



Skyline College

Program Review Update

2024-2025

SKY PR Group - Health and Wellness
Center

Ellen Murray


Ellen Murray (Feb 21, 2025 14:26 PST)

02/21/2025

SKY Student and Learning Support Services Program Review Update

Submitter Name:

Judith Martinez, Liz Llamas and Susan Schor

Submission Date:

09/26/2024

DIVISION:

Counseling, Advising, and Matriculation (CAM)

PROGRAM NAME:

Health Center and Personal Counseling

YEAR OF REVIEW

2024-2025

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

Academic Skills Assessment, Depression and/or Anxiety Assessment, Personal Skills Assessment and Outreach Assessment were conducted every semester.

HPV vaccine awareness, education and implementation was assessed every semester.

Preventive Health Education was assessed every semester.

ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

Personal Counseling has met our benchmark(s) for all four PSLO's for this three year cycle. We were able to implement the following changes during this time:

a. One Exit Survey per academic year instead of three different surveys per academic year. This has proven effective with streamlining survey process and our return rate from students was positively impacted.

b. Solidified our post Outreach/presentation electronic survey and had no disruptions to collecting this data which occurred in our previous three year cycle.

c. We have determined an action plan to simplify the data entry for our Outreach #4 PSLO and to have back up data uploaded into Nuventive.

We were able to share our results at one of our trainings to the Personal Counseling group and will plan on having another team meeting to kick off the next year's cycle. We hope to introduce the new ISLO for the next academic year and devise some creative ways to reinforce the ISLO into program planning. We will explore with our team the current PSLO's and results more in depth for quality and program improvements.

Health Center

SLO HPV:

HPV vaccination rates remain low in our community. The disease can lead to many types of cancers which are preventable with the vaccine. Our pretest revealed that our students had a poor understanding of the benefits of the vaccine and how to access it if they didn't have medical insurance. Through individual education as a part of the patient visits, we were able to demonstrate a significant increase in scores on our post test showing a better understanding of what types of cancers HPV can cause, vaccination schedules, and where to obtain. In the past we were able to provide the vaccine in the health center but since this is no longer an option we have had to change our education to help students navigate community health resources.

SLO Sleep:

Inadequate sleep has both physical and mental health implications. Some of the effects of lack of sleep are impaired memory, mood changes, ability to focus, increased sugar cravings and cardiovascular disease. In our student population it can have a direct effect on their ability to focus in class and learn. Our pretests showed that students often did not have adequate sleep and did not recognize the implications regarding their physical and mental health. As part of our patient visits, we incorporated targeted education on sleep hygiene and our post test showed improved knowledge on how to improve sleep and awareness of what can result from lack of sleep. This

SKY PR Group - Health and Wellness Center

has lifelong implications for the health of our students.

Implications:

We are continuing with the same PSLO's from the previous year because we found in the past our evaluation and education was inconsistent. We had implemented our education during the health fairs, tabling events and classroom presentations. We were inconsistent in collected post test data from many students and the health fair setting or tabling events wasn't always an ideal environment for education. This format made it difficult to individualize education to student needs. This year we made the education and evaluation process as part of the patient visit which was more consistent and specific to individual needs. It is something that can continue to be revisited with each patient visit which we anticipate can increase the HPV vaccination rate and ensure compliance with completing the full vaccine series. Sleep will always be an ongoing topic to evaluate with our students and making this part of patient visits allows this conversation to continue.

iii. Are the PSLOs still relevant to your program? If not, what changes might be made?

Personal Counseling: Yes the four PSLO's are still relevant to our program.

Health Center: Yes the two PSLO's are still relevant to our program.

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

Yes

Updated the Improvement Platform with new and/or changed PSLOs after approval by the appropriate person(s)

Not Applicable

Updated the program website with new and/or changed PSLOs after approval by the appropriate person(s)

Yes

2. ADDITIONAL INFORMATION

Goals & Resource Requests

Student Ready Health and Wellness Program

Personal Counseling and Health Center Goal: 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

Year Initiated

2019 - 2020

Implementation Step(s) and Timelines

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.

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.

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, Center for Disease Control and Prevention, KARA Grief Support Services, Stanford Health Van, Red cross, Community Overcoming Relationship Abuse (CORA), the National Alliance on Mental Illness (NAMI), One Love Organization, Active Minds, StarVista, Latino Commission, Rand Corporation, San Mateo County Behavioral Health & Recovery Services, Naloxone Distribution Project administered by the State Department of Health Care Services, and TimelyCare for weekend, evening and immediate counseling support that will collaborate in bringing programming to campus.

This will be measured through surveys, event attendance, statistics on number of attendees, various qualitative and quantitative measures.

