



Student Services Program Review

Semester & Year: Fall 2015

Service Area: Student Health Services

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Mission: The mission of Student Health Services (SHS) 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.

Student Health Services shares the values stated in the Strategic Plan 2014-2020, such as Student Success, Mutual Respect, Lifelong Learning, and Excellence.

Program Purpose: Clinical care services 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 diseases. 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. 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, nursing procedures are reviewed annually and signed by the Coordinator, nursing staff, Vice President of Student Services, and the Medical Advisor.

Psychological services provide crisis management for mental health emergencies, short-term psychological counseling, 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. Since its development in 2014, counselors have seen approximately 9 students and anticipate more referrals from the Athletic Department once they begin randomized drug testing. Counselors also participate in Wellness Events and provide class presentations with topics such as Stress Management and Suicide Prevention: Question, Persuade, and Refer (QPR). Student Health Services participates in the Campus Assessment & Support Team (CAST) by committee membership, case management, providing training and

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workshops for campus departments and service groups. Mental health and personal counseling services support Strategic Direction: Student Learning & 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 *Student Health 101*. Wellness topics focus on college health related issues with an emphasis on stress management, alcohol awareness, sexual health, sexual assault, 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 with the support of Santa Barbara County Public Health Department/Tobacco Prevention Settlement Program's generous grant. 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. Due to additional grant funding, 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.

Follow Up: Previous Program Review Plan of Action

During the previous program review in 2009 academic year, the self-study and validation teams developed a final plan of action based on information in the self-study and the recommendations of the validation team. For each plan, indicate the action taken, the results of that action, and the current status of the plan, if it is incomplete. If any plan was made and action not taken, please state the rationale for not pursuing that particular item.

PLAN OF ACTION	ACTION TAKEN/RESULT AND STATUS
<p><u>Criteria 2.5 Peer evaluation.</u> Develop and implement an evaluation tool for use with the new Peer educator program to determine actual contacts peer had with students regarding Health Services, number of activities they were involved in, etc.</p>	<p>Student Health Services no longer provides funding for AHC Peer Education Program and no longer participates in this program.</p>
<p><u>Criteria 4.1, 4.2, 4.3 Staffing.</u> Mental Health Counselor. Budget constraints cannot support a full time mental health counselor with health fees alone. However, the budget can support additional mental health hours by part time counselors. This is prevented by lack of space. For POA, see next section on Facilities.</p> <p>Complete job description for Program Assistant and begin process through VPSS, budget review, and staff prioritization process</p>	<p>Demand for mental health services continues to increase with not just student demand but case management responsibilities from CAST referrals. Service hours were increased utilizing the Coordinator's office and increasing hours at the LVC campus, utilizing two part-time counselors.</p> <p>There is no further action for creating a Program Assistant position due to budgetary concerns and program prioritization.</p>
<p><u>Criteria 5.1, 5.3, 5.4. Facilities</u> Work closely with VPSS, VP Facilities/Operation to determine possible location of Student Health Services (expansion). Advocate for square footage needed to alleviate current problems and allow for future needs. See square footage comparisons in HSACCC Annual Survey (Evidence 5.1).</p>	<p>The Facilities Master Plan states the Student Health Services will be relocated to building H. A plan has been created but there is no stated timeline or identified budget to ensure a timely move at this time. See Facilities plan attached and Facilities Master Plan</p>
<p><u>Criteria 6.1, 6.2, 6.3 Resources</u> Meet regularly with Budget Analyst for ongoing Health Fee status. Monitor enrollment trends and</p>	<p>Student Health Services, Coordinator continues to meet with the budget analyst on a regular basis to ensure appropriate fiscal resource allocation and use. We continue to</p>

<p>current local K-12 enrollment for “Best-Worse” enrollment projections.</p>	<p>communicate with Institutional Research to monitor accurate enrollment and headcount. MAA program participation was put on hold while funding issues are resolved at the State level. Continue to discuss the impact of EOPS student exclusion from paying the health fee on the budget, Title V compliance, and Student Accident Insurance protection. We will continue to discuss this with the VPSS and Director of EOPS regarding possible resolution.</p>
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Student Services Program Review Self Study Responses

Program review is intended to be a reflective process that builds on the extensive qualitative and quantitative data gathered from not only program reviews and annual updates but also the office of the Institutional Research and Planning. The process lays out the program's major directions for the future and is the foundation for institutional planning and resource allocation. Eight individual criteria to be evaluated are presented along with major topics to address for each criteria. (Place your responses in the expandable text boxes below.)

1. Services and Curriculum

- A. Courses taught by program address student needs, support the educational objectives of the program, and when appropriate, address issues related to diversity and/or multicultural perspective.
- B. Program services are coordinated with local high schools and institutions of higher education.
- C. Faculty and staff have developed innovative services to meet student needs.
- D. Faculty and staff work collaboratively with other student services in program development and student referral, as well as with instructional programs and support services.
- E. Recent developments in technology have been incorporated into student support services.

Methods/Evidence:

A. Courses taught by program address student needs, support the educational objectives of the program, and when appropriate, address issues related to diversity and/or multicultural perspective.

Student Health Services does not teach courses but provides educational support such as, Wellness Modules that are offered for extra credit, which fit into the curriculum of Health Education courses and reflect college student health concerns. Topics include Stress Management, Nutrition, Physical Fitness, Sleep, and Women's Health. A schedule of Wellness Events throughout the school year includes pertinent health topics including those just mentioned. Wellness events are conducted in the Student Center and allow health and wellness information to be distributed to students who may not choose to access care in the health center. Class presentations are also available by faculty request. Topics include Student Health Services Orientation, Sexually Transmitted Infections/HIV, Alcohol Awareness, Question, Persuade & Refer (QPR): Suicide Prevention, and Stress Management. Student Health Services provides a well-balanced and diverse schedule of wellness events throughout the year, including information geared towards Veterans, and Lesbian, Gay, Bisexual, Transgender, Queer (Questioning) LGBTQ in an open and non-judgmental manner. We have also partnered with Kognito, which developed three Professional Development activities that are available for faculty, staff and students. The topics include The At-Risk Student: Suicide Prevention, LGBTQ Students, and Veterans on Campus.

B. Program services are coordinated with local high schools and institutions of higher education.

Although Student Health Services participates in Career Day, which welcomes high school students for an information day, Title 5 mandates that the program's services be directed to currently enrolled credit college students who are charged the health fee.

C. Faculty and staff have developed innovative services to meet student needs.

Student Health Services use of Turning Point Technologies Student Response Systems (SRS) as part of class presentations is an innovative practice that engages students in learning. A campus wide health assessment is done every three years using the American College Health Association National College Health Assessment (ACHA NCHA). The data from this assessment are used to determine the health needs of the campus and develop and implement appropriate services for students. Acupuncture and massage services were added in 2014 to address student increase in

stress, depression and anxiety. A massage chair was purchased for LVC health center to allow Lompoc students to have access to stress and relaxation methods. A student satisfaction survey is also conducted mid-semester every year utilizing Campus Climate. Students are asked to evaluate current services and are given an opportunity to comment on any services that are lacking and suggest additional services to be added.

D. Faculty and staff work collaboratively with other student services in program development and student referral, as well as with instructional programs and support services.

Student Health Services Coordinator works closely with Student Services Departments. The Coordinator provides several presentations per semester to the Associated Student Body Government (ASBG) in an effort to introduce services to students and to promote collaboration between ASBG and Student Health Services during wellness events. Student referrals are made to the appropriate Student Services Department. Student Health Services provides class presentations for instructional faculty upon request. Personal Counseling services also works closely with the Learning Assistance Program (LAP) in providing evaluations for students requesting LAP services.

E. Recent developments in technology have been incorporated into student support services.

Turning Point Technologies Student Response System is an example of technology incorporated into health services that helps educate students on health issues in an engaging manner. Additionally, Student Health Services is fully utilizing an Electronic Health Record system, Pyramed. Use of Electronic Health Records improves patient care and communication between clinical providers. Also, Student Health Services purchased and implemented *Student Health 101*, an electronic newsletter for students. To aid student learning, iPads have been used to conduct student satisfaction and other surveys, and enhance patient teaching using videos and graphics.

Plan of Action: N/A

2. Student Support and Development

- A. The service area/program provides all prospective and currently enrolled students with current and accurate information about its program and services, conduct standards, complaint and grievance procedures; publishes policies consistent with its mission and follows practices consistent with those policies.
- B. Explain the various methods used by the service area to identify the educational support needs of its student population & the appropriate services provided to address those needs.
- C. Describe the procedures that are in place to identify and reduce bias and how they are evaluated to assure effectiveness.
- D. Identify and evaluate the various service locations and delivery methods used by the service area. Explain how program and services are providing equitable access to services regardless of location and means of delivery.
- E. Describe how the service area is involved in the maintenance of a healthy campus climate and supports a co-curricular environment that fosters intellectual, ethical, and personal development for the diverse student population it most frequently serves.
- F. Describe the methods used for maintaining student records permanently, securely, and confidentially.

Methods/Evidence:

A. The service area/program provides all prospective and currently enrolled students with current and accurate information about its program and services, conduct standards, complaint and grievance procedures, publishes policies consistent with its mission and follows practices consistent with those policies.

Student Health Services provides up to date flyers and promotional materials in high traffic areas on campus. Each semester the Student Health Services staff post flyers on campus bulletin boards and initiate outreach to students with new information and services provided by the Health Center. In addition, they continuously provide content for the AHC website, Bulldog Beat, and all-staff emails to staff and faculty. The Health Center also participates in the Bow Wow and other campus wide events. Student Health Services provides a SHS Orientation class presentation that includes current services, events, and incorporates health information. Information regarding the program is also included in the online orientation available on the AHC website and in the Student Services pamphlet provided by Student Services.

The Policy and Procedure manual is available in the Santa Maria health center, the LVC health center and in the VPSS office. It is reviewed annually by the Coordinator, staff and Medical Advisor. Revisions, updates or additions are discussed with SHS staff at staff meetings. The grievance process and procedure is included in the Policy and Procedure Manual. The Patient Rights and Responsibilities are posted in the waiting area and is found on all the clip boards students use to complete paper work.

B. Explain the various methods used by the service area to identify the educational support needs of its student population and the appropriate services provided to address those needs.

Student Health Services used the American College Health Association National College Health Assessment (ACHA NCHA) to identify student health needs and it is repeated every three years. The NCHA demonstrates significant increases in student mental health issues and need for increase clinical and medical services. Student Health Services has increased services in both areas, as well as promoting these services to students. Identification of high risk students is a priority. Students are screened in the health center for alcohol use and tobacco use. Those who score at risk are given a brief intervention and referred to the appropriate resource. Collaboration continues with the Veteran's Success Center in LVC and SM to increase awareness of our services to Veterans. Staff meetings remain the most effective means of discussion for changes in program planning to address trends in student population. Student Satisfaction Survey is used to measure students' reflections on services being offered, hours, facilities and level of care.

See Appendix 1: Student Satisfaction Survey

C. Describe the procedures that are in place to identify and reduce bias and how they are evaluated to assure effectiveness.

Student Health Services' philosophy mandates non-judgmental health care for all students. Student Health Services employees are required to read Student Health Services' mission and philosophy

upon hire and review annually. All Student Health Services staff sign the confidentiality agreement and social media policy. Webinars are available that discuss and educate providers regarding special groups such as Veterans, LGBTQ, and others. Staff members are encouraged to participate.

Student Health Services consistently surveys students to assess their programs and services, in addition to addressing Student Learning Outcomes, Program Review Annual Updates and writing and completing appropriate Goals and Objectives each year that are consistent with the Student Health Services mission and vision statements and connect to the College's Strategic Master Plan. Student satisfaction surveys, SLO's, Goals & Objectives, results of Wellness Advisory Meetings, and weekly staff meetings all contribute to systematic evaluation. Information is shared with all Student Health Services staff and VPSS. Information gleaned from this Program Review will be used as basis for improvement by adding those components to subsequent meetings, SLO's, Goals & Objectives, etc.

*Strategic Direction: Student Learning & Success Goal SLS1: to ensure continuous improvement based on SLO assessment data.

D. Identify and evaluate the various services locations and delivery methods used by the services area. Explain how program and services are providing equitable access to services regardless of location and means of delivery.

Student Health Services are available on the Santa Maria campus and Lompoc Valley Center. Staff is available during regular business hours for students as advertised and posted. Hours, services and staffing reflect enrollment at each location. Data from Institutional Research and Planning Office and the budget analyst are used to verify appropriateness of decisions and future needs. Online students, who may not have access to on site services, can access health information on the Student Services webpage and through Student Health 101, a digital wellness magazine that delivers college health targeted information in monthly issues. These are delivered to students through their Hancock email. This product is available for all students.

E. Describe how the services area is involved in the maintenance of a healthy campus climate and supports a co-curricular environment that fosters intellectual, ethical, and personal development for the diverse student population it most frequently serves.

Student Health Services provides health and wellness education to the entire student population and direct services to credit students who pay a health fee. Health Services provides literature and educational services that increase Health and Wellness among students, which in effect leads to a healthier campus climate. Student Health Services staff continues to advocate and support the smoke free campus policy. Student Health Services continues to be the recipient of a grant from Santa Barbara County Public Health Department Tobacco Control that helps support smoking/tobacco cessation services for students, faculty and staff. Limiting exposure to secondhand smoke creates a healthy campus climate for all students, faculty and staff. Also, students feel safe in the Health Center, due to consistent adherence to providing private and confidential care. Health Services partners with campus organizations to provide a range of co-curricular experiences relating to health education opportunities. Examples are the Alcohol Awareness Week, when Student Health Services partners with ASBG to provide an Alcohol-Free Event, while Student Health Services also provides educational activities for students on the risks of alcohol use and protective behaviors and measures. Student Health Services also collaborates with ASBG on a Stress Relief Fair and provide students with stress management techniques and activities. Student Health Services also supports The Veterans Club and the Nutrition and Wellness Club by providing faculty as co-advisors and by working together on wellness events.

F. Describe the methods used for maintaining student records permanently, securely, and confidentially.

Student Health Services follow HIPAA regulations, FERPA, and the Confidentiality of Medical Information Act (Cal. Civ. Code 56-56.37). Maintenance of health records is also addressed in the Policy and Procedure Manual. Student Health Services uses Pyramed as their Electronic Health Record system and all providers, including Counselors, are using Pyramed to document patient encounters. Scanning of hard copies, including consents, is being implemented, and training is being scheduled for Spring 2016.

Plan of Action: N/A

3. Student Outcomes

- A. Describe the enrollment & demographic trends over the past three to five years of students served by the program.
- B. Identify student outcomes and, where relevant, compare students who received services to non-recipients on the following measures: successful course completion, course retention, fall to spring persistence, GPA, goal attainment, etc...
- C. Provide evidence from students (and staff where appropriate) that demonstrates the success/effectiveness of the program. Describe methods used for systematic evaluation and summarize the results.
- D. Describe the process within the program for developing & assessing student learning outcomes. Did you assess all the SLOs on the 6 year assessment plan? If not, please explain why. Conduct a summary analysis of the data collected and compare outcomes in the current program review to outcomes in the last review. Describe any changes made to the program based on the data (attach 6 year assessment plan in appendix).
- E. Identify any gaps or inequities among the students served by the program.
- F. Discuss your upcoming 6 year assessment Schedule (**please attach with appendix**).

Methods/Evidence:

A. Describe the enrollment & demographic trends over the past three to 5 years of students served by the program.

Student Health Services serves all credit students. Student demographics are assessed by an end of the year report that compares students who accessed health services and those who did not as well as comparing to the overall campus. Students who visited the Health Center tended to be 18 – 24 years old (66%), Hispanic (59%), and female (70%). EOPS students were 15-16 % of the students visiting.

Student Health Services also completes a campus wide health assessment every 3 years using the ACHA-NCHA. This campus wide health data are used for program planning, budget justification, and class presentations and is included in our annual report and the summary is posted on our webpage.

*Strategic Direction: Institutional Resources: Goal IIR3: To enhance and maintain currency in technology usage/application in support of students and faculty, staff efficiency and operational effectiveness.

B. Identify student outcomes and, where relevant, compare students who received services to non-recipients on the following measures: successful course completion, course retention, fall to spring persistence, GPA, goal attainment, etc.

Students who accessed Student Health Services have an 89-90% retention rate compared to 86-87% retention rate for students who did not receive services. Students who accessed Student Health Services have a 78% success rate compared to 70-71% success rate for students who did not receive services. Students accessing care had a 2.5-2.6 average GPA; those who did not seek care averaged 2.3-2.4 GPA. Those students accessing care also took a higher GPA course load, comparing 7.5-9.1 units to 6.2-8.8 units for students not accessing care.

See Appendix 2: Student Health Services Student Demographics

C. Provide evidence from students (and staff where appropriate) that demonstrates the success/effectiveness of the program. Describe methods used for systematic evaluation and summarize the results.

See Student Learning Outcomes (SLOs) reports and Context Improvement Plans (CIP). Currently we are completing our 9th cycle of SLOs and most SLOs are assessed every semester, which has yielded a large sample size to compare results. SLOs are assessed using a variety of methods, such as surveys and Turning Point Technology student response methods. Students consistently show they are receiving new information when they are seen in the health center or participating in a class presentation. Student Satisfaction surveys also show a consistent satisfaction with services received. Utilization trends are analyzed by utilizing Pyramed reports that show how many visits are completed annually and what type of visit it was.

See Appendix 3: Student Health Services Student Contacts

See Appendix 4: Student Learning Outcomes Summary

D. Describe the process within the program for developing & assessing student learning outcomes. Did you assess all the SLOs on the 6 year assessment plan? If not, please explain why. Conduct a summary analysis of the data collected and program based on the data (attach 6 year assessment plan in appendix).

All SLOs on the 6 year assessment plan were assessed. Some were inactivated after receiving consistent results or discontinuing the activity that was being assessed. See answer C above and CIP attached. Student Health Services found consistent results in student learning and knowledge in completing the SLOs. See Appendix 5: 6 Year Assessment Schedule 2009

E. Identify any gaps or inequities among the students served by the program.

The minimum service level credit students receive, without accessing health/wellness services in the Health Center, is participation in the Student Accident Insurance, which helps cover costs of being injured on campus during a campus sanctioned activity. Online students have access to Student Health 101, a digital wellness magazine, that is sent to all students through their myHancock student email and information that is on Student Health Services webpage. Many online students are local and do access health services in the Health Center. We have increased the hours of operation and the availability of select services, such as cholesterol testing, in the Lompoc Health Center, but there has been no increase in student participation. The difficulty is balancing equity in services and budget demands when evaluating hours of operation in LVC. Many LVC students also take classes in Santa Maria and access health services on the main campus.

