

Skyline College

HEALTH CENTER/PSYCHOLOGICAL SERVICES

Program Review



Executive Summary

Short Summary of Findings

The Health Center has increased in visibility when Student Services moved to Building 2 in 2001. Through concerted efforts to advertise and increase awareness of services, utilization has steadily increased. Many new services and resources for students have been secured and implemented in the last three to four years. The availability of Psychological Services has been increased to provide day and evening access to students who have emergency counseling needs. Increases in Health Services fees each year has allowed for the increase in service availability to the great benefit of the students served.

Three Strengths of the Program

- Very dedicated, professional staff, nurses and counselors are available to assist students with health care needs, psychological needs, provide educational material and deliver classroom presentations.
- Staff have established valuable partnerships with area health care agencies to enable Skyline students to have access to immunizations and tests for various health needs at no or low cost.
- The Health Center facilities are modern and well supplied with equipment and materials needed to serve the students.

Three Suggestions for Improvement

- Continue an awareness campaign through outreach to educate all students to the availability of services – continue to increase the rate of use.
- Review hours and availability of nurses and psychological services counselors related to open college hours.
- Continue building relationships with external resources/agencies to provide additional services to students. Considerations would include: doctor consultation, a group health plan for students, any free or low cost health services that could be provided on campus and would be beneficial for students.

Faculty/Staff Signatures

Jan Gersonde, Nurse

Donna Elliott, Office Assistant

Judy West, Nurse

Emily Risk, Nurse

Beverly Muse, Counselor

Submitted on: March 26, 2009

SKYLINE COLLEGE PROGRAM REVIEW SELF STUDY

PART A: Mission Effectiveness

Overview

1. *State the goals/ focus of this program and how the program contributes to the mission and priorities of the College and District.*

The goal of the Student Health Center is to provide health care services, information health education to all students of Skyline College. This includes teaching students the importance of maintaining their own personal medical file with immunization and medical history, how to communicate with a health care professional, how to deal with insurance companies and how to locate outside resources. This goal specifically addresses the stated mission of assisting students to be sensitive members of the community, critical thinkers and responsible lifelong learners.

2. *Discuss how this program coordinates, impacts, and/or interacts with other programs in the College.*

Some of the services and activities provided are as follows:

- The Health Center provides general health care services and assistance administered by a nurse
- Psychological Services are available for crisis intervention and personal counseling
- Classroom presentations by a nurse or the Psych Services counselor. Topics include: Health Center Services, outreach for Health Center Events, and various Health topics as requested.
- Health Fair – coordinates with services and organizations, and the campus offices of , Respiratory Therapy, Cosmetology and Psychological Services
- Relationship Violence workshop – coordinated with Psychological Services
- Eating Disorders/Body Image Workshop – presented by Psychological Services
- Sexual Assault Workshop - presented by Psychological Services
- Depression Screening - provided by Psychological Services
- Great American Smoke Out – coordinates with the Respiratory Therapy Program
- Annual Blood drives – coordinates with all areas
- World Aids Day – coordinates with all areas
- Denim Day for the Cure/Breast Cancer Awareness – coordinates with all areas
- Planned Parenthood – coordinates with all areas
- ASSC events – participate in events either by providing supplies or by staffing a table
- CPR/Defibrillator Training for all college staff

The coordination, impact and interaction of the Health Center with the college occur in the following ways:

1. Nurses coordinate with instructors to provide classroom education on topics that are a part of the course curriculum or Health Center Services to meet.

2. Nurses provide health assessments for students about particular needs or issues. Treatment and/or referrals are made, as needed.
3. The Health Center is in immediate contact with the Office of Public Safety to respond to incidents or accidents that occur on campus.
4. The Health Center provides required TB testing for staff and students in specific programs: Respiratory Therapy, Emergency Medical Technician, Surgical Services Program, Cosmetology Program, several of the Health Science classes, student workers in Financial Aid and the Child Care Center. All other students may request a TB test.
5. The Health Center provides required Immunizations for students in specific programs: Respiratory Therapy, Emergency Medical Technician and Surgical Services Program.
6. The Health Center works closely with Barbara Lowell's Health Sciences classes to provide the following: Immunizations review, blood pressure checks, and TB testing.
7. The Health Center will play an integral part in assisting with the implementation of a smoke-free campus beginning in Fall 2009. This will involve working closely with the Public Safety office when enforcing the policy and working with students who may be referred to the office for assistance or referrals in regard to smoking.

3. *Explain how this program meets the needs of our diverse community.*

All students have access to Emergency care, first-aid, Health screening, some types of immunizations, TB testing, blood pressure checks, treatment for minor injuries, health education, nutrition counseling, hearing screening, stress reduction information, STD information, crisis intervention, pregnancy testing, Morning After pill and free condoms.

The Health Center has brochures on various health related topics in four wall racks that are accessible to students all hours of the day and evening. The subjects of the brochures are those that students ask for: sex, drugs, smoking, hookahs, blunts, drinking, mental and physical health issues.

