audiology conducted 168 comprehensive audiograms in FY ’17 compared to 158 in FY ‘16
		3. 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
	1. Increase research lab space –
		1. Improved sound-proofing and painted walls in audiology research lab
		2. Increased ports in speech-language pathology research lab
	2. Provide more functional office space
		1. renovated Clinic business office space to improve work flow and to create office space for clinic GAs
	3. Improve existing classroom space
	4. Provide up-to-date technology for research and teaching needs
		1. installed new Video Monitoring system for the Clinic through Provost enhancement dollars.
		2. Purchased four new faculty/supervisor/staff computers
		3. Purchased two new portable audiometers
		4. Purchased two new high-tech AAC devices
		5. Purchased new Cerumen Management set-up
		6. Purchased two IOPIs
		7. Purchased new anatomy models
		8. 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 Axiom Audiostar
			3. Pro audiometer
			4. 2 lap tops
			5. 5 computers
			6. Matlab license renewal and 2 toolboxes
	1. Ongoing assessment and acquisition of resources needed for successful implementation of curricula
		1. Purchased Parrot simulation software of an audiometer
		2. Continued work with topic librarian to assess CSD library resources and to purchase needed library materials
1. Enhance recruiting efforts for a diverse body of top-quality graduate students in both audiology and SLP
	1. Secure increased funding for GAs
		1. Utilized Clinic funds for two GAs
		2. Funded two GAs through grant funding
		3. Funded one GA through start-up funds
		4. Received two Merit Scholarships through Graduate School to recruit two SLP MS students
	2. Review and revise, as needed, the interview process for AuD graduate admission
	3. Investigate additional components to the SLP graduate admission process

New Goal added for 2018-2019

* 1. Work on strategic plan for increasing diversity of undergraduate and graduate students
		1. Eliminated requirement of GRE as part of application for both graduate programs
		2. Changed application due date from January 15 to January 1 for SLP to provide additional time for review of applicants
		3. 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.
		4. Requested CSD 115 become a part of General Education to enhance recruitment from ISU undergraduates to our graduate programs.

1. Continue strengthening our curriculum
	1. Perform regular assessments of all curricula and revise as needed
		1. Revised all University Assessment Plans per AAC comments
		2. Continued assessment of curricula for BS, MS, and AuD
		3. Proposed increasing CSD 460 from 2 to 3 credits to ensure coverage of foundational knowledge
		4. 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.,
		5. Conducted survey regarding undergraduate satisfaction with program through
	2. Involve all stakeholders in program assessment
		1. Invited topic librarian to several department meetings to help us plan
		2. 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
	3. Ensure development and assessment of professional practice competencies as found in

CAA standard 3.0A (audiology) and 3.1.1B (speech-language pathology)

* + 1. Added second clinic meeting for SLP starting spring 2019 with one goal of targeting professional practice competencies
	1. Reassess AuD curriculum
		1. Received approval of proposal for revisions to AuD program, will begin fall 2018
	2. Incorporate alternative clinical education opportunities into the graduate curricula
		1. Continued working with Nursing to integrate simulation into SLP MS and Nursing curricula, now a self-sustaining program worked into teaching/clinic load.
		2. Encouraged greater use of Simucase and scheduled training on Simucase for all SLP department members.
		3. Purchased Parrot simulation software of an audiometer; Assistant DCE will develop strategies for implementation.
		4. Worked with College to determine possibility of getting additional space for a simulation lab.

New Goal added 2017-2018

* 1. Establish sustainable humanitarian/ Study abroad component with direct CSD experience
		1. Explored taking AuD students to Belize to provide audiological services. Project on hold due to Belize travel advisory and cost to students.
		2. Hosted one EF study abroad opportunity to Greece in spring 2018
		3. Planning one EF study abroad opportunity to Europe for spring break, 2019

1. Increase alumni involvement with the department
	1. Provide networking opportunities to promote student-alumni interactions
		1. Hosted, with Career Center and Alumni Engagement, alumni networking event. ii. Hosted an alumni trip abroad partnering with Education First
	2. Establish an alumni advisory board
	3. Develop additional methods of encouraging alumni to stay engaged with the department
2. Increase and improve clinic operations
	1. Continue to advocate for a new Speech and Hearing Clinic
		1. Wrote strategic building plan and presented to College Dean and Associate Deans. They will present it to Provost.
	2. Secure funds for additional speech and audiology supervisors
		1. Funded audiology supervisor through Clinic funds
	3. Increase diversity and availability of services offered by our clinic
		1. 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.
		2. Wrote a grant, that was funded, to improve voice services offered to clients who are transgender
		3. Worked with Bromenn-Advocate to initiate cognitive stimulation program with patients in their acute rehabilitation unit for implementation in Fall 2018.
		4. Awarded grant through Parkinson Voice Project to begin voice program for clients with Parkinson’s.
		5. Began outreach efforts on campus to increase visibility of Clinic services to students and faculty/staff.
	4. Complete processes needed to bill insurance
		1. Added one new component to Point ‘n Click to facilitate billing and record keeping process and improve scheduling and communication with patients
		2. Hired third CS staff member for Clinic to facilitate billing and record keeping
	5. Increase number of client visits
		1. Continued increase in appointments.

