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# Student Services Program Review Annual Update – Form

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**Allan Hancock College Program Review-Student Services Division  
2019 -2020 Annual Update**

Date:	April 1, 2020
Program and Department:	Student Health Services (SHS)
Additional programs included in this review:	
Date of last comprehensive review*:	2015 - 2016
Submitted By:	Alex de Jounge, MSN, RN, PHN, Coordinator, Student Health Services
Attachments:	<p>X Advisory Board Meeting Minutes/Recommendations  X 6-year assessment plan  X Other:  Student Health Services Student Demographics  Student Health Services Student Contacts 2018-2019  Student Health Services Program Map 2018 – 2019  SLO Performance-By Department, Course, CSLO Spring 2019  Goals &amp; Objectives 2018 – 2019</p>

\*Copies of the Comprehensive program reviews can be found in the Program Review matrix. These will list the date when they were submitted.

## I. Program Mission/Goal

Explain how the program mission aligns with the [college mission](#).

Student Health Services (SHS) mission is to provide health and education services with the goal of positively impacting our students' and the college community's current and future health and healthcare decisions. By supporting students with their healthcare needs, we provide students the opportunity to maintain and optimize their health so that they are able to be academically successful in the classroom and are able to achieve their academic goals.

SHS provides clinical services which include nursing assessment of students' current health problems, interventions, health counseling, and treatment of minor illnesses, referral to in-house MD or Nurse Practitioner or to other community agencies as appropriate. Services also include over-the-counter and prescription medications, first aid, basic emergency care and investigation, prevention and control of communicable disease. Students access services on a walk-in basis or by appointment. Health and wellness screenings include, but are not limited to Tuberculosis screening, blood pressure, body mass index (BMI), hearing and vision screening, cholesterol screening, and anemia screening. Acupuncture and massage services are also available to assist students with stress management and musculoskeletal issues. Medical records are kept on each nursing/medical/counseling interaction utilizing Pyramed Electronic Health Records (EHR). Strict confidentiality for both the patient and the medical records are maintained in compliance with HIPAA, FERPA and Confidentiality of Medical Information Act (Cal.Civ.Code 56-56.37). In keeping with *Strategic Direction: Institutional Effectiveness Goal IE1 & IE2*, nursing procedures are reviewed annually and signed by the Coordinator, nursing staff, Dean of Student Services, and the Medical Advisor.

Mental health services provide short-term psychological counseling, crisis management for mental health emergencies, and awareness/educational programs for alcohol and drug use, eating disorders, test anxiety, domestic violence, healthy relationships, and stress management. Counselors developed an Anger Management Program and a Substance Use Program that students can participate in and receive a certificate of completion. Counselors also participate in Wellness Events and provide class presentations with topics such as Stress Management and Suicide Prevention: Question, Persuade, and Refer (QPR). Mental health and personal counseling services support *Strategic Direction: Student Learning & Success, Goal SLS 2: To support student access, achievement, and success; Goal SLS 4: Ensure students are focused; Goal SLS 5: Nurture students; and Goal SLS 7: Ensure students are connected.*

Health and Wellness education is provided by Student Health Services staff through individual counseling, class presentations, wellness events, extra credit health modules, pamphlets/literature, and our electronic newsletter *Campus Well/ Student Health 101*. Wellness topics focus on college health related issues with an emphasis on stress management, alcohol awareness, sexual health, sexual assault, STI/HIV prevention, tobacco health effects, and

nutrition. The health and wellness education program focuses on directing health information to students who may not access services directly in the Health Center for a variety of reasons, such as, having access to their own medical provider, not being aware of services, and other barriers to care. Activities include Health and Wellness events primarily in the Student Center at the Santa Maria campus and in the Lompoc Valley Center (LVC). These activities support *Strategic Direction: Student Learning & Success Goal SLS 5: Nurture students; Goal SLS 6: Engage students; and Goal SLS 7: Ensure students are connected.*

A tobacco cessation program is also available. Students wishing to quit tobacco use receive up to 8 weeks of counseling with a tobacco cessation counselor and 4 weeks of Nicotine Replacement Therapy (NRT) for free and other incentives. We do ask participants for a \$20 support fee to help support the cost of the program. This program is available for faculty and staff also. This program supports *Strategic Direction: Institutional Resources Goal 2: To develop district financial resources adequate to support quality programs and services.*

Student Health Services also provides a Student Accident Insurance policy for currently enrolled credit students. Accident reports and claims for student injuries and maintenance of records are managed through Student Health Services.

## II. Program Accomplishments

Please summarize your program accomplishments, successes, and highlights for the year, and describe how it supports the college's [strategic goals](#).

- ❖ Conducted the American College Health Associations National College Health Assessment (ACHA-NCHA) during Spring 2019.  
**Strategic Direction: Governance. Goal 1: to sustain a college-wide culture that values qualitative and quantitative data in the decision-making process.**
- ❖ Collaborated with Transitions Mental Health Association (TMHA) to offer their LEAD program to students and a Mental Health First Aid training to staff.  
**Strategic Direction: Student Learning & Success. Goal SLS 7: Ensure students are connected.**
- ❖ Supported the creation of a substance use/addiction support student club called Victory Club.  
**Strategic Direction: Student Learning & Success. Goal SLS 6: Engage students.**
- ❖ Added eating disorder services and treatment resources to website.  
**Strategic Direction: Student Learning & Success. Goal SLS 2: To support student access, achievement, and success.**
- ❖ Presented Tobacco-Free Campus policy information to the Facilities Council in support of the Board of Governor's resolution urging all CCC's to adopt and implement Tobacco and Smoke free policies.  
**Strategic Direction: Governance. Goal G2: To sustain a planning framework that values input from all constituencies and the board of trustees. The framework will ensure that decisions are made with consideration of the college's broad definition of diversity.**
- ❖ Collaborated with TMHA to create and present the first Mental Health Forum which was held Fall 2019.  
**Strategic Direction: Student Learning & Success. Goal SLS 7: Ensure students are connected.**
- ❖ Established PHQ-9 and C-SSR screening in the health center.  
**Strategic Direction: Student Learning & Success. Goal SLS 5: Nurture students.**
- ❖ Established drop in counseling in LAP and EOPS.  
**Strategic Direction: Student Learning & Success. Goal SLS 4: Ensure students are focuses.**
- ❖ Purchased new vaccine refrigerator for SM clinic and a new scanner for LVC.  
**Strategic Direction: Institutional Resources. Goal IR 4: To provide a safe, attractive, and accessible physical environment that enhances the ability to teach, learn and work.**
- ❖ Created with business services a system for students to pay fees with a credit card directly in the health center without the student having to walk to the cashier.  
**Strategic Direction: Student Learning & Success. Goal SLS 5: Nurture students.**

### III. Program Challenges

Please summarize your program challenges for the year.

✓ Personnel and Support Services

Our nurse in LVC left at the end of Fall semester 2019. Christine, our part-time nurse in SM, transferred to LVC beginning in Spring. By mid-spring semester, Laurie B. returned to take the hours in SM. We also increased her hours to include Tuesday afternoon (130 -7), thereby allowing the Coordinator to come in at 830 and provide care in the morning.

