November 11, 2026

1. Student Health and Wellness (HellWell)

Updates

- Increased language services to improve accessibility for students.
- HellWell can now provide assessments and evaluations for learning disabilities through AOT.

Mental Health Services, Solution Sessions

- Solution Sessions offer full 50-minute therapy appointments, intended for same-day or next-day access.
- Sessions are available both virtually and in person, although utilization skews toward virtual appointments.
- International students are disproportionately represented among Solution Session users.
- HellWell has not yet tracked how many students transition from Solution Sessions to other mental health services.

Veda's concerns/questions

- Why is it difficult to schedule appointments online?
- Why are students required to call HellWell when no Solution Session appointments appear available?
- Although advertised as same-day appointments, students must actually schedule approximately 16 hours in advance.
- Could HellWell implement an opt-in text waitlist that notifies students when appointments become available?
- Students can request to speak with a triage nurse for advice and assistance with scheduling.

Potential Follow-Ups

- Clarify appointment scheduling procedures and the 16-hour advance booking requirement.
- Explore a text-based notification or waitlist system.
- Request data on whether Solution Sessions lead to continued engagement with mental health services.

2. Disability Services and Communication

Recommendation 1.2: Streamline Communications Regarding Disability

- Goal: Establish clear communication channels between DIAC, university divisions, JHU disability organizations, and shared governance organizations.
- Jackson raised concerns about the lack of updates regarding the proposed communication channel
- Contact: caxe1@jh.edu

    - She was unsure why Shollenberger had not yet reached out.
    - Follow-up is needed to clarify the status of communications and implementation of Recommendation 1.2.

3. GRO Meeting Coordination

- Veda to connect Ben Viner with Sumi regarding a potential GRO meeting.
- Confirm next steps and any necessary introductions.

Action Items

Task	Responsible	Status
Introduce Jackson to caxe1@jh.edu, copying Tekeya and Charles, regarding Recommendation 1.2	Veda	Done
Connect Ben Viner with Sumi regarding GRO meeting	Veda	Done
Clarify HellWell scheduling procedures and same-day appointment restrictions	Follow-up needed	Open
Explore opt-in text waitlist for Solution Sessions	Follow-up needed	Proposed
Request data on continued service usage after Solution Sessions	Follow-up needed	Proposed

Guests from Student Health & Well-Being:
Kevin Shollenberger, Vice Provost for Student Health and Well-Being
Lance Poston, Assistant Vice Provost for Strategic Initiatives, Administration & Operations
Cathie Axe, Sr. Executive Director, Student Disability Services
Tristan Barsky, Interim Director of Clinical Services, Mental Health Services
Alexandra Morrell, Associate Director for Primary Care

Announcements

- Lighting of the Quads – Reminder **Wednesday, 12/9** – All are Welcome
- Please add your questions for next meeting's **IDR Discussion** here by **11/23:** Questions for IDR Meeting.url
- Please add your questions for next meeting's **Transportation Discussion** here by **11/23:**
    - Cross-campus travel accommodations to decrease burden of cross-disciplinary research between campuses
        - Dual campus parking permits for students co-advised between campuses; while fee waivers are provided for graduate students through the East Campus GSA, there are no waivers available for Homewood
            - Is it possible to have students who are co-advised or interested in interdisciplinary research apply for similar waivers on Homewood to avoid the additional financial burden