2019-20 Health and Wellness Services Comprehensive Program Review

I.A. **Program Purpose**
Describe the purpose of the program and how it contributes to the mission of Skyline College.

Narrative

All students have access to Health & Wellness Services. We provide health care, personal counseling services, wellness educational programming and referrals to off campus resources. Our goal is to cultivate a holistically healthy, safe and equitable community. In alignment with the Mission, Vision and Values of Skyline College we commit to advancing health equity, so every person has the opportunity to attain their full health potential: physically, emotionally, socially, mentally and academically.

Health Services is open on a drop-in basis to advise students regarding acute or chronic illnesses and injuries. We evaluate symptoms, refer if necessary to local community clinics or doctors, and provide first aid for injuries or accidents. For those individuals who require extensive support and health care that falls beyond our scope of practice, health care referrals are made to outside agencies and other health care providers. Thus, assuring appropriate care is found on an individual basis for each student. For those who do not have medical insurance medical providers are able to connect them to low or no cost community resources. The following services are available to students WITHOUT charge: health consultations with a medical clinician, first-aid treatment for illnesses and injuries, over the counter medications, pregnancy testing, health counseling, screenings (including blood sugar, vision, hearing, and blood pressure), strep throat testing, condoms, tobacco cessation support, and referrals to internal and off-campus services as needed. The following services are available to students for a NOMINAL FEE: tuberculosis skin testing, prescription medications, such as antibiotics and birth control, physicals (transfer, educational programs, sports, employment), pap smears, STI testing and treatment, blood testing (including cholesterol, sugar, thyroid, HIV, titers, tuberculosis screening, etc.) and immunizations (including tetanus, measles, mumps, rubella, hepatitis A & B, influenza and HPV).

Personal Counseling Services offers brief confidential individual counseling, crisis intervention, mental health and substance abuse assessments, and community referrals. The goal of counseling is to support students in identifying and managing personal concerns, learn more about themselves and make positive life changes. Benefits of counseling include relief from distressing symptoms; improved emotional health; the acquisition of new approaches to problem solving and decision making; more satisfying interpersonal relationships; and increased insight and understanding of thoughts, feelings and behaviors. Talking about issues and concerns in a safe and confidential environment can enable students to become more successful in college and life. Fostering a thriving school community through health and wellness allows students to successfully, 'Get In. Get Through. Get Out...on Time!'

I.B.   **Program Student Learning Outcomes**
List the current program student learning outcomes (PSLOs).

Narrative
Health Center

- Students will have greater understanding of HVP and the potential impact on their life long wellness (ISLO: Lifelong Wellness)
- Students will report greater understanding in overall preventative health (sleep, nutrition and exercise) (ISLO: Lifelong Wellness)

Personal Counseling

- Students report greater satisfaction with academic performance after receiving services. (ISLO: Lifelong Wellness)
- Students will have a decreased score in the student's depression (PHQ-9) and/or anxiety (GAD-7) results (ISLO: Lifelong Wellness)
- Students report greater satisfaction in overall performance, (employment, relationships, household responsibilities) after receiving services (ISLO: Lifelong Wellness)
- Students report they are more knowledgeable about Personal Counseling Services offered at Skyline College and know how to access these services for themselves and/or others. (ISLO: Lifelong Wellness)

Student Learning Outcomes (SLOs) will be assessed using:

- Surveys
- Questionnaires
- Review of collected data, and
- Other methods

I.C.   Program Personnel
Describe the current staffing structure of the program and how it aligns with achieving the purpose of the program.

Narrative

Michelle Batista, Director of Student Support (Full-time)

Perry Chen, Personal Counselor (Full-time)

Elizabeth Llamas, Personal Counselor (Adjunct)

Beverly Muse, Personal Counselor (Adjunct)

Hope Ledding, Associate Personal Counselor (Adjunct)

Danielle Brandys, Associate Personal Counselor (Adjunct)

Donna Elliott, Office Assistant II (Full-time)

Dr. Walter Cheng, College Physician (Adjunct)

Susan Schor, Nurse Practitioner (Adjunct)

Emily Risk, Registered Nurse (Adjunct)

Cornelia Tjandra, Nurse Practitioner (Adjunct)