 **Strategic Goals – Progress made 2018-2019**

1. Provide appropriate resources and support for educational and research endeavors
	1. Increase research lab space –
		1. Installed new sound-proofing in and carpeted audiology research lab
	2. Provide more functional office space
		1. Received and approved bid to increase space in Clinic business office, work will be completed in summer of FY ‘20
	3. Improve existing classroom space
		1. Removed shelves and increased space in room used for stroboscopy and cerumen management
		2. Removed shelves and increased space in room used by students for clinic observations
		3. Installed new roller shades in seminar room, FH 321
		4. Removed old, non-functional blinds between FH 321 and FH 323 and painted windows to improve aesthetics and increase space in FH 321
		5. Recapped 24 computers in student computer lab
	4. Provide up-to-date technology for research and teaching needs
		1. Completed installation of new Video Monitoring system for the Clinic through Provost enhancement dollars.
		2. Purchased six new faculty/supervisor/staff computers/laptops
		3. Purchased three new portable audiometers
		4. Purchased, through start-up funds
			1. Lab computer
			2. 2 Laptops
			3. Neuroscan
			4. Attenuators
			5. Web cams
			6. Camcorders
			7. Coding software
			8. InVivo 12 Pro software
			9. Salt software
		5. Purchased 4 iPads with Apple pencil
		6. Purchased stoboscopy unit
	5. Ongoing assessment and acquisition of resources needed for successful implementation of curricula
		1. Purchased audiology baby ISO manikin
		2. Purchased audioscan verifit 2
		3. Tympstar pro
		4. Air caloric irrigator
		5. Purchased clinical assessment tools for use in classroom and clinic including one test of cognition for $1,600.
		6. 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
	1. Secure increased funding for GAs
		1. Utilized clinic funds for two Gas
		2. Funded two GAs through grant funding
		3. Funded one GA through start-up funds
	2. Review and revise, as needed, the interview process for AuD graduate admission
		1. Deleted GRE requirement
		2. Added cultural/linguistic diversity criteria to rating rubric
	3. Investigate additional components to the SLP graduate admission process
		1. Deleted GRE requirement
		2. Added cultural/linguistic diversity criteria to rating rubric
		3. Revised prompt for essay
3. Continue strengthening our curriculum
	1. Perform regular assessments of all curricula and revise as needed
		1. Revised all University Assessment Plans per AAC comments
		2. continued assessment of curricula for BS, MS, and AuD
		3. Conducted survey regarding undergraduate satisfaction with program through Qualtrics
		4. Conducted Qualtrics survey to supplement information from CTLT mid-program chats with graduate student regarding their satisfaction with program
		5. Conducted Qualtrics survey of alumni regarding their satisfaction with their program of study
		6. Conducted Qualtrics survey of employers regarding their satisfaction with our graduates
	2. Involve all stakeholders in program assessment
		1. Invited topic librarian to several department meetings to help us plan
		2. Held department mini-retreat in the spring of 2019 and retreat in fall of 2019 to review assessment data and discuss any needed revisions to curriculum based on them
	3. Ensure development and assessment of professional practice competencies as found in CAA standard 3.0A (audiology) and 3.1.1B (speech-language pathology)
		1. Scheduled half of the 2019 spring clinic meetings for SLP in which professional practice competencies and business practices were targeted.
	4. Reassess AuD curriculum
		1. Began revisions to AuD program fall 2018. These revisions were passed and the new curriculum will begin Fall 2019.
	5. Incorporate alternative clinical education opportunities into the graduate curricula
		1. continued working with Nursing to integrate simulation into SLP MS and Nursing curricula, now a self-sustaining program worked into teaching/clinic load.
		2. Incorporated use of Simucase across the graduate SLP curriculum.
		3. Selected one Simucase to use as formative assessment for SLP
			1. Worked with UAS and CTLT to create work on a rubric for formative assessment
		4. Began work on creating educational simulation for SLP graduate program
		5. Purchased baby manikin for audiology