EOPS students are 15- 16 % of our students that are seen in Student Health Services, yet they do not pay a health fee. Title 5 Edu. Code 76355 (c) states that the only students exempt from paying a health fee are students who depend exclusively upon prayer for healing in accordance with the teachings of a bona fide religious sect, denomination, or organization and students who are attending a community college under an approved apprenticeship training program. EOPS students, however, have their fee waived, and it is not reimbursed to Student Health Services to support their services. These students have access to Health Services and are covered under the Student Accident Insurance, even though they do not support these programs. Community Education students do not pay a health fee, as noted in the catalog, and they do not have access to services and are not covered by the Student Accident Insurance. This is an equity issue and conversations continue to address this.

*Strategic Direction: Institutional Resources Goal IR2: To develop district financial resources adequate to support quality programs and services.

F. Discuss your upcoming 6 year assessment Schedule (please attach with appendix).

The upcoming 6 year assessment schedule will include SLOs from the previous schedule that pertain to class presentations. These SLOs continue to assess the ongoing presentations and remain relevant. We will add new SLOs that can be measured using student H numbers and comparing this group of students to those who did not access Student Health Services.

See Appendix 6: 6 Year Assessment Schedule 2016

Plan of Action: N/A

4. Personnel and Support Services

- A. There is adequate staff and a sufficient full-time to part-time faculty ratio to meet student and program needs.
- B. Briefly describe the professional development of faculty and staff during the period under review, including opportunities and improvements. Does it support program innovations?
- C. Evaluation of staff is systematic and the process is effective and encourages improvement.
- D. Full-time faculty are actively involved in the process of hiring and evaluating faculty.

Methods/Evidence:

A. There is adequate staff and a sufficient full-time to part-time faculty ratio to meet student and program needs.

Student Health Services current staff includes:

Full-time faculty= 1, Registered Nurse Coordinator

Part-time faculty= 5 (Registered Nurse (2), Marriage & Family Therapist- Intern (MFT-I), Medical Advisor, Psychological Services Supervisor)

Full-time Classified= 1, Office Services Technician

Part-time Classified= 3, Medical Assistants (2), Wellness Program Specialist

Contract Physician and Nurse Practitioner (NP)

Contract Acupuncturist

Contract Personal Counselor Licensed Marriage & Family Therapist

Student Workers (4)

Mental health services continue to be in high demand, and providing support to other departments, faculty and staff while dealing with a student in need adds complexity to providing services. Campus Assessment & Support Team (CAST) referrals and follow up also add to demand. Student Health Services creatively expanded psychological counseling services, as much as hiring restrictions and budget can allow. Student Health Services budget is dependent on enrollment and student health fees collected. With decreased enrollment, the budget has not been able to support current staffing, and adjustments have been made. Ideally, a full time mental health counselor would be able to support counseling demand, crisis management, CAST case management, and class room presentations; however, the Student Health Services budget cannot support another full time faculty position, and this position would need to be supported by district funds.

*Strategic Direction: Institutional Resources Goal IR1: To recruit and retain quality employees.

B. Briefly describe the professional development of faculty and staff during the period under review, including opportunities and improvements. Does it support program innovations?

Staff development not only keeps staff current with trends in college health but is a MANDATORY component of maintaining licenses of college health professionals. Faculty and staff participate in campus professional development activities when appropriate, community/local conferences and webinars. The college can enhance this process by providing funding if the budget funding is not available.

See Appendix 7: Professional Development

C. Evaluation of staff is systematic and process is effective and encourages improvement.

Evaluations are done as per HR and Faculty/Classified Agreement mandates and are initiated by HR and VPSS. Student worker evaluations are done annually at the request of the Career & Job Placement Center.

D. Full-time faculty are actively involved in process of hiring and evaluation faculty.

The coordinator is asked to be a part of the process which is led by the VPSS

Plan of Action:

Continue to advocate for the district to support a full time personal counselor. Continue to review mental health and counseling appointment demands with Pyramed reports, ACHA/NCHA survey and CAST referral demands. Continue to monitor and evaluate revenue through budget review and examine other revenues streams that can help support a full time personal counselor.

5. Facilities

- A. Facilities are appropriate for effective delivery of program services.
- B. Equipment and technology is appropriate for effective delivery of program services.
- C. Program support space is adequate to ensure the effective operation of the program and related support activities.
- D. The safety of the facilities, equipment, and technology are reasonable and adequate.

Methods/Evidence:

A. Facilities are appropriate for effective delivery of program services.

To better serve students, there is a need for additional space for Health Services on the Santa Maria campus. The Lompoc Valley Center has sufficient space. Please review Facilities Report. The Facilities Master Plan states that Student Health Services will be moved to Building H, however, there is no timeline or plan at this time. Student Health Services is currently in Building W, which is adjacent to the staff parking lot. Students, who may be ill or injured, have no parking available close to the Health Center. The current space is not Americans with Disabilities Act (ADA) compliant and lacks the space for wheelchairs or other supportive devices. There is no dedicated lab space or adequate storage space.

See Appendix 8: Facilities Report 2014

*Strategic Direction: Institutional Resources Goal IR4: To provide a safe, attractive, and accessible physical environment that enhances the ability to teach, learn and work.

B. Equipment and technology is appropriate for effective delivery of program services.

Student Health Services replaced several laptops and computers in 2014. Turning Point Technology equipment was also upgraded Fall 2015. Lompoc Valley Center Health Center also received new equipment to measure cholesterol, and screen for anemia.

C. Program support space is adequate to ensure the effective operation of the program and related support activities.

The current space does not provide support space. There is inadequate storage space, work space has been reworked to maximize effectiveness but remains inadequate, staff do not have a break room, and there is no adequate space to prepare for wellness events.

D. The safety of the facilities, equipment, and technology are reasonable and adequate.

The front office is not ADA compliant and the lack of space makes it difficult to support patient privacy and confidentiality. A lack of space and proper storage space creates safety concerns for staff and students. Maximizing space utilization, means the coordinator gives up her office space to allow for other providers to serve students.

Plan of Action:

Continue to work with the VPSS and VP of Facilities and Operations to create a timeline and plan for relocating Student Health Services in to Building H as shown on the Facilities Master Plan. Continue to manage the current space to be as safe and accommodating as possible to serve students and provide quality care.

6. Financial Resources

- A. During the period under review, resources have been used effectively to support programs and services.
- B. Current and anticipated funding is adequate to maintain high quality programs and services.
- C. Anticipated funding is adequate for the development of revised and new programs.
- D. Resources have been prioritized based on assessment of student learning outcomes and other supporting data.

Methods/Evidence:

A. During the period under review, resources have been used effectively to support programs and services.

Student Health Services is solely funded by the Student Health Fee. Annually, the Coordinator meets with the Budget Analyst to review revenues and expenditures to ensure appropriate use of Student Health Fees. Enrollment has been decreasing the past few years and that has had a negative impact to the budget and Student Health Services has had to use the reserve funds to fill the need. EOPS students continue to not pay the Health Fee, and they continue to receive services and be eligible for Student Accident Insurance. There has been discussion with VPSS and Director of EOPS but no plan of action has been developed. Student Health Services continues to look for additional funding. Lompoc services have been increased, and hours of operation have been adjusted in an attempt to increase utilization. The difficulty remains in balancing equity and best use of limited resources. The Cessation grant continues to be renewed annually to support cessation services. Family Planning, Access, Care & Treatment (FPACT) funding, which was approved in 2012, and supports family planning services, which continues to be expanded. Medical Assistance Administration (MAA) monies were received in 2014 for previous years efforts and funds were allocated Fall 2015 for the first year of participation.

B. Current and anticipated funding is adequate to maintain high quality programs and services.

Health Services receives funding from the Student Health Fee. Notification of an increase in the Student Health Fee was sent from the Chancellor's office 2012. Although current funding is inadequate to maintain current level of high quality of programs, Student Health Services is using its reserve fund to meet the gap and analyzing staffing levels and prioritizing services to maximize utilization of funds. Funds, even when enrollment is higher and the budget is adequate to maintain services, are inadequate to support an addition of a full time faculty mental health counselor.

C. Anticipated funding is adequate for the development of revised and new programs.

We anticipate another health fee increase from the Chancellor's office, but it is unknown when that will occur, and the increase will be an increase of \$1, making the health fee \$20 per semester and \$17 for summer/winter session.

D. Resources have been prioritized based on assessment of student learning outcomes and other supporting data.

Prioritization of resources is based on NCHA results, SLOs, student demand as seen by Pyramed encounter reports, and student satisfaction survey results.

*Strategic Direction: Institutional Resources Goal IR2: To develop district financial resources adequate to support quality programs and services.

Plan of Action:

Continue to monitor Student Health Services budget, work closely with Business Services to confirm continued appropriate use of Health fees. Continue to work on a resolution with EOPS regarding their exemption from paying the health fee and expand FPACT services.

7. Community Outreach and Program Awareness

- A. Efforts have been made to create links between the program under review and the community.
- B. Efforts are made to inform students about the program and facilitate student participation in the program.
- C. Efforts are made to use documented assessment of student learning and achievement to communicate program and service quality to current and prospective students and the public.
- D. An advisory committee with appropriate representation has been established and meets regularly to support the development of programs and services.

Methods/Evidence:

A. Efforts have been made to create links between the program under review and the community.

Student Health Services has a relationship with an area optometrist, who will provide students who have been screened by SHS with an eye exam and glasses for a reduced rate. SHS also supports a "Vision For Success" Scholarship fund with AHC Foundation that will help students who cannot afford the reduced rate to receive the vision correction that they need. SHS also has extensive referral and community resources lists that are readily available for students who need further care. Acupuncture and Massage services were added 2014-2015 and they were very well received by students. Our community partner that provides these services takes an active role referring students in-house and to community resources. Many of our community partners are part of our Wellness Advisory Committee.

*Integration Goal E1: 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.

B. Efforts are made to inform students about the program and facilitate student participation in the program.

Student Health Services continuously participates in outreach activities, such as flyers posted in high traffic areas, participating in Bow Wow and Career Day events, maintaining accurate information on the webpage, posting relevant information on Facebook, providing class presentations that provide an orientation to services, information including in the campuses online campus orientation, information included in Student Services brochure, all staff emails and student emails promoting Student Health 101.

C. Efforts are made to use documented assessment of student learning and achievement to communicate program and services quality to current and prospective students and the public.

Results of SLOs, surveys and NCHA data are included in our end of the year annual report and distributed to administration, community partners, the Board of Trustees, ASBG and others. Results are included in class presentations and marketing materials.

C. An advisory committee with appropriate representation has been established and meets regularly to support the development of programs and services.

The Wellness Advisory Committee is comprised of student, faculty, administration, Health Service's personnel and community members, and they meet annually to discussed the past years wellness events and plan for the next year.

Plan of Action: N/A

8. State and Federal Compliance

- A. The program adheres to all appropriate state and federal guidelines.
- B. The program adheres to all relevant college policies and procedures (attach copies of relevant policies).

Methods/Evidence:

A. The program adheres to all appropriate state and federal guidelines.

Student Health Services complies with Title 5 Education Code, HIPAA, FERPA, Confidentiality of Medical Information Act (Cal. Civ. Code 56-56.37), OSHA, Worker's Compensation, Medical Waste Regulations, Material Safety per Material Safety Data Sheets, Non-discrimination in hiring, etc.

B. The program adheres to all relevant college policies and procedures (attach copies of relevant policies)

Student Health Services complies with specifically AHC Board Policy 5200 Health Services, and BP 5210 Communicable Disease and all other pertinent college policies and procedures.
See Appendix 9: Board Policies

Plan of Action: N/A

Major Program Strengths

List the major strengths of the program organized numerically by criteria

1. Services and Curriculum

- Using National College Health Assessment data, new Wellness Modules were created specifically to target sleep issues and increase knowledge regarding women's health. Wellness events continue with a topic every month distributing health and wellness information in the Student Center.
- Health Services staff has developed innovative health education strategies based upon a literature and research review to provide research-based and theory-based health education programs. The tobacco cessation program, use of SRS (Student Response System), "clickers" in classroom presentations, and individual wellness modules are examples of this innovation. To enhance student learning, clinicians use iPads to conduct surveys and aid in health education using videos and graphics. Student Health Services conducts a campus wide health assessment every 3 years using the American College Health Association National College Health Assessment (ACHA/NCHA) to assist in program planning. The results of the survey shows student health needs and negative impacts on academics due to health and wellness issues. Program planning is based on the survey results.
- Student Health Services is fully utilizing Pyramed Electronic Health Records, which improved patient care and communication between providers. Turning Point Technologies Student Response Systems are used in class presentations, which engage students and enhances learning, in addition to gathering Student Learning Outcome data for the department. Student Health 101 is a digital wellness magazine that is available to all students. This product not only supports our wellness education done in the health center and during wellness events, but also allows for online students to access health and wellness information in an online format.

2. Student Support and Development

- The Student Health Services department conducted the ACHA NCHA survey in 2002, 2007, 2010 and 2013. Results of the previous surveys demonstrated needs for increased clinical services and psychological services. Both MD/NP and counseling hours have been increased as a result. Also, the SRS allows for every student to participate in class presentations, and excellent evaluation data is obtained. The data are used for validating services and for grant applications. Students are asked to complete short satisfaction surveys intermittently throughout the semester following a visit to Student Health Services as well as during wellness events on campus. Student Health Services staff enjoy a solid and collegial relationship with ASBG, who attend the Wellness Advisory Committee meeting and provide input throughout the year on Student Health Services activities.

- Students play an integral role in Student Health Services program development. It is clear that Student Health Services staff consider student input seriously and that their opinions are highly regarded. Students are involved in the Wellness Advisory Committee, Student Health Services staff regularly attend ASBG meetings to garner input on various topics, and student data is used in program planning. Student Workers are also utilized to canvas the campus distributing information about Student Health Services as well and educating students about the campus smoking policy.
- Services are available at the Santa Maria campus and the Lompoc Valley Center (LVC). To increase access to services, the LVC hours were increased first by extending clinic hours on Tuesday and Thursdays and then also including Wednesdays. New equipment was also purchased to allow LVC students to have access to cholesterol screening, and anemia screening during regular business hours, not just on special clinic days. A massage chair was purchased and resides in an open office that allows access 5 days a week for students to relax and reduce their stress. Student Health 101 is a digital wellness magazine and is available to all students but is especially marketed to online students. Improvements and updates have also been made to the website to improve communication with online students.
- Student Health Services has been an ongoing recipient of a grant from Santa Barbara County Public Health Department Tobacco Prevention Settlement Program that helps support tobacco cessation services for students, faculty and staff. Providing a reduction to exposure to second hand smoke supports a healthy campus climate for all students, faculty and staff.
- Student Health Services partners with other student services to provide a range of experiences related to health; for example, ASBG collaborates with Student Health Services for several wellness events such as Alcohol Awareness and Stress Relief Fair by providing Mocktails and Massages for students. Student Health Services has supported the development of two clubs, The Veterans Club and the Nutrition and Wellness Club. Both of these clubs are co-lead by Student Health Services faculty and contribute to wellness events.
- Student Health Services strategically uses results of surveys, Pyramed utilization reports, input from the Wellness Advisory Committee, and staff meetings to evaluate appropriateness, adequacy and effectiveness of services. As a result of the last NCHA survey, Student Health Services increased MD/NP and psychological counseling hours and expanded hours at the Lompoc Valley Center.

3. Student Outcomes

- Student Health Services is completing cycle 9 of Student Learning Outcomes. Students are assessed using Turning point Technology SRS during class presentations, student satisfaction surveys, student demographics report which include GPA and retention rates, and Pyramed utilization reports. Institutional

Research supplies enrollment data and campus overall demographic information. All these data contribute to program planning and budget considerations.

7. Community Outreach and Program Awareness

- There is evidence that Student Health Services has a strong community linkage system. Students are referred regularly to other health care providers as appropriate (Urgent care, Marian Medical Center (MMC) Emergency Room, low cost clinics for chronic conditions, etc). There is a solid relationship between Health Services and Santa Barbara County Public Health Department (PHD). The PHD Tobacco Prevention Settlement Program has continued to renew the Tobacco Cessation Grant that helps support cessation activities. The PHD also supports Student Health Services with communicable disease protocols and communicable disease interventions. Vision correction services are supported by an area optometrist, and ASBG continues to assist in funding a Foundation Fund to assist low income students receive vision correction. Many other physicians and health care agencies are utilized for support and are represented on the Wellness Advisory Committee.
- Representation on the Wellness Advisory Committee includes Student Health Services staff, campus faculty, community agency representatives, and students from ASBG and a variety of other student groups such as Medical Assisting students, etc. The Wellness Advisory Committee meets annually in the spring semester, reviews the wellness activities of the current year, hears input from staff regarding student survey results, and participates in a discussion regarding activities for the following year. Minutes are included in the annual report and are available in Student Health Services.

8. State and Federal Compliance

- The Coordinator is aware of Title 5 as it pertains to Student Health Services and appropriate/inappropriate use of health fees. The Student Health Services Policy and Procedure Manual reflects knowledge and compliance with federal regulations pertaining to HIPAA, FERPA, Confidentiality of Medical Information Act, Clinical Lab Improvement Amendments (CLIA) Waiver, medical waste management, electronic health records, Universal Precautions, and discrimination, etc.
- College Board Policy (located in Policy and Procedure Manual) 5200 guides all services provided by this department. Student Health Services adheres to all relevant college policies and procedures as they pertain to services relevant to Student Health Services. Staff is aware of where policies are located and how to access pertinent manuals and documents, such as the Crisis Intervention Manual, Educational Master Plan, CCPD, Facilities Master Plan, Institutional Assessment Plan and the Strategic Plan. Student Health Services staff plays an active part in participating in activities that add to the development of campus strategic planning.

Major Program Challenges and Opportunities

List major challenges and related opportunities organized numerically by criteria

4. Personnel and Support Services

- ACHA/NCHA survey results indicate students are struggling with many stressors and mental health issues. The need for mental health services continues to increase. The development of the threat assessment team, Campus Assessment and Support Team (CAST) has increased demand on the counselors' and coordinator's time due to referral investigation, follow up and case management.

5. 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 are inadequate or absent. Student Satisfaction Survey results show a lack of satisfaction in facilities, waiting room, and location. The facilities are not ADA compliant and the small space makes it increasingly difficult to protect students' privacy and conduct business in a professional manner.

6. Financial Resources

- Student Health Services coordinator will continue to work closely with Business Services to determine the appropriate use of allocated resources. The current level of funding is not adequate to support the identified need for a full-time Mental Health Counselor. EOPS students continue to be waived from paying a health fee even though they access services and receive benefits from the student accident insurance. Student Health Services will continue to explore additional funding avenues to support current and future Student Health Service's needs.