Health Center Bulletin Boards: four bulletin boards around the campus are maintained by the Health Center. The boards contain health information on various topics that change monthly excluding Summer Session. The boards also advertise current and upcoming Health Center events.

A nurse is on duty from 8:30 a.m. until 1:30 p. m. Monday through Friday.

A nurse is on duty from 4:15 p.m. until 7:15 p. m. Monday through Thursday.

Psychological Services are available at varying hours between 8:30-2, Monday through Friday and two evenings a week until 6:00 p.m.

These schedules were established to provide maximum access to students when they are on campus.

Staff and faculty members also access the services on an immediate need basis.

4. *If the program has completed a previous self-study, evaluate the progress made toward previous goals.*

No previous self-study for a program review was located, however, the Health Center participates in forecasting for the Annual Work Plan and reviewing accomplishment of goals at the end of each year. Satisfactory progress has been made each year in regard to students' awareness of the service.

PART B: Student Learning Programs and Services

Overview

1. *If the program utilizes advisory boards and/or professional organizations, describe their roles.*

All nurses are members of, Health Services Association California Community Colleges (HSACCC).

All Psychological Services counselors are active members of California Community College Mental Health & Wellness Association (CCCMHWA) and California Marriage and Family Therapist (CAMFT) Association.

The San Mateo County Immunization Program and the California Immunization Registry serve in an advisory capacity for our Immunization Program.

Planned Parenthood assesses the utilization of their services each semester to determine the need for continuation of services.

Curriculum

1. *Describe how the courses offered in the program meet the needs of the discipline(s) and the students. (This may be answered through descriptive narrative evaluation or quantitative research).*

Nurses provide materials they discuss and distribute in class presentations (see appendix for class presentation outline). Specific topic presentations may be requested at any time by any faculty member to supplement their own course material.

The “courses” that the Health Center offers are the special programs: Relationship Violence, Rape Awareness, Domestic Violence, Blood Drive, Great American Smoke Out, Breast Cancer Awareness, The Great Condom Event, World AIDS Day, Health Fair

2. *State how the program has remained current in the discipline(s).*

The nurses attend local and regional workshops on various health related topics.

All nurses complete CPR recertification every two years and complete required 30 CEU's every two years for California State Licensure.

Attend Immunization Highlights Workshop of the California Department of Health annually. Health Center personnel completed the CAHAN (California Health Advisory Network) training.

All Health Center personnel completed the training for the California Immunization Registry.

3. *If the student population has changed, state how the program is addressing these changes.*
The participation in workshops for various current issues and immunizations noted in #2 above, serves as an indicator of the needs we may need to provide for students at Skyline College. We have also added time to the Psychological Services schedule to accommodate an increased need for emergency or crisis counseling for students. As students request additional services, the Health Center will try to fill those needs.

4. All courses in this program should be reviewed for currency and modified every six years. If this has not occurred, please list the courses and explain.

See notes above about classroom presentations.

5. If external accreditation or certification is required, please state the certifying agency and status of the program.

Skyline College is certified to be a provider of CEU for registered nurses by The California Board of Registered Nursing. The Health Center staff completed the application and provided the necessary documentation to obtain the certification in 2001 and renews it every two years. The Health Center also issues the CEU certificates.

Student Learning Outcomes & Assessment

1. Where on the continuum do you believe your department is on the SLOAC Initiative?

Emergents	Novices	Practitioners	Mentors
<ul style="list-style-type: none"> • Learning and discovering • Gathering information • Attending workshops 	<ul style="list-style-type: none"> • Beginning a dialogue • Drafting SLOs • Drafting assessment plans • Taking inventory of assessments • Creating instruments for assessment 	<ul style="list-style-type: none"> • Engaging in widespread dialogue • Implementing assessment plans • Refining SLOs • Reviewing outcome data and discussing implications 	<ul style="list-style-type: none"> • Facilitating discussions and generating new dialogue • Conducting workshops • Lending assistance

Mark an X on the continuum and briefly comment.



- SLOs have been developed. A survey instrument was used in Fall 2008 to determine the effectiveness of the SLO. The survey results are attached to this Program Review.
- A point of service survey is currently being distributed.

2. Highlight any major findings and resulting course or program modifications.

- Activities and publicity have been provided on campus to promote awareness of the Health Services provided.
Result: Utilization of services has increased in the Health Center.
- There was a need to provide birth control and STD testing on campus.
Result: An agreement was made with Planned Parenthood to establish an Express Clinic on campus on a weekly basis. This service has been well attended by students.

3. A computerized tracking system was set up during 2008-09 to monitor the number of student visits and reasons for visits. Previously, tracking was done manually.
Result: The data collected from the tracking will be used to identify areas of need.
4. There was a need for students in certain programs, RT, EMT, Surgical Services, to receive certain immunizations, including Flu Shots. There was a need for students transferring to UC system and California University System to receive certain immunizations.
Result: established relationship with the San Mateo County Immunization Program so that students can receive immunizations at the Health Center free of charge or low cost.
5. The need for Psychological Services has increased considerably.
Result: the hours available for appointments has doubled from previous levels.