We had some turn over with our mental health interns/associates but were able to maintain consistent hours at both health centers. Deborah continues to grow and support our mental health intern/associate program. The President has declined to continue to support a full-time mental health provider faculty position supported by district funds. No other clear solutions or options have been discussed at this time. Mental health services demand continues to grow and counseling appointments are booked up quickly and by mid semester there is usually a 2 week wait. Tracking of scheduling availability began mid spring semester.

✓ Facilities

Student Health Services is struggling to maintain high quality health care delivery in a space inadequate for the volume of students seen. Clinical areas, reception area, storage area, lab area, provider office area, and counseling office area are inadequate or absent. The current facilities, including the front office/waiting room, counseling room, and exam rooms are not ADA compliant and this has been verified by facilities. This makes it extremely difficult to care for students who use a wheelchair. Counselors and staff have moved furniture and looked for alternative space in empty classrooms when attempting to provide services for these students. This impedes students with disabilities from receiving the same services with the same dignity and privacy that other students receive. The small space makes it increasingly difficult to protect students' privacy and conduct business in a professional manner. With the level of demand for mental health counseling, we are unable to increase counseling hours due to lack of space. No update has been communicated by Facilities Council regarding a timeline for a remodel or relocation.

Building W was fumigated for termites over winter break, which greatly disrupted staffing and services. The coordinator office continues to have termite droppings fall on to the desk. The entire building lost the use of toilets and sinks for a day due to a plumbing issue. Staff had to walk students to building O to utilize the private bathrooms to obtain urine samples. All attempts to preserve confidentiality and privacy were made as were infection control measures.

## IV. Online Services & Service Locations:

List the services offered online and at other district locations.

✓ **Campus Well/ Student Health 101**

Campus Well is a digital wellness magazine that is available for all students. Students receive a monthly email to their Hancock email telling them about the current months issue and providing a link for access. Access can also be found on myhancock, Student Health Services webpage and Student Health Services Facebook page.

✓ **Student Health Services webpage**

Improvements and additional content continues to be added to our existing page. A direct link to Food Share has also been added to assist students to find resources easily. Updates and additions are continuously made to the webpage.

✓ **Guided Meditation**

Guided meditation audio downloads are available to all students for free on the website. Multiple topics are available and can be listened to on the website or downloaded to any device.

✓ **Wellness Central**

This was developed with collaboration with the Chancellor's Office. This is an online site that is based on the 6 dimensions of wellness. Students can explore health related information on their own time.

✓ **Lompoc Valley Center (LVC)**

The LVC Health Center hours remain 22 hours/week. An RN is available during those hours.

She is available for illness assessment, treatment, first aid, and health counseling. Health and wellness screenings include, but are not limited to Tuberculosis screening, blood pressure, body mass index (BMI), hearing and vision screening, cholesterol screening, and anemia screening. Tobacco cessation program is available for students, staff or faculty who are interested in quitting smoking. A Self-Serve Center is also available where students can help themselves to over the counter medication and minor first aid supplies and a vending machine is also available for more access during times when the health center is not open.

Students who need further evaluation or treatment are referred to Santa Maria Health Center to see another provider if needed. Mental Health counseling **increased to 15/week** with the return of an intern. An additional 4 hours are available by appointment only.

A massage chair is available for relaxation. Acupuncture and massage services are also available to assist students in stress management and musculoskeletal issues. Limited sexually transmitted infection testing was also added.

✓ **Student Accident Insurance**

Student accident insurance is available for injuries sustained during school sponsored activities for any student taking a credit class.

✓ **Crisis Text Line**

The Crisis Text Line is a free crisis counseling services provide by the Chancellor's Office. All student are able to text a short code and receive a response from a trained professional. Cards are available in multiple locations on campus and information is also available on the website.

Compare the accessibility and effectiveness of these services and how they are equitable compared to the services offered at the primary campus.

- ✓ Many of the same services, as are mentioned above, are available at the Lompoc center and when new services come available all efforts are made to include LVC in providing those same services to Lompoc students.

## V. Learning Outcomes

### A. Program Outcomes

Check here if any Program Learning Outcomes (PSLO) changes were approved by your department in 2016.

Please list any new or revised program outcomes (PSLO). Describe what changes were made by listing the new/modified program outcomes and the old program outcomes.

No changes have been made to PSLOs this

### B. Student/Service Learning Outcomes

Check here if any Student Learning Outcome (SLO) changes were approved by your department in 2016.

Please list any new or revised student learning outcomes (SLO). Describe what SLO changes were made by listing the new/modified SLO and the old SLO.

SLO were updated and revised during Program Review 2015 -2016.  
Please see 6 Year Assessment Schedule and Program Review.

### C. Mapping

Review current mapping and list any changes made on your SLO or PSLO. You may attach an elumen summary map report with marked changes or if mapping changes were already made please indicate when and how the changes were made. N/A if no changes are needed.

Please see elumen report.

## VI. Assessment Data

### A. eLumen Report Analysis

Summarize the student learning outcomes that has been assessed this past year (what were they, how were they assessed, and what were the notable results).

- ✓ *Students accessing health services will score a minimum of 80% in retention rates.*  
*Assessed through analysis by Institutional Effectiveness at the end of the academic year.*  
**Results 80 %**  
Students who sought and received services scored higher when compared to students who did not receive services (69%) and the overall college (70%)
  
- ✓ *Students accessing health services will score a minimum of 70% in success rates.*  
*Assessed through analysis by Institutional Effectiveness at the end of the academic year.*  
**Results remain 69 %**

Students who sought and received services scored higher when compared to students who did not receive services (56%) and the overall college (57%)

- ✓ *Students will demonstrate knowledge of their diagnosis and treatment plan after each visit.*  
**94% of students** responding indicated they had a better understanding of their diagnosis, treatment plan and after care instructions.
  
- ✓ *Students will identify increased knowledge concerning their reason for visiting a counselor.*  
**92% of students** responding indicated they had gained insight about their reason for visiting the health center, developed strategies to assist them, and felt better about the reason for visiting.
  
- ✓ *Students will report a positive impact on academic success after a visit to Student Health Services.*  
Although 82% of students indicated that the reason for their visit had no impact on their academic success (18% indicated some negative impact), **64% indicated that their visit did have a positive impact on their academic success.**

Provide examples about how the faculty/staff use or have used data to change or improve services and delivery method.

- ✓ Market and increase number of class presentations.
- ✓ Continue to focus on National College Health Assessment results when program planning and provide a diverse level of services to support student success.
- ✓ Work with Turning Point Technology to continue to utilize their student response system during class presentations.
- ✓ Continue to evaluate Pyramed system text message to students for appointment reminders and student learning outcome survey distribution.
- ✓ Continue to work with facilities to increase space to expand services, especially mental health services, to better serve students.

## B. Service Quality and Institutional Effectiveness

### Dissemination Plan (the process for sharing these assessment results):

- ✓ Student Health Services shares the results of assessments with staff during retreats that occur at the end of the semester and during the Wellness Advisory meeting. Student Learning Outcomes, and NCHA results are shared and reviewed. Staff have the opportunity to learn about the effectiveness of their work and to discuss how to improve services and what other issues can and should be assessed.
- ✓ At the end of the academic year, an annual report is made which includes the results of all assessments. These annual reports are shared with the Director of SHS, LAP, Vet; Dean of Student Services, VPSS, President Superintendent and the Board of Trustees.
- ✓ NCHA report summary is easily assessable on the webpage and shared with interested community agencies.