Plans of Action (POA) for Service Improvement

Action & Criterion #	Expected Outcome	Person(s) responsible	Target Date	Resources Needed	Linked to College Plans* & SLOs
<p>4. <u>Personnel & Support Services.</u> A. There is adequate staff and a sufficient full-time to part-time faculty ratio to meet student and program needs.</p> <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 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>	District support of a full time mental health counselor.	Alex Bell, RN Nohemy Ornelas, VPSS Kevin Walthers, Superintendent/ President	2018	Full-time Faculty position, Approx. \$80,000 salary, plus benefits	Strategic Direction: Student Learning & Success, Goal SLS2, SLS5, SLS7. Institutional Resources, Goal IR1, IR2 Education Master Plan: Initiative Three: Strengthening Support Services

<p><u>5. Facilities</u></p> <p>A. Facilities are appropriate for effective delivery of program services.</p> <p>B. Equipment and technology is appropriate for effective delivery of program services.</p> <p>C. Program support space is adequate to ensure the effective operation of the program and related support activities.</p> <p>D. The safety of the facilities, equipment, and technology are reasonable and adequate.</p> <p>Continue to work with the VPSS and VP Facilities toward creating a timeline to move Student Health Services to Building H and work with architects to develop a cost effective and adequate space for health care delivery and program services.</p>	<p>Student Health Services will be moved to a new health center in Building H.</p>	<p>Alex Bell, RN Noahy Ornelas, VPSS Felix Hernandez, VP Facilities & Operations</p>	<p>2018</p>	<p>Unknown funding need, Health fee is restricted from use in capital outlay such as construction.</p>	<p>Strategic Direction: Institutional Resources Goal IR4 Education Master Plan: Initiative Three: Strengthening Support Services Facilities Master Plan: Capital Improvement Projects (page 1.42)</p>
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<p>6. <u>Financial Resources</u></p> <p>A. During the period under review, resources have been used effectively to support programs and services.</p> <p>B. Current and anticipated funding is adequate to maintain high quality programs and services.</p> <p>C. Anticipated funding is adequate for the development of revised and new programs.</p> <p>D. Resources have been prioritized based on assessment of student learning outcomes and other supporting data.</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 expand FPACT covered services as appropriate.</p>	<p>Health Fee will continue to be allocated appropriately and there will be equity with those students paying a health fee and receiving services and Student Accident Insurance and those students who do not pay the health fee yet receive services and insurance coverage.</p>	<p>Alex Bell, RN Nohemy Ornelas, VPSS Michael Black, VP Business Services Shelly Allen, Budget Analyst</p>	<p>Spring 2017</p>	<p>Administration time by Coordinator, SHS Update of current board Policy, BP 5200</p>	<p>Strategic Direction: Institutional Resources, Goal IR2,</p>
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*Identify specific objective or goal number in College plans include the Strategic Plan, Educational Master Plan, Facilities Plan, etc.

PLAN OF ACTION – Post-Validation

Review and Approval

Plan Prepared By (Print & Sign)

_____ Date: _____

_____ Date: _____

_____ Date: _____

_____ Date: _____

_____ Date: _____

Reviewed:

Program Director/Department Chair*

_____ Date: _____

*Signature indicates approval by department of Plan of Action.

Reviewed:

Dean of Student Services

_____ Date: _____

Vice President of Student Services

_____ Date: _____

Appendix 1
Student Health Services Satisfaction Survey

Data Request

General ()
 No. of responses = 88
 For the Period:

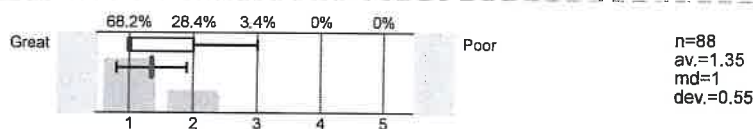


Survey Results

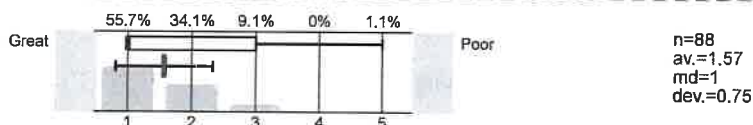
Please answer the following questions

1. How would you rate the ability to get care in the Health Center?

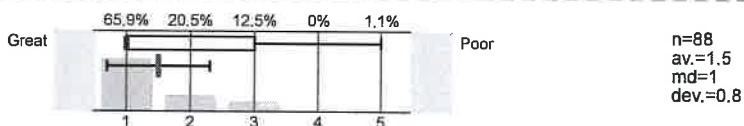
Availability of appointments



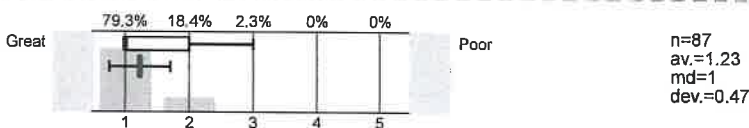
Hours center is open



Convenience of location

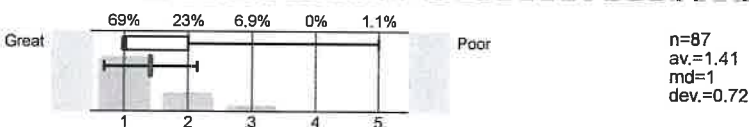


Services offered

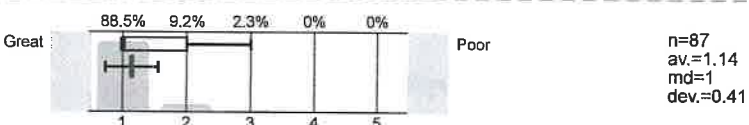


2. How would you rate your experience in the front office and waiting area of the Health Center?

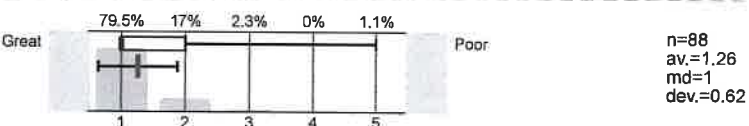
Time in waiting room



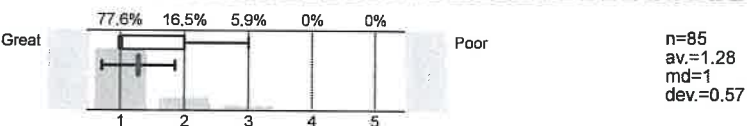
Friendly/Professional staff



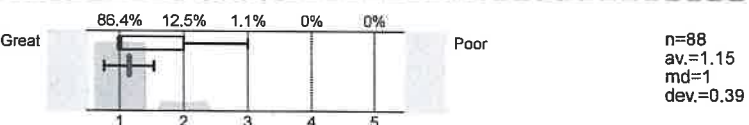
Scheduling appointments



Access to the Self Care area

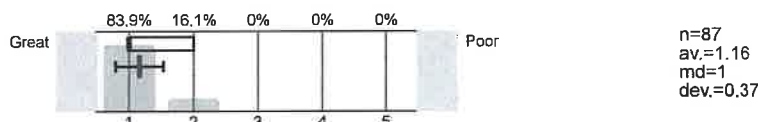


Keeping my personal information private

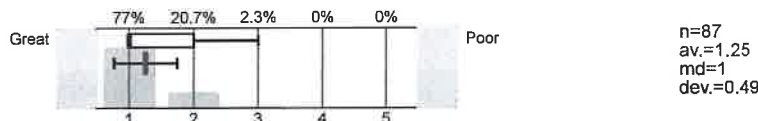


3. How would you rate our Medical Provider staff (Doctors, Nurse Practitioner, Physician Assistant)?

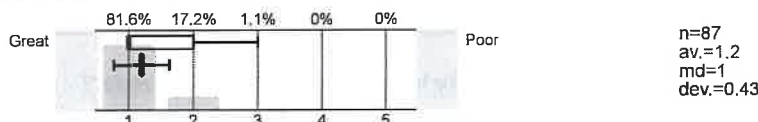
Listens to you



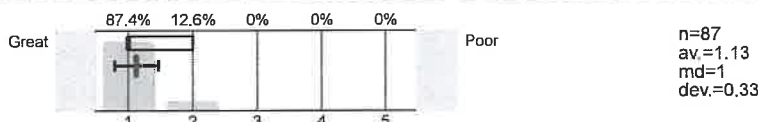
Takes enough time with you



Explains what you want to know

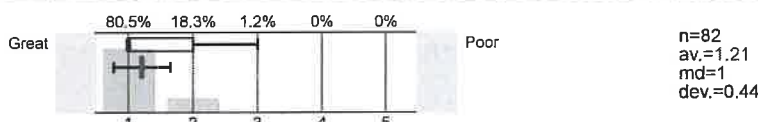


Professional/Helpful

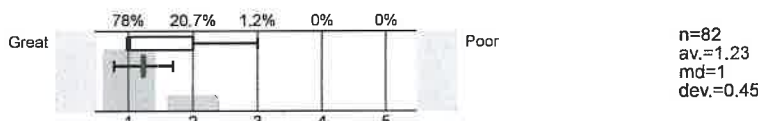


4. How would you rate our Nursing Staff?

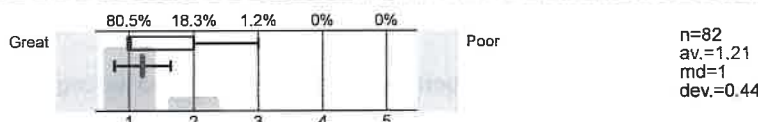
Listens to you



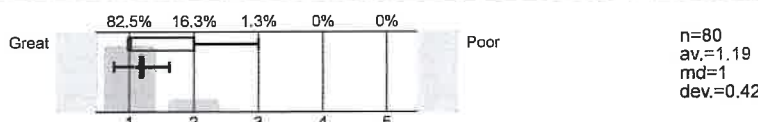
Takes enough time with you



Explains what you want to know

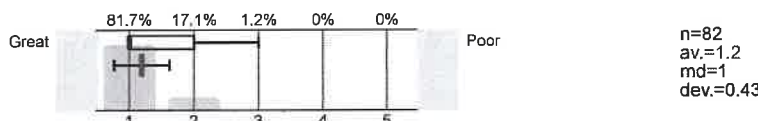


Professional/Helpful

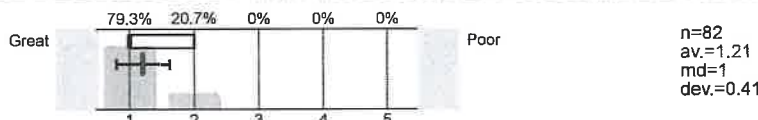


5. How would you rate our Medical Assistants?

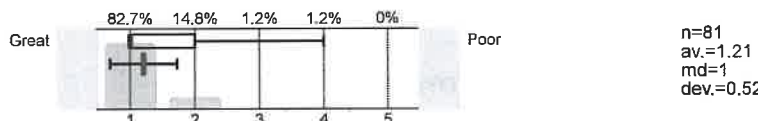
Listens to you



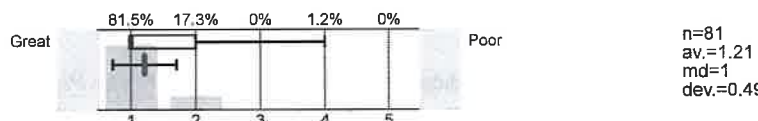
Takes enough time with you



Explains what you want to know

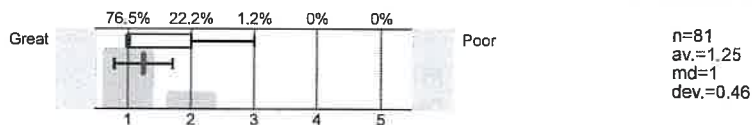


Professional/Helpful

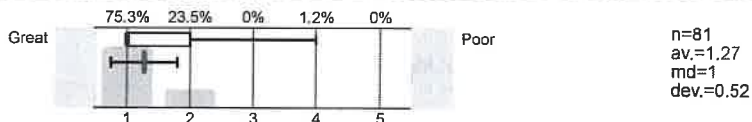


6. How would you rate our Personal Counselors?

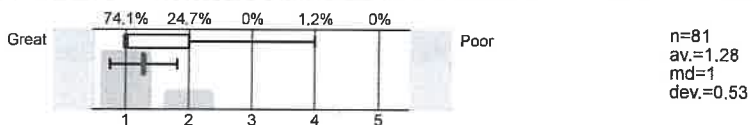
Listens to you



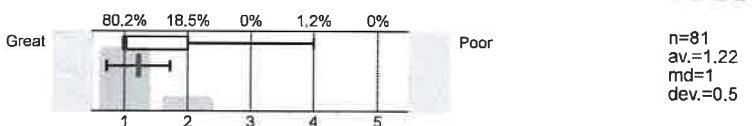
Takes enough time with you



Explains what you want to know

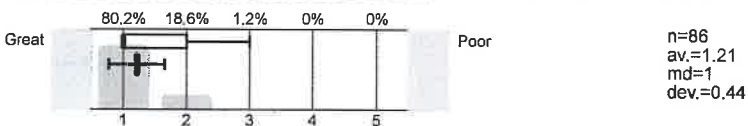


Professional/Helpful

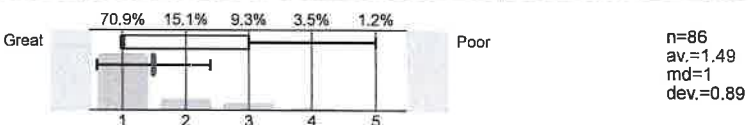


7. How would you rate our facility?

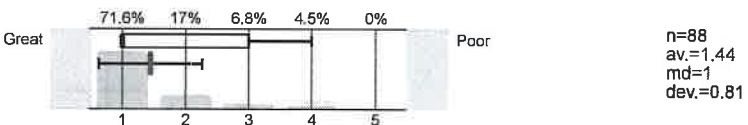
Neat and clean



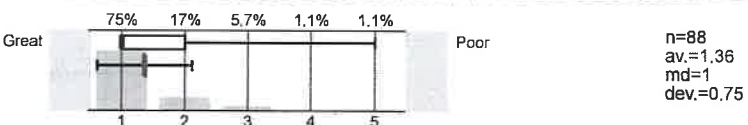
Easy to find



Comfortable while waiting



Privacy



8. Is this your first visit to Student Health Services?



9. Would you consider recommending Student Health Services to other students?

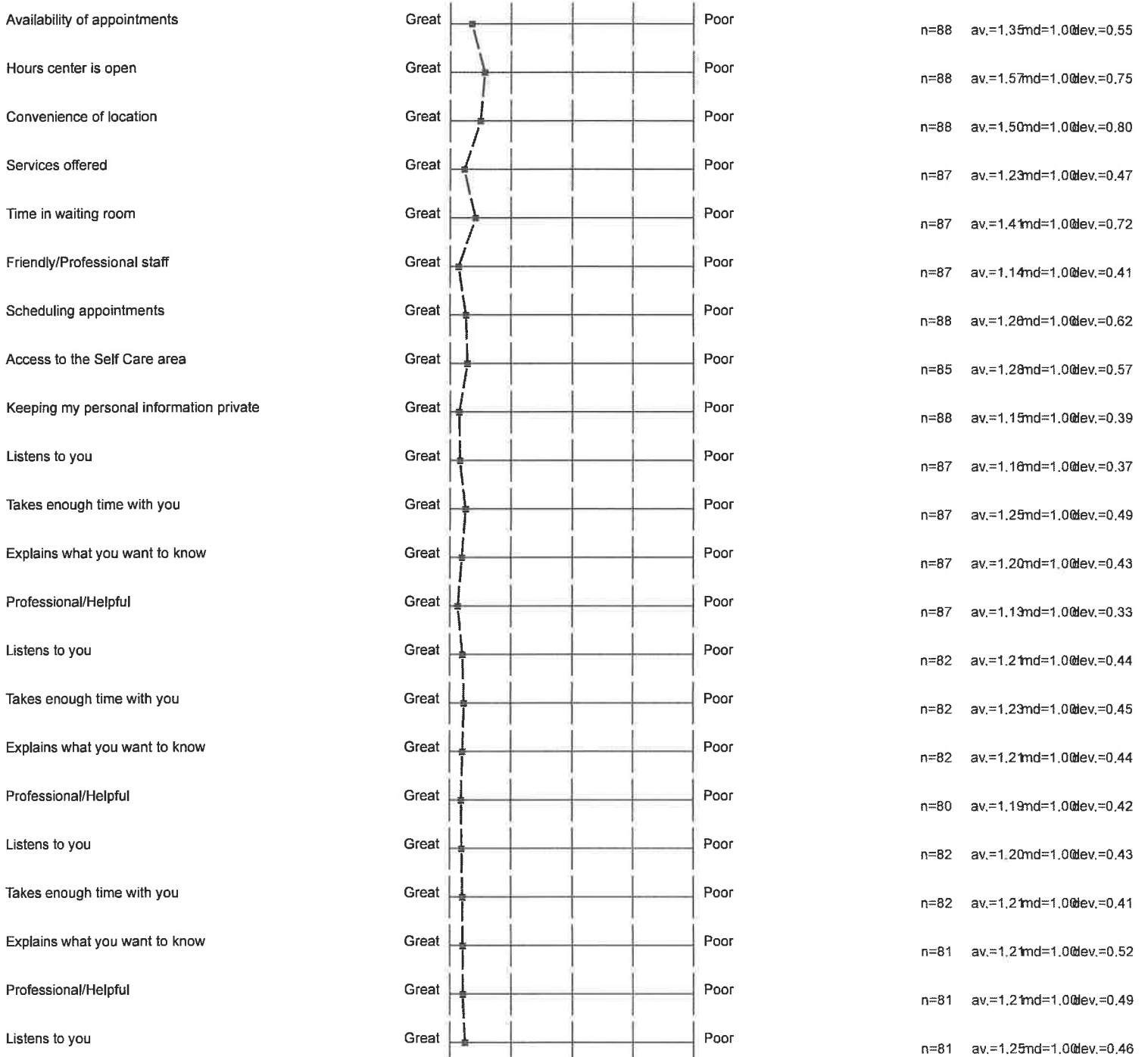


Profile

Subunit: IR General Surveys
 Name of the instructor: Data Request
 Name of the course: General
 (Name of the survey)

Values used in the profile line: Mean

Please answer the following questions



Takes enough time with you	Great	Poor	n=81	av.=1.27	sd=1.00	lev.=0.52
Explains what you want to know	Great	Poor	n=81	av.=1.28	sd=1.00	lev.=0.53
Professional/Helpful	Great	Poor	n=81	av.=1.22	sd=1.00	lev.=0.50
Neat and clean	Great	Poor	n=86	av.=1.21	sd=1.00	lev.=0.44
Easy to find	Great	Poor	n=86	av.=1.49	sd=1.00	lev.=0.89
Comfortable while waiting	Great	Poor	n=88	av.=1.44	sd=1.00	lev.=0.81
Privacy	Great	Poor	n=88	av.=1.38	sd=1.00	lev.=0.75

Comments Report

Please answer the following questions

Please provide any additional comments about the Health Center facility.