Mapping

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

STATUS

Goal Status Date

11/19/2024

Academic Year Updated

2024 - 2025

Goal Status

Completed

Goal Status Narrative

Personal Counseling Goal Status Update- See attached document

Patient education is ongoing through individual meetings with students, health fairs, events, and classroom presentations. Focus will continue to be on HPV education and the effect of sleep on overall physical and mental health.

Related Documents

12/9/2024

Goals & Resource Requests

[PRU FA24 PC Goal No 1 Status Update.docx](#)

Resource Request

Division Name

Counseling, Advising, and Matriculation (CAM)

Year of Request

2022 - 2023

Resource Type

Facilities

Resource Name

New Sinks in Health Center

Resource Description

Sink(s) with adjustable hot/cold knob(s) to manually control water temperature and length of flow to properly treat certain injuries such as burns.

Funds Type – Mark all that apply.

One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

This request is necessary so the Health Center is student ready by being equipped with the necessary facilities to properly treat patients. Nurses cannot effectively perform their jobs without a proper sink.

Level of need, with 1 being the most pressing

1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name

Counseling, Advising, and Matriculation (CAM)

Year of Request

2022 - 2023

Resource Type

Supplies

Resource Name

Microscope

Resource Description

The microscope is a one time purchase.

Accu-Scope EXC-120 Cytology Microscope

Binocular or Trinocular

Achromat 4x, 10x, 40x Objectives

Rackless XY Stage

LED Illumination

5 Year Mechanical & Electrical Warranty

Funds Type – Mark all that apply.

One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

A microscope will provide the technology needed to offer accurate prognosis for students to better respond to their needs.

Cost

755

Level of need, with 1 being the most pressing

1

Goals & Resource Requests

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Resource Request

Division Name

Counseling, Advising, and Matriculation (CAM)

Year of Request

2022 - 2023

Resource Type

Technology

Resource Name

Tablet for Health Center

Resource Description

A tablet to check in students for their appointments will allow for students to complete necessary paperwork without having to use a staff computer. Using a staff computer limits the work staff can perform while checking in students and potentially increases risk of students seeing confidential information.

Funds Type – Mark all that apply.

One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

A new tablet to check-in students for their appointments will help the Health Center to provide services anchored in being student ready as a department, and continuing to grow our practice in a transformative way using technology to better help students.

Cost

1,000

Level of need, with 1 being the most pressing

3

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name

Counseling, Advising, and Matriculation (CAM)

Year of Request

2022 - 2023

Resource Type

Student, Aides, Hourly, or Temporary Workers

Resource Name

Additional Funding for Personal Counseling Services

Resource Description

Additional funding to expand Personal Counseling availability to meet the increasing demand for services from students. As of 10/17/2022, Personal Counseling has a waiting list of students who want therapy services. Our current counseling team is at capacity and an increase in funding for this area will allow the counselors to serve more students.

Funds Type – Mark all that apply.

Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

By adding more capacity to Personal Counseling, the department can provide services anchored in being student ready. This will allow the department to respond to students needs by providing direct services.

Cost

51,447.2

Level of need, with 1 being the most pressing

Goals & Resource Requests

2

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Resource Request

Division Name

Counseling, Advising, and Matriculation (CAM)

Year of Request

2022 - 2023

Resource Type

Other

Resource Name

Professional Development

Resource Description

\$5500 annually, approximately \$500 for each therapist and nurse each school year towards additional training.

Funds Type – Mark all that apply.

Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

Providing training and networking opportunities through attendance of continuing education courses supports this endeavor. It also lends to our efforts to partner with local agencies and therapists to develop and strengthen our community collaborations. Additionally, it supports our action plan for our PSLO to see a decrease of depression and/or anxiety reported by students by providing additional trainings to our intern and licensed staff for greater utilization of evidence based interventions and industry standards.

Cost

5,500

Level of need, with 1 being the most pressing

3

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name

Counseling, Advising, and Matriculation (CAM)

Year of Request

2022 - 2023

Resource Type

Classified Professional/Administrator Position (permanent)

Resource Name

Additional Support for Health & Wellness Department

Resource Description

Additional classified position to support the efforts of the Health & Wellness department.

Funds Type – Mark all that apply.

Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

This will allow for an expansion of services, increase the number of internal and external partnerships and serve more students by increasing the capacity of the front desk operations.

Cost

55,104

Level of need, with 1 being the most pressing

5

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Goals & Resource Requests

Cultivate Reputation for Ideal Graduate and Post Graduate Placement

Personal Counseling Goal: Skyline Personal Counseling will have a notable reputation for being the ideal graduate and post grad placement for Associate Marriage and Family Therapists, Associate Social Workers, Marriage Family Therapist/Clinical Counselor Trainees.