### Service Quality Plan (describe your program use of assessment data to improve services & student learning):

- ✓ The Student Demographics report generated by Institutional Effectiveness department shows how students who access Student Health Services outperform students who do not in retention and success. SHS continues to focus on academic impact areas identified in the NCHA survey and providing quality physical health and mental health services in a holistic model.
- ✓ The NCHA survey was conducted Spring 2019. Results remain consistent and indicate a great need for mental health services and support. Subject specific all staff emails were shared containing a comparison of results over the years. This was well received by staff/faculty and highlighted student need and health behavior.
- ✓ To increase mental health awareness, we partnered with Transitions Mental Health Association (TMHA) and developed the first mental health forum which was held on campus Fall 2019 and hosted multiple workshops during Spring 2020 semester at both campuses.
- ✓ We added Wellness Central to our webpage and sent out an email campaign to increase wellness information for all students and especially online students.

### Six-Year Plan (brief update of your current 6 year plan progress):

See attached.

## VII. Internal/External Conditions

### Quantitative and Qualitative Data

Summarize major trends and opportunities that have emerged in the program.

- Local Educational Agency Medi-Cal billing. Changes are being made at the State level to existing law that will include college health centers to bill Medi-Cal for reimbursement for select services. SHS will continue to keep updated on the status and will be ready to apply for these funds when those questions have been answered at the state level. SHS will reach out to MBT and evaluate if these changes could benefit SHS.
- The Online Education Initiative (OEI) has provided the opportunity for online mental health counseling. Mental health counselors were participating in the training but the training became too time consuming so we discontinued the process. As of today, with the COVID 19 situation, there are new opportunities to utilize online platforms. More investigation is needed and requests for training and support have been made.
- Student Services organizational changes added a Director of LAP, SHS, and VSC effective July 1, 2019.
- The CCCCO is still investigating if the State budget will include funds for mental health for the next fiscal year. Updates should be available in the Spring.

List all internal conditions that have influenced the program in the past year. You may also list any changes in technology, budget, staffing, resources, enrollment management, or facilities issues, etc.

- Turning Point Technology, who is the vendor for our student response system, has moved to a cloud based, user license system. We received a free trial and we opted to continue with the service and have licensed 60 clickers to be used during class presentations.
- Mental health and counseling services continue to be in high demand. We continue to grow our mental health counseling internship program and have 2 interns at the present time.
- The coordinator and wellness specialist participate in the Student Food Insecurity Taskforce.
- Facilities continues to be an issue.
  1. The Health Center facility, including the front office/waiting room, counseling room, and exam rooms are not ADA compliant. This makes it difficult to service students with disabilities.
  2. The front office is too small to have two staff members and students making appointments, waiting for their appointment and accessing the Self Care Center.
  3. The ability to increase mental health services is inhibited by a lack of counseling office space.

4. The current counseling office is not ADA compliant making it difficult to accommodate anyone in a wheelchair and creating a potential safety issue. Staff attempt to accommodate students by moving furniture and looking for alternative space in empty classrooms. Students then do not receive the same dignified and private level of service.
5. The lack of a lab area increases the chances of contamination and inhibits infection control.
6. Lack of storage space makes it increasing difficult to monitor inventory, purchase in bulk for cost savings, and have the necessary supplies accessible to medical providers.
7. Staff have no break area.
8. Building W was fumigated over winter break, which impacted service management and staff scheduling.
9. Building W also did not have a functioning bathroom facility for 2 days which meant the staff in health services were not able to wash their hands or use the restroom. Students were walked to building O to use the restroom to obtain urine samples for testing. They were escorted there and back including the sample. Not an ideal situation.

## VIII. Status of Final Plan of Action

Summarize the progress made on the recommendations from your last 6-year program review plan of action.

EXISTING Recommendations	STATUS
<p>Continue to advocate for the district to support a full time counselor. Continue to review mental health and counseling appointments and demand with Pyramed reports, ACHA/NCHA survey data and CAST referral demands. Continue to monitor and evaluate revenue through budget review and examine other revenue streams that can help support a full time counselor.</p>	<p>Faculty Prioritization identified a full time faculty mental health counselor as a priority. The President does not support a faculty position for a mental health counselor. No further discussions at this time.</p> <p>Chancellor’s office distributed one time mental health support allocation to be use until June 30, 2020. With those funds SHS has hired an additional part time faculty mental health counselor for an additional 7 hours a week, but that person left at the end of Fall semester. We have offered to support a Basic Needs position in Student Services temporarily.</p> <p>SHS has focused on mental health counseling interns rather than hiring another part time person due to lack of space and uncertainty with our facilities.</p>
<p>Continue to work with the VPSS and VP Facilities toward creating a timeline to move SHS to Building H and work with architects to develop a cost effective and adequate space for healthcare delivery and program services.</p>	<p>No timeline or further discussion has occurred. A remodel plan has been discussed but no timeline or additional recommendations have been made.</p> <p>More states regarding a plan to remodel or move the health center but no details have been shared with SHS</p>
<p>Continue to work closely with the Budget Analyst to ensure proper and adequate use of the health fee. Continue to work with VPSS for a resolution regarding EOPS and expanding FPACT covered services as appropriate.</p>	<p>EOPS students have been paying the Student Health Fee since Spring 2017.</p> <p>FPACT covered services continue and STI testing will begin Spring 2018. Limited STI testing is also available in LVC. The Center provides broad family planning and testing services every Friday in SM.</p>

List any new or modified recommendations below, including rationale for these in the table below.

ADDITIONAL Recommendations to Plan of Action	Rationale

MODIFIED Recommendations to Plan of Action	Rationale

## IX. Request for Resources

Type	Item and Need	Justification	<u>Strategic Goal and Educational Master Plan Alignment</u>	Est. Cost	Requested Previously
Facility Needs	<u>New Health Center</u>	<u>We have out grown the current space. Not ADA compliant. Creates safety issues.</u>	<u>Institutional Resources Goal IR4 Education Master Plan; Initiative 3: Strengthening Support Services</u> <u>Facilities Master Plan: Capital Improvement Projects (page 1.42)</u>	<u>Unknown</u>	<input checked="" type="checkbox"/> Yes    No <input type="checkbox"/>
Technology Needs					<input type="checkbox"/> Yes    No <input type="checkbox"/>
Staffing Needs	<u>Full time faculty Mental Health Counselor</u>	<u>Increased demand for counseling services. Increase in CAST referral and case management of referrals has increase demand for services.</u>	<u>Strategic Direction : Student Learning and Success, Goal SLS2, SLS5, SLS7</u> <u>Institutional Resources, Goal IR1, IR2</u> <u>Educational Master Plan: Initiative Three: Strengthening Support Services</u>	<u>Approx. \$88,500</u>	<input checked="" type="checkbox"/> Yes    No <input type="checkbox"/>
Equipment (non-technology)					<input type="checkbox"/> Yes    No <input type="checkbox"/>
Other Resources					<input type="checkbox"/> Yes    No <input type="checkbox"/>



## Student Health Services

### *Wellness Advisory Committee Meeting Minutes*

Thursday, May 16, 2019

12:00 – 1:30 p.m.

