



# **Program Review - Overall Report**

Student Services: Student Health

2021 - 2024

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**1. How does this student service area evaluate the quality of service delivery? (“Quality” can be measured various ways: speed of service, student satisfaction with services, accuracy of processing, responsiveness, achievement of SLOs, etc.)**

Student Health and Psychological Services uses clinic, education-based programs, and advanced technology to provide quality and reasonably priced health care to our students. Our specialized and inclusive approach to health and wellness assists a diverse student population to achieve and maintain optimum physical and psychological health. This approach helps to promote academic success and retention in the learning environment while focusing on the importance of lifelong wellness. The department engages in a variety of student learning assessment activities on an ongoing basis, embedded in our regular operational services. While in 20/21 school year, Student Health and Psychological Services was not able to measure the quality of service through speed of service or student satisfaction surveys, Student Health and Psychological services has indirectly measured the quality of service based on student's response to services, such as any complaints generated and also responses to workshops and webinars that were conducted and the number of students returning to participate. The response was not a pre/post test but an assessment based on the continued attendance and participation of our students for our workshop series. FY 22/23, Student Health Services deployed an anonymous Patient Satisfaction Survey to evaluate the quality of service delivery. In May 2022, Student Health Services collaborated with Healthy Minds Study (HMS) to collect a detailed picture of mental health and related issues in college student populations. Such questions in the survey included asking the students about the quality-of-service delivery. The breakdown of the survey included asking about convenience of hours, location, quality of therapists, respect for privacy concerns, ability to schedule appointments without delays, and respect and consideration for my cultural/racial background.

**2. In what ways does this student service area support student learning?**

Student Health and Psychological Services supports student learning by using a collaborative approach model. Health Services clinicians and staff provides care using the whole person concept, which recognizes the linkage between physical and psychological health and enhances student success and retention. This department uses an educational and clinical program which enhances the students' college experience by providing quality programs of prevention, education, and treatment of physical and psychological ailments. Student Health Services also contributes to student wellness and provides care and assistance when illness and injury interferes with a student's academic and personal success. The focus of Student Health Services in the 20/21 school year has been on mental health. Student Health and Psychological Services understands that in order for a student to succeed, we must make sure the student is both physically and mentally healthy to do so.

Student Health Services also support student learning by offering multiple workshops that target specific subjects that helps support students overall well-being. Such workshops offered include Daily wellness workshops which are a variety of topics offered every day of the week, and the Health and Wellness Series which includes topics such as How To Set Goals And Stay Positive and Nutrition For Your Mental Health. Future workshops in these series includes Mental Health vs Mental Illness and COVID-19 and Mental Health. Student Health and Psychological Services also strive to provide resources designed to support students' academic success and personal development. Amid this health crisis, Student Health Services is working hard to support students' adjustment to college life, prioritize health, cope with unique challenges, gain self-awareness, and address psychological concerns. We offer our resources to faculty and staff and encourage collaboration to support our students' physical and mental well-being. Student Health Services partner with faculty and staff to share the common goal of improving health and well-being by adapting presentations that meet the faculty's course and student needs. We find that a classroom setting is the most effective way to address students directly. We encourage faculty to request a classroom presentation on health-related topics or general review of our Student Health & Psychological Services Department and

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work with our Medical Specialist and Mental Health Counselors team to develop a workshop or short presentation of the services and support we offer.

Student Health Services has also formed partnerships with our community partners to expand resources for our students. These partnerships include those such as Planned Parenthood, Operation Safehouse, Riverside County Seeking Safety Program, Riverside Area Raper Crisis Center.

### **3. What strategic goals does this student support service area align with to support the college mission?**

Student Health and Psychological Services supports Norco College's mission in the area of student success through educational opportunities and through collaboration with community partnerships. Our department encourages self-empowerment and is dedicated to transforming the lives of our students, employees, and community. Student Health Services places a high value on the academic and personal success of students inside and outside of the classrooms. In order for a student to succeed academically, we support and maintain the well-being of the student's health first. We also have a team of expertise, although not a concrete team, but we currently have a dedicated team with the same vision and goals whom are committed to the ongoing improvement and well-being of students physical and mental health. We provide the students service with mutual respect, collegiality and inclusiveness. Students are encouraged to take part in setting goals which fosters our students in empowering them in taking charge of their health. And most importantly, Student Health Services is here to provide access to all students in all aspects to close the equity gap by providing equal access and learning opportunities to all students.