Year Initiated

2022 - 2023

Implementation Step(s) and Timelines

The program will grow beyond two and include a team of Associates and Trainees. Health Services will follow the model of Personal Counseling and hire a full-time nurse to ensure consistent programming and outreach.

Mapping

- SKY Strategic Goals: (X - Hightlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

STATUS

Goal Status Date

11/19/2024

Academic Year Updated

2024 - 2025

Goal Status

Completed

Goal Status Narrative

Goals & Resource Requests

In the Fall 2019 we launched our Intern Program. It was a grant funded pilot program. We recruited post-graduate Registered Associate Marriage and Family Therapist through the California Association of Marriage and Family Therapist (CAMFT) intern fair at their annual conference. We had a number of candidates apply and we selected two post-graduate interns.

In 2021 we established two- site agreements with Santa Clara University and St. Mary's College of California and added to our program two marriage and family therapist trainees/clinical counselor trainees with a specialization in Higher Education & Student Affairs.

In 2022 we recruited one graduate student from St. Mary's College. She heard about our program through our 2021 cohort.

Beginning in the Fall 2023 we developed a new site agreement with San Jose State University Masters in Counseling Psychology Program and added two clinical counselor trainees to our clinical program.

This academic year we have solidified an MOU with San Francisco State University graduate program Masters of Science in Clinical Psychology program and recruited one marriage and family therapy trainee for the 24-25 Academic Year.

Current Intern Program consists of:

1. One Associate Clinical Social Worker-post-graduate intern
2. One Associate Marriage and Family Therapist/Professional Clinical Counselor- post-graduate intern
3. One Associate Marriage and Family Therapist-post-graduate intern
4. One Associate Professional Clinical Counselor- post-graduate intern
5. One marriage and family therapist trainee-graduate student

Total of five graduate and post-graduate level interns. We grew from two site agreements/ MOU's with two universities to four site agreements with four universities. We grew from two interns to five interns since 2019.

Our interns have discovered a passion for School Based Mental Health clinical practice and are an integral part of our program. They participate in all facets of our program and through supervision and mentorship we guide them to find an area within our program that they are most passionate about. We are proud to have ushered in seven clinicians into the mental health field, added four new part-time faculty adjunct positions to Skyline College's Health & Wellness Department and two new collaborations with local graduate programs. This occurred while the mental health field is experiencing an unprecedented time of provider shortages and increased need within the community.

We have increased our capacity to see more students. We provide services in five languages from a diverse and dynamic therapeutic team.

Resource Request

Division Name

Counseling, Advising, and Matriculation (CAM)

Year of Request

2022 - 2023

Resource Type

Other

Resource Name

Professional Development

Resource Description

Professional development opportunities for personal counselors through workshops, trainings and conferences. \$4,000 annually, approximately \$500 for each therapist each school year.

Funds Type – Mark all that apply.

Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

Goals & Resource Requests

Supports our strategic plan to be a notable clinical internship site. Providing training and networking opportunities through attendance of continuing education courses supports this endeavor. It also lends to our efforts to partner with local agencies and therapists to develop and strengthen our community collaborations. Additionally, it supports our action plan for our PSLO to see a decrease of depression and/or anxiety reported by students by providing additional trainings to our intern and licensed staff for greater utilization of evidence based interventions and industry standards.

Cost

4,000

Level of need, with 1 being the most pressing

3

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Peer Educator Program

Personal Counseling Goal: Expand the Peer Educator Program and 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. This will support efforts to be a student ready program that responds to campus community needs.

Year Initiated

2022 - 2023

Implementation Step(s) and Timelines

Hire 1-2 students to be trained as peer educators.

Mapping

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Civic Mindedness Cultivation:** Cultivate civic-mindedness to empower self and strengthen society (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

STATUS

Goal Status Date

11/20/2024

Academic Year Updated

2024 - 2025

Goal Status

Completed

Goal Status Narrative

Beginning in 2018, the Personal Counseling department began employing student assistant(s), known as Peer Wellness Educators, every semester to assist in and coordinate outreach efforts including: creation of relevant mental health-related events to improve awareness on campus, designing presentations for students aimed at improving knowledge of mental health topics, facilitating club meetings wherein members engage in reflective and supportive exercises and plan events, and inform other students of services provided at the Health & Wellness Center from a student-to-student approach. Workshops, presentations, and activities conceived by Peer Wellness Educators are appropriate for the student community because they are created by students; their experience, perceptions, interests, and typical struggles are factored into the events they conceive, and adjust as necessary to remain student focused and relevant. Since 2022-2023, Personal Counseling has employed between 3 Peer Wellness Educators, funded through Federal Work Study. However in the Fall of 2024, funding through Federal Work Study was adjusted, and only 1 position was able to be funded for that semester.

Goals & Resource Requests