- Everything is perfect.
- Get bigger chairs for waiting area.
- I am happier walking out the door than when I walked in
- I think this wonderful staff deserves a beautiful new building. The service is top notch and if the state grants Hancock more funds it should be allocated to this department to build them a lovely new home.
- I thought my doctor was so nice and it was just a more pleasant experience then I expected.
- It is very organized and sanitary.
- More space in waiting would be helpful. A reading area with various health info would be great.
- My counselor Deborah was very nice and helpful with me during my depression and I would recommend visiting her for those who need assistance.
- Need more comfortable waiting chairs.
- Needs a roomier wait room, far too small.
- Only wish is to have more service availability for acupuncture treatments to serve more students.
- Quick easy fast
- Very friendly and understandable.

10. Please provide any additional comments.

- Acupuncture was amazing
- Awesome job and great place and people. Counselors need to have more available hours because it's hard to get an appointment with them.
- Great massage chair!
- Great that they are working on std testing. Knowledgeable nursing assistant
- Recommend any students in to set an appointment here in Allan Hancock College.
- Thank you for letting me use the massage chair
- The people are very nice
- The staff was very helpful.
- The treatments have been extremely helpful!
- They offer a lot of great services.
- Very little wait time and very nice helpful staff

Appendix 2
Student Health Services Student Demographics

Time frame: 2012-13 academic year

	Students who visited Health Center	Students who did NOT visit health center	Overall Students
Average GPA (per term CR only)	2.5	2.4	2.4
Average courses taken (per term CR)	2.9	2.6	2.6
Average unit load (per term CR only)	7.5	6.2	6.3
Male	33%	47%	46%
Female	66%	53%	54%
Under 20	20.1%	19.9%	20.2%
20-24	48.3%	36.2%	37.5%
25-29	12.2%	12.8%	12.6%
30-39	11.0%	12.3%	12.1%
40-54	5.6%	10.2%	9.7%
55+	2.1%	8.7%	7.9%
Asian	2.8%	3.2%	3.0%
Black	4.2%	3.5%	3.6%
Filipino	3.4%	2.5%	2.3%
Pac Islander	1.0%	0.6%	0.6%
Hispanic	55.1%	50.5%	51.0%
American Indian	1.8%	1.5%	1.5%
White	31.3%	35.7%	35.2%
Other	8.0%	2.6%	2.3%
US Citizen	89%	87%	87%
EOPS	15.7%	5.6%	7.1%
CARE	3.0%	1.1%	1.4%
CalWorks	3.3%	1.6%	1.8%
Athlete	41.8%	23.1%	26.3%
In state resident	90.8%	80.8%	82.1%
College Now	0.2%	1.1%	1.0%
Continuing Student	58.7%	52.5%	55.2%
First time Student	16.5%	8.8%	8.7%
First time Transfer Student	7.0%	7.9%	7.4%
Returning Student	16.3%	15.3%	14.9%
AA/AS + Transfer	44.6%	35.2%	36.7%
Transfer, No AA/AS	14.5%	12.7%	13.2%
AA/AS, No Transfer	15.3%	12.1%	12.4%
Voc Degree, No Transfer	2.2%	1.1%	1.2%
Voc Cert, No Transfer	5.2%	2.5%	2.7%
Career Interests/Goals	0.9%	1.7%	1.6%
Acquire Job Skills	3.0%	3.5%	3.4%
Update Job Skills	1.0%	2.5%	2.3%

Maintain Certificate/License	0.8%	1.1%	1.1%
Educational Development	0.9%	3.1%	2.8%
Improve Basic Skills	0.6%	4.0%	3.6%
HS Diploma/GED	0.5%	1.6%	1.5%
Move NC to CR	0.0%	0.2%	0.2%
4yr student taking courses	2.0%	2.3%	2.2%
Undecided	7.4%	12.5%	11.6%
Unknown	1.4%	3.9%	3.5%

Time frame: 2013-14 academic year

	Students who visited Health Center	Students who did NOT visit health center	Overall Students
Average GPA (per term CR only)	2.6	2.4	2.4
Average courses taken (per term CR)	2.9	2.2	2.3
Average unit load (per term CR only)	9.1	6.6	6.9
Retention %	89%	86%	86%
Success%	78%	70%	71%
Male	30%	51%	49%
Female	70%	49%	51%
Under 20	30%	25%	25%
20-24	48%	37%	38%
25-29	14%	15%	15%
30-39	10%	15%	15%
40-54	5%	8%	7%
55+	4%	5%	5%
Asian	4%	4%	4%
Black	5%	4%	4%
Filipino	4%	3%	3%
Pac Islander	1%	1%	1%
Hispanic	60%	45%	46%
American Indian	15%	2%	2%
White	27%	43%	42%
Other	0%	0%	0%
EOPS	16%	5%	5%
CARE	4%	1%	1%
CalWorks	4%	1%	1%
Athlete	3%	1%	1%
College Now	1%	1%	1%
Continuing Student	87%	62%	65%
First time Student	18%	17%	13%
First time Transfer Student	9%	18%	9%
Returning Student	13%	26%	12%
AA/AS + Transfer	60%	40%	42%
Transfer, No AA/AS	21%	15%	15%

AA/AS, No Transfer	18%	14%	14%
Voc Degree, No Transfer	2%	2%	2%

Time frame: 2014-15 academic year

	Students who visited Health Center n=1204	Students who did NOT visit health center	Overall Students
Average GPA (per term CR only)	2.5	2.3	2.3
Average courses taken (per term CR)	3.2	2.3	2.3
Average unit load (per term CR only)	8.7	8.8	8.8
Retention %	90%	87%	86%
Success%	78%	71%	71%
Male	30%	49%	48%
Female	70%	51%	52%
Under 20	18%	12%	13%
20-24	48%	29%	30%
25-34	20%	26%	26%
35-54	12%	21%	20%
55+	2%	12%	11%
Asian	3%	3%	3%
Black	4%	3%	3%
Filipino	3%	2%	2%
Pac Islander	1%	1%	1%
Hispanic	59%	51%	51%
American Indian	2%	1%	1%
White	28%	35%	35%
Other	0%	4%	3%
EOPS	15%	2%	3%
CARE	3%	1%	1%
CalWorks	4%	1%	1%
Athlete	5%	1%	1%
College Now	0%	2%	2%
Continuing Student	92%	46%	48%
First time Student	22%	13%	13%
First time Transfer Student	7%	11%	11%
Returning Student	8%	17%	17%
Unreported	0%	24%	23%

Appendix 3
Student Health Services Student Contacts

Student Health Services Student Contacts 2012-2013

	Santa Maria Campus	Lompoc Valley Center
RN Visits	1,551	154
MD/NP/PA Visits	568	
Family Planning Visits	84	
Counseling Visits	703	20
Self-Care Center	1,397	76
Smoking Cessation	(11 clients) 60 sessions	(2 clients) 10 sessions
Massage Chair	103	
Class Presentations	SHS Orientation: 622 Alcohol Awareness: 425 Suicide Prevention: 52 Stress Management: 140 "Epidemics": 42 STI: 75 1,216	
Wellness Events	2,528	101
Total	8,210	361

Student Health Services Student Contacts 2013- 2014

	Santa Maria Campus	Lompoc Valley Center
RN Visits	1,227	139
MD/NP/PA Visits	616	
Family Planning Visits	50	
Counseling Visits	732	36
Self-Care Center	1,530	64
Smoking Cessation	12 Clients	2 Clients
Massage Chair	106	61
Class Presentations	SHS Orientation: 875 Alcohol Awareness: 289 Suicide Prevention: 49 Stress Management: 130 STI: 183	
Wellness Events	2,442	145
Total	8,241	445

Student Health Services Student Contacts 2014 - 2015

	Santa Maria Campus	Lompoc Valley Center
RN Visits	1,135	217
MD/NP/PA Visits	659	
Acupuncture Visits	240	
Family Planning Visits	36	
Counseling Visits	712	28
Self-Care Center	1,427	85
Smoking Cessation	9 Clients	0 Clients
Massage Chair	127	94
Class Presentations	SHS Orientation: 644 Alcohol Awareness: 150 Suicide Prevention: 4 Stress Management: 141 STI: 132	Stress Management: 104
Wellness Events	2,826	149
Grand Total	8,242	677

Appendix 4
Student Learning Outcomes Summary

PSLO Summary Map by Context

Selected SLOs: PSLOs for Student Health Services
Context Group: Contexts for Student Health Services

Courses	Student Health Services Program Outcomes		
	SHS PSLO1 - Students will increase knowledge of good health and wellness practices.	SHS PSLO2 - Students will use knowledge of good health and wellness practices to change personal behavior.	SHS PSLO3 - Students will share knowledge of good health and wellness with others.
SHS			
SHS SLO1 - Students will increase their general awareness of Health Services.	X		
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	X		
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.	X		
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.	X		
SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.	X		
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.	X		
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.		X	
SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.	X		

ILO Summary Map by Context

Selected SLOs: All ILOs

Context Group: Contexts for Student Health Services

	ILO 1 - Communication	ILO 2 - Critical Thinking & Problem Solving	ILO 3 - Global Awareness & Cultural Competence	ILO 4 - Information & Technology Literacy
Courses	ILO 1 - Communication: Communicate effectively using verbal, visual and written language with clarity and purpose in workplace, community and academic contexts.	ILO 2 - Critical Thinking & 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.	ILO 3 - Global Awareness & Cultural Competence: Respectfully interact with individuals of diverse perspectives, beliefs and values being mindful of the limitation of your own cultural framework.	ILO 4A - Information Literacy: Define what information is needed to solve a real-life issue and locate, access, evaluate and manage the information. ILO 4B - Technology Literacy: Proficiency in a technology and the ability to choose the appropriate tools.
SHS				
SHS SLO1 - Students will increase their general awareness of Health Services.				
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.				
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.				
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.				
SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.				
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.				
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.		X		
SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.				
	0	1	0	0

ILO 5 - Quantitative Literacy	ILO 6 - Scientific Literacy	ILO 7 - Personal Responsibility & Development
<p>ILO 5 - Quantitative Literacy: Use mathematical concepts and models to analyze and solve real life issues or problems.</p>	<p>ILO 6 - Scientific Literacy: Use scientific knowledge and methodologies to assess potential solutions to real-life challenges.</p>	<p>ILO 7 - Personal Responsibility & 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.</p>
SHS		
SHS SLO1 - Students will increase their general awareness of Health Services.		X
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.		X
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.		X
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.		X
SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.		X
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.		X
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.		
SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.		X
0	0	6

SLO Performance - ILO/PSLO Overall

Program: Student Health Services

Date: 10/14/2015

PSLO: SHS PSLO1 - Students will increase knowledge of good health and wellness practices.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		N/A		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Spring 2015	0	0.00%	1043	59.13%	721	40.87%	0	0.00%	1764	100.00%
Fall 2014	0	0.00%	848	48.48%	901	51.52%	0	0.00%	1749	100.00%
Spring 2014	0	0.00%	1240	70.82%	511	29.18%	0	0.00%	1751	100.00%
Fall 2013	0	0.00%	900	69.34%	398	30.66%	0	0.00%	1298	100.00%
Spring 2013	0	0.00%	1032	60.17%	683	39.83%	0	0.00%	1715	100.00%
Fall 2012	0	0.00%	1475	65.82%	766	34.18%	0	0.00%	2241	100.00%
Spring 2012	0	0.00%	1223	65.16%	654	34.84%	0	0.00%	1877	100.00%
Fall 2011	0	0.00%	860	43.28%	1127	56.72%	0	0.00%	1987	100.00%
Total	0	0.00%	8621	59.94%	5761	40.06%	0	0.00%	14382	100.00%

PSLO: SHS PSLO2 - Students will use knowledge of good health and wellness practices to change personal behavior.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		N/A		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Spring 2014	0	0.00%	29	96.67%	1	3.33%	0	0.00%	30	100.00%
Total	0	0.00%	29	96.67%	1	3.33%	0	0.00%	30	100.00%

PSLO: SHS PSLO3 - Students will share knowledge of good health and wellness with others.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		N/A		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Total	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Report Totals by Term:

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		N/A		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Spring 2015	0	0.00%	1043	59.13%	721	40.87%	0	0.00%	1764	100.00%
Fall 2014	0	0.00%	848	48.48%	901	51.52%	0	0.00%	1749	100.00%
Spring 2014	0	0.00%	1269	71.25%	512	28.75%	0	0.00%	1781	100.00%
Fall 2013	0	0.00%	900	69.34%	398	30.66%	0	0.00%	1298	100.00%
Spring 2013	0	0.00%	1032	60.17%	683	39.83%	0	0.00%	1715	100.00%
Fall 2012	0	0.00%	1475	65.82%	766	34.18%	0	0.00%	2241	100.00%
Spring 2012	0	0.00%	1223	65.16%	654	34.84%	0	0.00%	1877	100.00%
Fall 2011	0	0.00%	860	43.28%	1127	56.72%	0	0.00%	1987	100.00%
Total	0	0.00%	8650	60.02%	5762	39.98%	0	0.00%	14412	100.00%

Grand Totals:

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		N/A		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Total	0	0.00%	8650	60.02%	5762	39.98%	0	0.00%	14412	100.00%

SLO Performance - By Department, Context, CSLO

Program: Student Health Services

Date: 10/13/2015

Terms Summer 2015, Spring 2015, Fall 2014, Summer 2014, Spring 2014, Fall 2013, Summer 2013, Spring 2013, Fall 2012, Summer 2012, Spring 2012, Fall 2011, Summer 2011, Spring 2011, Fall 2010

SHS: Student Health Services

SHS SLO1 - Students will increase their general awareness of Health Services.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Spring 2015	0	0.00%	308	85.32%	53	14.68%	361	100.00%
Fall 2014	0	0.00%	201	80.40%	49	19.60%	250	100.00%
Spring 2014	0	0.00%	439	86.25%	70	13.75%	509	100.00%
Fall 2013	0	0.00%	299	78.07%	84	21.93%	383	100.00%
Spring 2013	0	0.00%	271	90.03%	30	9.97%	301	100.00%
Fall 2012	0	0.00%	394	87.56%	56	12.44%	450	100.00%
Spring 2012	0	0.00%	406	94.86%	22	5.14%	428	100.00%
Fall 2011	0	0.00%	328	91.36%	31	8.64%	359	100.00%
Totals	0	0.00%	2646	87.01%	395	12.99%	3041	100.00%

SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center. (INACTIVATED)

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Fall 2012	0	0.00%	26	92.86%	2	7.14%	28	100.00%
Spring 2012	0	0.00%	110	93.22%	8	6.78%	118	100.00%
Fall 2011	0	0.00%	112	90.32%	12	9.68%	124	100.00%
Totals	0	0.00%	248	91.85%	22	8.15%	270	100.00%

SHS SLO2 - Students will be aware of the college smoking policy and cessation services.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Spring 2015	0	0.00%	408	57.14%	306	42.86%	714	100.00%
Fall 2014	0	0.00%	348	50.07%	347	49.93%	695	100.00%
Spring 2014	0	0.00%	632	59.91%	423	40.09%	1055	100.00%
Fall 2013	0	0.00%	497	62.05%	304	37.95%	801	100.00%
Spring 2013	0	0.00%	465	65.86%	241	34.14%	706	100.00%
Fall 2012	0	0.00%	667	64.57%	366	35.43%	1033	100.00%
Spring 2012	0	0.00%	494	83.87%	95	16.13%	589	100.00%
Fall 2011	0	0.00%	282	67.30%	137	32.70%	419	100.00%
Totals	0	0.00%	3793	63.09%	2219	36.91%	6012	100.00%

SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Spring 2015	0	0.00%	65	91.55%	6	8.45%	71	100.00%
Fall 2014	0	0.00%	18	85.71%	3	14.29%	21	100.00%
Spring 2014	0	0.00%	72	96.00%	3	4.00%	75	100.00%
Fall 2013	0	0.00%	17	89.47%	2	10.53%	19	100.00%
Spring 2013	0	0.00%	95	90.48%	10	9.52%	105	100.00%
Spring 2012	0	0.00%	67	98.53%	1	1.47%	68	100.00%
Fall 2011	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Totals	0	0.00%	334	93.04%	25	6.96%	359	100.00%

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.
(INACTIVATED)

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
Spring 2012	0	0.00%	60	89.55%	7	10.45%	67	100.00%
Totals	0	0.00%	60	89.55%	7	10.45%	67	100.00%

SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
Spring 2015	0	0.00%	210	37.30%	353	62.70%	563	100.00%
Fall 2014	0	0.00%	201	28.92%	494	71.08%	695	100.00%
Spring 2013	0	0.00%	133	25.19%	395	74.81%	528	100.00%
Fall 2012	0	0.00%	212	39.77%	321	60.23%	533	100.00%
Spring 2012	0	0.00%	225	29.88%	528	70.12%	753	100.00%
Fall 2011	0	0.00%	178	15.99%	935	84.01%	1113	100.00%
Totals	0	0.00%	1159	27.69%	3026	72.31%	4185	100.00%

SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
Spring 2014	0	0.00%	19	76.00%	6	24.00%	25	100.00%
Spring 2013	0	0.00%	37	88.10%	5	11.90%	42	100.00%
Spring 2012	0	0.00%	31	79.49%	8	20.51%	39	100.00%
Fall 2011	0	0.00%	72	75.00%	24	25.00%	96	100.00%
Totals	0	0.00%	159	78.71%	43	21.29%	202	100.00%

SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
Spring 2015	0	0.00%	33	97.06%	1	2.94%	34	100.00%
Fall 2014	0	0.00%	69	89.61%	8	10.39%	77	100.00%
Spring 2014	0	0.00%	69	88.46%	9	11.54%	78	100.00%
Fall 2013	0	0.00%	75	90.36%	8	9.64%	83	100.00%
Spring 2013	0	0.00%	31	93.94%	2	6.06%	33	100.00%
Fall 2012	0	0.00%	202	89.78%	23	10.22%	225	100.00%
Totals	0	0.00%	479	90.38%	51	9.62%	530	100.00%

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.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
Spring 2014	0	0.00%	29	96.67%	1	3.33%	30	100.00%
Totals	0	0.00%	29	96.67%	1	3.33%	30	100.00%

SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
Spring 2015	0	0.00%	19	90.48%	2	9.52%	21	100.00%
Fall 2014	0	0.00%	11	100.00%	0	0.00%	11	100.00%
Summer 2014	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Spring 2014	0	0.00%	9	100.00%	0	0.00%	9	100.00%
Fall 2013	0	0.00%	12	100.00%	0	0.00%	12	100.00%
Totals	0	0.00%	51	96.23%	2	3.77%	53	100.00%

Totals for Cslos

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
Spring 2015	0	0.00%	1043	59.13%	721	40.87%	1764	100.00%
Fall 2014	0	0.00%	848	48.48%	901	51.52%	1749	100.00%
Spring 2014	0	0.00%	1269	71.25%	512	28.75%	1781	100.00%
Fall 2013	0	0.00%	900	69.34%	398	30.66%	1298	100.00%
Spring 2013	0	0.00%	1032	60.17%	683	39.83%	1715	100.00%
Fall 2012	0	0.00%	1501	66.15%	768	33.85%	2269	100.00%
Spring 2012	0	0.00%	1393	67.56%	669	32.44%	2062	100.00%
Fall 2011	0	0.00%	972	46.04%	1139	53.96%	2111	100.00%
Totals	0	0.00%	8958	60.74%	5791	39.26%	14749	100.00%

Report Totals:

	Institutional Exceeds Standards		Institutional Meets Standards		Institutional Below Standards		Total	
Spring 2015	0	0.00%	1043	59.13%	721	40.87%	1764	100.00%
Fall 2014	0	0.00%	848	48.48%	901	51.52%	1749	100.00%
Spring 2014	0	0.00%	1269	71.25%	512	28.75%	1781	100.00%
Fall 2013	0	0.00%	900	69.34%	398	30.66%	1298	100.00%
Spring 2013	0	0.00%	1032	60.17%	683	39.83%	1715	100.00%
Fall 2012	0	0.00%	1501	66.15%	768	33.85%	2269	100.00%
Spring 2012	0	0.00%	1393	67.56%	669	32.44%	2062	100.00%
Fall 2011	0	0.00%	972	46.04%	1139	53.96%	2111	100.00%
Totals	0	0.00%	8958	60.74%	5791	39.26%	14749	100.00%

Context Statistics And Evidence

Student Health Services

Date: 10/13/2015**Terms** Summer 2015, Spring 2015, Fall 2014, Summer 2014, Spring 2014, Fall 2013, Summer 2013, Spring 2013, Fall 2012, Summer 2012, Spring 2012, Fall 2011, Summer 2011, Spring 2011, Fall 2010

Summary

Statistic	Count	Contexts/Contexts
Contexts	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 directly assessed PSLOs	0	
Contexts with CSLOs mapped to ILOs	1	Student Health Services
Contexts without CSLOs mapped to ILOs	0	
Contexts with directly assessed ILOs	0	
Contexts with Assessments	1	Student Health Services
Contexts with all Assessments scored	0	
Contexts with some Assessments scored	1	SHS
Contexts without any Assessment scored	0	
Contexts without Assessments	0	
Contexts with Action Plans	1	Student Health Services
Contexts with all Action Plans answered	1	SHS
Contexts with some Action Plans answered	0	
Contexts without any Action Plan answered	0	
Contexts without Action Plans	0	

SHS - Student Health Services

SLOs

CSLOs

- » SHS SLO1 - Students will increase their general awareness of Health Services.
- » SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.
- » SHS SLO2 - Students will be aware of the college smoking policy and cessation services.
- » SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.
- » 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.
- » SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.
- » SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.
- » SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.
- » 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.
- » SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.

Mapped PSLOs	» SHS PSLO1 - Students will increase knowledge of good health and wellness practices. » SHS PSLO2 - Students will use knowledge of good health and wellness practices to change personal behavior.
Mapped ILOs	» ILO 2 - Critical Thinking & 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. » ILO 7 - Personal Responsibility & 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.

Assessments

Fall 2011

Survey - SHS Health New Knowledge/Counseling

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	7	0%	100%	0%	0
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	7	0%	100%	0%	0

Survey - SHS New Knowledge/Clinic Visit

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	51	0%	94.12%	5.88%	0
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	55	0%	80%	20%	0
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.	1113	0%	15.99%	84.01%	0

Counseling Visit Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	7	0%	100%	0%	0

Clinic Visit Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	55	0%	98.18%	1.82%	0

Clicker Survey - SHS Awareness Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO1 - Students will increase their general awareness of Health Services.	359	0%	91.36%	8.64%	0
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	361	0%	62.88%	37.12%	0

Clicker Survey - SHS QPR Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.	96	0%	75%	25%	0

Clicker Survey - SHS STI Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.	68	0%	98.53%	1.47%	0
SHS SLO3 - 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.	67	0%	89.55%	10.45%	0

Clicker Survey - SHS Awareness Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO1 - Students will increase their general awareness of Health Services.	428	0%	94.86%	5.14%	0
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	428	0%	88.79%	11.21%	0

Counseling Visit Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	17	0%	94.12%	5.88%	0

Clinic Visit Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	42	0%	100%	0%	0

Clicker Survey - SHS QPR Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.	39	0%	79.49%	20.51%	0

Survey - SHS Health New Knowledge/Counseling

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	61	0%	93.44%	6.56%	0
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	17	0%	82.35%	17.65%	0

Survey - SHS New Knowledge/Clinic Visit

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	100	0%	57%	43%	0
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	42	0%	90.48%	9.52%	0
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.	753	0%	29.88%	70.12%	0

Fall 2012

survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will gain new knowledge regarding their individual health concern following a visit to the health center.	28	0%	92.86%	7.14%	0

survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO1 - Students will increase their general awareness of Health Services.	450	0%	87.56%	12.44%	0

Clicker Survey - Alcohol Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.	225	0%	89.78%	10.22%	0

Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.	533	0%	39.77%	60.23%	0

Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	1033	0%	64.57%	35.43%	0

Spring 2013

survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO1 - Students will increase their general awareness of Health Services.	301	0%	90.03%	9.97%	0
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	706	0%	65.86%	34.14%	0

Clicker Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.	105	0%	90.48%	9.52%	0
SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.	42	0%	88.1%	11.9%	0
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.	33	0%	93.94%	6.06%	0

survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.	528	0%	25.19%	74.81%	0

Clicker

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.	19	0%	89.47%	10.53%	0

counseling survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.	12	0%	100%	0%	0

Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO1 - Students will increase their general awareness of Health Services.	383	0%	78.07%	21.93%	0

Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	801	0%	62.05%	37.95%	0

Clicker

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.	83	0%	90.36%	9.64%	0

Spring 2014

Surveys

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO1 - Students will increase their general awareness of Health Services.	509	0%	86.25%	13.75%	0
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	1055	0%	59.91%	40.09%	0

Clicker Survey - SHS QPR Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO5 - Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation.	25	0%	76%	24%	0

Clicker Survey - Alcohol Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.	78	0%	88.46%	11.54%	0

Counseling Visit Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.	9	0%	100%	0%	0

Clicker Survey - SHS STI Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.	75	0%	96%	4%	0

Wellness Module Survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
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.	30	0%	96.67%	3.33%	0

Fall 2014

Counseling visit survey

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.	11	0%	100%	0%	0

Clicker Survey Alcohol presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.	77	0%	89.61%	10.39%	0

Clicker Survey- STI presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.	21	0%	85.71%	14.29%	0

survey shs awareness

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO1 - Students will increase their general awareness of Health Services.	250	0%	80.4%	19.6%	0
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	695	0%	50.07%	49.93%	0

alcohol screening score

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.	695	0%	28.92%	71.08%	0

Clicker Survey - SHS Awareness Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO1 - Students will increase their general awareness of Health Services.	361	0%	85.32%	14.68%	0
SHS SLO2 - Students will be aware of the college smoking policy and cessation services.	714	0%	57.14%	42.86%	0

Clicker Survey - Alcohol Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO6 - Students will gain new knowledge regarding alcohol use following a class presentation.	34	0%	97.06%	2.94%	0

Pyramed Report

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO4 - Students will know their high risk alcohol behavior score following a screening in health services.	563	0%	37.3%	62.7%	0

Clicker Survey - SHS STI Presentation

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO3 - Students will gain and retain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.	71	0%	91.55%	8.45%	0

Depression Screening Counseling

SLO	Scored	Institutional Exceeds Standards	Institutional Meets Standards	Institutional Below Standards	N/A
SHS SLO8 - Students receiving personal counseling will report a decrease in depressions/anxiety symptoms at the conclusion of the semester.	21	0%	90.48%	9.52%	0

Action Plans

Fall 2012

Context Improvement Plan Student Health Services Fall 2012

Expected Action	Action Type	Respondent	Action Taken	Date	Resource Request
Allan Hancock College >> Student Health Services >> SHS - Fall 2012					
What did the assessment data indicate about the strengths of your program?			<p>Student Health Services continues to receive indication that students are learning new information about their health and health topics that affect college students through clinic visits and class presentations. General awareness about the program and campus smoking policy continues to average but gives SHS the opportunity to continue to educate the campus regarding these services.</p> <p>Results for SLO#2 have consistently met standards and expectations, therefore, we will be discontinuing this SLO. We plan to look at individual and more specific knowledge that students are being exposed to during their visit to the health center and evaluate more specific skills such as correct antibiotic use.</p> <p>Student Health Services had been receiving Title V grant funds that supplemented activities surrounding Sexually Transmitted Infection education. These activities were not sustained therefore, SLO#5 is discontinued.</p>	2012-12-04	
What did the assessment data indicate about the weaknesses of your program?			<p>We continue to improve tracking methods using Pyramed EHR to track alcohol screening activity. Screening students for high risk behaviors continues to be a challenge. Results to SLO#6 showed that students accessing services in the health center had a much lower level of alcohol risk when compared to students screened in the student center or during classroom presentations. Though research does support that students who do access services in the health center are less likely to be in the high risk group, the results were much lower than anticipated.</p>	2012-12-04	

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?			<p>SLO#6: utilizing MA's and providing the time to carry out extra duties has improved completion of the screenings. We are utilizing iPad's for providing access to the screening tool. Using the full AUDIT screening tool will provide an more accurate representation of alcohol risk than the previous method of asking about alcohol use and completing the AUDIT only when indicated.</p> <p>Student Health Services will be developing other SLOs that measure clinical setting education. SLO #2 showed consistent success generally. The natural evolution of this SLO is to look at specific education points in the health center and measure learning and success. Possible topics being considered are: antibiotic medication education, nutrition, sleep improvement, and decrease in depression level</p>	2012-12-04	
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Spring 2013

Context Improvement Plan Student Health Services Spring 2013

Expected Action	Action Type	Respondent	Action Taken	Date	Resource Request
Allan Hancock College >> Student Health Services >> SHS - Spring 2013					
What did the assessment data indicate about the strengths of your program?			The assessment data shows that students are aware of services and the program, which indicates that SHS marketing and outreach is effective. SHS will continue to market and look for more ways to increase awareness to first year students. Students are generally aware of the campus smoking policy when surveyed, however, our student workers who canvas the campus to educate students about the DSA's continue to encounter many students smoking outside the DSAs and student complaints continue. We will continue with student workers canvassing campus to educate students and inform them about the cessation program. The class presentations evaluated using student response system, Turning Point Technologies, show students learn new information during the STI, alcohol and QPR (suicide prevention) presentations. They also are willing to share information. Challenges continue to track alcohol screening activity in the SHS.	2013-04-02	
What did the assessment data indicate about the weaknesses of your program?			Tracking alcohol screening activity continues to be challenging. We will continue to try to improve this process.	2013-04-02	
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?			<p>SHS will continue to assess these SLOs and will continue to look for ways to improve assessment tools and look for more meaningful SLOs for our department. We may modify the assessment process for AUDITs and do them during only certain weeks to inspire staff to diligent and improve tracking activity. SHS counselors are working to create a meaningful SLO for their area.</p> <p>Slo 1: Students continue to meet the criteria for awareness of services. Student Health Services markets its services and program through flyers, Facebook, Webpage, emails, participation in orientation, class presentations, wellness events, and signage. Slo 3: Students continue to meet the criteria for awareness of the cessation program and campus smoking policy, however not to the extent they are aware of SHS. SHS continues to market through flyers, signage, class presentations and wellness events. SLO 4: Students were also asked if they felt confident and comfortable sharing this information with family or friends and 77% answered yes. SLO 7: The results are slightly lower this semester potentially due to some of the students having already heard this presentation and therefore the information is not new to them. SLO 8: Students were also asked if they felt comfortable sharing this information and 82% yes. They also completed an AUDIT alcohol screening and 47% were in the low risk group and 53% were in the high risk alcohol use group. SLO 6: Staff continue to need encouragement to complete the screening activity, there is no way to determine how many of the student visits are from repeat students who would not be rescreened, therefore the numbers screened is biased. Though this is an important SLO the difficulty tracking it is proving challenging.</p>	2013-04-02	

Fall 2013

Context Improvement Plan Student Health Services Fall 2013

Expected Action	Action Type	Respondent	Action Taken	Date	Resource Request
Allan Hancock College >> Student Health Services >> SHS - Fall 2013					
What did the assessment data indicate about the strengths of your program?			No Action Taken		
What did the assessment data indicate about the weaknesses of your program?			No Action Taken		

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 Taken		
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Spring 2014

Context Improvement Plan Student Health Services Spring 2014

Expected Action	Action Type	Respondent	Action Taken	Date	Resource Request
Allan Hancock College >> Student Health Services >> SHS - Spring 2014					
What did the assessment data indicate about the strengths of your program?			The assessment indicated that students continue to receive information regarding health services from multiple sources and general awareness of existing services is high. Awareness of the campus smoking policy remains consistent and more opportunity exists to educate students about this policy. Gaining new knowledge from class presentations remains high which includes sexually transmitted infections/HIV, suicide prevention and alcohol awareness. This is the first cycle for SLO #10, which assesses personal counseling effect on depression/anxiety. Students did decrease their scores as an aggregate but we had a low number of surveys. All though the change in scores was small (2.53 to 2.23 on survey scale) it was a decrease and a decrease in 10 out of 12 of the surveys symptoms. It continues to be a challenge in collecting alcohol screening data.	2014-02-13	
What did the assessment data indicate about the weaknesses of your program?			We continue to improve tracking methods using Pyramed EHR system to report alcohol screening activity. Encouraging staff to screen students and providing training and input into the process has improved the level of activity. The rate of knowledge regarding the smoking policy has remained equal. It may increase in the next few cycles as students are mandated to participate in an orientation and are exposed to policies impacting student conduct.	2014-02-13	
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?			Slo#6: We have opted to provide a shorter screening tool and returned to a paper survey. SLO#10: This is the first cycle of assessing the impact of counseling on depression/anxiety symptoms. We had a low number of surveys completed and translating the data to fit into the elumen rubric was more difficult than anticipated. The results were positive and we will continue with this assessment and will evaluate further improvements that may be necessary.	2014-02-13	

Fall 2014

Context Improvement Plan Student Health Services Fall 2014

Expected Action	Action Type	Respondent	Action Taken	Date	Resource Request
Allan Hancock College >> Student Health Services >> SHS - Fall 2014					
What did the assessment data indicate about the strengths of your program?			<p>SLO1 general awareness of Student Health Services (SHS). Scores continue to remain consistently high with students being aware of our services. Students who were surveyed in the classroom tended to have higher scores than students surveyed at the Bow Wow. Marketing of our services will continue to use flyers, social media, class presentations, emails, events and student orientations.</p> <p>SLO 3 Student awareness of smoking policy and smoking cessation: This year half of students surveyed were aware. Students were more aware of the policy than the cessation services and students surveyed in the classroom were generally more aware of the policy and services than students at Bow Wow.</p> <p>SLO 4 & SLO 8 Students will gain new information about STIs and Alcohol following a presentation. Scores remain high with students gaining new information during a class presentation. Will continue to market class presentations and have them available for faculty.</p> <p>SLO 6 Alcohol Score. Our percentage of completion continues to improve and more students are receiving their alcohol screening and their level of risk score.</p> <p>SLO 10 personal counseling: Student scores again indicate a benefit from personal counseling on the students' depression and anxiety scores.</p>	2014-12-01	

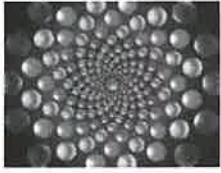
What did the assessment data indicate about the weaknesses of your program?			SLO1 & 3: Although our scores remain consistently high, students surveyed during Bow Wow tend to score lower on general awareness of services and cessation services. Our marketing to general population students is not as effective as class room contact. SLO 6: We continue to make improvements and increasing our alcohol screening rates in the health center. Our method of data collect remains an imperfect process. The EHR does not account for duplicate student visits. Since we are screening students once a year, we will not repeat the screening on any subsequent visits but that visit is counted in the total and lowers the result artificially. SLO 10: The sample size continues to be low and even though the results are favorable due to the small sample size we are not able to generalize the results to all students.	2014-12-01	
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?			SLO 1 & 3: Focus our marketing to classroom presentations and student orientations. Flyers will continue but will focus on social media and website. Will email faculty at the beginning and end of the semester to inform them about the class presentations that are available. SLO 4 & 8: Classroom presentations continue to be successful in presenting health information and marketing SHS services. Will consider expanding presentation available to include sexual assault information, nutrition, and others. Will discuss at our staff retreat.	2014-12-01	

Spring 2015

Context Improvement Plan

Expected Action	Action Type	Respondent	Action Taken	Date	Resource Request
Allan Hancock College >> Student Health Services >> SHS - Spring 2015					
What did the assessment data indicate about the strengths of your program?			Scores continue to show that students are aware of our services. Flyers and presentations continue to market to students about our services and educating students about the smoking policy and cessation services. Class presentations continue to show high levels of gaining new knowledge (STI & Alcohol). Counseling services shows that students are able to decrease their depression/anxiety scores after receiving counseling in Student Health Services.	2015-08-31	
What did the assessment data indicate about the weaknesses of your program?			Documenting success in screening students for alcohol use has been challenging. The improvements made to the process shows that there has been an improvement and increase in scoring. Now the results really indicate the difficulty in assessing this outcome.	2015-08-31	
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?			Program Review will be completed this year and the existing SLOs will be discontinued and new SLOs will be created.	2015-08-31	

