

Program Review All Fields

Program Review: Student Health Services Fall 2020

Main

Overview

Academic Year Fall 2020

Originator Cisneros, Carina

Division Non-Instructional Service Areas

Department

Program

Student Health Services

Program Type

Student Services

Co-Contributors

Contributor

- Pescarmona, Denee

Program Mission and Accomplishments

Gavilan College Mission Statement

Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

Provide a brief overview of how the program contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement (300 words or less).

Under Title 5, Student Health Services encompasses several areas including health education, treatment for health conditions and referrals/resources into the community. Student Health Services contributes to accomplishing the mission of Gavilan College by supporting and enhancing student wellness by providing direct health services to students or referring to community resources for support. Student wellness, much like student basic needs is crucial for students to engage in learning and have the necessary support. In recent years, greater attention and priority has been placed on student mental health services, a trend that is being observed both on our campus and nationally as awareness of mental and emotional health needs among college students increases. Student Health Services at Gavilan College provides students with up to eight emotional wellness sessions through our partnership with Discovery Counseling Center and for students enrolled in credit courses; one doctor consultation through WellVia covered every semester with student health fees.

Additionally, Student Health Services makes available to students monthly StudentHealth101 online magazine, Kognito mental health simulation training on depression, suicide ideation and LGBTQ inclusivity; annual health fair, annual flu clinic and collaborate with the Health and Wellness Committee to support or sponsor health education and awareness activities throughout the year. All services provided by the Student Health Services are paid for by student health fees.

On the PIPR website, locate and review your previous program plan and review (self-study) and subsequent program plan updates. After studying, please complete the following questions:

Response and follow-up to previous program reviews

1. **Continue to explore how best to meet student health referrals and support in the absence of a full time nurse.**

Accomplishment

The college contracted with WellVia in fall 2019 to provide students access to telehealth/telemedicine. The service provides students access to board certified physician consultations 24/7, 365 days a week. All credit-enrolled students receive their first consult free (paid for by student health fees). Additionally, the college has increased access to emotional wellness sessions with therapists from Discovery Counseling Center. Students are eligible to receive up to eight mental health sessions per semester. Mental Health services are available to all students (credit and non-credit included).

2. **Accomplishment**

3. **Accomplishment**

Briefly describe the activities and accomplishments of the program with respect to

- a. PIPR recommendations; and
- b. Each goal since the last program plan and review.

There has been great progress made in providing students with reliable health services that include medical and mental health services. Additionally, in the absence of the College Health Nurse, there has been a strengthened relationship with the Health and Wellness Committee which has served as an ad hoc advisory for Student Health Services.

There continues to be a need for Student Health Services to have a dedicated part time staff and faculty assigned to assist with health education and coordination of health activities. The current structure of release time for a health educator is very limiting and does not lend itself to long-term planning.

Have the services of your program changed over the past three years? Please explain (300 words or less).

Since the retirement of the Health Nurse in spring 2018, Student Health Services has not had any dedicated staffing and has shifted focus toward providing students with increased support and access to mental and emotional wellness sessions through our partnership with Discovery Counseling Center that began in 2017. What began as a pilot for launching mental health sessions for students has blossomed into a strong partnership that now allows all Gavilan students to access one on one emotional wellness support with a therapist and have up to eight sessions per semester provided at no cost (covered by student health fees). Many health education events have become traditions on campus, including Art with Impact, Denim Day, Walk a Mile in Her Shoes, NAMI presentation, Sue's Story about Dementia, Healthy Relationships, Annual Health Fair.

Student and Program Outcomes

College Goal for Student Achievement
Increase Scorecard Completion Rate for Degree and Transfer

The College has a primary aspirational goal of increasing the Completion rate from 46% to 53.5% on the CCCCO Scorecard Completion Rate for Degree and Transfer by 2022. The completion rates in the Scorecard refers to the percentage of degree, certificate and/or transfer-seeking students tracked for six years who completed a degree, certificate, or transfer-related outcomes (60 transfer units).

As you answer the questions below, please consider how your program is helping the college complete this aspirational goal of increasing the Gavilan College Degree, Certificate, and Transfer Completion rate by 7.5 percentage points on the CCCCO Scorecard by 2022.

Success

The following questions refer to data regarding student achievement.

What are your set goals for course success? Do your individual course and department rates meet this goal?

Helpful Question: If your rates for success are lower than your goals, what are your plans to improve them (200 words or less)?

Path: GavDATA (<http://www.gavilan.edu/about/research/index.php>) - Program Review/ Equity - D3. Course Rates by Unit

Not applicable to student health services.

Given the preceding sections, what goals need to be set and what initiatives need to be developed to support success and retention? Address these initiatives in your Three-Year Program Plan at the end of this document.