Location: Bldg. O-102

The following members attended: Student Health Services Staff: Lucy Aquino, Vanessa Delgadillo, Evangelina Marquez, Alex de Jounge, Christine Feld, Beth Stagnolia, Kathy Brown, (student worker), Dr. Richard Zachrich, Dalila Santa Cruz, Deborah Redding Stewart, Community Invitee: Christine Bisson, Nutrition Faculty/ Wellness Club; Eloisa Patterson, Domestic Violence Solutions; Kelly Hernandez, The Center.

1. Introductions- Committee Members present
2. Approval of 2017-2018 minutes
3. 2018-2019 updates

Alex displayed power point presentation and the current Program Map to show services and wellness program overview. New items are underlined.

- a. Facebook page- Alex updated that our Facebook page is growing. 394 likes as of this morning from 370 last year. Post 2-5 times a week Monday through Friday. Average reach is 190 - 272. Students have even used “message’ section to ask questions regarding services. Instagram account is now active and has 168 followers and average post reach of 95.
- b. Student Health 101- Health information geared toward distance learning students. 1 email sent out a month to let the students know the new issue is available. Penetration rate is 12% for the 10,000 student subscriptions.
- c. Smoking Cessation Program Update: This program continues but we had very little activity with 2 students enrolling but no completions. This past year efforts were made to support the colleges smoking policy update. We were disappointed that the college did not opt to move to a tobacco free policy after the resolution signed by the Chancellor’s office.
- d. LVC Student Health Services Update

Beth Stagnolia reviewed the utilization of LVC for the year and the goal to increase wellness event activity.

Student Contacts for 2018-2019



Clinic Visits-124  
Counseling Visits-71  
Self Care 70  
Bow Wow Events-115  
Massage Chair- 62  
Cessation Client-0  
Walmart Pharmacy- 20  
Vending Machine- 133

#### 4. Acupuncture and Massage

Total treated students-279  
111 prescheduled or fill in treatments, 86 treatments at campus wide health events  
4 PCPA clinics: 82  
Pain Level over 6, 18%  
Academic Impact: Over 14% reported 5 and above  
Presentations: 9 total, 204 students

#### 5. Wellness Events 2018-2019

##### Fall Events:

- Stress Management Day (150 contacts)
- Alcohol Awareness Event (204 contacts)
- Veterans Information Day (55 student contacts)
- Great American Smoke Out (95 contacts)
- Stress Relief Day ( Santa Maria=55, LVC=25)

##### Spring Events:

- Love Carefully (Staff=17, Students=19)
- Nutrition Day (Staff=17, Students=108)
- Healthy Relationships (Staff=14, Students= 39)
- Earth Day (36 contacts)
- Denim Day (sexual violence prevention and awareness campaign)
- Stress Relief Day (Staff=15, Students=53)

##### Mindfulness Meditation Series:

- 4 sessions (Staff=31, Students=59)

#### 6. Wellness Event Planning 2019-2020

The workshops were noisy and it was suggested to partially close the wall between G106 A and B.

It was suggested to record and share speakers and presentations.

Next year's focus will be mental health due to funding from the Chancellors office. Will be teaming with TMHA for a Fall forum and mindfulness meditation will be every other week.

Meeting adjourned at 1:30pm



**ASSESSMENT  
SCHEDULE**

**6 Year**

**AHC Program Student Learning Outcomes**

**6 Year Assessment Schedule**

The attached template provides a framework for a program/discipline to plan a 6 year schedule for assessing its student learning outcomes, completing the SLO assessment cycle and attaining the status of **sustainable continuous quality improvement** in institutional effectiveness. This plan may be updated over the next 6 years as new contingencies or interpretations arise.

PROGRAM: Student Health Services

Our program is pleased to present our **plan** to: assess our SLOs, review the results of that assessment; and discuss changes to our curriculum, pedagogy or operations based on the results.

Program/ discipline

Coordinator or team leader Alex de Jounge, RN 9/10/18  
Name Signature Date

I have reviewed this plan and agree that it provides sufficient detail and is a feasible approach to comprehensively assess the program SLOs.

Department chair/Director \_\_\_\_\_  
Name Signature Date

I have reviewed this plan and agree that it provides sufficient detail and is a feasible approach to comprehensively assess the program SLOs.

VPSS Rob Parisi, Dean Student Services  
Name Signature Date



<b>ASSESSMENT SCHEDULE</b>  <b>6 Year</b>	Program: <u>Student Health Services</u>	page <u>1</u> of <u>2</u>
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Use one row for each Program and Course SLO

SLO	To be assessed in semester:	Assessment method (s)	Resources needed to conduct assessment	Individual responsible for Improvement Plan	Date to complete review
1. Students accessing health services will score a minimum of 80% in retention rates.	F18 – S19 F19 - S20 F20 - S21 F21- S22 F22 – S23 F23 – S24	Student Health Services Student Demographics report	Pyramed Electronic Health Record Report	Alex de Joungue	End of Spring Semester
2. Students accessing health services will score a minimum of 70% in success rates.	F18 – S19 F19 - S20 F20 - S21 F21- S22 F22 – S23 F23 – S24	Student Health Services Student Demographics report	Pyramed Electronic Health Record Report	Alex de Joungue	End of Spring Semester
3. Students will demonstrate knowledge of their diagnosis, treatment plan after each visit.	F18 – S19 F19 - S20 F20 - S21 F21- S22 F22 – S23 F23 – S24	Survey	Pyramed electronic health record	Alex de Joungue	End of Spring Semester
4. Students will identify increased knowledge concerning their reason for visiting a counselor.	F18 – S19 F19 - S20 F20 - S21 F21- S22 F22 – S23 F23 – S24	Survey	Pyramed electronic health record	Alex de Joungue	End of Spring Semester
5. Students will report a positive impact on academic success after a visit to SHS.	F18 – S19 F19 - S20 F20 - S21	Survey	Pyramed electronic health record	Alex de Joungue	End of Spring Semester

	F21- S22 F22 – S23 F23 – S24				

# Students who visited Health Center N=1072

## Base Data

	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
Headcount	1,031	1,004
Enrollment	3,873	3,808
CourseLoad	3.8	3.8
UnitLoad	9.5	9.2
retention%	80%	78%
success%	69%	68%
Overall Average GPA	2.7	2.6

## Ethnicity

	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
<b>Ethnicity</b>		
Asian	2%	2%
Black	4%	4%
Filipino	3%	3%
Hispanic	51%	50%
Native American	3%	3%
Pacific Islander	1%	1%
White	35%	37%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## EnrollStatus

	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
<b>Student Type Desc</b>		
Continuing Student	68%	94%
First-Time Student	20%	2%
First-Time Transfer Stude..	6%	1%
Returning Student	6%	3%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## Gender

	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
<b>Gender Code</b>		
Female	70%	70%
Male	30%	29%
N	0%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## EdGoal