New Goal added 2017-2018

* 1. Establish sustainable humanitarian/ Study abroad component with direct CSD experience
		1. Conducted EF trip to Europe, included CSD component
1. Increase alumni involvement with the department
	1. Provide networking opportunities to promote student-alumni interactions
	2. Establish an alumni advisory board
	3. Develop additional methods of encouraging alumni to stay engaged with the department
		1. Developed Qualtrics survey of alumni regarding their satisfaction with program
2. Increase and improve clinic operations
	1. Continue to advocate for a new Speech and Hearing Clinic
		1. Worked with College office, Provost’s office, and Business and Finance to determine if Clinic funds could be saved toward the goal of a new Clinic. Given state and university policies, a way to do this could not be developed. Advocacy for a new Clinic remains a focus.
		2. Used clinic funds to renovate current clinic: painted walls, recarpeted Clinic areas and waiting rooms, purchased new furniture and signage.
	2. Secure funds for additional speech and audiology supervisors
		1. Funded additional full-time and part-time speech clinical educator from Clinic funds
		2. Secured 8% out-of-cycle increase for APs due to address compression issues.
	3. Increase diversity and availability of services offered by our clinic
		1. Offered voice services for individuals with Parkinson’s disease through Loud Crowd program
		2. Continued offering Conversation Café – designed for individuals with aphasia who no longer qualify for other clinical services
		3. Offered Communication Designs – cognitive wellness program for adults
		4. Expanded gender affirming voice services
		5. Began exploring creation of a virtual reality kitchen for use with adults – partnering with CAST to do this
		6. Added services for individuals with cochlear implants
		7. Added cerumen management services
	4. Complete processes needed to bill insurance
		1. Worked with purchasing to add a new component to Point ‘n Click (Open Communicator) to facilitate billing and record keeping process.
		2. Worked with purchasing to add the use of Waystar to streamline eligibility verification, claims management, and electronic remittance.
	5. Increase number of client visits
		1. Signed a contract with Cybernautics to develop a new Clinic website in the hopes of increasing visibility and increasing the diversity of client visits.

**Strategic Goals – Progress made 2019-2020**

1. **Provide appropriate resources and support for educational and research endeavors.**
	1. Increase research lab space
		1. Consider moving space around to create a pediatric research space
	2. Provide more functional office space
		1. 217E was given an update
	3. Improve existing classroom space
		1. We gained the 303 space
		2. Developed a plan (with comprehensive equipment needs) for 303 space.
		3. Got bid for 314B renovation
	4. Provide up-to-date technology for research and teaching needs
		1. Transition to online teaching, access for faculty and students for both education and research.
		2. Held department level workshop specific to online instruction
	5. Ongoing assessment and acquisition of resources needed for successful implementation of curricula
		1. Implementation of SimuCase across the curriculum for SLP.
		2. AuD implemented use SimuCase, AuD Sim, and simulated ABR to support student learning
		3. Implemented use of Master Clinician Network for observation hours
		4. Purchased MedBridge for faculty/CE to gain continuing education and additional resources for teaching/learning

Goals for 2020-2021

* 1. Adding MedBridge as a potential resource for students (department funded or student purchased.
	2. Implement plan and purchasing for 303 space
	3. Voice EvalU8 software for SLP students. This will be used for remote evaluation.
	4. Tele-practice collaboration/best practices covered between faculty/CEs
	5. Use ISU resources in the area of mental health/student access/support to further implement at the department level to ensure we are truly supporting students based on their individual needs.
	6. Continue to survey students, faculty and CEs on the needs for educational and resources/support
	7. Implement plan to renovate 314B
1. **Enhance recruiting efforts for a diverse body of top-quality**
	1. Secure increased funding for GAs
		1. Increased GA position/implemented EI grant which funds students’ education and interprofessional education from department and outside it
		2. Added 4 temporary GA positions last year: One funded through startup funds, one through an interdisciplinary grant, one through Instructional Capacity funds, and one from departments funds to cover a course.
	2. Review and revise, as needed, the interview process for AuD graduate admission
		1. Changed admissions system for rating/ranking students
		2. More emphasis on professional dispositions/diverse experiences
		3. We have increased the diversity of applicant pool and those accepted
		4. Continued to offer skype interviews for AUD (started in 2018)
	3. Investigate additional components to the SLP graduate admission process
		1. Changed admissions system for rating/ranking students
		2. More emphasis on professional dispositions/diverse experiences
		3. We have increased the diversity of applicant pool and those accepted
	4. More discussion on cultural humility and diversity and how to embed within department
		1. CRCC attendance by some staff,
		2. Diversity and Racism in CSD-ASHA attendance by some staff and faculty