3. *What additional resources are needed to implement the plan?*

Health Center fees have been increased annually for the last three years. Resources are sufficient to meet the Health Center needs at this time.

PART C: Resources

Faculty and Staff

1. *List major development activities completed by faculty and staff in this program in the last six years and state what development is needed or proposed by faculty in this program.*

Major development activities completed:

1. Established a relationship with the San Mateo County Immunization Program in August, 2006, so that the nurses can administer immunizations on campus under standing orders from the County Medical Director.
2. The Psychological Services office hours have been increased substantially to provide for necessary counseling and intervention for critical personal counseling in emergency or crisis situations.
3. Established a relationship with the drug manufacturer, Glaxo, Smith Kline so that the Health Center can purchase Hepatitis B vaccine at a discounted price (\$25.00 per dose).
4. Amended the Immunization Program in Fall, 2006, so that the nurses could administer flu shots and again in Spring, 2007 so that HPV Vaccine is now available for female students age 18 and under.
5. Established a relationship with the drug manufacturer, BARR Pharmaceuticals, so that the Health Center can purchase Plan B at a discounted price (\$14.00 per box).
6. Established a partnership with Planned Parenthood of San Mateo so that students can be seen on campus for birth control, STD testing and treatment and emergency contraception. The Express Clinic operates weekly or biweekly.
7. Established a relationship with UC Berkeley, School of Optometry so that our students can have low cost (\$17.00) eye exams.
8. Established a relationship with the San Mateo county AIDS Program to have the HIV Testing Van on campus one time per month. This program ended in Spring, 2004 due to budget constraints at the County level. The Testing Van will again be on campus.
9. A Health Fair was held for the first time in several years in Spring 2008 and will continue.

10. A Health Center Office manual was developed to maintain general office information, forms and processes used for various tests, immunizations, and recordkeeping.
11. A manual for assisting the emotionally distressed student was created for faculty and staff by the Psychological Services counselors.

Development needed or proposed:

In process of developing policy & procedure for ear washing in Health Center.

2. *Describe the orientation process for new faculty and staff (include student workers such as tutors and aides).*
 1. Provide a one to two hour orientation session for each new nurse and is available by phone for questions that arise during each new hire's shift.
 2. A Health Center binder has been developed for use by the nursing staff. The binder outlines various procedures for functions performed in the Center, contains information about vaccines and immunizations and procedures for administering each, contains forms that must be used for certain circumstances, indicates locations of vaccines, supplies and materials. The Health Center Office Assistant maintains and updates the information each semester or as needed during the year.
 3. The nurses consult with each other about nursing practice issues and with the Office Assistant about office procedures in the Health Center.
3. *If recruitment of new and/or diverse faculty is needed, suggest recruitment techniques.*
If new staff were needed, recruitment would occur through the Human Resources Office.

Facilities, Equipment, Materials and Maintenance

1. *Discuss the effectiveness of the facilities, equipment, equipment maintenance, and materials for the program to meet its goals and focus. Include if they impact success and if they are accessible to all students.*

During the past six years, the following new services have been provided:

1. For vaccines, a new refrigerator was acquired to meet the temperature requirements for storage.
 2. The examination rooms are satisfactory and meet the need for privacy.
 3. Materials and access to supplies is adequate for the needs.
 4. Four Defibrillators were purchased by the Health Center and distributed in strategic locations on campus.
 5. First Aid supplies are updated or as needed.
 6. An Emergency Response Vehicle (ERV), a mobile cart, was purchased to transport injured students from one area to another as needed. If injuries require transport to a hospital, 911 is called.
2. *List projected needs.*
Maintenance of all supplies needed to provide health services to students.
Batteries for ERV every 4-5 years.
Batteries and pads to maintain three defibrillators.
Recalibration annually of the audiometer and the scale.

3. *Describe the use of technology in the program and discuss if technology is current and comparable to other college and business or industry.*

Computers are current and are placed in the Nurses office and at the Office Assistant's desk.

A new printer was recently purchased to assist with the production of materials.

A utility computer was acquired to provide a means of tracking student visits and reasons for visits.

The Health Center participates in the California Immunization Registry (CAIR). This is an online database of individual immunization records available to hospitals, clinics and private physicians' offices in California.

4. *If appropriate, describe the support the program receives from industry. If the support is not adequate, what is necessary to improve that support?*

1. Skyline College Health Center is now part of the San Mateo County Health Department Immunization Program and provides immunizations to students, most at no cost. This has been a very helpful and productive partnership with the County.
2. Skyline College Health Center is a Community College partner with Planned Parenthood of San Mateo. The first year began on a trial basis to determine if adequate need for the service existed. The Health Center has been able to ensure a full schedule of appointments for the Planned Parenthood Express Clinic when they come on campus. In January, 2008, we were approved for a continuation of services.
3. Breathe California received a grant to target 18-25 year olds with smoking cessation programs. The Health Center has provided space and students for the smoking cessation programs.