### **4. How has assessment data been used to improve this student support program or service?**

No assessment data was collected for the 19/20 academic year because of COVID. Although no pre/post test questionnaires were utilized, Student Health and Psychological services has focused on students and completed more workshops and webinars with high student retention and involvement. In the past years, workshops have ranged from 5-18 student participations. During the 19/20 academic year, our workshops have consistently maintained and retained 33-71 students with active participation during entire time of workshop. Future outreach measures of assessment data will include Student Health and Psychological survey which was sent out April 2021 which will be used to improve student support services. Specific questions about services and what various types of services and workshops are of most interests to students were asked to determine information retention for future use.

In Spring 2022, Student Health Services also participated in a Healthy Minds Survey study which provided a detailed picture of mental health and related issues in college student populations. The data collected from this study was used to identify needs and priorities, evaluate programs and policies, and to plan for services and programs. With the results of this survey, Student Health Services formed a partnership to be a Learning Site with California State University, San Bernardino. This partnership allowed us to improve our counseling services by providing additional counselors to meet the demands of our students. The Healthy Minds Survey provided data showing that 8% of our students fell within the somewhat dissatisfied/very dissatisfied category when they were asked about their ability to schedule appointments without long delays. With this partnership, we were still able to fill over 90% of our appointments.

### **5. How does this student support service area assure equitable access to appropriate, comprehensive, and reliable services?**

Student Health and Psychological services has always assured equitable access to appropriate, comprehensive, and reliable services. Health services provides quality health care to students for free or at minimal cost to students which include low cost lab and immunization services as well as low cost prescriptions and TB screenings. Due to COVID, this department has not been able to provide certain services but has partnered and collaborated with outside community resources to continue providing free/low cost services to students. These resources are essentially a short-term fix for our students as students understands that campus is closed due to COVID, however upon the return of students on campus, students will not want to seek outside resources due to the convenience of resources made available on campus. To also assure an equitable access that is comprehensive and reliable, Student Health and Psychological services needs to have concrete team to provide these services, which this department does not have. We have had to utilize Grants and CARES and HEERF funding to support these positions. As a result of COVID-10 college closures there has been an increased need for virtual physical and mental health counseling support that is accessible through various technological platforms to create and maintain support for our students and their physical and mental health and well-being. Efforts have included

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remodeling our current Electronic Medical Records system to include easier 24/7 access so students can make appointments at their convenience and an increase in emails and phone call communications as well as revamping our health services website. The time and efforts of our student health services staff members have continued and will continue to maintain a high level of support to extenuate the effects of COVID-19 by providing progressing access and services as well as to safely contact trace individual students for the safety of faculty and all students on campus. To assure equitable and reliable service. Student Health Services has also been able to fund for a Mental Health Supervisor, someone who is licensed in counseling to supervise a team of counselors. With this position, Student Health Services has been able to expand mental health services, overseeing quality therapists and meeting the needs of our students. Starting FY 21, student health services has been unable to hire a RN. Since the return to in-person classes, there has also been an increase in medical appointments. It is undeniable that student health services has found it difficult to provide full comprehensive services to students due to not having enough coverage for day to day undertakings.

## Program Review: Part 1

### EMP GOAL 3. Close all student equity gaps.

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#### **GOALS AND ACTIVITIES**

##### **What are you doing now in support of this goal?**

Anxiety, depression, and stress are sadly common features of many college students' lives as they confront various challenges of campus life and the transition to adulthood. For students of color, this phenomenon is even more acute as they often face additional stressors and are less likely to access needed services. For this reason, Student Health Services has worked to close the student equity gap to help assess and strengthen support for mental health and emotional well-being of students of color. Historically, these marginal groups have underutilized these resources to support their academic progress. Student Health Services has directed targeted outreaches to these special program groups such as Men Of Color, Puente, Umoja, and Women's Lean In Circle. These targeted outreaches include workshop series with a huge number of support including topics such as Stress Management, Holiday Stressors, How To Set Goals and Stay Positive, Nutrition For Your Mental Health, COVID-19 and Mental Health, and Mental Health vs Mental Illness. Student Health Services also works to support groups such as Women's Lean In Circle. This department has collaborated with WLC to discuss Common Challenges For Women Of Color.