	Ed .. Ed Goal Code (copy)	Term Code / Term Desc	
		201920	201940
		Fall 2018	Spring 20..
A	AA/AS + Transfer	51%	52%
B	Transfer, No AA/AS	10%	10%
C	AA/AS, no Transfer	14%	14%
D	Voc Degree, No Tra..	0%	0%
E	Voc Cert, No Transf..	4%	4%
F	Career Interests/G..	2%	2%
G	Acquire Job Skills	3%	4%
H	Update Job Skills	1%	2%
I	Maintain Cert/Licen..	1%	1%
J	Educational Develo..	2%	2%
K	Improve Basic Skills	1%	1%
L	HS Diploma/GED	0%	0%
M	Undecided	8%	7%
O	4yr Student	1%	1%
<b>Grand Total</b>		<b>100%</b>	<b>100%</b>

## EOPS

	Term Code / Term De..	
	201920	201940
	Fall 2018	Spring 2019
<b>Eops Ind</b>		
N	82%	80%
Y	18%	20%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## CalWorks

	Term Code / T..	
	2019..	2019..
	Fall 2018	Spring 2019
<b>Calworks Ind</b>		
N	97%	98%
Y	3%	2%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## TermAge

	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
<b>TermAge</b>		
<20	34%	28%
20-24	37%	42%
25-34	19%	20%
35-54	9%	10%
55+	1%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## CARE

	Term Code / Term De..	
	201920	201940
	Fall 2018	Spring 2019
<b>Care Ind</b>		
N	98%	98%
Y	2%	2%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## Athlete

	Term Code / T..	
	2019..	2019..
	Fall 2018	Spring 2019
<b>Athlete Ind</b>		
N	93%	93%
Y	7%	7%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

# Students who DID NOT visit Health Center

## Base Data N

	Term Code / Term Desc	
	201920 Fall 2018	201940 Spring 2019
Headcount	12,870	12,473
Enrollment	31,596	30,081
CourseLoad	2.5	2.4
UnitLoad	5.3	5.0
retention%	69%	66%
success%	56%	55%
Overall Average GPA	2.0	1.9

## Ethnicity N

	Term Code / Term Desc	
	201920 Fall 2018	201940 Spring 2019
<b>Ethnicity</b>		
Asian	2%	2%
Black	2%	2%
Filipino	3%	2%
Hispanic	47%	48%
Native American	2%	2%
Other		0%
Pacific Islander	1%	1%
Unknown	0%	0%
White	43%	43%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## EnrollStatus N

	Term Code / Term Desc	
	201920 Fall 2018	201940 Spring 2019
<b>Student Type Desc</b>		
College Now	11%	13%
Continuing Student	52%	66%
First-Time Student	22%	10%
First-Time Transfer Stude..	6%	5%
Returning Student	8%	7%
Uncollected/Unreported	0%	0%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## Gender N

	Term Code / Term Desc	
	201920 Fall 2018	201940 Spring 2019
<b>Gender Code</b>		
Female	55%	55%
Male	44%	44%
N	1%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## EdGoal N

	Term Code / Term Desc	
	201920 Fall 2018	201940 Spring 2019
<b>E.. Ed Goal Code (copy)</b>		
A AA/AS + Transfer	33%	31%
B Transfer, No AA/AS	7%	7%
C AA/AS, no Transfer	10%	11%
D Voc Degree, No Transf..	0%	0%
E Voc Cert, No Transfer	3%	3%
F Career Interests/Goals	2%	1%
G Acquire Job Skills	3%	3%
H Update Job Skills	3%	2%
I Maintain Cert/License	1%	1%
J Educational Developm..	6%	6%
K Improve Basic Skills	8%	11%
L HS Diploma/GED	10%	10%
M Undecided	12%	12%
O 4yr Student	2%	2%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## EOPS N

	Term Code / Term Desc	
	201920 Fall 2018	201940 Spring 2019
<b>Eops Ind</b>		
N	94%	95%
Y	6%	5%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## CalWorks N

	Term Code / Te..	
	2019.. Fall 2018	2019.. Spring 2019
<b>Calworks Ind</b>		
N	99%	99%
Y	1%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## TermAge N

	Term Code / Term Desc	
	201920 Fall 2018	201940 Spring 2019
<b>TermAge</b>		
<20	35%	31%
20-24	24%	25%
25-34	19%	19%
35-54	13%	15%
55+	9%	10%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## CARE N

	Term Code / Term Desc	
	201920 Fall 2018	201940 Spring 2019
<b>Care Ind</b>		
N	100%	100%
Y	0%	0%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

## Athlete N

	Term Code / Te..	
	2019.. Fall 2018	2019.. Spring 2019
<b>Athlete Ind</b>		
N	99%	99%
Y	1%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

# Overall Students

## Base Data A

	Term Code / Term D..	
	201920	201940
	Fall 2018	Spring 2019
Headcount	13,901	13,477
Enrollment	35,469	33,889
CourseLoad	2.6	2.5
UnitLoad	5.6	5.4
retention%	70%	67%
success%	57%	57%
Overall Average GPA	2.0	2.0

## Gender A

Gender Code	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
Female	56%	56%
Male	43%	43%
N	1%	1%
Grand Total	100%	100%

## TermAge A

TermAge	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
<20	35%	31%
20-24	25%	27%
25-34	19%	19%
35-54	13%	14%
55+	8%	9%
Grand Total	100%	100%

## Ethnicity A

Ethnicity	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
Asian	2%	2%
Black	3%	2%
Filipino	3%	2%
Hispanic	47%	48%
Native American	2%	2%
Other		0%
Pacific Islander	1%	1%
Unknown	0%	0%
White	42%	43%
Grand Total	100%	100%

## EdGoal A

E.. Ed Goal Code (copy)	Term Code / Term ..	
	201920	201940
	Fall 2018	Spring ..
A AA/AS + Transfer	35%	32%
B Transfer, No AA/AS	7%	7%
C AA/AS, no Transfer	11%	11%
D Voc Degree, No Transfer	0%	0%
E Voc Cert, No Transfer	4%	3%
F Career Interests/Goals	2%	1%
G Acquire Job Skills	3%	3%
H Update Job Skills	3%	2%
I Maintain Cert/License	1%	1%
J Educational Development	6%	6%
K Improve Basic Skills	8%	10%
L HS Diploma/GED	9%	10%
M Undecided	12%	11%
O 4yr Student	2%	2%
Grand Total	100%	100%

## EnrollStatus A

Student Type Desc	Term Code / Term Desc	
	201920	201940
	Fall 2018	Spring 2019
College Now	11%	12%
Continuing Student	53%	68%
First-Time Student	22%	9%
First-Time Transfer Stude..	6%	4%
Returning Student	8%	7%
Uncollected/Unreported	0%	0%
Grand Total	100%	100%

## EOPS A

Eops Ind	Term Code / Term D..	
	201920	201940
	Fall 2018	Spring 2019
N	93%	94%
Y	7%	6%
Grand Total	100%	100%

## CalWorks A

Calworks Ind	Term Code / Te..	
	2019..	2019..
	Fall 2018	Spring 2019
N	99%	99%
Y	1%	1%
Grand Total	100%	100%