Budget Request

1. *What resources (staff, facilities, equipment and/or supplies) will be needed in the next six years?*
Office hours for staff working on special projects.
Audio-Video Room where students can view our videos and where small workshops can be held.
Additional hours for Psychological Services with the flexibility to hire an intern.
2. *If appropriate, discuss methods the program could share resources with other programs in the College and District.*

PART D: Leadership and Governance

1. *What leadership roles do the faculty and staff of your program hold in the college?*
 1. The nurse and the Office Assistant are members of the Skyline College Health and Safety Committee. The nurse presents the Health Center report at each meeting.
 2. The Office Assistant is a past president and a current member of the Classified Council. As Classified Council President, the Office Assistant was a member of the District Shared Governance Committee and the Skyline College Council.

3. The Office Assistant is a past member of the District EEOAC Committee (Equal Employment Opportunities Advisory Committee) and currently participates in activities sponsored by SEED (Stewardship for Equity, Equal Employment and Diversity Committee) on campus.
 4. The Office Assistant is an alumnus of MOT (Museum of Tolerance) and is currently an active member of the group. She worked on the committee which developed a grant to bring MOT related activities to the campus for students and staff.
 5. The Nurse is a member of the Emergency Operations Council (EOC) and the Smoke Free Campus Committee.
2. *How do the faculty and staff in your program participate in the governance processes of the college/district?*

Over the past six years, the Office Assistant has had a leadership role in the Classified Council at Skyline. As Classified Council President, she worked with Carla Campillo, Academic Senate President, to develop the Smoking Policy Forum (March 15, 2006) to include faculty, staff and students in the formation of a smoking policy at Skyline College.

3. *How do the faculty and staff in your program exercise initiative/leadership in improving practices and services related to the program?*
1. Jan Gersonde was instrumental in securing the agreements with the San Mateo County Health Department and Planned Parenthood
 2. Lisa Marlowe planned the Health Fair on campus in spring 2008 with the assistance of Jan Gersonde. Emily Risk is coordinating the Health Fair for spring 2009, (April 23, 2009).
 3. Jan Lindsey developed the health information privacy forms for use in the Health Center in accordance with Federal law (HIPAA).
 4. Jan Gersonde, Emily Risk, Judy West and Lisa Marlowe have made classroom presentations each semester at the request of instructors.
 5. Jan Gersonde established the relationship with UC Berkeley, School of Optometry so that our students can have low cost (\$17.00) eye exams.
 6. Beverly Muse and Liz Llamas provide workshops and class presentations on various mental health topics when requested.

PART E: Action Plan

1. *Describe the program's plan for addressing areas of improvement.*
 1. More outreach in the day and evening to inform students of Health Center services
 2. Provide more Nurse Presentations to Health and other classes.
 3. Review Health Center hours: the RN hours and the business hours.
 4. Part of Health Fee used to purchase an accident insurance policy for students injured on campus – a companion plan.
 5. Investigate feasibility of a Group Health Insurance Plan available for students to purchase.
 6. Consider feasibility/cost of doctor consultation services.

Nurse Presentation to Health Classes

1. Health Center hours: the RN hours and the business hours (Donna).
Health center location.
2. Health fee – paid by students – supports the Health Center
Part of Health Fee used to purchase an accident insurance policy for students injured on campus – a companion plan.
3. Group Health Insurance Plan available for students to purchase.
4. Services: Emergency response
 First Aid
 OTC medications, including Plan B for \$14.00
 Wound Care
 TB testing- describe the testing procedure
 BP checks
 Weight checks
 Nutrition counseling
 Health assessment
 Health information
 Pregnancy tests & counseling
 Immunizations: what we have available free and for a fee. 2 dose MMR documentation needed for transfer to UC system and the State University system. Take the posters describing the mumps outbreak 2006 and the increase in whooping cough cases. HPV Vaccine available for female students 18 years of age & younger. Students are to come to Health Center for their IZ review. Can get immunization records from student's high school. State law in CA that HS's must keep the records forever. Health Center now part of California Immunization Registry and students' will be on the Registry.
5. Bulletin Boards: 4 bulletin boards on campus change monthly and contain advertisements for Health Center activities. April is Alcohol Awareness Month bulletin boards will be devoted to this.
6. Programs: Low cost (\$17.00) eye exams at UC Berkeley School of Optometry
 Great Condom Event February 12, 2009
 Health Fair April 23, 2009
 Blood Drive May 5, 2009
 Planned Parenthood Express Clinic on campus every Wednesday: 9:00am to 11:30 am.
7. Personal Counselor: hours listed on back of ¼ sheet HC information