Not only has Student Health Services focused on students of color, this department has also made an effort to support students whom play various roles. We recognized that students also play roles as fathers and mothers, caregivers, and guardians. Along with EOPS/CARE counselors, Student Health has collaborated with Carolyn E Wiley Center to provide a space for mothers, soon to be parents, caregivers, and guardians from all walks of life to connect on the unique experiences, joys, challenges of raising children while being a college student. This space was created as an opportunity to share resources and gain new skills and to become more confident and optimistic about achieving personal goals.

In addition, Student Health Services has expanded workshop collaborations with Unity zone, DEI committee, Disability Resource Center (DRC) and Learning Resource Center (LRC) to provide more workshops to educate and inform students that fall into these programs.

##### **What are your plans/goals (3-year) regarding this goal?**

3 year plans/goals for Student Health Services to close the student equity gap includes 1) Identifying and promoting the mental health and well-being of students of color as a campus-wide priority 2) Destigmatizing mental illness 3) Create dedicated roles to support well-being and success of students of color through peer educators 4) Offer a range of supportive programs and services such as discussion groups, and workshops focused on supporting the mental and well-being of students of color 5) Have an adequate team of staff to achieve goal including Full-Time Medical Administrative Assistant, RN, and counselors

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### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

Of the over 20 million students enrolled in American colleges and universities, four out of ten self-identify as a student of color. While all college students face a variety of challenges including social, emotional, financial, and academic pressures, students of color often experience additional sources of psychological distress compared to their white peers. Discrimination, imposterism, stigma, cultural mistrust, and feelings of isolation are among the factors that can adversely impact the mental and emotional well-being of students of color. These facts were published in the National Center for Education Statistics as well as in the Journal of Counseling and Psychology. During this time of covid, the virtual workshops that have been offered directed towards these targeted special programs have continued to have a consistent support and participation varying from 33-71 students per workshop.

### **RESOURCES**

#### **Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

EMP GOAL 4. Implement professional development around Guided Pathways and equity framework; foster a culture of ongoing improvement.

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

In light of this year long pandemic, we have seen an increase in students reaching out for help, most of times directly through their instructors. In support of indirectly implementing professional development around equity framework and to foster a culture of ongoing improvement, Student Health Services has and will continue to offer workshops in relation to Suicide Prevention, Education and Training. In support of this goal, our mental health counselors are hosting Know the Signs trainings which focuses on understanding how to recognize the warning signs of suicide, how to find the words to have a direct conversation with someone in crisis and where to find professional help and resources. After our counselors are trained, in turn they will be offering a Suicide Prevention Summer Series for our staff and faculty which will equip our faculty and staff to assist someone who may be suicidal by learning the practical skills to question, persuade, and refer (QPR). In addition, Student Health Services has Kognito which is an online mental health and suicide prevention training simulation where staff and faculty can learn ways to assist students and peers in distress. Kognito is essentially an interactive research-proven training to educate students, staff and faculty on the best practices in supporting students who struggle with psychological distress.

#### **What are your plans/goals (3-year) regarding this goal?**

Plans to continue to support our staff and faculty through implementing professional development around equity framework and to foster a culture of ongoing improvement includes hiring a Full-

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Time Mental Health Supervisor who is well qualified in educating and guiding staff and faculty in recognizing red flags and be able to continue to pursue and develop and sustain partnerships with our community to provide resources for our students, staffs, faculties, and management team. Goal is to also have an adequate team of staff to achieve goal including Full-Time Medical Administrative Assistant, RN, and counselors

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

As reported by CDC and UN.org, College students are struggling more with their mental health than ever before. The reported percentage of students being diagnosed with a mental health condition has increased by 13.6 percent between 2007-2017 and the number who reported suicidal ideations in the past year increased by 5 percent. The COVID-19 pandemic has posed additional unprecedented stressors, isolation, and disruption which has brought an elevated level of adverse mental health conditions, substance use, and suicidal ideations with the highest levels among young adults ranging in age from 18-24. Norco Student Health Services has also seen an increase in students with suicidal ideations as this department has had to make a handful of calls to local Police Departments to conduct wellness checks on our students.