Appendix 5
6 Year Assessment Schedule 2009



**ASSESSMENT
SCHEDULE**

6 Year

Program: Student Health Services

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of _____

Use one row for each Program and Course SLO

SLO	To be assessed in semester:	Assessment method (s)	Team to review assessment results	Resources needed to conduct assessment	Individual responsible for assessment report	Date we expect to complete review
1.1 Students will increase their general awareness of Health Services	Fall 2006 Fall 2007 Fall 2008 Fall 2009 Fall 2010 Spring 2011 Fall 2012 Spring 2013	Paper survey distributed at wellness events, Student Response System during class presentations	Student workers to sort data, Alex Bell	Paper survey and Turning Point Technologies	Alex Bell	May 2013
1.2 Students will gain new knowledge regarding their individual health concern following a visit to the health center	Fall 2006 Fall 2007 Fall 2008 Fall 2009 Fall 2010 Spring 2012 SUSPENDED FALL 2012	Written three question anonymous survey at end of visit to health services.	Student workers to sort data, Alex Bell	Paper survey and/or Ipad for survey monkey	Alex Bell	May 2012
1.3 Students will be aware of the college smoking policy and cessation services	Fall 2006 Fall 2007 Fall 2008 Fall 2009 Fall 2010 Fall 2011 Spring 2012 Fall/2012 Spring 2013	Paper survey distributed at wellness events, SRS	Student workers to sort data, Alex Bell	Paper survey and/Turning Point Technologies	Alex Bell	May 2013

1.4 Students will gain and retain new knowledge on Sexuality Transmitted Infections (STI) following a class presentation.	Fall 2006/ Spring 2007 Fall 2008 Fall 2009 Fall 2010 Fall 2011 Fall 2012 Spring 2013	Class presentation with student response system,	Alex Bell	SRS, Turning Point Technology	Alex Bell	May 2013
1.5 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	Fall 2006/ Spring 2007 Fall 2008 Fall 2009 Fall 2010 Fall 2011 Spring 2012 Suspended Fall 2012	SRS generated report	Alex Bell	SRS, powerpoint presentation,	Alex Bell	June 2012
1.6 Students will know their high risk alcohol behavior score following a screening in health services	Spring 2011 Spring 2012 Fall 2012 Spring 2013	Students will be screened for alcohol use at visits to health services, those at high risk will be followed up in 30 days.	Ann Cooper, Kim Danell, Alex Bell	Alcohol screening tool, tracking method, and follow up time	Alex Bell	May 2013
1.7 Students will gain and retain new knowledge regarding depression and suicide prevention following a class presentation	Spring 2012 Fall 2012 Spring 2013	. Reports generated from SRS with data collected from class presentations	Alex Bell	SRS, powerpoint presentation	Alex Bell	May 2013
1.8 Students will gain new knowledge regarding alcohol use following a class presentation.	Fall 2012 Spring 2013	Reports generated from SRS with data collected	Alex Bell	SRS, powerpoint presentation	Alex Bell	May 2013

*1.9 Students 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.	Fall 2013 Spring 2014	from class presentations Survey Monkey	Alex Bell Nursing staff	iPad	Alex Bell	May 2014
*1.10 Students receiving personal counseling will report a decrease in depression/anxiety symptoms at the conclusion of the semester.	Spring 2014	Survey Monkey	Alex Bell Personal Counselors	iPad	Alex Bell	May 2014

Appendix 6
6 Year Assessment Schedule 2016



**ASSESSMENT
SCHEDULE**

6 Year

Program: Student Health Services

page 1
of 2

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.	F15 - S16 F16 - S17 F17 - S18 F18 - S19 F19 - S20 F20 - S21	Student Health Services Student Demographics report	Pyramed Electronic Health Record Report	Alex Bell	May 3rd
2. Students accessing health services will score a minimum of 70% in success rates.	F15 - S16 F16 - S17 F17 - S18 F18 - S19 F19 - S20 F20 - S21	Student Health Services Student Demographics report	Pyramed Electronic Health Record Report	Alex Bell	May 3rd
3. Students will gain new knowledge on Sexually Transmitted Infections (STI) following a class presentation.	F15 - S16 F16 - S17 F17 - S18 F18 - S19 F19 - S20 F20 - S21	Turning Point Student Response System	Faculty requested class presentations	Alex Bell	May 3rd
4. Students will be able to identify 4 services provided by SHS following a class presentation.	S16 F16 - S17 F17 - S18 F18 - S19 F19 - S20 F20 - S21	Turning Point Student Response System	Faculty requested class presentations	Alex Bell	May 3rd
5. Students will gain new knowledge regarding depression	F15 - S16 F16 - S17	Turning Point Student Response System	Faculty requested class presentations	Alex Bell	May 3rd

and suicide prevention following a class presentation.	F17 – S18 F18 – S19 F19 - S20 F20 - S21					
6. Students will gain new knowledge regarding alcohol use and protective practices following a class presentation.	F15 – S16 F16 – S17 F17 – S18 F18 – S19 F19 - S20 F20 - S21	Turning Point Student Response System	Faculty requested class presentations	Alex Bell	May 3rd	
7. Students 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.	F15 – S16 F16 – S17 F17 – S18 F18 – S19 F19 - S20 F20 - S21	Campus Climate Survey		Alex Bell	May 3rd	

Appendix 7
Professional Development

Professional Development 2011-2012

The following lists the staff development activities for Student Health Services faculty.

Alex Bell, RN, MSN, PHN, Student Health Services, Coordinator:

Attended the following courses/events:

Breasts: Advanced Physical Assessment (1 hr)
Rabies Post-exposure Prophylaxis Basics (1 hr)
AAP Recommends HIV Screening for Young Adults (.5 hr)
Immunization Update 2011 (3.5 hrs)

Evidenced Based Interventions:

A New Paradigm for Selecting Prevention Strategies (1.5 hrs)
HSACCC Annual Conference, Fresno, March 7-9, 2012 (16.5)
Annual AIDS Update, March 22, 2012, (4 hrs)
CPR for Healthcare Professionals & AED Re-certification (6 hrs)
Intuitive Eating: Creating a Healthy Relationship with Food (1 hr)
HSACCC Southern area Meeting
VoIP Telephone Training (3 hrs)
Institute of Medicine Issues Report on Obesity Prevention (0.25 hrs)

Is a regular participating member of:

Health Services Association California Community Colleges (HSACCC)
CEASE, standing member
Safety Committee, standing member
Wellness Advisory Committee, Chair
Learning Outcome Assessment Committee, member
Health Services Student Learning Outcome's Liaison

Completed the following special projects:

Tobacco Cessation Grant Program Director
Title V Activity 2 Grant coordinator for Alcohol and Other Drug Program & Sexual Health Update

Ann Cooper, RN, Student Health Services College Nurse

Attended the following courses/events:

MAA Training (2 hrs)
QPR Suicide Prevention Gate-Keeper Training (1.5 hrs)
SIPE (Online Safety Classes)
Hepatitis C Support Project Updates
CDC Monthly Updates
Social Media: Put its power to work (5 hrs)
Vision In-service (1 hr)
Intuitive Eating: Creating a Healthy Relationship with Food (1 hr)

Kim Danell, RN, BSN, Student Health Services College Nurse

Attended the following courses/events:

QPR Suicide Prevention Gate-Keeper Training (1.5 hrs)
MAA Training (1.5 hrs)
"Framing Adolescent and Young Adult Health through Healthy People 2020" Webinar (1.5 hrs)
Smoking Cessation Training (1 hr)
Update on Sexual Health: HIV Symposium (1.5 hrs)
Webinar "NIMS and ICS" (1.5hrs)
Vision In-service (1 hr)

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SIPE Safety Training Online
VoIP Telephone Training (3 hrs)
Tobacco 101 Online Course (2 hrs)
American Heart Health Care Provider CPR/AED (5 hrs)
“SAMHSA- Freedom from Tobacco: Providing Education to Support Wellness Lifestyle Changes”
Webinar (1.5 hrs)

Lucy Aquino, Office Services Technician I

Attended the following courses/events:
QPR Suicide Prevention Gatekeeper Training (1.5 hrs)
Social Media: Put its power to work (5 hrs)
iPad Summit (1.5 hrs)
Update on Sexual Health (1.5 hrs)
VoIP Telephone Training (3 hrs)

Deborah Redding-Stewart, MA, MFT-Intern

Attended the following courses/events:
Supporting Students with Behavioral Health Challenges Conference, (16 hrs)

Dalila Santa Cruz, MFT-Intern

Attended the following courses/events:
Smoking Cessation Training (1.5 hrs)
Supporting Students with Behavioral Health Challenges Conference, (16 hrs)
Love Carefully Wellness Event
Great American Spit-out Wellness Event
Nutrition Day Wellness Event
Wellness Advisory Meeting

Dalia Smith, MA, CNA

Attended the following courses/events:
QPR Suicide Prevention Gate-Keeper Training (1.5 hrs)

Vanessa Vicario, MA

Attended the following courses/events:
QPR Suicide Prevention Gatekeeper Training (1.5 hrs)
Social Media: Put its power to work (5 hrs)
Intuitive Eating: Creating a Healthy Relationship with Food (1 hr)

Lacey Soto, Tobacco Cessation Program Assistant

Attended the following courses/events:
QPR Suicide Prevention Gatekeeper Training (1.5 hrs)
Social Media: Put its power to work (5 hrs)
COUGH Advisory Board Strategy meeting
California Community College Student Affairs Association Student Leadership Conference
Campuses Organized for Good Health Annual Retreat

Professional Development 2011-2012

The following lists the staff development activities for Student Health Services faculty.

Alex Bell, RN, MSN, PHN, Student Health Services, Coordinator:

Attended the following courses/events:

Breasts: Advanced Physical Assessment (1 hr)
Rabies Post-exposure Prophylaxis Basics (1 hr)
AAP Recommends HIV Screening for Young Adults (.5 hr)
Immunization Update 2011 (3.5 hrs)

Evidenced Based Interventions:

A New Paradigm for Selecting Prevention Strategies (1.5 hrs)
HSACCC Annual Conference, Fresno, March 7-9, 2012 (16.5)
Annual AIDS Update, March 22, 2012, (4 hrs)
CPR for Healthcare Professionals & AED Re-certification (6 hrs)
Intuitive Eating: Creating a Healthy Relationship with Food (1 hr)
HSACCC Southern area Meeting
VoIP Telephone Training (3 hrs)
Institute of Medicine Issues Report on Obesity Prevention (0.25 hrs)

Is a regular participating member of:

Health Services Association California Community Colleges (HSACCC)
CEASE, standing member
Safety Committee, standing member
Wellness Advisory Committee, Chair
Learning Outcome Assessment Committee, member
Health Services Student Learning Outcome's Liaison

Completed the following special projects:

Tobacco Cessation Grant Program Director
Title V Activity 2 Grant coordinator for Alcohol and Other Drug Program & Sexual Health Update

Ann Cooper, RN, Student Health Services College Nurse

Attended the following courses/events:

MAA Training (2 hrs)
QPR Suicide Prevention Gate-Keeper Training (1.5 hrs)
SIPE (Online Safety Classes)
Hepatitis C Support Project Updates
CDC Monthly Updates
Social Media: Put its power to work (5 hrs)
Vision In-service (1 hr)
Intuitive Eating: Creating a Healthy Relationship with Food (1 hr)

Kim Danell, RN, BSN, Student Health Services College Nurse

Attended the following courses/events:

QPR Suicide Prevention Gate-Keeper Training (1.5 hrs)
MAA Training (1.5 hrs)
"Framing Adolescent and Young Adult Health through Healthy People 2020" Webinar (1.5 hrs)
Smoking Cessation Training (1 hr)
Update on Sexual Health: HIV Symposium (1.5 hrs)
Webinar "NIMS and ICS" (1.5hrs)
Vision In-service (1 hr)

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SIPE Safety Training Online
VoIP Telephone Training (3 hrs)
Tobacco 101 Online Course (2 hrs)
American Heart Health Care Provider CPR/AED (5 hrs)
“SAMHSA- Freedom from Tobacco: Providing Education to Support Wellness Lifestyle Changes”
Webinar (1.5 hrs)

Lucy Aquino, Office Services Technician I

Attended the following courses/events:
QPR Suicide Prevention Gatekeeper Training (1.5 hrs)
Social Media: Put its power to work (5 hrs)
iPad Summit (1.5 hrs)
Update on Sexual Health (1.5 hrs)
VoIP Telephone Training (3 hrs)

Deborah Redding-Stewart, MA, MFT-Intern

Attended the following courses/events:
Supporting Students with Behavioral Health Challenges Conference, (16 hrs)

Dalila Santa Cruz, MFT-Intern

Attended the following courses/events:
Smoking Cessation Training (1.5 hrs)
Supporting Students with Behavioral Health Challenges Conference, (16 hrs)
Love Carefully Wellness Event
Great American Spit-out Wellness Event
Nutrition Day Wellness Event
Wellness Advisory Meeting

Dalia Smith, MA, CNA

Attended the following courses/events:
QPR Suicide Prevention Gate-Keeper Training (1.5 hrs)

Vanessa Vicario, MA

Attended the following courses/events:
QPR Suicide Prevention Gatekeeper Training (1.5 hrs)
Social Media: Put its power to work (5 hrs)
Intuitive Eating: Creating a Healthy Relationship with Food (1 hr)

Professional Development 2012-2013

The following lists the staff development activities for Student Health Services faculty.

Alex Bell, RN, MSN, PHN, Student Health Services, Coordinator:

Attended the following courses/events:

- ✓ Tobacco Use and Dependence: How Nurses Can Save Lives (1 hr)
- ✓ Kognito At-Risk Training (1.5 hr)
- ✓ HSACCC Annual Conference, Temecula, Feb 27-March 1, 2013 (19.4 hrs)
- ✓ Mandated Reporting of Child Abuse and Neglect 10/19/12 (1 hour)
- ✓ Tobacco Cessation Education (2 hrs)
- ✓ Tobacco Pharmacology: Webinar (1 hr)
- ✓ Fall 2012 Assessment Day (3 hrs)
- ✓ SIPE Safety training
- ✓ Preventive Services for Women: New and Important Changes in Covered Services (1 hr)
- ✓ Engaging People in Discussions about Health Related Changes: SAMHSA (1.5 hrs)
- ✓ Rapid HIV Testing Course: CDC (5 hrs)
- ✓ Threat Assessment Training: CARS (4 hrs)
- ✓ Active Shooter Training (3 hrs)
- ✓ SLO Regional Strategizing Forum: Cuesta College (6 hrs)
- ✓ HSACCC Southern Area Meeting
- ✓ Association for the Assessment of Learning in Higher Education (AALHE) conference, Lexington, Kentucky, June 3-5, 2013 (18 hrs)

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)
- ✓ HSACCC Region 6 Representative
- ✓ American College Health Association, Member representative
- ✓ CEASE, standing member
- ✓ Safety Committee, standing member
- ✓ Medical Assistant Program Advisory Committee, standing member
- ✓ Wellness Advisory Committee, Chair
- ✓ Learning Outcome Assessment Committee, Student Services Representative
- ✓ Health Services Student Learning Outcomes, Liaison
- ✓ Student Services Student Learning Outcome Subcommittee, Chair
- ✓ Campus Assessment & Support Team (CAST), Chair

Completed the following special projects:

- ✓ Tobacco Cessation Grant Program Director
- ✓ Melanoma/Skin Cancer Screening Program, 2013

Ann Cooper, RN, Student Health Services College Nurse

Attended the following courses/events:

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- ✓ MAA Training (1 hrs)
- ✓ SIPE (Online Safety Classes)
- ✓ Intuitive Eating Webinar (1 hr)
- ✓ Mandated Reporting of Child Abuse and Neglect 10/19/12 (1 hour)
- ✓ Heads Up “Concussion in Youth Sports” Online concussion training: (1 hr)
- ✓ Bacterial Meningitis – Still a Dangerous Foe by Connie Goldsmith, RN (1 hr)
- ✓ Navigating the Breast Cancer Journey Online course by Cathy Fortenbaugh, RN (1 hr)
- ✓ Bullying Within Healthcare and How to Make Things Right Webinar (1 hr)
- ✓ Tobacco Cessation Education Course by Diane Glaser (2 hr)
- ✓ Pharmacotherapy for Smoking Cessation by Frank Vitale, Ma Webinar (1 hr)
- ✓ What is Irritable bowel Syndrome? Online course by Andrew Seibert, MD (1 hr)
- ✓ Human Slave and Sex Trafficking of Women and Children online course (1 hr)
- ✓ A Cancer Cure Forty Years Ago by CR Carter online course (1 hr)
- ✓ Kognito At Risk Training online course (1.5 hrs)

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)

Kim Danell, RN, BSN, Student Health Services College Nurse

Attended the following courses/events:

- ✓ MAA Online Training (1 hour)
- ✓ Mandated Reporting of Child Abuse and Neglect (1 hour)
- ✓ Tobacco Cessation Training (1 hour)
- ✓ Webinar with SAMHSA “Celebrating Health and Wellness in Native Communities” (1.5 hours)
- ✓ Webinar “Marijuana and other Drug Use Among today’s College Students” (1.5 hours)
- ✓ Tobacco Cessation Training (1 hour)
- ✓ Webinar “Knowing the Enemy: tobacco Industry Tactics” (1.5 hours)
- ✓ SIPE Training (Online Safety Classes)
- ✓ Kognito At-Risk Training (1.5 hr)
- ✓ Continuing Education Units: Online Courses through Net CE
 - “Caring for the Poisoned Patient” 5 C.E. hours
 - “Sleep Disorders” 10 C.E. hours
 - “Pre Diabetes-An Opportunity to Prevent Diabetes” 15 C.E. hours

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)

Lucy Aquino, Office Services Technician I

Attended the following courses/events:

- ✓ CPR Certification 05/2013
- ✓ Skin Cancer Screening Program 04/2013
- ✓ Nutrition Day event 03/2013
- ✓ SIPE Safety Training 2.5/hours 2012/13
- ✓ Combat to College 08/2012

- ✓ Wellness Advisory Meeting 05/2013

Deborah Redding-Stewart, MA, MFT-Intern

Attended the following courses/events:

- ✓ SLO Regional Strategizing Forum: Cuesta College (6 hrs)
- ✓ Kognito At-Risk Training (1.5 hr)
- ✓ Lose the Blues Wellness Event
- ✓ Nutrition Day Wellness Event
- ✓ Earth Day Wellness Event

Is a regular participating member of:

- ✓ Wellness Advisory Meeting
- ✓ Campus Assessment & Support Team, Standing Member
- ✓ Health Services Association California Community Colleges

Dalila Santa Cruz, MFT-Intern

Attended the following courses/events:

- ✓ Smoking Cessation Training (1.5 hrs)
- ✓ Supporting Students with Behavioral Health Challenges Conference, (16 hrs)
- ✓ Love Carefully Wellness Event
- ✓ Great American Spit-out Wellness Event
- ✓ Nutrition Day Wellness Event

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges
- ✓ Wellness Advisory Meeting
- ✓ Campus Assessment & Support Team, Standing Member

Dalia Smith, MA, CNA

Attended the following courses/events:

- ✓ Behavioral Health Webinar #4 (1 hr)
- ✓ Helping Youth with Behavioral Health Issues Go Tobacco Free (1.5 hrs)
- ✓ Kognito At-Risk Training (1.5 hr)
- ✓ Mandated Reporting of Child Abuse and Neglect 10/19/12 (1 hour)
- ✓ Tobacco Cessation Education (2 hrs)
- ✓ Nutrition Day Wellness Event
- ✓ Wellness Advisory Meeting
- ✓ CPR training (4 hours)

Vanessa Vicario, MA

Attended the following courses/events:

- ✓ Bedsider Birth Control (1 hr)

- ✓ Smoking Cessation Training (2 hrs)
- ✓ SIPE online Safety Training
- ✓ Kognito Veterans On Campus Training (1 hr)
- ✓ Cooperative Work Experience
- ✓ American Sign Language 1
- ✓ “A Cure for Cancer” video (1hr)

Professional Development 2013-2014

The following lists the staff development activities for Student Health Services faculty.