Health Classes SURVEY FALL 2007
Demographic Information
Pre-survey

1. Please indicate male/female.			
Program	Category	Count	Percent
EOPS	Male	17	47%
	Female	19	53%
	Total	36	100%
Cosmetology	Male	6	12%
	Female	45	88%
	Total	51	100%
Health Classes	Male	93	55%
	Female	76	45%
	Unreported	1	1%
	Total	170	100%

2. Please indicate your age.			
Program	Category	Count	Percent
EOPS	16-19	12	33%
	20-22	16	44%
	23+	8	22%
	Total	36	100%
Cosmetology	16-19	13	25%
	20-22	19	37%
	23+	19	37%
	Total	51	100%
Health Classes	16-19	86	51%
	20-22	70	41%
	23+	12	7%
	Unreported	2	1%
	Total	170	100%

Health Classes SURVEY FALL 2007
Demographic Information
Pre-survey

3. How many semester have you attended Skyline College (including this semester)?			
Program	Category	Count	Percent
EOPS	first	7	19%
	2-4	24	67%
	5+	4	11%
	Unreported	1	3%
	Total	36	100%
Cosmetology	first	16	31%
	2-4	27	53%
	5+	8	16%
	Total	51	100%
Health Classes	first	58	34%
	2-4	92	54%
	5+	19	11%
	Unreported	1	1%
	Total	170	100%

4. Do you currently have health insurance?			
Program	Category	Count	Percent
EOPS	yes	17	47%
	no	18	50%
	Unreported	1	3%
	Total	36	100%
Cosmetology	yes	33	65%
	no	17	33%
	Unreported	1	2%
	Total	51	100%
Health Classes	yes	149	88%
	no	18	11%
	Unreported	2	2%
	Total	170	100%

Health Classes SURVEY FALL 2007
Demographic Information
Post-survey

1. Please indicate male/female.			
Program	Category	Count	Percent
EOPS	Male	8	53%
	Female	7	47%
	Total	15	100%
Cosmetology	Male	4	8%
	Female	48	92%
	Total	52	100%
Health Classes	Male	61	52%
	Female	56	48%
	Total	117	100%

2. Please indicate your age.			
Program	Category	Count	Percent
EOPS	16-19	9	60%
	20-22	3	20%
	23+	3	20%
	Total	15	100%
Cosmetology	16-19	13	25%
	20-22	16	31%
	23+	23	44%
	Total	52	100%
Health Classes	16-19	50	43%
	20-22	55	47%
	23+	12	10%
	Total	117	100%

Health Classes SURVEY FALL 2007
Demographic Information
Post-survey

3. How many semester have you attended Skyline College (including this semester)?			
Program	Category	Count	Percent
EOPS	16-19	6	40%
	20-22	5	33%
	23+	2	13%
	Unreported	2	13%
	Total	15	100%
Cosmetology	16-19	23	44%
	20-22	23	44%
	23+	6	12%
	Total	52	100%
Health Classes	first	39	33%
	2-4	60	51%
	5+	16	14%
	Unreported	2	2%
	Total	117	100%

4. Do you currently have health insurance?			
Program	Category	Count	Percent
EOPS	yes	11	73%
	no	4	27%
	Unreported	0	0%
	Total	15	100%
Cosmetology	yes	32	62%
	no	18	35%
	Unreported	2	4%
	Total	52	100%
Health Classes	yes	104	89%
	no	13	11%
	Total	117	100%

Health Classes Survey Results

By Count

How many times have you used the following Health Classes services at Skyline?

Program		5. Immunizations (including flu shots)					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	25	1	4	0	6	36
	Post-survey	11	2	0	2	0	15
Cosmetology	Pre-survey	42	4	2	1	2	51
	Post-survey	33	5	4	5	4	51
Health Classes	Pre-survey	129	11	7	4	19	170
	Post-survey	76	32	2	4	1	115
Total	Pre-survey	196	16	13	5	27	257
	Post-survey	120	39	6	11	5	181

Program		6. Blood pressure check					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	18	7	3	1	6	35
	Post-survey	10	2	2	1	0	15
Cosmetology	Pre-survey	40	6	3	0	2	51
	Post-survey	39	3	3	4	3	52
Health Classes	Pre-survey	117	20	6	10	17	170
	Post-survey	20	79	14	2	1	116
Total	Pre-survey	175	33	12	11	25	256
	Post-survey	69	84	19	7	4	183

Program		7. TB test					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	22	4	0	1	8	35
	Post-survey	12	2	0	0	0	14
Cosmetology	Pre-survey	34	13	2	1	1	51
	Post-survey	34	11	5	1	1	52
Health Classes	Pre-survey	129	12	7	1	21	170
	Post-survey	48	57	8	2	1	116
Total	Pre-survey	185	29	9	3	30	256
	Post-survey	94	70	13	3	2	182