### **RESOURCES**

#### **Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

## EMP GOAL 6. Pursue, develop, & sustain collaborative partnerships.

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

In support of pursuing, developing and sustaining collaborative partnerships to continue providing community resources for our students, Student Health and Psychological Services has partnered with outside resources such as Operation Safehouse which provides timely, relevant and participant specific mental health services using the Stress and Your Mood Program (SAYM), Seeking Safety and Peer to Peer. The consultation services includes outreaches, psycho-education, prevention and early intervention treatment and assistance in finding other outside resources. Student Health Services is also participating in other committees and coalitions, one of which includes Riverside County-Prevention and Early Intervention. This coalition focuses on safety as a part of suicide prevention planning and effective messaging and communications. Another collaborative partnership includes the Carolyn E Wylie Center's Triple P Program. Because Student Health and Psychological services understands the stress of parenting especially during this time of a pandemic, Student Health Services has partnered with Carolyn E Wylie Center to provide parenting and family support strategies in order to increase positive parent-child interaction and increase parental confidence, increase resiliency and skill development for children



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and parents, and to strengthen parenting and the parent-child relationship to prevent maladaptive behavior in children. Student Health Services has also partnered with Riverside Rape Crisis Center to provide ongoing Monthly workshops which include topics such as Healthy Relationships, How to be a Support Person to a Survivor of Sexual Assault, Self-Defense, and Intimate Partner Violence Workshops. These partnerships are all made possible by our Mental Health Supervisor whom has previously worked with these community resources and the support with background work and research by our Medical Administrative Assistant as well as our counselors.

Update: Our other MOUs and partnerships with our community partnership also includes Operation Safehouse, Riverside County Seeking Safety Program, CSUSB+ Norco College Health Services Learning Site Agreement, Umass Global, Riverside Area Rape Crisis Center, and Planned Parenthood.

### **What are your plans/goals (3-year) regarding this goal?**

Our 3 year plan/goal regarding these partnerships is to continue to maintain partnerships and to continue to share these resources with our students to provide ongoing support. These community partnerships and resources and that we have been able to obtain are of great value to students. Due to the limited staffing that Student Health services has, we need to make sure we continue to reach out to these partnerships to provide resources for our students. We plan on renewing our MOUs with these partnerships and also continue to share them with our students. We also have an immediate plan/goal of utmost priority to hire a Mental Health Services Supervisor to continue seeking out partnerships with community resources for our students. We also plan on having an adequate team of staff to achieve goal including Full-Time Medical Administrative Assistant, RN, and counselors

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

Currently we do not have any assessment data relating to this goal as these are new partnerships that were formed.

Student Health Services has been focused on providing as much resources to students as possible and actively advertising the workshops we have conducted. We have had an increased interest in our workshops conducted with a range of 33-71 student participants per workshop including workshops offered by our partners.

### **RESOURCES**

**Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes



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EMP GOAL 9. Expand workforce to support comprehensive college and develop/sustain excellent workplace culture.

