



Rachael Mueller <rac.mueller@gmail.com>

Fwd: Request

4 messages

Bruce Herman <bherman@umbc.edu>
To: Je'Nae Parker <jenpark@umbc.edu>
Cc: Rachael Mueller <mrachae1@umbc.edu>

Wed, Sep 28, 2022 at 11:27 AM

Je'Nae,
Interested in your thoughts,

Bruce
Bruce Herman, Ph.D.
Director
Retriever Integrated Health
University of Maryland, Baltimore County (UMBC)
[1000 Hilltop Circle](#)
[Baltimore, MD 21250](#)
Retriever Integrated Health tel: 410-455-2542
Gender Pronouns: He / Him / His

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The University of Maryland, Baltimore County was established upon the land of the Piscataway Conoy and Susquehannock peoples. Over time, citizens of many more Indigenous nations have come to reside in this region. We humbly offer our respects to all past, present, and future Indigenous people connected to this place.

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From: **Rachael Mueller** <mrachae1@umbc.edu>
Date: Wed, Sep 28, 2022 at 11:16 AM
Subject: Request
To: bherman@umbc.edu <bherman@umbc.edu>

Hi Dr. Herman,

I'm a graduate student in the Human Centered Computing program and was connected with you by one of the desk staff at Retriever Integrated Health. I wanted to reach out to you with a slightly odd request.

I'm part of a group project for IS 636: Structured Systems Analysis and Design. Part of our project involves going through the process of designing or altering existing information systems (though not actually making the end product- just creating a proposal).

We had to identify a topic, and some of our group have had really positive experiences with the Counseling Center. We thought examining the strengths and pain points of the existing Counseling Center scheduling system and identifying any areas for improvement would be a strong topic for our project.

Part of the real world systems design process is talking to people who actually know how an existing system works. We completely understand if this isn't possible, but wanted to see if there was a chance we could conduct a short interview with any of your desk staff.

All of our questions would be specifically focused on the technical aspects of how the existing scheduling system works

(by hand, automatically generated, etc) and would not involve any confidential data. We also understand that your center is extremely busy, and want to be respectful of your staff's time, so any interviews would be thirty minutes or less. We would also be happy to submit any questions in advance for review, or to email our questions if asynchronous answering would be easier or more efficient.

I'm happy to answer any additional questions or provide any additional information about our project. Thank you for considering our odd request!

Best wishes,

Rachael Mueller

Je'Nae Parker <jenpark@umbc.edu>
To: Bruce Herman <bherman@umbc.edu>
Cc: Rachael Mueller <mrachae1@umbc.edu>

Wed, Sep 28, 2022 at 4:50 PM

My first thought is the process that didn't go well with students scheduling their own appointments through our patient portal during Fall 2021. But it's not that they weren't able to, they just weren't showing up with their paperwork completed so this causes a high "no show" rate as counselors were not able move forward with their appointments versus having to schedule. Also, interviews might not be helpful as only one counselor is still on our team who was around during that time to speak on it. All of the other counselors are no longer employed with UMBC.

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Thank you,

Je'Nae C. Parker, MS
Assistant Director, Administration
Retriever Integrated Health
The Center for Well-Being
[University of Maryland, Baltimore County \(UMBC\)](#)
[1000 Hilltop Circle](#)
[Baltimore, MD 21250](#)
Direct Line: 410-455-3751
Fax: 410-455-1125

Bruce Herman <bherman@umbc.edu>
To: Rachael Mueller <mrachae1@umbc.edu>
Cc: Je'Nae Parker <jenpark@umbc.edu>

Thu, Sep 29, 2022 at 11:21 AM

Rachel,
Any thoughts about this possibly?
Thanks,
Bruce
Bruce Herman, Ph.D.
Director
Retriever Integrated Health
University of Maryland, Baltimore County (UMBC)
[1000 Hilltop Circle](#)
[Baltimore, MD 21250](#)
Retriever Integrated Health tel: 410-455-2542
Gender Pronouns: He / Him / His

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[Quoted text hidden]

Rachael Mueller <rac.mueller@gmail.com>

Thu, Sep 29, 2022 at 11:39 AM

To: Bruce Herman <bherman@umbc.edu>

Cc: Rachael Mueller <mrachae1@umbc.edu>, JeNae Parker <jenpark@umbc.edu>

Hi Bruce and Je'Nae,

Thank you so much for the swift responses!

All the information you shared is exactly the kind thing that would really help. Pain points like the no-shows due to forms is definitely something we'll take into account.

If it is possible to talk to the counselor that worked with the old scheduling system, that would be great, but just talking to someone familiar with the current phone system would be great too. Right now, we're just really in the information gathering/ analysis phase.

One clarifying question- what forms are required to be filled out before someone comes in for an appointment? I looked on the website and found this page: <https://health.umbc.edu/health-services/health-resources/forms/>. Is it all four of these?

Thank you again for your thoughtful responses- this is already really helpful! If we can talk to a counselor who works with the current scheduling system (and/or the old one), that would be great, but again, I completely understand if that's not possible.

Best wishes,

Rachael

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