How many students did your area serve (if you don't have an exact count, please provide an estimate)? How did they perform in comparison to those that did not use your services, if applicable? Given this information, how has your service or area supported student success and retention over the past three years (200 words or less)?

Path: GavData (<http://www.gavilan.edu/about/research/index.php>) - Program Review/ Equity - D4. Milestone Tracking Summary

Student Health Services serves all Gavilan students. All services, except for WellVia telehealth, which is limited to students enrolled in credit courses only, are available to all students. Student Health Services support student success and retention by supporting student health and wellness. Over the past three years, Student Health Services, in partnership with Discovery Counseling Center and our General Counseling Department began providing mental health services to students and the services have been expanding ever since to support student needs for emotional wellness therapy. Health Services also provides health education and awareness for health promotion through the annual Health Fair and Student Health101 online magazine. Other direct services include the annual flu clinic and oversight of the lactation room for nursing parents.

Refer to your previous three-year plan (http://www.gavilan.edu/staff/program_planning/Past_Plans.php) for your stated outcomes and initiatives that were evaluated. Using your previous plan, consider and comment on the following questions.

1. What were the measured outcomes of specific initiatives over the past three years?
2. What groups are you measuring? Is there a comparison group—for example, against the college average or students who do not participate in your activity?
3. What indicators are you measuring?

(300 words or less)

The previous 3 year plan is dated April 2014 with the last annual update completed in 2018-19. From these previous plans, there were objectives for increased support staff and larger health services space to support student medical and mental health needs but these previous plans lacked relevant data to support those requests. It is a goal of Student Health Services to deliver a student survey (ACHA survey) in spring or fall of 2021 that will provide the

college with recent data on our student health and behaviors that will help us to identify the best staffing plan that will support student health moving forward.

In your area, what goals need to be set and what initiatives need to be developed to support success and retention? (200 words or less).

For Student Health Services, we need to identify dedicated staff to support the year round health services and educational programming that occurs in partnership with the Health and Wellness Committee. The ACHA survey on student health will help us get the information we need to identify the best staffing plan for Student Health Services.

Equity

Equity

Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

For EOPS/ CalWORKs, MESA, TRiO, Puente, and VRC: Using the path below, locate your program in GavDATA. Examine your equity results over the last three years. If there are differences in success rates and/ or retention across groups, comment on any differences in success rates across groups. Helpful Questions: What current factors or potential causes can be connected to these areas of disproportional impact? How might your program or department address student equity gaps (200 words or less)?

For all other areas, how can your area help increase disproportionate student success? Contact your support team for any needed assistance in interpreting these data (200 words or less).

Path: GavDATA (<http://www.gavilan.edu/about/research/index.php>)-Program Review/ Equity - D7. Disproportionate Impact with Margin of Error by Year - locate your program - Filter by Year

Contact your support team for any needed assistance in using GavDATA.

Not applicable to Student Health Services

Equal Employment Opportunity:

Ensuring equal employment opportunity involves creating an environment that fosters cooperation, acceptance, democracy, free expression of ideas and is welcoming to persons of all gender expressions, persons with different abilities, and individuals from all ethnic and other groups protected from discrimination.

What is your area doing to support district efforts in creating an inclusive college environment? With what departments are you partnering? Did you identify barriers and institute change? How is you creating/ ensuring diversity in your department or in the classroom?

Some examples might be sponsoring cultural events and diverse speakers on issues dealing with diversity, exploring how to infuse diversity into the classroom and curriculum, integrating diversity into the evaluation of employees, promoting learning opportunities and personal growth in the area of diversity, or evaluating how the physical environment can be responsive to diverse employee and student populations.

Student Health Services provides all faculty, staff and students with access to online training via Kognito to bring awareness and appreciation for the challenges faced by members of the LGBTQ community and provide training for how we can be more inclusive with our language.

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on closing achievement gaps across student populations? How do you plan to address EEO outcomes in your employee hires?

Student Health Services is committed to ensuring all services are accessible to all students enrolled in credit courses. We are consciously making efforts to produce and publish materials in English and Spanish; including the accessibility and accommodation statement as well as providing access to Discovery Therapists who are bilingual and can provide services to our spanish speaking students.

curriQunet

**Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?
Are your SAOs mapped in curriQunet?**

No

Are your SAOs up to date in curriQunet AND on the reporting website?

No

Have your SAOs been assessed in the last five years?

No

Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?

No

If you answered no to any of the above questions, what is your plan to bring SLOs into compliance (200 words or less)?

New SAO's will be developed to align with current Student Health services and student needs.

Outcome Assessments

Services Area Outcomes (SAO)

What is your set goal for SAO success for each SAO (200 words or less)?

New SAO's are being developed for this three year plan and will be updated annually to measure success.

Institutional Learning Outcomes (ILO)

How do your SAO support the college ILOs? Be specific (200 words or less).