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

To support a comprehensive college and develop/sustain excellent workplace culture in Student Health Services, efforts have included remodeling our current Electronic Medical Records system to include easier 24/7 access so students can make appointments at their convenience and an increase in emails and phone call communications as well as revamping our health services website. Student Health and Psychological Services at Norco have also increased our outreach to students, which includes workshops such as the Daily Wellness webinars that take place every Monday thru Thurs. On Fridays we have collaborated with Riverside Area Rape Crisis Center to provide workshops once a month. Student Health and Psychological Services has also partnered with special programs on our campus, which include Men of Color, Puente, Umoja, Women's Lean in Circle, as well as ASNC to provide monthly workshops. The commitment and efforts of our Student Health Services staff members has been strong. We will continue to maintain a high-level of support by providing progressive access and services. With the demand for mental health counseling on the rise, Norco College needs to improve its counseling services. This department has also purchased You@norco which is a wayfinder to access tips, guidance and resources designed to help keep student academics, well-being and social connections on track in this changing world. All these resources has only been made possible by a great group of teamplayers however, these staff members are all Professional Experts and Short-Term hourly staff. Student Health Services is lacking a concrete team of staff members that can create this stability. Due to COVID-19 we have also had to increase our student contact tracings for COVID. The time dedicated to tracking these students to ensure the safety of our faculty and the student's classmates have been extremely tedious and time consuming. We have been able to hire contact tracer utilizing the CARES/HEERF funding to fill in the gaps just to perform covid tracking as well as offer health workshops and outreaches.

#### **What are your plans/goals (3-year) regarding this goal?**

With the demand for mental health counseling on the rise, Norco College needs to improve its counseling services. With the expected return to 'normal' in the fall semester, Student Health and Psychological services feels that all students need equal access to services. Some students may not feel comfortable returning to campus or have additional circumstances which may prevent their return. Thus, to provide equal access to services, I am proposing 1) we continue to provide mental health counseling in-person, as well as have a remote option to provide counseling to address both equity concerns and the increased demand 2) Hire a Full-Time Mental Health Supervisor to oversee and continue to offer vast number of workshops we have been able to offer

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3) Increase Medical Admin Assistant from Part-Time to Full-Time 4) Hire a Full-Time Registered Nurse.

According to the American College Health Association's (ACHA) National College Health Assessment survey of California Community Colleges, conducted in the spring of 2019, over 60 percent of students reported that anxiety, depression, and stress had a "negative impact on individual academic performance." For many young adults enrolled in our college, the campus represents their best, and perhaps only, access point for mental health services. As mentioned before, Norco Student Health Services would like to offer in-person counseling as well as remote counseling. We also plan to continue our daily webinars and workshops and increase outreaches to students. Current outreach includes utilizing social media platforms as well as email blasts and frequent college catalog updates.

However, without funding for mental health care and even more importantly without a Full-Time Mental Health Supervisor, mental health services continue to lack the comprehensive services needed to make a significant impact on our populations. If more funding can be secured, Student Health Services can increase the number of staff members to aide in suicide prevention trainings, increase workshops, and most importantly, provide more availabilities for mental health counseling sessions for our students. This increase in staff will provide more coverage for mental health needs and the anticipated increase in demand once we are able to reconvene back on campus.

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

Student Health Services has been able to quadruple the number of workshops offered while offering a collaborative partnerships with a significant number of community resources. The staff available now have only been made possible by CARES and HEERF funding. With the additional funding, Student Health Services has been able to also create a more comprehensive, interactive workshop which has a a range of 33-71 participants per workshop as compared to previous workshops with an average of 8 participants.

Norco College Student Health Services also continues to be the only Student Health Services amongst the 3 colleges that does not have funding for a Mental Health Supervisor. In the previous Program Reviews, this position has been a priority because it is a position that is critical to not only the growth of our existing services but also to increase the level of assistance for students by implementing new programs aimed at decreasing suicide rates, promoting mental health, and developing group sessions and/or workshops on common mental health topics such as depression and anxiety. RCC recently just posted a 2nd Mental Health Supervisor position. Due to the allocation of Student Health Fees, RCC has been able to fund for 2 Mental Health Supervisors because RCC receives 53% of all student health fees while Norco and MV only receives 23%. MV has been approved and has been in the process of hiring a Mental Health Supervisor utilizing 50% general funds and 50% Student Health Fees. Without any assistance in funding for a Mental Health Supervisor, Norco Student Health Services will not have the budget to support a Mental Health Supervisor.

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Compared to 19/20 prior to Covid closure vs 20/21, Student Health Services has seen an increase of 25% in students seeking Mental Health Services.