I.D. **Personnel FTE**
- Provide the current FTE of each category of personnel.
- FT Faculty FTE:
- Adjunct Faculty FTE:
- Classified Staff FTE:
- Administrator FTE:

Narrative

Michelle Batista, Director of Student Support

Perry Chen, Personal Counselor (Full-time) 1.0

Elizabeth Llamas, Personal Counselor (Adjunct) .67

Beverly Muse, Personal Counselor (Adjunct) .67

Hope Ledding, Associate Personal Counselor (Adjunct) .6

Danielle Brandys, Associate Personal Counselor (Adjunct) .6

Donna Elliott, Office Assistant II (Full-time) 1.0

Dr. Walter Cheng, College Physician (Adjunct) .08

Susan Schor, Nurse Practitioner (Adjunct) .53

Emily Risk, Registered Nurse (Adjunct) .36

Cornelia Tjandra, Nurse Practitioner (Adjunct) .26

I.E.   **Program Review Team**
Comprehensive program review is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the program review narrative. Include names and the title or role of each person.

Narrative
Michelle Batista, Director of Student Support

Emily Risk, Registered Nurse

Elizabeth Llamas, Personal Counselor

Perry Chen, Personal Counselor

Beverly Muse, Personal Counselor

Hope Ledding, Associate Personal Counselor

Danielle Brandys, Associate Personal Counselor

Donna Elliott, Office Assistant II

Dr. Walter Cheng, College Physician

Susan Schor, Nurse Practitioner

Cornelia Tjandra, Nurse Practitioner

II.A.   **Progress on Prior Program Objectiveness (Goals)**

Describe the progress made on prior CPR/APP objectives including identification of achievements or areas in which further effort is needed. If the program is new with no prior CPR/APP, comment on new program implementation.

Below the narrative box, use the Associate Objectives feature to select the related objectives. Once associated, you may also view each objective. If appropriate, edit the status to Completed or Discontinued.

Narrative

Objective 901 is still in progress: educate students, faculty and professional staff in understanding health equity in order to take action through programming. The campus doctor has been able to make a positive impact in the limited time he is on campus offering talks and workshops on topics such as HIV/AIDS Prevention and Facts about CoronaVirus. These events have been well attended with high engagement. It has been very difficult to offer consistent programming on campus because adjunct nurses must be in the health center to receive students limiting our ability to offer proactive education. Personal Counseling has had great success with the addition of two Associate Personal Counselors as well as three Peer Wellness Educators. They have been essential in expanding the offerings of workshops and trainings.

Objective 903 is complete: Hire an additional student or two, to be trained as peer educators, assist in workshops/presentations and extend the reach of Personal Counseling even further. Two Peer Wellness Educators (PWE) were hired in Fall 2019, adding an additional PWE in Spring 2020. In addition to expanding our outreach and education to students they have also started a student club, Active Minds, that is a chartered club under ASSC. They have co-sponsored mental wellness events with ASSC, SAGA and other groups on campus. Funding for these positions were from a Mental Health grant received two years ago ending June 30th with the hope of institutionalizing the positions. We will be using Federal Work Study to continue funding our Peer Wellness Educator program in the 2020-21 school year.

Objective 904 is completed: hire two post grad interns to carry a full load of clients in order to meet student needs. Two post grad Associate Marriage and Family Therapists were hired to carry a caseload of students and provide workshops and trainings. Funding for these positions were from a Mental Health grant received two years ago ending June 30th with the hope of institutionalizing the positions. Funding has not yet been secured in order to institutionalize these positions and will be made into a new goal.

Objective 905 is completed: make Health & Wellness Services a recognizable department through publications, preventative education and campus wide events. Printed publications and our online presence have been updated to reflect the rebranding of our title, colors and logo. Business cards have been updated with the new logo and crisis numbers printed on the back as well. People on campus referring to Health and Wellness Services as "Psych Services" is almost completely gone, which is aiding in removing the stigma attached to services.