Goals for 2020-2021

1. Make a video to explain the professions that could be disseminated to high schools/ student groups on campus
	* 1. Offer buddy program between current students and interested high schoolers
2. Send current students and alumni to talk to classes outside CSD that might include interested students with undeclared majors and include projects in-classes that might include collaborations between departments that might draw students to CSD
3. Re-imagine student-faculty events especially in age of COVID to encourage connection
	1. Encouraging maintenance of relationship between student and faculty
		1. Role modelling to facilitate connection/communication/be the ones to reach out first
4. Continue video prompting through SLP and AUD interviews but refining the process for the questions asked/prompts so getting information you need
5. Take advantage of GROWTH team for professional development
6. **Continue strengthening our curriculum**
	1. Perform regular assessments of all curricula and revise as needed
		* 1. Decided to separate CSD 403 and 404 into free standing courses in the SLP program
			2. Collaborated with Special Education in LIMITLESS project
			3. Initiated review of diversity in all undergraduate classes
			4. CSD 510 moved to summer of 1st year in AUD program
			5. Move CSD 409 back to summer 1 and returned CSD 460 to summer 2 for SLP program
			6. Initiate curriculum mapping of graduate MS program starting with those focused on pediatric language.
	2. Involve all stakeholders in program assessment
	3. Ensure development and assessment of professional practice competencies as found in CAA standard 3.0A (audiology) and 3.1.1B (speech-language pathology)
	4. Reassess AuD curriculum
	5. Incorporate alternative clinical education opportunities into the graduate curricula
	6. Establish sustainable humanitarian/ Study abroad component with direct CSD experience

Goals for 2020-2021

* 1. Facilitate interprofessional education opportunities
	2. Map out the graduate level language-based courses in SLP program to determine depth of content/topics covered
	3. Continue to review coverage of inclusion, representation, and equality in all courses
		+ 1. Discuss Research and Counseling courses as interprofessional education opportunities in our department (SLP and AUD)
1. **Increase alumni involvement with the department**
	1. Provide networking opportunities to promote student-alumni interactions
		1. Increased involvement of alumni with site placements for current students
		2. CSD alumna was selected as a Student Life honoree; during her visit to campus she networked with our students and has since mentored several of our student clinicians
		3. New department display case features contributions of several recent alumni
		4. Leveraged increased use of Zoom to build alumni involvement as guest speakers for current classes
	2. Establish an alumni advisory board
	3. Develop additional methods of encouraging alumni to stay engaged with the department
		1. Alumni honoree attended homecoming, spoke to classes, and networked with current students
		2. Qualtrics survey created for alumni; social media sharing with streamlined participation options increased response rate
		3. Improved visibility of current activities to alumni through multiple online channels
		4. Added an Instagram account to reach more recent graduates

Goals for 2020-2021

1. Continue successful efforts from recent past
2. Consider launching Twitter/YouTube channels to reach more alumni via their preferred social media channel
3. Feature an alum in at least one news story each semester
4. Invite alumni speakers to NSSHLA/SAA meetings
5. **Increase and improve clinic operations**
6. Continue to advocate for a new Speech and Hearing Clinic
	* 1. Increased space in the clinic office through renovations
7. Secure funds for additional speech and audiology Clinical Educators
	* 1. Hired two new Clinical Educators to replace two who had left. Hired one additional speech Clinical Educator.
8. Increase diversity and availability of services offered by our clinic
	* 1. Offered teletherapy for the first time in the summer of 2020 due to the pandemic.
9. Complete processes needed to bill insurance
	* 1. Created two new documentation manuals for office staff to complete procedures
		2. Purchased Open Communicator for Point and Click
10. Increase number of client visits
	* 1. Decrease due to COVID-19 pandemic
11. Restructured office operations after the departure of an office staff member. Currently utilizing a Graduate Assistant to assist in the office as we expect fewer in person appointments due to the pandemic.

Goals for 2020-2021

* 1. Evaluate need for three office staff and structure of responsibilities
	2. Implement interdisciplinary grant with vocal music to gain input that will shape voice services for ISU students studying to become professional voice users.
	3. Consider consistency in billing process and educate Clinical Educator and students in the process
	4. Create a physician outreach program for Audiology program; consider doing the same with some of our SLP services
	5. Outreach to potential referral sources
	6. Utilize all features of PnC
	7. Continue to work with purchasing to change clearinghouse (move from Office Ally to Availity)