### **RESOURCES**

**Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

EMP GOAL 10. Build a comprehensive and inspiring campus integrated into the region that serves as a destination for education, commerce, life, and the arts.

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### **GOALS AND ACTIVITIES**

**What are you doing now in support of this goal?**

Student Health Services has been trying to build a comprehensive and inspiring Health Services for Norco students by providing confidential accessible and age-appropriate comprehensive health services designed to keep students healthy and ready to learn. Staff members provide ongoing assessments, interventions, education, and referrals for our Norco students. In addition, a health maintenance, prevention and intervention model is promoted. In order for students to be ready to learn and to move toward their optimum development educationally and socially, we concern ourselves with the present health conditions of our students here at Norco College. The students can do their best work only if their health permits them to participate to the extent that the school program requires. In order to continue to provide excellent service, we have had to hire additional staff to provide the most optimal services for our students. This has only been made possible due to COVID-19 school closure, because we have been able to work virtually. Currently Student Health Services has one exam room and one counseling office. This limits the number of students we can service at once. This department is at a point where our current location is insufficient. We need to add rooms and staffing as well space storage and supplies. Additionally, there is only one way in or out of the clinic which poses a safety concern for both fire and active shooter. In order to be able to keep us serving the increasing needs of our students, it is vital for our department to expand so that we can continue to accommodate our growth as well.

**What are your plans/goals (3-year) regarding this goal?**

3 year plan/goal is to hire enough staffing to accommodate the the growing needs of our students, particularly in the Mental Health Department. We would like to have at least 3 office available for counseling and outreach services and need additional room for storage of medical supplies, medication, and medical equipment.

### **EVIDENCE**

**Do you have assessment data or other evidence that relates to this goal?**

Tracking from our Electronic Medical Record compared 19/20 prior to COVID school closure to 20/21 school year, Student Health Services has seen an increase of 25% in students seeking Mental Health Services alone.

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### RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)

Yes

## EMP GOAL 11. Implement professional, intuitive, and technology-enhanced systems.

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### GOALS AND ACTIVITIES

#### **What are you doing now in support of this goal?**

As a result of COVID-10 college closures there has been an increased need for virtual physical and mental health counseling support that is accessible through various technological platforms to create and maintain support for our students and their physical and mental health and well-being. Efforts have included remodeling our current Electronic Medical Records system to include easier 24/7 access so students can make appointments at their convenience and an increase in emails and phone call communications as well as revamping our health services website. The time and efforts of our student health services staff members have continued and will continue to maintain a high level of support to extenuate the effects of COVID-19 and beyond by providing progressing access and services as well as to safely contact trace individual students for the safety of faculty and all students on campus. Student Health Services has also purchased a new platform YOU@Norco. It is a new student portal that personalizes campus resources to student users. This online portal exists to help Norco College students succeed in academics and career readiness, thrive in areas of personal wellness, and matter by finding motivation and involvement. In each of these three core areas, users can take Reality Check quizzes to assess their current strengths and challenges. Based on this secure information, the system serves up on-campus resources, wellness tips, modules, and other helpful tools based on the student's needs. From here, the student can save resources, commit to take action and set goals. YOU@Norco portal is personalized by the student's responses to stressors, lifestyle, and college needs. It maintains students' privacy and anonymity while they set goals and research about their mental and physical health. Along with YOU@Norco, Student Health Services has also purchased MindWise, which is a brief screening tool which helps to determine if you or someone you care about should connect with a mental health professional - they are a checkup from your neck up. This program is completely anonymous and confidential, and immediately following the brief questionnaire, students can view results, recommendations, and key resources. MindWise includes both an online based version and a kiosk located on the second floor in the Center for Student Success building. Student Health & Psychological services has also partnered with CCC Student Mental Health Programs to provide a suite of interactive, research-proven Kognito Trainings to educate students, staff and faculty on the best practices in supporting students who struggle with psychological distress.