Associated Objectives

901-Health Equity Programming

903-Peer Educator Program

904-Post Grad Internship Program

905-Rebranding & Restructuring of Systems

II.B   **Program Effectiveness**
Review data related to the program and assess the program's effectiveness at meeting its described purpose. Consider using college-wide data for comparison purposes. Program data may include:

- Standard program review reports from PRIE including indicators of success, retention, and equity
- Program-specific data such as labor market data, surveys, and custom reports
- Program Student Learning Outcome (PSLO) reports from TracDat
- Prior CPR/APPs
- Feedback from the program's administrator, advisory committees, and/or other stakeholders
- Course outlines of record and offering history (instructional programs only)
- Professional development received
- Other relevant data
- Additional data may be requested from PRIE by completing the Research Request Form available at http://www.skylinecollege.edu/prie/request.php

Based on the data reviewed, describe the overall effectiveness of the program and any conclusions drawn from the data

Narrative
Health & Wellness Services provides a high level of direct health care and personal counseling services to the campus community. Students report reduced depressive and anxious symptoms after receiving services. Students are able to make a direct correlation between services received and the direct impact on their academic life. They are also able to note a marked holistic improvement in other areas of their life.

Personal Counseling has been able to offer services through partnerships and collaboration with other student support services and local community resources. Health Services relies on adjuncts to facilitate services which has worked in terms of providing immediate care for students. This structure has not enabled the development of innovative practice techniques, use of technology or further implementation of additional services to the campus community. Schedules are completely booked due to increases in student need for medical services. There is little time for other departmental planning and outreach to the campus community. Further investigation needs to be done to understand the frequency that students utilize health services, what days of the week/time of day services are most in demand.

II.C   **Progress on Program Student Learning Outcomes**

Describe the progress made on PSLOs including achievements, gaps in learning, and/or areas in which further effort is needed.

Upload the TracDat report to the SPOL document repository in the Program Review folder for the current academic year (Program Uploads). Make sure the file name includes the program name or abbreviation (e.g., PRIE-TracDat 2017).

Narrative

This year Health & Wellness Services developed two new PSLOs for Health Services and added one to the three that existed for Personal Counseling that are in alignment with ISLO of Lifelong Wellness. Personal Counseling has exceeded the 85% benchmark created for each PSLOs. Measurement of the Health Services has proven to be more difficult and we are still working to pull appropriate data that reflects assessment of the department and evaluation methods for PSLOs.

II.D **Program Access**

Describe matters of access relevant to your program such as offering patterns, service hours, F2F vs. DE offerings, availability of services to online students, on-campus vs. off-campus locations, unaddressed needs, and/or highly effective practices.

Narrative

All services are provided to students in person, on campus. Currently phone appointments nor online services are offered for online, evening or weekend students to access. Two years ago we explored the feasibility of using an online counseling platform and it was found to be financially not viable. The possibility of offering therapy over the phone should be researched. It could expand services and also solve the problem of limited office space on campus if calls are done from home.

Increased collaboration with Student Equity and Support Programs to support an intentional shift focusing on health equity will happen in the next year to address health disparities in the community. Work will be done to identify strategies to change policies and practices toward greater health equity. Educate students, faculty and staff on understanding health equity and engage in active programming.

Aside from passive programming with posters, flyers and our website, the Health Center has been unable to do any consistent proactive outreach and education to students around health equity issues. The addition of a full time nurse would support the expansion of outreach and education to students, faculty and professional staff, ensure data collection from our Electronic Medical Records and provide consistent oversight of procedures and protocols used.

The number of workshops and trainings given throughout the year and the number of students engaged continues to grow each year. With the addition of an FTE personal counselor, Personal Counseling has been able to increase outreach to students on campus significantly, in addition to being a consistent presence available to triage any students that walk into the center in distress. Direct service has been expanded and well received through the addition of the two Associate Personal Counselors. Grant funds end at the end of the school year and funding to continue this program needs to be secured. There has been an increase of use by students from a particular group on campus. If we were able to guarantee these two positions, it would allow us to do focused work with groups like Guardian Scholars Program, Dream Center & Promise Scholars Program.

II.E   **Program Environment**
Describe key factors and changes impacting the program such as college initiatives, industry needs, regulatory changes, state mandates, grant requirements, personnel changes, demand for classes/services, and other issues.

Narrative

Through funding from the Mental Health grant, we have been able to create the Peer Wellness Educator Program as well as hiring the post-grad Associate Personal Counselors. We have intentionally purchased programs or received training in areas that we will be able to continue providing once the funding is done. The grant ends June 30th of this year and particular attention will be paid to finding funding to maintain the services of both our Associates.