New SAO's will be in direct alignment with college ILO's and strategic plan to support student retention and completion.

Gap Analysis

Are you meeting your SAO success goals? What patterns stand out in your results? If your SAO results are lower than your goals, what are your plans to improve them (200 words or less)?

Student Health Services is developing new and updated SAO's.

Curriculum and Course Offerings Analysis

Program and Resource Analysis

Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Program and Resource Analysis

1. 2019

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

9000

Full Time Faculty

0

Part Time Faculty

1

Full Time Staff

0

Part Time Staff

1

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

1.00

2. 2018

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

9300

Full Time Faculty

0

Part Time Faculty

1

Full Time Staff

0

Part Time Staff

1

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

0.00

3. 2017

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

9400
Full Time Faculty
 0
Part Time Faculty
 1
Full Time Staff
 0
Part Time Staff
 1
Full Time Mgr/Admin
 0.00
Part Time Mgr/Admin
 0.00

Percentages

Percentage Full to Part Time Faculty

Year:2017
 FT = 0%
 PT = 100.00%

Year:2018
 FT = 0%
 PT = 100.00%

Year:2019
 FT = 0%
 PT = 100.00%

How have and will those with reassigned time, grant commitments and activity, projected retirements and sabbaticals affect personnel and load within the past in the next three years? What future impacts do you foresee (200 words or less)?

Currently, Student Health Services has one faculty on 20% release time for the Health Education role and one faculty on 20% release time for the BIT Liaison role. There is sufficient funding to hire a designated staff or faculty member to support ongoing coordination of Student Health Services. However, more information is needed from students on student health habits, behaviors and perceptions (NCHA survey) to identify what staffing will be needed to support Student Health Services moving forward. Current trends in higher education, both locally and nationally point to a greater focus on mental health/emotional wellness services for students versus medical health services. There is also greater emphasis for increased health education/promotion and helping students with applying for MediCal, CalFresh, and other social services.

Additional Comments

Program Productivity

Program Productivity Measurements

Determine the number of students you assist annually. Using the data provided by the business office, calculate your average cost effectiveness per student. **If you do not have student contact, please fill out Total allocated budget and Total spending.**

- **2019 - 20**
Total Number of student contacts
 9429
Total allocated budget
 374222.000
Total spending
 162171.000
Total cost per student (Student Contact/ Total Spending)
 \$17.19
- **2018 - 19**
Total Number of student contacts
 10087

Total allocated budget

250000.000

Total spending

131393.000

Total cost per student (Student Contact/ Total Spending)

\$13.02

- **2017 - 18**

Total Number of student contacts

9587

Total allocated budget

245786.000

Total spending

169725.000

Total cost per student (Student Contact/ Total Spending)

\$17.70

Year and Student count

Year:2017 Count:9587

Year:2018 Count:10087

Year:2019 Count:9429

Evaluation of Resource Allocations

List the resource allocations from all sources (e.g., annual college budget request appropriations, Guided Pathways funds, grant funds, etc.) received in the last three years. For annual college budget request appropriations, reference your previous three-year plan and annual updates.

Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion? For college budget request appropriations, list the result of the evaluation strategy outlined in your previous three-year plan and annual updates. For all other sources of funding, list the results of the evaluation strategy contained within the program or grant plan.

Did you receive additional funds?

Yes

Resource Allocation

1. **47,600****Funding Source**

Grant

Academic Year

2018

Purpose of Funding

Provide mental health services to students

Result

Established Mental health services for students through partnership with Discovery Counseling Center.

Integrated Planning and Initiatives

What other areas is your program partnering with (i.e. guided pathways, grant collaboration) in new ventures to improve student success at Gavilan College? What is the focus of this collaboration? Helpful question: What are the department and your Integrated Planning/ Guided Pathways partners' plans for the next three years (200 words or less)?

Student Health Services has strong collaborations with the college Health and Wellness Committee which includes many community partners like Community Solutions, Discovery Counseling Center and representation from the Hollister offsite, General Counseling, Athletics, Non-credit, Allied Health and special programs. This committee serves as an ad hoc advisory to Student Health Services. Additionally, Health services partners with Allied Health for coordinating the Annual Health Fair and Flu Clinics.

Other Opportunities and Threats

Review for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan

(<http://www.gavilan.edu/administration/budget/EducationMasterPlanFlipbook.php>), changes in matriculation or articulation, student population, community and/ or labor market changes, etc. Helpful Question: What are the departmental plans for the next three years (200 words or less)?