## CARE A

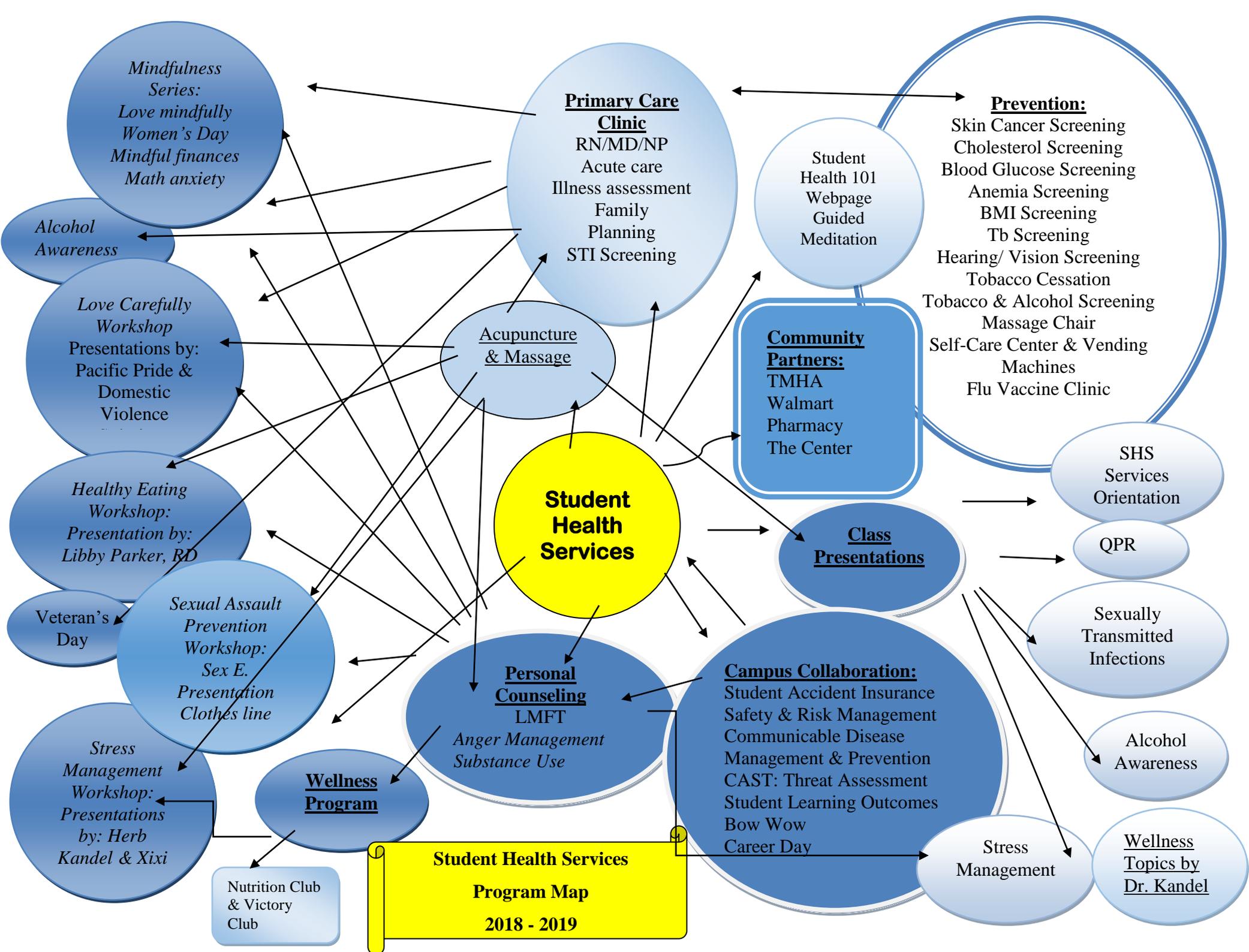
Care Ind	Term Code / Term D..	
	201920	201940
	Fall 2018	Spring 2019
N	99%	99%
Y	1%	1%
Grand Total	100%	100%

## Athlete A

Athlete Ind	Term Code / Te..	
	2019..	2019..
	Fall 2018	Spring 2019
N	99%	98%
Y	1%	2%
Grand Total	100%	100%

## Student Health Services Student Contacts 2018 - 2019

	Santa Maria Campus	Lompoc Valley Center
RN Visits	<b>917</b>	<b>127</b>
MD/NP/PA Visits	<b>629</b>	
Acupuncture Visits	<b>274</b>	<b>27</b>
Counseling Visits	<b>667</b>	<b>75</b>
Self-Care Center	<b>764</b>	<b>70</b>
Smoking Cessation	<b>0</b>	<b>0</b>
Massage Chair	<b>127</b>	<b>62</b>
Class Presentations <i>*47 SHS presentations</i> <i>*16 Dr. Kandell's presentations</i>	<i>SHS Orientation: 879</i> <i>STI: 49</i> <i>Alcohol Awareness: 158</i> <i>Stress Management: 86</i> <i>Dr. Kandell's presentations: 415</i> <b>TOTAL: 1,587</b>	
Wellness Events	<b>1,423</b>	<b>158</b>
<b>Grand Total</b>	<b>6,388</b>	<b>519</b>



# Course Statistics And Evidence

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## Student Health Services

**Date:** 03-11-2020

**Terms:** Spring 2019

### Summary

Statistic	Number of Contexts	Contexts
Contexts in the Department	1	Student Health Services
Contexts with CSLOs	1	Student Health Services
Contexts without CSLOs	0	
Contexts with CSLOs mapped to PSLOs	1	Student Health Services
Contexts without CSLOs mapped to PSLOs	0	
Contexts with direct assessment of PSLOs	0	
Contexts with CSLOs mapped to ILOs	1	Student Health Services
Contexts without CSLOs mapped to ILOs	0	
Contexts with direct assessment of ILOs	0	
Contexts with at least one planned Assessment	1	Student Health Services
Contexts with planned Assessments scored	1	SHS
Contexts with some Assessments scored	0	
Contexts without any Assessment scored	0	
Contexts with no planned Assessments	0	
Contexts with at least one planned Action Plan	1	Student Health Services
Contexts with Action Plan Responses	1	SHS
Contexts with some Action Plan Responses	0	
Contexts without Action Plan Responses	0	
Contexts with no planned Action Plans	0	