Personal Counseling Services have been able to offer the following resources to faculty, professional staff and students: Presentations to College Division Meetings, consultations, Classroom Presentations, Mental Health Workshops and Seminars on Depression and Suicide Prevention Trainings (in partnership with San Mateo County Health Services), Dating Violence and Sexual Assault Awareness Workshops (Escalation in partnership with the Associated Students of Skyline College), Crisis Intervention Workshops, continued development of On-line Resorces, Addiction Workshop, Dream Center Resource Fair, Health Center Resource Fair, Ongoing partnership with OneLove Foundation to screen the film "Escalation", Workshops at the Skyline Student Success Conference, ASiST Training Staff, Wellness Screening, Trauma and De-Escalation to Student Services Leadership Team, Crisis & De-Escalation training for Enrollment Services.

II.F   **Program Equity**

Based on the data reviewed, highlight any progress and/or effective practices employed in the program to address identified student equity gaps and minimize disproportionate impact. Describe any pre-existing or anticipate program barriers in making progress. If you intend to request resources for objectives related to equity, explain any connections between barriers described and the support/resource(s) requested.

Narrative

An intentional shift focusing on health equity will happen to address health disparities in the community. Work will be done to offer more proactive education and active engagement around developing greater health equity.

All services are provided to students in person, on campus. Currently phone appointments nor online services are offered for online, evening or weekend students to access. Two years ago, we explored the feasibility of using an online counseling platform and it was found to be financially not viable. The possibility of offering therapy over the phone should be researched. It could expand services and also solve the problem of limited office space on campus if calls are done from home.

Responding to the needs of particular needs of specific communities has been possible within the personal counseling staffing. A small psychoeducational group was started this year to support Guardian Scholars. If we were able to guarantee these two positions, it would allow us to do more focused work with groups like Guardian Scholars Program, Dream Center & Promise Scholars Program.

III.A.   Curriculum Review

There are four steps to program review of curriculum:

1. Request your program's Course Offering Report from PRIE. Based on that report, take action to bank, delete, and/or reactivate courses. PLEASE SEE THE CPR WEBSITE (DIRECTIONS AND FORMS) FOR DETAILED INSTRUCTIONS. http://www.skylinecollege.edu/programreview/cpr.php

2. Review and update all course outlines on CurricUNET. PLEASE SEE THE CPR WEBSITE (DIRECTIONS AND FORMS) FOR DETAILED INSTRUCTIONS. http://www.skylinecollege.edu/programreview/cpr.php

3. Complete the Course Outline and Prerequisite Checklist Table. Upload the file to the SPOL document repository in the Program Review folder for the current academic year (Program Uploads).

4. Verify and document the two-year cycle of curriculum offering to ensure that students have access to courses necessary to complete certificates, degrees, and transfer in a timely manner. Review the sequencing of prerequisites.

Narrative
N/A

IV.A Considering Key Findings

Considering the results of CPR assessment, identify program strengths, challenges, opportunities, concerns, and areas in which further research is needed. Describe how the key findings can be used to improve program effectiveness in order to promote student learning and achievement.

Narrative

Current strengths of program:

1. Successful completion of three of our four objectives from the 2019-20 APP:
2. Creation of the Peer Wellness Educator program and hiring three students this year with grant funding. Future planning and now having a plan to secure funding to institutionalize this program.
3. Rebranding of department has helped reduce stigma and encourage a positive collaboration personal counseling (receiving services or referring students to services).
4. Increased outreach and direct service due to the creation of the post grad Associate Personal Counselors.

The suggestions for improvement in the last CPR cycle were the following:

1. Adopt electronic health records. Electronic Medical Records (EMR) have been adopted for Health Services and Personal Counseling will begin using the program as well with the transfer of paper files to EMRs this spring.
2. Hire a full-time medical assistant/outreach coordinator. The addition of another team member in Health Services has not happened over the 6 years. The same concerns remain. The addition of a full-time nurse would support the expansion of outreach and education to students, faculty and professional staff, ensure data collection from our Electronic Medical Records and provide consistent oversight of procedures and protocols used.
3. Schedule monthly staff meetings. Personal Counseling is able to assemble their team for a meeting every two weeks. The Health Center has been able to meet once this year and this continues to be a struggle due to one adjunct being present a day.