There is great opportunity for the college to continue and enhance our partnership with Discovery Counseling Center who has access to interested therapists who can work with college students and provide greater emotional wellness education and stigma reducing activities and direct services such as adding more emotional wellness groups. There is potential for groups that can provide unique support to student parents, students dealing with grief, depression, relationships, etc. What is needed is a campus survey of student health needs to help us determine if current observational and utilization data trends are reflected in student experiences. Subsequently, the college will need to hire a staff or faculty to assist with coordinating and serving as a point of contact for our partner agencies. It is not clear yet whether this should be a faculty or staff but there is a need for a faculty BIT Liaison/Case Manager to support the ongoing work of BIT and expand to include a designated case manager.

Additional Questions

Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?

Yes, Student Health provides Suicide Prevention and LGBTQ Online training via Kgonito available to all faculty, staff and students.

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.

There is a need hire a staff or faculty to support the ongoing coordination efforts of Student Health Services. When a student is in crisis or needs ongoing emotional support, it is imperative that the college have someone readily available who can provide both immediate and ongoing support, utilizing a case management approach. With mental health disorders on the rise, staff, faculty and students need access to a reliable resource for support. For these reasons, it is likely that a Counselor hire in Student Health is most prudent for Gavilan to continue supporting student health in partnership with Health and Wellness Committee and the General Counseling Dept.

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?

Student Health Services is providing the online trainings via Kognito for our faculty and staff to recognize and appreciate the challenges faced by members of the LGBTQ community.

4. Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?

The Student Health Services webpage received a major revamping to facilitate access of information. The website previously featured 52 "quicklinks" that were reduced to ten and emphasized our campus services on the front page.

Gavilan's Health and Wellness Committee has been serving as the de facto advisory board for Student Health Services. It has been a fruitful relationship that has resulted in launching our first round of emotional wellness support groups for students in fall 2020. Additionally, Health Services led the planning to identify and create the designated Lactation Room that is now available for students.

Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.

NA

Goals

Three-Year Program Plan Goal Setting Worksheet

1. Identify service gaps in student health and implement plan to fill the gaps.

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

Mission of student health services is to improve the physical, mental, and social health of our students and to strengthen and inspire the well-being of the entire college community.

Strategic Plan Goal 1: Increase Achievement

Strategic Plan Goal 4: Improve Equity

Proposed Activity to Achieve Goal**

Administer the National College Health Assessment to Gavilan student body to gather precise data about our student health habits, behaviors and perceptions.

Responsible Party

Dean, Special Programs

Fund amount requested. If a collaboration, what % required from each partner?

No funds requested. Collaboration with Research Analyst (40%) - Research Analyst time and support is requested.

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

December, 2021

How Will You Evaluate Whether You Achieved Your Goal

Data gathered from the NCHA survey will be used to identify sustainable staffing plan for Student Health Services that will support Gavilan student health and wellness. Proposed staffing plan will be produced and shared for review in fall 2021.

2. **Develop new SAO's for Student Health Services to assess annually, beginning in fall 2021.****Connection of Goal to Mission Statement, Strategic Plan**

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

Strategic Plan Goal 1. Increase Achievement

Strategic Plan Goal 4. Improve Equity

New SAO's will be in alignment with the College's Mission and directly support the college strategic plan goals.

Proposed Activity to Achieve Goal**

Set up a planning meeting with EVP to create SAO's that will be assessed annually.

Responsible Party

Dean, Special Programs

Fund amount requested. If a collaboration, what % required from each partner?

None.

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

December 2021

How Will You Evaluate Whether You Achieved Your Goal

SAO's will be published on the Student Health Services website by end of spring 2021.

Executive Summary

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for your next three years. Your audience will be your Peer Review Team, the PIPR Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).

Under Title 5, Student Health Services encompasses several areas including health education, treatment for health conditions and referrals/resources into the community. Student Health Services contributes to accomplishing the mission of Gavilan College by supporting and enhancing student wellness by providing direct health services to students or referring to community resources for support. A gap in health services was created with the retirement of the Health Nurse at the end of spring 2018. In fall 2019 Gavilan partnered with WellVia to provide telemedicine/telehealth services to students with the first consultation being free; however the utilization of the service has been minimal with less than 30 students utilizing the service in the first year. Mental health and health education services have continued with an increased focus on student mental and emotional wellness. In fall 2020, the number of mental health sessions provided per student was increased from six per semester to eight per semester to support student emotional wellbeing during the pandemic. Additionally, there were three (six week) emotional wellness groups offered to students for the first time that addressed issues of Depression, Isolation, Anxiety, Feeling Overwhelmed and Transitioning to Adulthood. Two out of the three groups launched successfully and the most popular group identified was during evening hours of 6:30pm on a Wednesday. The trend in demand for ongoing emotional wellness support is clear from faculty and staff feedback as well as utilization data from SARS calendar in support of increased weekly hours from Discovery Therapists. Student Health Services is moving in the right direction with increased emphasis on student mental health but there is a need to hire dedicated staffing in Health Services to support ongoing day-to-day operations and coordination.

Attach Files

Attached File