Health Classes Survey Results

By Count

Program		8. Pregnancy test					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	29	0	0	1	4	34
	Post-survey	13	0	0	0	0	14
Cosmetology	Pre-survey	48	2	0	0	1	51
	Post-survey	44	4	1	1	2	52
Health Classes	Pre-survey	142	4	2	3	19	170
	Post-survey	112	2	2	0	1	117
Total	Pre-survey	219	6	2	4	24	255
	Post-survey	169	6	3	1	3	182

Program		9. Free condoms					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	23	2	2	2	5	34
	Post-survey	12	0	0	3	0	15
Cosmetology	Pre-survey	22	17	11	1	0	51
	Post-survey	26	10	8	7	1	52
Health Classes	Pre-survey	133	8	6	9	14	170
	Post-survey	76	22	9	9	1	117
Total	Pre-survey	178	27	19	12	19	255
	Post-survey	114	32	17	19	2	184

Program		10. Accident or illness					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	22	6	1	0	5	34
	Post-survey	12	0	0	2	0	14
Cosmetology	Pre-survey	41	5	4	0	1	51
	Post-survey	38	7	2	2	3	52
Health Classes	Pre-survey	140	7	3	5	13	168
	Post-survey	101	12	1	1	1	116
Total	Pre-survey	203	18	8	5	19	253
	Post-survey	151	19	3	5	4	182

Health Classes Survey Results

By Count

Program		11. Psychological services					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	27	2	0	0	5	34
	Post-survey	12	1	1	0	1	15
Cosmetology	Pre-survey	49	0	0	1	1	51
	Post-survey	46	0	1	3	2	52
Health Classes	Pre-survey	144	2	2	2	17	167
	Post-survey	107	3	2	3	2	117
Total	Pre-survey	220	4	2	3	23	252
	Post-survey	165	4	4	6	5	184

Please mark the level of importance to you for each of the following statements. Mark Number 1 for "Not Important" to Number 5 for "Extremely Important."

Program		12. I know my blood pressure.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	5	6	8	5	11	35
	Post-survey	2	2	2	1	6	13
Cosmetology	Pre-survey	7	4	17	6	16	50
	Post-survey	5	5	18	6	18	52
Health Classes	Pre-survey	12	24	51	34	41	162
	Post-survey	4	5	32	27	45	113
Total	Pre-survey	24	34	76	45	68	247
	Post-survey	11	12	52	34	69	178

Program		13. I know several birth control options that are available to me.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	11	3	4	4	13	35
	Post-survey	1	0	1	2	11	15
Cosmetology	Pre-survey	7	1	9	10	23	50
	Post-survey	6	1	7	8	30	52
Health Classes	Pre-survey	29	16	26	22	66	159
	Post-survey	19	12	16	23	42	112
Total	Pre-survey	47	20	39	36	102	244
	Post-survey	26	13	24	33	83	179

Health Classes Survey Results

By Count

Program		14. I know how to get information on specific personal health issues (e.g. STD, pregnancy).					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	5	2	9	5	14	35
	Post-survey	2	0	1	3	9	15
Cosmetology	Pre-survey	1	2	7	12	28	50
	Post-survey	3	0	4	12	33	52
Health Classes	Pre-survey	5	17	35	33	74	164
	Post-survey	2	5	28	24	54	113
Total	Pre-survey	11	21	51	50	116	249
	Post-survey	7	5	33	39	96	180

Program		15. I know how to get my immunizations records.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	6	3	13	3	10	35
	Post-survey	1	2	2	1	9	15
Cosmetology	Pre-survey	3	7	13	12	15	50
	Post-survey	4	0	13	8	27	52
Health Classes	Pre-survey	11	13	40	37	62	163
	Post-survey	3	5	28	34	44	114
Total	Pre-survey	20	23	66	52	87	248
	Post-survey	8	7	43	43	80	181

Program		16. I know how to find free or low cost health care in the community.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	5	4	7	6	13	35
	Post-survey	2	1	1	3	8	15
Cosmetology	Pre-survey	5	5	10	7	23	50
	Post-survey	2	3	10	6	31	52
Health Classes	Pre-survey	13	30	40	25	54	162
	Post-survey	4	16	30	20	44	114
Total	Pre-survey	23	39	57	38	90	247
	Post-survey	8	20	41	29	83	181

Health Classes Survey Results

By Count

Program		17. I know my HIV & STD status.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	3	3	5	1	23	35
	Post-survey	1	0	1	2	11	15
Cosmetology	Pre-survey	2	3	4	5	36	50
	Post-survey	1	0	3	4	44	52
Health Classes	Pre-survey	14	5	22	22	101	164
	Post-survey	3	4	14	18	75	114
Total	Pre-survey	19	11	31	28	160	249
	Post-survey	5	4	18	24	130	181

Program		18. I know how I can talk to the nurse in the Skyline Health Classes if I have questions about my health.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	0	5	6	3	21	35
	Post-survey	3	0	2	1	9	15
Cosmetology	Pre-survey	1	3	13	5	28	50
	Post-survey	1	2	4	7	36	50
Health Classes	Pre-survey	10	14	42	35	62	163
	Post-survey	2	2	23	36	50	113
Total	Pre-survey	11	22	61	43	111	248
	Post-survey	6	4	29	44	95	178