Alex Bell, RN, MSN, PHN, Student Health Services, Coordinator:

Attended the following courses/events:

- ✓ All Staff Orientation (Fall & Spring) (12 hrs)
- ✓ HSACCC Annual Conference, Temecula, Feb 27-March 1, 2013 (19.4 hrs)
- ✓ Fall 2013 Assessment Day (3 hrs)
- ✓ SIPE Safety training
- ✓ HSACCC Southern Area Meeting
- ✓ Veterans on Campus Webinar 4-29-14 (1 hour)
- ✓ eLumen Training for Student Services (1.5 hrs)
- ✓ Stay Vital with Qi Gong Exercises (2 hrs)
- ✓ Kognito: Veterans on Campus (1/2 hr)
- ✓ Kognito: At-Risk for Faculty and Staff (1 hr)
- ✓ Kognito: LGBTQ on Campus (1 hr)
- ✓ Journey of Hope, SLO County Mental Health Forum, (2 hrs)
- ✓ FPACT Orientation (8 hrs)
- ✓ Protect Yourself Know the Nurse Practice Act, Webinar (1 hr)
- ✓ The Two Sides of Stroke, Webinar (1 hr)
- ✓ Overcoming Barriers to More Effective Means of Contraception: A Panel Discussion on IUDs, (1/2 hr)
- ✓ Improving Your Understanding of Suicide Among College Students, Webinar (1/2hr)

Presented the following:

- ✓ Campus Assessment & Support Team Workshops (8 hrs)
- ✓ Identify a Student in Crisis (1 hr)
- ✓ Assessment Day Spring (1.5 hrs)
- ✓ eLumen Training for Student Services (1.5 hrs)

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)
 - Executive Board Member: Corresponding Secretary
- ✓ American College Health Association, Member representative
- ✓ Coalition Engaged in a Smoke-Free Effort (CEASE), standing member
- ✓ Safety Committee, standing member
- ✓ Medical Assistant Program Advisory Committee, standing member
- ✓ Wellness Advisory Committee, Chair
- ✓ Learning Outcome Assessment Committee - Student Services , Chair
- ✓ Health Services Student Learning Outcomes, Liaison
- ✓ Campus Assessment & Support Team (CAST), Chair

Completed the following special projects:

- ✓ Tobacco Cessation Grant Program Director
- ✓ Melanoma/Skin Cancer Screening Program, 2014

Ann Cooper, RN, Student Health Services College Nurse

Attended the following courses/events:

- ✓ SOAP Documentation: Feb/2014 (1 hr)

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- ✓ SIPES Safety Training (4 courses)April/2014 (4hrs)
- ✓ Nutrition Event: 3/2014 (2 hrs)
- ✓ Entrepreneur/Business Development Event 1/2014 (1hr)
- ✓ Love Carefully Event 2/2014 (2 hrs)
- ✓ Generalized Anxiety Disorder WebMD 2/2014 (1 hr)
- ✓ Natural Ways to Beat Depression (Healthy Woman/Dr. Freeman)3/2014 (1 hr)
- ✓ Healthy Eating For Weight loss WebMD 4/2014 (1 hr)
- ✓ Birth Control Medicines for woman 4/2014 (1 hr)
- ✓ Vaginal Yeast Infections WebMD 4/2014 (1 hr)
- ✓ Birth Control Medicines to Help You for women,2014 (1 hr)
- ✓ Vaccine Schedules for Adults, CDC,2014 (1 hr)
- ✓ Meningococcal Disease, CDC 1/2014 (1 hr)
- ✓ Bchet's Disease, Wikipedia 2014 (1 hr)

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)
- ✓ Wellness Advisory Meeting

Kim Danell, RN, BSN, Student Health Services College Nurse

Attended the following courses/events:

- ✓ Blood Glucose Training Class 9-9-13 (1 hour)
- ✓ Stroke Class 9-18-13 (2 hours)
- ✓ NIHSS: NIH Stroke Scale Training and Certification 11-12 &11-14-13 (2 hours)
- ✓ Communication About Medicine 11-12-13 (1 hour)
- ✓ NIHSS Certification 11-19-13 (4.5 hours)
- ✓ Central Coast Aquarium Tour: Cal Poly 11-16-13 (3 hours)
- ✓ Kognito: Veterans on Campus 11-27-13 (1 hour)
- ✓ Kognito: LGBTQ on Campus 11-27-13 (1 hour)
- ✓ NIH: Web Based Learning "Protecting Human Research Participants" 2-6-14 (1 hour)
- ✓ SIPE Training (Online Safety Classes) 4-1-14 (2 hours)
- ✓ CPR Refresher Course and Skills Test 4-15-14 (3 hours)
- ✓ Veterans on Campus Webinar 4-29-14 (1 hour)

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)
- ✓ Wellness Advisory Meeting

Lucy Aquino, Office Services Technician I

Attended the following courses/events:

- ✓ Identify a Student in Crisis 1-hour
- ✓ KOGNITO On-line Training 1-hour
- ✓ SIPE On-line Training Module 1.5-hours for: Electrical Safety, HAZCOM GHS, Housekeeping, and Ergonomics in the Workplace.
- ✓ SIPE On-line Training Module 1.5-hours for: Office Safety, Slip, Trip & Fall Prevention, Worker's Comp., Sexual Harassment Prevention.

Is a regular participating member of:

- ✓ Wellness Advisory Meeting

Deborah Redding-Stewart, MA, MFT-Intern

Attended the following courses/events:

- ✓ Journey of Hope, SLO County Mental Health Forum, (2 hrs)
- ✓ Shooter on Campus
- ✓ Cuesta College Mental Health Seminar
- ✓ Theories Training, Antioch College

Presented the following:

- ✓ CAST Workshops (4)
- ✓ Stress Management Presentation for CNA students

Is a regular participating member of:

- ✓ Wellness Advisory Meeting
- ✓ Campus Assessment & Support Team, Standing Member
- ✓ Health Services Association California Community Colleges

Dalila Santa Cruz, MFT-Intern

Attended the following courses/events:

- ✓ Change the Stigma from Transitions Mental Health (1 hr)
- ✓ SIPE On-line Training Modules (2.5 hrs)
- ✓ EMDR modified training (20 hrs)
- ✓ Participated in wellness events

Presented the following:

- ✓ CAST workshops (4)
- ✓ STEM center tutor training
- ✓ Stress Management presentation for CNA students

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges
- ✓ Wellness Advisory Meeting
- ✓ Campus Assessment & Support Team, Standing Member

Dalia Smith, MA, CNA

Attended the following courses/events:

- ✓ Tobacco Cessation Training
- ✓ Active Shooter Video
- ✓ SIPE on-line training modules
- ✓ CPR recertification
- ✓ Microbiology Class
- ✓ Tobacco Use and E-cigarettes, Webinar

Is a regular participating member of:

- ✓ Wellness Advisory Meeting

Vanessa Vicario, MA

Attended the following courses/events:

- ✓ SIPE On-line Training
- ✓ E-cigarettes & Bluetooth
- ✓ Active Shooter Video
- ✓ Tb outbreak
- ✓ Long Acting Reversible Contraception (LARC)

Is a regular participating member of:

- ✓ Wellness Advisory Meeting

Professional Development 2014-2015

The following lists the staff development activities for Student Health Services faculty.

Alex Bell, RN, MSN, PHN, Student Health Services, Coordinator:

Attended the following courses/events:

- Regulation of Body Weight: Module (1 hour)
- 2014 Suicide Forum: Kevin Hines (2 hours)
- Annual Planning Retreat (5 hours)
- Ebola: What Nurses Must Know: Module (3 hours)
- Ebola Preparedness and Response: Module (1.5 hours)
- VAWA/Clery and Title IX: Guide to New Compliance (2 hours)
- Preparing Nurse Directed Health Clinics for Infectious Disease Outbreaks (1 hour)
- Family Planning Health Worker Certification Course (16 hours)
- Measles Update (1 hour)
- HSACCC Annual State Conference (24 hours)
- First Episode Psychosis in Transition-Age Youth (3 hours)
- E-Cigarettes 101, SBC Tobacco Control presentation (1 hour)
- Logic Models to Develop and Assess Health Education & Promotion Programming (1.5 hours)
- Harassment Training (2 hours)
- All Staff Day (Fall & Spring)
- Making it Matter: Using Data Effectively (1.5 hours)
- Managing Stress: Acupuncture (2 hours)
- eLumen training
- Lunch with TED- Make stress your friend (1 hour)
- Program Review Info Session (1 hour)
- SIPE Safety Training
- Research Reveals the Benefits of Meditation (1 hour)

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)
 - Executive Board Member: Corresponding Secretary
- ✓ American College Health Association, Institutional Member representative
- ✓ Coalition Engaged in a Smoke-Free Effort (CEASE), standing member
- ✓ Safety Committee, standing member
- ✓ Medical Assistant Program Advisory Committee, standing member
- ✓ Wellness Advisory Committee, Chair
- ✓ Health Services Student Learning Outcomes, Liaison
- ✓ Campus Assessment & Support Team (CAST), Chair

Completed the following special projects:

- ✓ Tobacco Cessation Grant Program Director
- ✓ Melanoma/Skin Cancer Screening Program, 2015

Ann Cooper, RN, Student Health Services College Nurse

Attended the following courses/events:

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- ✓ What You Need to Know About Hepatitis C WebMD (1 hours)
- ✓ BOW WOW Event
- ✓ Alcohol Awareness Event (2 hours)
- ✓ FPACT Provider Training (16 hours)
- ✓ Ebola Training CDC (3 hours)
- ✓ Love Carefully Event (2 hours)
- ✓ Measles (MMR) Training CDC (2 hours)
- ✓ Nutrition Event (2 hours)
- ✓ Save Act Training (2 hours)
- ✓ SIPES Training
- ✓ Developed Woman's Module for Student Health Services 12/2014 – 3/2015

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)
- ✓ Wellness Advisory Meeting

Kim Danell, RN, BSN, Student Health Services College Nurse

Attended the following courses/events:

- ✓ SIPE Safety training
- ✓ Family Planning Health Worker Certification Training (16 hours)
- ✓ Measles Update: A primer for health care providers (1 hour)
- ✓ Adult Immunizations; Growing Needs, Growing Numbers (1 hour)
- ✓ Nutrigenomics: the Interplay of Genes, Diet and Health (1 hour)
- ✓ Prevention of Unintentional Injuries in the United States (1 hour)
- ✓ Melanoma; Dangerous Cancer on the Rise (1 hour)
- ✓ Certificate of Training for First Episode Psychosis in Transition-Age youth (2 hours)
- ✓ Diabetes and Renal Disease (5 hours)
- ✓ Diabetic Hypoglycemia (5 hours)
- ✓ Sexual Dysfunction in Diabetes Patients (5 hours)
- ✓ SAVE ACT training (2 hours)

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges (HSACCC)
- ✓ Wellness Advisory Meeting

Lucy Aquino, Office Services Technician I

Attended the following courses/events:

Is a regular participating member of:

- ✓ Wellness Advisory Meeting

Deborah Redding-Stewart, MA, LMFT

Attended the following courses/events:

- ✓ Psychological First-Aid Training (3 hours)

- ✓ Mental Health First-Aid conference, Cuesta College (5 hours)
- ✓ Mental Health Commission Meeting, 9/2014
- ✓ Suicide Prevention Training
- ✓ Mental Health Privacy Laws
- ✓ Peer Counseling Training
- ✓ SAVE Act Training (2 hours)
- ✓ Trauma Informed System of Care (ADMH)
- ✓ Parity in Mental Health
- ✓ eLumen training
- ✓ Opening of Cal Poly Veteran's Center
- ✓ First Episode Psychosis in Transition-Age Youth (3 hours)
- ✓ Participated in Wellness Events (LVC Bow Wow, Stress Event, Alcohol Awareness, Great American Smoke Out, Love Carefully, & Nutrition Day)

Presented the following:

- Stress Management & Introduction to Mental Health Services Class Presentations (5 presentations)

Is a regular participating member of:

- ✓ Wellness Advisory Meeting
- ✓ Campus Assessment & Support Team, Standing Member
- ✓ Health Services Association California Community Colleges
- ✓ Veteran's Club, Co-Advisor

Dalila Santa Cruz, MFT-Intern

Attended the following courses/events:

- ✓ Suicide Prevention Training
- ✓ SAVE Act Training (2 hours)
- ✓ Trauma Informed System of Care (ADMH)
- ✓ EMDR Conference
- ✓ Peer Counselor Training
- ✓ Participated in Wellness Events (Stress Event, Alcohol Awareness, Love Carefully, & Nutrition Day)

Presented the following:

- ✓ Stress Management & Introduction to Mental Health Services Class Presentations (5 presentations)

Is a regular participating member of:

- ✓ Health Services Association California Community Colleges
- ✓ Wellness Advisory Meeting
- ✓ Campus Assessment & Support Team, Standing Member

Dalia Smith, MA, CNA

Attended the following courses/events:

- Billing training for FPACT (3 hours)

- Lunch with Ted: Nutrition (1 hour)
- All Staff Day (Fall & Spring)
- Observation, Reporting and Recording: Module
- Infection, Prevention & Control: Module
- HIPPA & Client Rights: Module
- Safety in the Work Place: Module
- Caregiver Conduct Regulations, Co-workers, & Families: Module
- Promoting and Maintaining Good Mobility: Module
- From Distress to De-stress: Stress Management, Webinar
- Prevention of Unintentional Injuries in the US: Webinar
- Melanoma Dangerous Cancer on the Rise: Webinar
- Adult Immunizations: Webinar
- SIPE Safety Training

Is a regular participating member of:

- ✓ Wellness Advisory Meeting

Vanessa Vicario, MA

Attended the following courses/events:

- One Solution Training (3 hours)
- Sleep apnea- (1 hour)
- CPR- (7 hours)
- “Lunch with Ted”- Make stress your friend-(1 hour)
- All Staff day- (7 hours)
- Adult Immunization-(1 hour)
- Breastfeeding- (3 hours)
- ADHD- (1 hour)
- From Distress to De-stress- (1 hour)
- Blood Borne Pathogen part 1- (0.5 hour)
- Blood Borne Pathogen part 2- (0.5 hour)
- Weight Management- (1 hour)
- Regulation of Body Weight- (1 hour)
- Ebola- (3 hours)
- SIPE training
- Save Act training- (2 hours)

Is a regular participating member of:

- ✓ Wellness Advisory Meeting

Appendix 8
Facilities Plan

Facilities Plan 2014

<u>Current Facility: Approximately 700 sq'</u>	<u>Facility Needs: Approximately 2000 sq'</u>
Exam Rooms: 2, both have sinks, space for exam table, space for charting with lap top, storage space for supplies	Exam Rooms: 4, with sinks, space for charting, supplies and exam table.
Counseling Rooms: 1	Counseling Rooms: 3, two for personal counselors and one for nurses to provide smoking cessation and massage chair
Offices: 1, Coordinator office, 1 Wellness Program office (W16)	Offices (3) 1, Coordinator Office; 1, Wellness Program Office; 1, Medical Director/conference area
Work Station: 2; one seats 2, other seats 1.	Work Stations: 2; one that seats 4 and other seats 2.
Lab Area: None, currently use space in exam room or public bathroom	Lab Room: Room to store equipment and conduct labs, requires sink, refrigerator, locking cabinets
ADA Bathroom, unisex: 1	ADA Bathroom, unisex: 1
Lobby area: waiting room seats 4, little privacy, frequently students wait outside	Lobby area: room to seat 6-8 students, create privacy and adequate space for self-serve area and educational info
Front Desk: Seats 2	Front Desk: space for 3 people to sit, filing cabinets and space for charts.

Justification:

Primarily Student Health Services (SHS) needs a new location because we have out grown our current facility and should be closer to the Student Services building to localize all campus services. This visibility will allow for more students to know about our current services and make it easier for students to access care.

Student Health Services (SHS) budget has remained stable and can support the increase to services that the increase in space can facilitate. In addition, SHS has participated in the MAA program to increase revenue for the college general fund and to SHS and we are in the process of applying to become Medi-Cal/FPACT providers that will allow us to provide family planning services for students and bill for services rendered and recover the cost of those services.

The following is the justification for each item listed above:

1. Exam rooms: currently we have 2 exam rooms. This means that when we have additional providers such as MD/PA/NP or Planned Parenthood, SHS nursing staff is unable to see students due to the lack of exam rooms. Having two additional exam rooms will allow for more students to be seen with no increase in staff cost.

2. Counseling rooms: SHS currently has 1 counseling room and the coordinator gives up office space for counseling 6.5 hours a week to accommodate counseling services. Having 1 additional counseling room will alleviate this problem. The demand for mental health services is increasing and our counselors are frequently booked approximately 2 weeks out. Increasing these services is a top priority for SHS and having additional space will support this goal when more funding for more counseling hours comes available, either by grant money or MAA funds. Providing an additional counseling room for the nursing staff will allow for crisis counseling to occur if students are already occupying the counseling rooms. Also, nurses can provide smoking cessation services without occupying an exam room and this will provide room for the massage chair which will increase access to this popular service for students.

3. Office space:

The coordinator currently has an office but shares this space with the counselor 6.5 hours a week and the MD 2 hours a week. Providing a private space for our medical providers is important to preserve patient confidentiality and a professional work place. The wellness program team currently is located in W-16, which provides office space for the assistant, student workers, volunteers and storage area for supplies and event materials.

4. Work Station: SHS currently has a work-station for the RN's and MA's to chart and it seats 2 individuals. There frequently is not enough room for support staff to sit and work on projects. SHS has in the past assisted the MA program with internships for students, allowed Allied Health

students to volunteer/intern and other activities to give interested students work experience in their chosen field of study. Our current space issue has eliminated SHS ability to provide that. With added space we can offer these learning opportunities for students again.