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### **What are your plans/goals (3-year) regarding this goal?**

3 year plans is to continue to implement professional, intuitive, and technology enhanced systems include continuing to utilize Mindwise for students to complete anonymous and confidential screenings because we realize a majority of our students still have a stigma regarding Mental Health and are hesitant to seek assistance. Student Health Services also plans to advertise Kognito trainings especially to staff and faculty to help assist our students in particularly to those who struggle with thoughts of suicide. Student Health Services understands that sometimes it takes only one person to make all the difference.

Student Health Services has been able to share these resources with our students mainly through our student outreaches such as workshops and webinars which were mainly conducted by our current Licensed Marriage Family Therapist whom is also supervising our associate counselors. We have also had a supportive, yet not permanent team of Medical Administrative Assistant, RN, and counselors which we hope to make permanent positions.

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

Assessment data related to this goal has been indirect at this time. Mindwise has had a significant 314 actual completed screenings since school closure showing 83% of the students are willing to seek help but 17% of the students were not willing. Without this anonymous screening we would not have been able to determine what percentage of the students are still unwilling to seek help even though they realize they may need it. This data is an example of the need for continued up-to-date technology which helps gives us an insight to figure out different strategies to reach those students in need of support.

### **RESOURCES**

**Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

EMP GOAL 12. Develop innovative and diversified resources to build and sustain a comprehensive college and achieve its visionary goals.

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

Through a multitude of community partnerships and a goal driven and dedicated team, Student Health Services has been able to develop innovative and diversified resources to build and sustain a comprehensive Student Health Services Center and to achieve Norco College's visionary goals which includes the well-being of the student as a whole. Student Health Services has been offering Daily Wellness activities, creating MOUs with community partners such as Operation Safehouse and Carolyn E Wiley Center to offer free and additional support to our students whom may need assistance with housing or need additional support for being a parent. Student Health Services has also collaborated with special programs on campus such as Men Of Color, Puente,

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Umoja, and Women's Lean in Circle to offer directed workshops to these targeted programs. In the past year Student Health Services has shown our capability and resiliency to be able to shift from an in-person supportive environment to a virtual environment for our students without any downtime by implementing new technology platforms to support this environment. Norco Health Services was first to trial and implement our new Electronic Medical Records, Mediat Patient Portal where students can access secure, convenient way to manage private healthcare online. This free self-service health management tool improves Student Health Center interactions and allow students to retrieve important healthcare documents such as immunization records 24/7 at their own convenience. Students are able to schedule appointments and complete required medical forms. Mediat patient portal gives students the ability to make more informed decisions about their health.

### **What are your plans/goals (3-year) regarding this goal?**

Norco Student Health Services plans to continue to be the innovator of new technology so we can continue to keep up with the demands and needs of our students. We understand the stress and every day struggle of being a student and we strive to make taking care of their physical health and mental health the least of their worries. Our utmost priority is to hire a Mental Health Supervisor who is well connected to community resources and partnerships to continue to bring our students the most updated and comprehensive care. We also have a plan/goal of having an adequate team of staff to achieve goal including Full-Time Medical Administrative Assistant, RN, and counselors.

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

Currently there are no direct assessment data that relates to this goal as Norco Student Health Services was focused on providing students with as much information as possible through workshops and webinars. No pre/post tests or surveys were conducted at this time as all workshops and webinars were conducted through zoom. Our indirect assessment data as mentioned before has all been the retention and continual participation of our students during the webinar and workshop series.

### **RESOURCES**

#### **Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

## Program Review Part 2

2021 - 2024

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### Information/Publication Review

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**Please discuss any publications or published information that require regular updates for your area.**

Student Health Services has consistently updated our Student Health webpage on a weekly basis. We conduct a workshop at least once a week and so workshop information is continually updated along with new community partnerships and resources. Student Health Services has also been very consistent with Regular College Updates. This department has also made it a point to make sure we send either non-faculty or non-all and student email blasts at least once to twice a week and update on social media, facebook and instagram two to three times weekly. Student Health Services wants to offer as many resources and support to our students as much as possible, so we have made as many attempts to reach out to our staff, faculty, and students in as many avenues made possible.