<b>SHS - Student Health Services</b>	
<b>SLOs</b>	
CSLOs	<ul style="list-style-type: none"> <li>» SHS SLO1 - Students will increase their general awareness of Health Services.</li> <li>» SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.</li> <li>» SHS SLO2 - Students will be aware of the college smoking policy and cessation services.</li> <li>» SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.</li> <li>» SHS SLO5 - Students participating in a class presentation on STI's will indicate a willingness to share new information with friends, and will report sharing new information at 2-month follow up.</li> <li>» SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.</li> <li>» SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.</li> <li>» SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.</li> <li>» SHS SLO7 - Student who complete a wellness module in the Student Health Center will report gaining new knowledge regarding their health concern and show willingness to change their health behavior.</li> <li>» SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.</li> <li>» SHS SLO 1 - Students accessing health services will score a minimum of 80% in retention rates.</li> <li>» SHS SLO 2 - Students accessing health services will score a minimum of 70% in success rates.</li> <li>» SHS SLO4 - Students will be able to identify 4 services provided by SHS following a class presentation.</li> <li>» SHS SLO 3 - Students will demonstrate knowledge of their diagnosis and treatment plan after each visit.</li> <li>» SHS SLO - 4 Students will identify increased knowledge concerning their reason for visiting a counselor.</li> <li>» SHS SLO 5 - Students will report positive impact on academic success after visit to Student Health Services.</li> </ul>
Mapped PSLOs	<p><b>PSLO</b> No Category</p> <ul style="list-style-type: none"> <li>» SHS PSLO1 - Students will increase knowledge of good health and wellness practices.</li> <li>» SHS PSLO2 - Students will use knowledge of good health and wellness practices to change personal behavior.</li> </ul>
Mapped ILOs	<p><b>ILO</b> No Category</p> <ul style="list-style-type: none"> <li>» ILO 2 - Critical Thinking &amp; Problem Solving: Explore issues through various information sources; evaluate the credibility and significance of both the information and the source to arrive at a reasoned conclusion.</li> <li>» ILO 7 - Personal Responsibility &amp; Development: Take the initiative and responsibility to assess your own actions with regard to physical wellness, learning opportunities, career planning, creative contribution to the community and ethical integrity in the home, workplace and community.</li> </ul>
<b>Assessments</b>	
<b>Spring 2019</b>	

**Pyramed Survey**

SLO	Scored	Institutional Exceeds Standards	Institutional Meets	Institutional Below	N/A
SHS SLO - 4 Students will identify increased knowledge concerning their reason for visiting a counselor.	264	0	261	3	0.0
SHS SLO 3 - Students will demonstrate knowledge of their diagnosis and treatment plan after each visit.	264	0	248	16	0.0
SHS SLO 5 - Students will report positive impact on academic success after visit to Student Health Services.	264	0	169	95	0.0

**IE Data Report**

SLO	Scored	Institutional Exceeds Standards	Institutional Meets	Institutional Below	N/A
SHS SLO 1 - Students accessing health services will score a minimum of 80% in retention rates.	1072	0	858	214	0.0
SHS SLO 2 - Students accessing health services will score a minimum of 70% in success rates.	1072	0	740	332	0.0

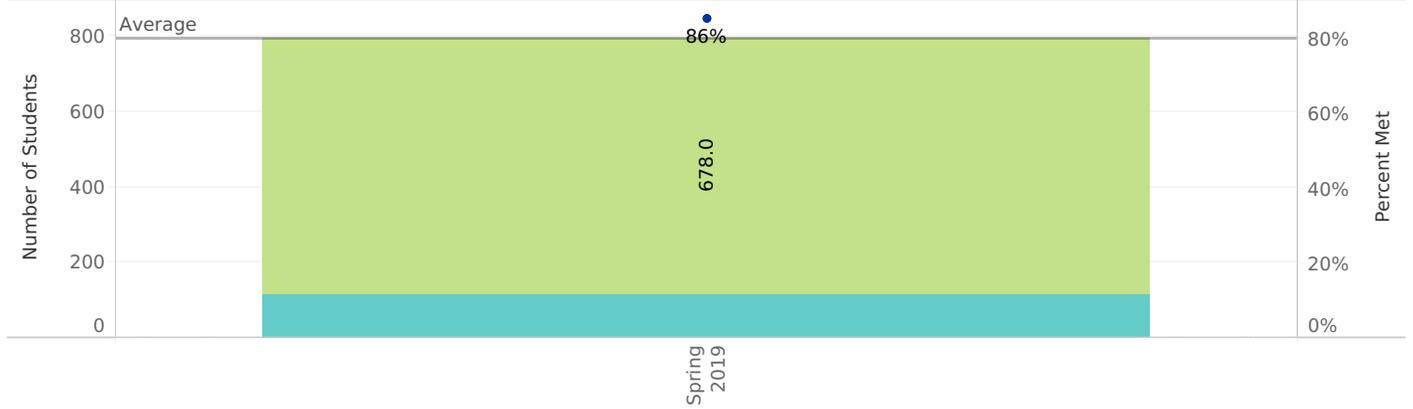
**Action Plans****Spring 2019****Course Improvement Plan**

Expected Action	Action Type	Respondent	Action Taken	Date	Resource Request
Allan Hancock College >> Student Health Services >> SHS - Spring 2019					
What did the assessment data indicate about the strengths of your course?	No action type	Anonymous	The assessment data shows students gain insight regarding the reason they are visiting the health center and are understanding the instructions given. The overall experience is positive and helpful. Students report feeling welcome in the health center.	2019-09-25	
What did the assessment data indicate about the weaknesses of your course?	No action type	Anonymous	Making sure students understand the scope of practice and manage student expectations regarding their visit.	2019-09-25	
What changes have you made/do you plan to make based on the data? What resources would you need, if any, to make these changes?	No action type	Anonymous	We will continue utilizing the student survey next year. No changes at this time.	2019-09-25	

**Input Data Here**

## Student Services One Stop SLO Data Center

■ Percent Met  
■ Number Met  
■ Number Not ..



	Number Met	Number Not Met	Percent Met	Percent Not Met
SHS SLO 3 - Students will demonstrate knowledge of their diagnosis and treatment plan after each visit.	248.0	16.0	94%	6%
SHS SLO 5 - Students will report positive impact on academic success after visit to Student Health Services.	169.0	95.0	64%	36%
SHS SLO - 4 Students will identify increased knowledge concerning their reason for visiting a counselor.	261.0	3.0	99%	1%

Department Student Health Ser..

- Fall 2010
- Fall 2011
- Fall 2012
- Fall 2013
- Fall 2014
- Fall 2015
- Fall 2016
- Fall 2017
- Fall 2018
- Fall 2019
- Spring 2012
- Spring 2013
- Spring 2014
- Spring 2015
- Spring 2016

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**Form Goals & Objectives**

Name: Alex de Jounge, MSN, RN / Coordinator, Health Services

Initial: July 1, 2018

Annual: May 2019

**Goals and Objectives**

**Strategic Direction: Student Learning & Success** – Provide educational programs and comprehensive student support services that promote student success and respond to qualitative and quantitative assessment of learning. Student success at AHC is defined by the achievement of the student’s educational goals.

<b>Goal</b>	<b>Activity</b>	<b>Expected Outcomes and Timeline</b>	<b>Outcome</b> <i>To be reported on in the next evaluation cycle</i>
SLS1: To ensure continuous improvement based on Student Learning Outcomes (SLO) assessment data.	Update 2017-2018 SLO’s by June 1, 2018. Collect data as per schedule stated on SLO matrix by May 2019.	Cycle 13 of Health Services SLO’s completed by June 2019.	Fall 2018/Spring 2019: See SLO, separate attachments and Elumen reports.