5. Lab room: Currently SHS runs labs in the public bathroom or the patient exam room. Having a designated lab area will allow for better patient confidentiality, infection control and cost control. A designated lab area will decrease the risk of damage and/or theft to expensive medical equipment, and proper storage area for medical supplies will allow for bulk purchases and reduce costs.

6. ADA unisex bathroom: SHS currently has one unisex bathroom that is ADA accessible.

Frequently students request to use the SHS bathroom if they have a medical condition and need the additional space and/or privacy. Also, transgender students will also ask to use the unisex bathroom.

In an ideal world, two bathrooms would be helpful.

7. Front desk/Lobby area: Currently our lobby area frequently overflows to the hall way outside W-12. We have space for 3-4 chairs for students and space for 2 front desk staff. Increasing the exam rooms will mean increasing the front lobby area also. Space for 6-8 students to sit, and an area for the self-help center that provides more privacy than the current space provides. Space for 3 front desk staff will allow for internships and/or student volunteers to receive work experience. The front office also requires ample space for file cabinets for patient charts, and paper work to be stored in locket cabinets.

Appendix 9
Board Policies

**Allan Hancock Joint Community College District
Board Policy
Chapter 5 – Student Services**

BP 5205 STUDENT ACCIDENT INSURANCE

The District shall assure that students are covered by accident insurance in those instances required by law or contract.

Reference: Education Code Section 72506

Adopted: 3/17/15

(This is a new policy)

**Allan Hancock Joint Community College District
Board Policy
Chapter 5 – Student Services**

BP 5200 STUDENT HEALTH SERVICES

Student health services shall be provided in order to contribute to the education aims of students by promoting physical and emotional well-being through health oriented programs and services.

A student health and wellness program is an essential part of the total educational process of the college. The Board of Trustees approves a student health/wellness program consistent with Title 5. The Board-approved student health program will provide clinical services; mental health services; support services, including maintenance of student case health records in a confidential and ethical manner; and special health services, including health education and a student accident insurance program. The District will charge the maximum allowable fee as approved by the State Chancellor's Office in accordance with the Education Code. Changes in the maximum allowable fee will be reported to the Board of Trustees and the Associated Student Body Government prior to implementation.

Allan Hancock College health services, including mental health services, receives its operating funds from student health fee revenue and, if appropriate, the District general fund. All students, except those who depend exclusively upon prayer for healing in accordance with the teachings of a bona fide religious sect, denomination or organization, or who are attending a community college under an approved apprenticeship training, or are currently incarcerated in a Federal Corrections facility program pay a student health fee approved by the Board of Trustees. Any exceptions must be approved by the Board of Trustees.

References: Education Code Section 76355 and 76401;
Title 5 Section 54702

Adopted: 10/13/98

Revised: 12/13/04

Revised: 6/20/06

Revised: 3/17/15

(Replaces Board Policy 6300)

**Allan Hancock Joint Community College District
Administrative Procedure
Chapter 5 – Student Services**

AP 5200 STUDENT HEALTH SERVICES

In accordance with the requirements of Title 5, the Board of Trustees approves the following scope of student health services.

1. Clinical Care Services

- a) Assessment of medical histories and clinical data by a qualified health professional to arrive at nursing diagnoses, interventions and referrals when appropriate
- b) Development of plans of treatment including patient education
- c) Referral to other health services for evaluation and further treatment when a medical condition is beyond the scope of the college's authorized treatment program
- d) First aid and basic emergency care following a medical incident that requires immediate intervention
- e) Appraisal of health status and, if necessary, development of plans to increase fitness and health (This process may include weight, nutritional status, blood pressure, and fitness status.)
- f) Investigation and control of communicable diseases through screening, immunizations and case management (The college nurses will investigate cases of communicable disease in coordination with local Public Health Department)

2. Mental Health Services

- a) Crisis management through immediate response to mental health emergencies
- b) Short-term psychological counseling and referral to other agencies for longer term care

- c) Alcohol/drug use assessment and referral to agencies and medical providers
- d) Awareness programs for conditions such as eating disorders and suicide and referral to agencies and medical providers
- e) Stress management through workshops, presentations, or individual and group counseling
- f) Suicide prevention through crisis counseling referral and awareness programs
- g) Sexual harassment/assault recovery counseling through assessment, counseling, and referral

3. Health Education

- a) Classroom presentations
- b) Health-related publications
- c) Wellness workshops/and other presentations
- d) Training in environmental health and safety, including illness and injury prevention programs in cooperation with the Safety Committee

4. Student Accident Insurance

- a) A student accident insurance program
- b) Processing of student insurance claims and maintenance of claim records

5. Consultants

Consultants are hired to perform activities as needed. This may include consultants to assist with wellness programs and physician services.

References: Education Code Sections 76355 and 76401
Title 5, Section 54702

Approved: 10/13/98

Revised: 2/17/15

(Replaces Administrative Procedure 6300.01)

**Allan Hancock Joint Community College District
Board Policy
Chapter 5 – Student Services**

BP 5210 COMMUNICABLE DISEASE

The Superintendent/President shall establish procedures necessary to assure cooperation with local public health officials in measures necessary for the prevention and control of communicable diseases in students.

Reference: Education Code Section 76403

Adopted: 3/17/15

(This is a new policy)

**Allan Hancock Joint Community College District
Administrative Procedure
Chapter 5 – Student Services**

AP 5210 COMMUNICABLE DISEASE

The District shall comply with all state and federally mandated health requirements relative to infectious disease, including:

- Cooperation with local health officers in measures necessary for the prevention and control of communicable diseases in students and
- Compliance with any immunization program required by State Department of Health Services regulations.

The Student Health Center provides:

- Health education and intervention for communicable disease prevention, including disease reporting to the Santa Barbara County Public Health Department.
- Standard immunizations required and/or recommended for the prevention of communicable diseases.

Reference: Education Code Section 76403

Approved: 2/17/15

(This is a new procedure.)

Request for Resources

ALLAN HANCOCK COLLEGE
Student Services Comprehensive Program Review
2015-2016

Summary & Priority of Resource Needs

Resource Need	Justification	Strategic Goal	SLO Assessment/Evidence	Cost	Resource Need Type
New facilities	Student Health Services has out grown the current space, the space is not ADA compliant, with the consolidation of all Student Services in the A Building foot traffic has decreased in the area surrounding the W Building, there is no student parking close to the current health center.	Goal IR4: To provide a safe, attractive, and accessible physical environment that enhances the ability to teach, learn, and work.	Student Satisfaction Survey	Unknown	Facilities
Full-time faculty mental health counselor	Demand for mental health services continues to increase as shown by Pyramed reports, CAST referrals increase demand for support and case management of student referrals, evidence shown by multiple NCHA surveys indicate an increase in mental health issues and stress that our students are dealing with..	Goal IR1: To recruit and retain quality employees.	Student Learning Outcome #8: Students receiving personal counseling will report a decrease in depression/anxiety symptoms at the conclusion of the semester. Student Health Services Student Demographics Report	Approx. \$80,000	Staffing
		Goal SLS2: To support student access, achievement, and success. Goal SLS5: Nurture students Goal SLS7: Ensure students are connected			
Resolution regarding EOPS students being exempt from paying the health fee. Student Health Services' recommendation is that all EOPS students be required to pay the health fee or have the district reimburse Student Health Services.	EOPS students do not pay a health fee but continue to receive services and are also covered by the Student Accident Insurance policy. These actions are not compliant with Title 5 and create a student equity issue.	Goal SLS2: To support student access, achievement, and success.	Student Health Services Student Demographics Report	1,000 EOPS students X \$19 = \$19,000/ semester, \$38,000 annually, not including Winter or Summer Session	Other
		Goal SLS7: Ensure students are connected Goal IR2: To develop district financial resources adequate to support quality programs and services.			

PROGRAM REVIEW -- VALIDATION TEAM MEMBERS

TO: Nohemy Ornelas, Vice President of Student Services Date: 12/4/15

From: Rob Parisi, Dean of Student Services

We recommend the following persons for consideration for the validation team:

DEPARTMENT Student Services PROGRAM Student Health Services

Board Policy requires that the in addition to the chair appointed by the VPSS, the validation team be comprised of one faculty member (from outside of student services) and other student service representative. Optional member may also be included as listed in AP 3255.

Sue Reardon, RN, BSN Coordinator, Medical Assisting Program
(Name) (Non Student Service Faculty)

Stephanie Robb Coordinator, Student Activities
(Name) (Faculty/Staff from Student Services)

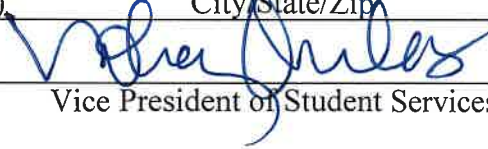
Hector Alvarez Counseling
(Name) (Faculty/Staff from Student Services)

At the option of the self-study team, the validation team may also include one or more of the following: a. someone from a four-year institution in the same discipline; someone from another community college in the same discipline; a high school instructor in the same discipline; a member of an advisory committee for the program. Please complete the following as relevant to your program review.

_____	_____
(Name)	(Title)
Affiliation: _____	Telephone Contact Number: _____
Address _____	
(Mailing)	City/State/Zip email address

_____	_____
(Name)	(Title)
Affiliation: _____	Telephone Contact Number: _____
Address _____	
(Mailing)	City/State/Zip email address

_____	_____
(Name)	(Title)
Affiliation: _____	Telephone Contact Number: _____
Address _____	
(Mailing)	City/State/Zip email address

APPROVED: 
Vice President of Student Services

1/8/16
Date

EXECUTIVE SUMMARY
(Validation Team Report)

1. MAJOR FINDINGS

Strengths of the program/discipline:

1. Services and Curriculum

- Using National College Health Assessment data, new Wellness Modules were created specifically to target sleep issues and increase knowledge regarding women's health. Wellness events continue with a topic every month distributing health and wellness information in the Student Center. Student Health Services has been extremely proactive in outreach to students on campus through campus events and classroom presentation. They are commended by the committee for establishing a very visible presence.
- Health Services staff has developed innovative health education strategies based upon a literature and research review to provide research-based and theory-based health education programs. The tobacco cessation program, use of SRS (Student Response System), "clickers" in classroom presentations, and individual wellness modules are examples of this innovation. To enhance student learning, clinicians use iPads to conduct surveys and aid in health education using videos and graphics. Student Health Services conducts a campus wide health assessment survey every 3 years using the American College Health Association National College Health Assessment (ACHA/NCHA) to assist in program planning. The results of the survey shows student health needs and negative impacts on academics due to health and wellness issues. Health Services has responded to these negative impacts as indicated in 2. Student Support and Development.
- Student Health Services is fully utilizing Pyramed Electronic Health Records, which improved patient care and communication between providers. Turning Point Technologies Student Response Systems are used in class presentations, which engage students and enhances learning, in addition to gathering Student Learning Outcome data for the department. Student Health 101 is a digital wellness magazine that is available to all students. This product not only supports our wellness education done in the health center and during wellness events, but also allows for online students to access health and wellness information in an online format.

2. Student Support and Development

- The Student Health Services department conducted the ACHA NCHA survey in 2002, 2007, 2010 and 2013. Results of the previous surveys demonstrated needs for increased clinical services and psychological services. Both MD/NP and counseling hours have been increased as a result. Also, the SRS allows for every student to participate in class presentations, and excellent evaluation data is obtained. The data are used for validating services and for grant applications. Students are asked to complete short satisfaction surveys intermittently throughout the semester following a visit to Student Health Services as well as during wellness events on campus. Student Health Services staff enjoy a solid and collegial relationship with ASBG, who attend the Wellness Advisory Committee meeting and provide input throughout the year on Student Health Services activities.

- Students play an integral role in Student Health Services program development. It is clear that Student Health Services staff consider student input seriously and that their opinions are highly regarded. Students are involved in the Wellness Advisory Committee, Student Health Services staff regularly attend ASBG meetings to garner input on various topics, and student data is used in program planning. Student Workers are also utilized to canvas the campus distributing information about Student Health Services as well and educating students about the campus smoking policy.
- Services are available at the Santa Maria campus and the Lompoc Valley Center (LVC). To increase access to services, the LVC hours were increased first by extending clinic hours on Tuesday and Thursdays and then also including Wednesdays. New equipment was also purchased to allow LVC students to have access to cholesterol screening, and anemia screening during regular business hours, not just on special clinic days. A massage chair was purchased and resides in an open office that allows access 5 days a week for students to relax and reduce their stress. Student Health 101 is a digital wellness magazine and is available to all students but is especially marketed to online students. Improvements and updates have also been made to the website to improve communication with online students.
- Student Health Services has been an ongoing recipient of a grant from Santa Barbara County Public Health Department Tobacco Prevention Settlement Program that helps support tobacco cessation services for students, faculty and staff. Providing a reduction to exposure to second hand smoke supports a healthy campus climate for all students, faculty and staff.
- Student Health Services partners with other student services to provide a range of experiences related to health; for example, ASBG collaborates with Student Health Services for several wellness events such as Alcohol Awareness and Stress Relief Fair by providing Mocktails and Massages for students. Student Health Services has supported the development of two clubs, Student Veterans of America and the Nutrition and Wellness Club. Both of these clubs are co-lead by Student Health Services faculty and contribute to wellness events.
- Student Health Services strategically uses results of surveys, Pyramed utilization reports, input from the Wellness Advisory Committee, and staff meetings to evaluate appropriateness, adequacy and effectiveness of services. As a result of the last NCHA survey, Student Health Services increased MD/NP and psychological counseling hours and expanded hours at the Lompoc Valley Center.

3. Student Outcomes

- Student Health Services is completing cycle 9 of Student Learning Outcomes. Students are assessed using Turning point Technology SRS during class presentations, student satisfaction surveys, student demographics report which include GPA and retention rates, and Pyramed utilization reports. Institutional Research supplies enrollment data and campus overall demographic information. All these data contribute to program planning and budget considerations.

7. Community Outreach and Program Awareness

- There is evidence that Student Health Services has a strong community linkage system. Students are referred regularly to other health care providers as appropriate (Urgent care, Marian Medical Center (MMC) Emergency Room, low cost clinics for chronic conditions,

etc). There is a solid relationship between Health Services and Santa Barbara County Public Health Department (PHD). The PHD Tobacco Prevention Settlement Program has continued to renew the Tobacco Cessation Grant that helps support cessation activities. The PHD also supports Student Health Services with communicable disease protocols and communicable disease interventions. Vision correction services are supported by an area optometrist, and ASBG continues to assist in funding a Foundation Fund to assist low income students receive vision correction. Many other physicians and health care agencies are utilized for support and are represented on the Wellness Advisory Committee.

- Representation on the Wellness Advisory Committee includes Student Health Services staff, campus faculty, community agency representatives, and students from ASBG and a variety of other student groups such as Medical Assisting students, etc. The Wellness Advisory Committee meets annually in the spring semester, reviews the wellness activities of the current year, hears input from staff regarding student survey results, and participates in a discussion regarding activities for the following year. Minutes are included in the annual report and are available in Student Health Services.

8. State and Federal Compliance

- The Coordinator is aware of Title 5 as it pertains to Student Health Services and appropriate/inappropriate use of health fees. The Student Health Services Policy and Procedure Manual reflects knowledge and compliance with federal regulations pertaining to HIPAA, FERPA, Confidentiality of Medical Information Act, Clinical Lab Improvement Amendments (CLIA) Waiver, medical waste management, electronic health records, Universal Precautions, and discrimination, etc.
- College Board Policy (located in Policy and Procedure Manual) 5200 guides all services provided by this department. Student Health Services adheres to all relevant college policies and procedures as they pertain to services relevant to Student Health Services. Staff is aware of where policies are located and how to access pertinent manuals and documents, such as the Crisis Intervention Manual, Educational Master Plan, CCPD, Facilities Master Plan, Institutional Assessment Plan and the Strategic Plan. Student Health Services staff plays an active part in participating in activities that add to the development of campus strategic planning.

Concerns regarding the program/discipline:

Personnel and Support Services

- ACHA/NCHA survey results indicate students are struggling with many stressors and mental health issues. The need for mental health services continues to increase. The development of the threat assessment team, Campus Assessment and Support Team (CAST) has increased demand on the counselors' and coordinator's time due to referral investigation, follow up and case management.

5. 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 are inadequate or absent. Student Satisfaction Survey results show a lack of satisfaction in facilities, waiting room, and location. The facilities are not ADA compliant and the small space makes it increasingly difficult to protect students' privacy and conduct business in a professional manner.

6. Financial Resources

- Student Health Services coordinator will continue to work closely with Business Services to determine the appropriate use of allocated resources. The current level of funding is not adequate to support the identified need for a full-time Mental Health Counselor. EOPS students continue to be waived from paying a health fee even though they access services and receive benefits from the student accident insurance. Student Health Services will continue to explore additional funding avenues to support current and future Student Health Service's needs.

2. RECOMMENDATIONS

Financial Resources

- Student Health Services potentially could lose up to \$38,000 per year in health fees due to the waiver of EOPs students to not pay the fee even though the students utilize the services. EOPS currently averages around 700 EOPS students a year but due to programmatic changes at the state level they plan to accommodate 1,000 students per year. This waiver was approved by the Board of Trustees many years ago. There have been many substantial changes in college processes since that time which allow for this waiver to be reconsidered. It is recommended that Student Health Services meet with the EOPS Director and Vice-President of Student Services to review this item. The waiver should be rescinded, modified or the District should make the commitment to Student Health Services to fund the amount waived. Student Health Services should also continue to explore additional funding avenues to support current and future Student Health Service's needs. Student Health Services should collaborate with Institutional Grants Office to explore funding opportunities through federal and state grants, and through foundations.

Personnel and Support Services

- District support a full-time mental health counselor and administrative support including additional appropriate staffing for the Campus Assessment and Support Team (CAST) to assist with referrals, follow-up and case management.

Facilities

- Facilities need to be ADA compliant for full student access. This needs to occur now not in the future with the move to Bld. H. An action item should be forwarded to the Facilities Committee for an ADA review of the area and a plan to resolve any access issues. Student Health Services should also work with this committee in the design and planning of the center for Bld. H.

VALIDATION TEAM SIGNATURE PAGE

Robert Parisi Parisi 7.26.16
Print Name Signature Date

Stephanie Fob [Signature] 2/26/16
Print Name Signature Date

HÉCTOR ALVAREZ [Signature] 29 FEB 16
Print Name Signature Date

Susan Reardon [Signature] 3/1/16
Print Name Signature Date

Print Name Signature Date