Program		19. I know Psychological Services are available free to me through Skyline College.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	5	3	5	5	16	34
	Post-survey	3	0	2	1	8	14
Cosmetology	Pre-survey	1	8	9	10	18	46
	Post-survey	5	2	8	7	27	49
Health Classes	Pre-survey	20	22	40	27	42	151
	Post-survey	6	8	29	34	31	108
Total	Pre-survey	26	33	54	42	76	231
	Post-survey	14	10	39	42	66	171

Health Classes Survey Results

By Percent

How many times have you used the following Health Classes services at Skyline?

Program		5. Immunizations (including flu shots)					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	69%	3%	11%	0%	17%	14%
	Post-survey	73%	13%	0%	13%	0%	13%
Cosmetology	Pre-survey	82%	8%	4%	2%	4%	20%
	Post-survey	65%	10%	8%	10%	8%	28%
Health Classes	Pre-survey	76%	6%	4%	2%	11%	66%
	Post-survey	66%	28%	2%	3%	1%	64%
Total	Pre-survey	76%	6%	5%	2%	11%	100%
	Post-survey	66%	22%	3%	6%	3%	100%

Program		6. Blood pressure check					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	51%	20%	9%	3%	17%	14%
	Post-survey	67%	13%	13%	7%	0%	13%
Cosmetology	Pre-survey	78%	12%	6%	0%	4%	20%
	Post-survey	75%	6%	6%	8%	6%	28%
Health Classes	Pre-survey	69%	12%	4%	6%	10%	66%
	Post-survey	17%	68%	12%	2%	1%	63%
Total	Pre-survey	68%	13%	5%	4%	10%	100%
	Post-survey	38%	46%	10%	4%	2%	100%

Program		7. TB test					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	63%	11%	0%	3%	23%	14%
	Post-survey	86%	14%	0%	0%	0%	12%
Cosmetology	Pre-survey	67%	25%	4%	2%	2%	20%
	Post-survey	65%	21%	10%	2%	2%	29%
Health Classes	Pre-survey	76%	7%	4%	1%	12%	66%
	Post-survey	41%	49%	7%	2%	1%	64%
Total	Pre-survey	72%	11%	4%	1%	12%	100%
	Post-survey	52%	38%	7%	2%	1%	100%

Health Classes Survey Results

By Percent

Program		8. Pregnancy test					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	85%	0%	0%	3%	12%	13%
	Post-survey	93%	0%	0%	0%	0%	12%
Cosmetology	Pre-survey	94%	4%	0%	0%	2%	20%
	Post-survey	85%	8%	2%	2%	4%	29%
Health Classes	Pre-survey	84%	2%	1%	2%	11%	67%
	Post-survey	96%	2%	2%	0%	1%	64%
Total	Pre-survey	86%	2%	1%	2%	9%	100%
	Post-survey	93%	3%	2%	1%	2%	100%

Program		9. Free condoms					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	68%	6%	6%	6%	15%	13%
	Post-survey	80%	0%	0%	20%	0%	13%
Cosmetology	Pre-survey	43%	33%	22%	2%	0%	20%
	Post-survey	50%	19%	15%	13%	2%	28%
Health Classes	Pre-survey	78%	5%	4%	5%	8%	67%
	Post-survey	65%	19%	8%	8%	1%	64%
Total	Pre-survey	70%	11%	7%	5%	7%	100%
	Post-survey	62%	17%	9%	10%	1%	100%

Program		10. Accident or illness					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	65%	18%	3%	0%	15%	13%
	Post-survey	86%	0%	0%	14%	0%	12%
Cosmetology	Pre-survey	80%	10%	8%	0%	2%	20%
	Post-survey	73%	13%	4%	4%	6%	29%
Health Classes	Pre-survey	83%	4%	2%	3%	8%	66%
	Post-survey	87%	10%	1%	1%	1%	64%
Total	Pre-survey	80%	7%	3%	2%	8%	100%
	Post-survey	83%	10%	2%	3%	2%	100%

Health Classes Survey Results

By Percent

Program		11. Psychological services					Total
		Never	Once	Twice	3 or more	Didn't know about service	
EOPS	Pre-survey	79%	6%	0%	0%	15%	13%
	Post-survey	80%	7%	7%	0%	7%	13%
Cosmetology	Pre-survey	96%	0%	0%	2%	2%	20%
	Post-survey	88%	0%	2%	6%	4%	28%
Health Classes	Pre-survey	86%	1%	1%	1%	10%	66%
	Post-survey	91%	3%	2%	3%	2%	64%
Total	Pre-survey	87%	2%	1%	1%	9%	100%
	Post-survey	90%	2%	2%	3%	3%	100%

Please mark the level of importance to you for each of the following statements. Mark Number 1 for "Not Important" to Number 5 for "Extremely Important."