<p>SLS2: To support student access, achievement and success.</p>	<p>Continue to support clubs, such as the Vet Club &amp; the Nutrition Club, in their activities and collaborate on wellness events and other campus activities.</p>	<p>Spring 2019</p>	<p><b>Fall 2018:</b> The Vet Club is not active but we continue to support the Nutrition Club and collaborate with events. ASTRA club reached out to us to participate in the Stress event  <b>Spring 2019:</b> A student initiated starting a club to support students in recovery. Dalila Santa Cruz, LMFT will be the advisor.</p>
	<p>Continue evaluation/review of Health Services utilization at LVC.  *Develop a Counseling Internship program  *Moving massage chair to a new location  *Developing wellness event activities</p>	<p>Spring 2019</p>	<p><b>Fall 2018:</b> Although we have a signed agreement with Brandman University, we have had no other requests for intern hours this semester. After much consideration regarding the massage chair, we have decided that it will remain where it is for now. Stress buster event with Herb is well attended and successful. Will continue to seek creative ideas for LVC.  <b>Spring 2019:</b> We hired our recently licensed intern, Paul White, as a part time faculty to bring an additional 7 hours of counseling to LVC. We have had issues being able to accept current employees for intern hours and we hope HR will be able to find a solution. We have one additional intern express interest.</p>
	<p>Continue to evaluation evening hours at SM and LVC, possible implementation of "by appointment only"</p>	<p>Spring 2019</p>	<p><b>Fall 2018:</b> Evening hours are sporadically utilized. Will continue to evaluate.  <b>Spring 2019:</b> No increase in even hour utilization.</p>
	<p>Update online SHS orientation video to remain current.</p>	<p><b>Fall 2018</b></p>	<p><b>Fall 2018:</b> An updated video was produced and is now uploaded to the website.</p>
	<p>Continue to improve webpage content: add a acupuncture page</p>	<p>Spring 2019</p>	<p><b>Fall 2018:</b> Acupuncture page was added to website. Counseling intake forms were also added to counseling page so students can print/complete prior to their appointment without having to come in to the health center.  <b>Spring 2019:</b> We continue to update the website and add content when appropriate.</p>

	<p>Marketing continues: <i>Student Health 101</i>, classroom orientations, &amp; Facebook page which supports all students but especially online students</p> <p>*Add social media platform: Instagram</p> <p>Continue to add services, improve services and grow SHS.</p> <ul style="list-style-type: none"> <li>• MFT internship program</li> <li>• Adding Family Planning service provider</li> </ul> <p>Install three vending machines, (LVC, Student Center, W building) to allow students access to OTC medications during hours when the clinic is closed.</p> <p>Develop texting reminders for student appointments.</p> <p>Support Jennifer Jozwaik with Mindfulness pilot project with English 511 &amp; 512 students</p> <p>Create and implement a mental health crisis protocol process.</p>	<p>Ongoing</p> <p><b>Fall 2018</b></p> <p>Fall 2018</p> <p><b>Fall 2018</b></p> <p><b>Fall 2018</b></p> <p>Spring 2019</p> <p>Spring 2019</p>	<p><b>Fall 2018:</b> Marketing continues  <b>Spring 2019:</b> Updates and events are shared across Instagram and Facebook. Added our Wellness Specialist as an admin on social media platforms. Purchased chalkboards to market events and services.</p> <p>Completed</p> <p><b>Fall 2018:</b> No interns have been added but outreach continues. The Center began offering family planning services Sept 2018.  <b>Spring 2019:</b> Will be adding a mental health counselor in LVC for 7 additional hours, working on adding an intern.</p> <p>Complete</p> <p>Complete</p> <p><b>Fall 2018:</b> Provided 2 presentation to her class and a follow up turning point evaluation at the end of the semester.  <b>Spring 2019:</b> Offered to present to sidecar English and math classes for next academic year.</p> <p><b>Spring 2019:</b> Deborah developed a mental health crisis protocol and we created a folder with all the necessary information to assist a provider in dealing with a crisis. This will encourage consistent response and care for students.</p>
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	Visit and tour other Health Centers for real world examples of functioning health centers.	Ongoing	services or outside agencies. No indication on a remodel or move may occur. No visits this year.

**Strategic Direction: Governance: Informed leadership, shared governance and communication committed to meeting the needs of the college and community.**

<b>Goal</b>	<b>Activity</b>	<b>Expected Outcomes and Timeline</b>	<b>Outcome</b> <i>To be reported on in the next evaluation cycle</i>
G1: To sustain a college-wide culture that values qualitative and quantitative data in the decision making process.	<p>Continue student satisfaction survey to gather program satisfaction data using iPad technology.</p> <p>*Use NCHA data and provide a professional development presentation</p> <p>Continue to work with IR to gather data at the end of the year comparing students who accessed health services to those students who did not and assessing for student success.</p> <p>Working with IR to develop a student survey to evaluate after clinical visit</p>	<p>Spring 2019</p> <p>Ongoing</p> <p>Spring 2019</p> <p>Fall 2018</p>	<p><b>Fall 2018:</b> Surveyed several weeks of students and will continue next semester. <b>Spring 2019:</b> Continue to collect data.</p> <p><b>Fall 2018:</b> Will be conducting NCHA survey Spring 2019 <b>Spring 2019:</b> Survey launched Feb 19 and will close March 15. We will present data in the Fall when data is available.</p> <p><b>Spring 2019:</b> Will send IE excel report with student H numbers June 30.</p> <p>Complete</p>

	<p>outcomes. Survey to be distributed by Pyramed.</p> <p>Work with UCSF study. AHC is an intervention site. Study involves family planning education and education goal outcomes.</p>	<p>Spring 2019</p>	<p><b>Spring 2019:</b> Complete, UCSF has recruited 72 students to participate in the study.</p>
	<p>Participate in ACHA/NCHA campus wide health assessment</p>	<p>Spring 2019</p>	<p><b>Spring 2019:</b> Survey launched Feb 19 and will close March 15.</p>
	<p>Share with Facilities Council the results of the Campus Smoking Policy survey.</p>	<p><b>Fall 2018</b></p>	<p>Complete</p>

**Strategic Direction: Integration: AHC will be fully integrated externally and internally.**

<b>Goal</b>	<b>Activity</b>	<b>Expected Outcomes and Timeline</b>	<b>Outcome</b> <i>To be reported on in the next evaluation cycle</i>
<p>E1: Community Integration Partner with workforce and industry to expand pursuit of community partnerships and search out opportunities to tell our story to advance the mission of the college.</p>	<p>Continue to reach out to community partners to collaborate and participate in wellness events.</p> <p>Work on grant funding to support Planned Parenthood satellite clinic In LVC to provide cancer screening and STI screening.</p>	<p>Ongoing</p> <p>Fall 2018</p>	<p><b>Fall 2018:</b> Planned Parenthood not able to continue with grant</p>
<p>E2: Employee Integration. Ensure that every member of the campus actively participates in fostering student success. AHC will provide opportunities to build mutual respect, collaboration, innovation,</p>	<p>Participate in Professional Development and other campus events.</p> <p>*Make the Wellness Events a professional development activity to encourage faculty and staff participation.</p>	<p>Spring 2019</p> <p>Ongoing</p>	<p>Complete</p> <p><b>Fall 2018:</b> With new Wellness Specialist hired, wellness events are being reworked for Spring. <b>Spring 2019:</b> Workshop format for wellness events and a mindfulness series were developed. All events are available for PD.</p>