Associated Objectives

1024-Health Equity Programming

1025-Rebranding Restructuring of Systems

1026-Institutionalize Post Grad Program

IV.B   Aspirations

The key findings and program aspirations will be used as the foundation to build a strategy for program enhancement.

- What is the ideal future of the program?
- What long-term results does the program want to achieve?
- How do the key findings prompt or inform the program's aspirations?

Narrative

The ideal future of the Health and Wellness Program will provide services anchored in being student ready as a department, using a consciousness grounded in equity and continuing to grow our practice in a transformative way. We will respond to student needs in direct service while proactively engaging the campus community in issues of health equity in partnership and collaboration with outside entities.

Health and Wellness Services will have yearly calendared events that the campus can engage in each month. There are structured avenues where students can receive information and education on a consistent basis without having to attend an additional event. Services are accessible in person, online and over the phone.

Skyline Personal Counseling will have a notable reputation for being the ideal post grad placement for Associate Marriage and Family Therapists. The program will grow beyond two and include a team of Associates. Health Services will follow the model of Personal Counseling and hire a full-time nurse to ensure consistent programming and outreach.

Associated Objectives

1024-Health Equity Programming

1025-Rebranding Restructuring of Systems

1026-Institutionalize Post Grad Program

V.A.   **Program Strategy**

Based on the key findings and aspirations, develop a plan designed to enhance the quality of the program. Describe the strategy (or strategies) to be implemented over the next six years. Strategies could include intended changes or areas of inquiry to pursue.

[NOTE: In the next item, objectives will be created with action steps and resource requests to support each strategy identified here. Each objective will also be tied to an Institutional Goal.]

Narrative

1. Health Equity Programming: Identify strategies to change policies and practices toward greater health equity. Educate students, faculty and staff on understanding health equity in order to take action through programming.

2. Peer Educator Program: Hire an additional student or two, to be trained as peer educators, assist in workshops/presentations and extend the reach of Health & Wellness Services even further.

3. Post Grad Intern Program: Hire two post grad interns to carry a full load of clients in order to meet student needs.

4. Rebranding & Restructuring of Systems: Make Health & Wellness Services a recognizable department through, publications, preventative education and campus wide events Associated

Associated Objectives

901-Health Equity Programming

903-Peer Educator Program

904-Post Grad Internship Program

905-Rebranding & Restructuring of Systems

V.B.   Action Plan and Resources Requests
Develop one of more measurable objectives (goals) to begin in the next year. Each objective will include action steps and any related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the CPR report under this item.

1. To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.
2. IMPORTANT! Make sure to associate each objective to this standard in the CPR and link each objective to one or more Institutional Goals. Need help? Contact the PRIE Office for further instructions.

Narrative
1. Find organizations to partner with in educating/training the campus on health equity. Build multilayered partnerships with on campus departments/clubs/groups and off campus organizations like: The Prevention Institute, Regional Health Equity Council, and Center for Disease Control and Prevention that will collaborate in bringing programming to campus.

2. Personal Counselors have hired one peer educator in Spring 2019. There is funding from the CCC Mental Health Grant to fund one to two more hires in Fall 2019.

3. Recruiting has already begun and three members of the department will be attending the CAMFT Job Fair in order to recruit qualified candidates. Interviews will happen in May in order to have a successful August start in Fall 2019. CCC Mental Health grant will provide funds to cover these two positions for two years.

4. Work with MCPR to rebrand Health & Wellness Services and ensure that language and content provided is written through the lens of health equity. Make the strategic plan is the foundation of all work done in the department and that a common language is used and understood around health equity. All activity must be connected to a PSLO and aligned with the greater ISLOs to support Skyline's Mission, Vision and Values. Establish a departmental calendar that explicitly shows the connections mentioned above.

Associated Objectives
1024-Health Equity Programming

1025-Rebranding Restructuring of Systems

1026-Institutionalize Post Grad Program

904-Post Grad Internship Program

Enhanced Budget with Objective and Task Detail
Health and Wellness Services Enhanced Budget with Objective and Task Detail