Program		12. I know my blood pressure.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	14%	17%	23%	14%	31%	14%
	Post-survey	15%	15%	15%	8%	46%	12%
Cosmetology	Pre-survey	14%	8%	34%	12%	32%	20%
	Post-survey	10%	10%	35%	12%	35%	29%
Health Classes	Pre-survey	7%	15%	31%	21%	25%	66%
	Post-survey	4%	4%	28%	24%	40%	63%
Total	Pre-survey	10%	14%	31%	18%	28%	100%
	Post-survey	6%	7%	29%	19%	39%	100%

Program		13. I know several birth control options that are available to me.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	31%	9%	11%	11%	37%	14%
	Post-survey	7%	0%	7%	13%	73%	13%
Cosmetology	Pre-survey	14%	2%	18%	20%	46%	20%
	Post-survey	12%	2%	13%	15%	58%	29%
Health Classes	Pre-survey	18%	10%	16%	14%	42%	65%
	Post-survey	17%	11%	14%	21%	38%	63%
Total	Pre-survey	19%	8%	16%	15%	42%	100%
	Post-survey	15%	7%	13%	18%	46%	100%

Health Classes Survey Results

By Percent

Program		14. I know how to get information on specific personal health issues (e.g. STD, pregnancy).					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	14%	6%	26%	14%	40%	14%
	Post-survey	13%	0%	7%	20%	60%	13%
Cosmetology	Pre-survey	2%	4%	14%	24%	56%	20%
	Post-survey	6%	0%	8%	23%	63%	29%
Health Classes	Pre-survey	3%	10%	21%	20%	45%	66%
	Post-survey	2%	4%	25%	21%	48%	63%
Total	Pre-survey	4%	8%	20%	20%	47%	100%
	Post-survey	4%	3%	18%	22%	53%	100%

Program		15. I know how to get my immunizations records.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	17%	9%	37%	9%	29%	14%
	Post-survey	7%	13%	13%	7%	60%	13%
Cosmetology	Pre-survey	6%	14%	26%	24%	30%	20%
	Post-survey	8%	0%	25%	15%	52%	29%
Health Classes	Pre-survey	7%	8%	25%	23%	38%	66%
	Post-survey	3%	4%	25%	30%	39%	63%
Total	Pre-survey	8%	9%	27%	21%	35%	100%
	Post-survey	4%	4%	24%	24%	44%	100%

Program		16. I know how to find free or low cost health care in the community.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	14%	11%	20%	17%	37%	14%
	Post-survey	13%	7%	7%	20%	53%	13%
Cosmetology	Pre-survey	10%	10%	20%	14%	46%	20%
	Post-survey	4%	6%	19%	12%	60%	29%
Health Classes	Pre-survey	8%	19%	25%	15%	33%	66%
	Post-survey	4%	14%	26%	18%	39%	63%
Total	Pre-survey	9%	16%	23%	15%	36%	100%
	Post-survey	4%	11%	23%	16%	46%	100%

Health Classes Survey Results

By Percent

Program		17. I know my HIV & STD status.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	9%	9%	14%	3%	66%	14%
	Post-survey	7%	0%	7%	13%	73%	13%
Cosmetology	Pre-survey	4%	6%	8%	10%	72%	20%
	Post-survey	2%	0%	6%	8%	85%	29%
Health Classes	Pre-survey	9%	3%	13%	13%	62%	66%
	Post-survey	3%	4%	12%	16%	66%	63%
Total	Pre-survey	8%	4%	12%	11%	64%	100%
	Post-survey	3%	2%	10%	13%	72%	100%

Program		18. I know how I can talk to the nurse in the Skyline Health Classes if I have questions about my health.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	0%	14%	17%	9%	60%	14%
	Post-survey	20%	0%	13%	7%	60%	13%
Cosmetology	Pre-survey	2%	6%	26%	10%	56%	20%
	Post-survey	2%	4%	8%	14%	72%	28%
Health Classes	Pre-survey	6%	9%	26%	21%	38%	66%
	Post-survey	2%	2%	20%	32%	44%	63%
Total	Pre-survey	4%	9%	25%	17%	45%	100%
	Post-survey	3%	2%	16%	25%	53%	100%

Program		19. I know Psychological Services are available free to me through Skyline College.					Total
		Not important	Somewhat unimportant	Neutral	Somewhat important	Extremely important	
EOPS	Pre-survey	15%	9%	15%	15%	47%	15%
	Post-survey	21%	0%	14%	7%	57%	13%
Cosmetology	Pre-survey	2%	17%	20%	22%	39%	20%
	Post-survey	10%	4%	16%	14%	55%	29%
Health Classes	Pre-survey	13%	15%	26%	18%	28%	65%
	Post-survey	6%	7%	27%	31%	29%	63%
Total	Pre-survey	11%	14%	23%	18%	33%	100%
	Post-survey	8%	6%	23%	25%	39%	100%