### Program Review Reflections

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**What would make program review meaningful and relevant for your unit?**

Program review would be more meaningful to Student Health Services if we had questions that were more specific to Health Services. Health Services is such a specialized department that it was difficult to apply the EMP goals and that a majority of the questions were difficult to answer.

**What questions do we need to ask to understand your area's plans, goals, needs?**

What are the strengths of Student Health Services?

What are the weaknesses and what type of resources/staff/support do you need to improve the weaknesses?

**What types of data do you need to support your area's plans, goals, needs?**

**If there are any supporting documents you would like to attach, please attach them here.**



# Resource Requests

2023 - 2024 Update

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## Resource Request

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### What resources do we already have?

Part-time 0.8 FTE Medical Administrative Assistant

### What resources do you need?

0.2 FTE permanent increase to Full-Time Medical Administrative Assistant

### Request related to EMP goal or Assessment?

EMP Goal 3,EMP Goal 4,EMP Goal 6,EMP Goal 9,EMP Goal 11,EMP Goal 12,Assessment

### \$ Amount Requested

80,000

### Resource Type

STAFF: Classified Professional, Confidential, Manager

### Potential Funding Source(s)

General Fund

### The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1,Program Review: Part 2

**Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.**

### This request for my area is Priority #:

1

### Is this request:

New

## For Administrative Use Only

---

### Funding Status

### Notes

### Council Ranking

### 2022-23 Council Ranking

### 2022-23 Notes

# Resource Requests

2023 - 2024 Update

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## Resource Request

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### What resources do we already have?

HEERF funded contact tracer, ending 6/30/23

### What resources do you need?

COVID Block grant funding for Contact Tracer thru 12/31/2024

### Request related to EMP goal or Assessment?

EMP Goal 4,EMP Goal 6,EMP Goal 9,EMP Goal 12

### \$ Amount Requested

50,000

### Resource Type

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

### Potential Funding Source(s)

Other/None

### The evidence to support this request can be found in:

Program Review: Part 1,Program Review: Part 2,Assessment Review

### Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.

The health of student's play an important role in supporting student learning. Students with health problems are two times more likely than their peers to leave their institution based on research data obtained from Healthy Minds Study. While we are able to incorporate, follow, and aligning with California Department of Public Health guidelines, the contact tracer helps to support and maintain the well-being of the student's health first.

### This request for my area is Priority #:

2

### Is this request:

New

## For Administrative Use Only

---

### Funding Status

### Notes

### Council Ranking

### 2022-23 Council Ranking

### 2022-23 Notes

## Resource Requests

2021 - 2024

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### Resource Request

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**What resources do we already have?**

None

**What resources do you need?**

Mental Health Supervisor

**Request related to EMP goal or Assessment?**

EMP Goal 3,EMP Goal 4,EMP Goal 6,EMP Goal 9,EMP Goal 11,EMP Goal 12,Assessment

**\$ Amount Requested**

474,000

**Resource Type**

STAFF: Classified Professional, Confidential, Manager

**Potential Funding Source(s)**

General Fund

**The evidence to support this request can be found in:**

Assessment Review,Program Review: Part 1,Program Review: Part 2

**This request for my area is Priority #:**

1

### For Administrative Use Only

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**Funding Status**

Completed/Funded

**Notes**

N/A

**Council Ranking**

1

**2022-23 Council Ranking**

N/A

**2022-23 Notes**

N/A

2021 - 2024

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### Resource Request

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**What resources do we already have?**

Part -time 0.8FTE Medical Administrative Assistant

**What resources do you need?**

0.2 FTE increase to Full-Time Medical Administrative Assistant

**Request related to EMP goal or Assessment?**

EMP Goal 3,EMP Goal 4,EMP Goal 6,EMP Goal 9,EMP Goal 11,EMP Goal 12,Assessment

**\$ Amount Requested**

72,000

## Resource Requests

### Resource Type

STAFF: Classified Professional, Confidential, Manager

### Potential Funding Source(s)

General Fund

### The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1,Program Review: Part 2

### This request for my area is Priority #:

1

### For Administrative Use Only

---

### Funding Status

Completed/Funded

### Notes

HEERF

### Council Ranking

8

### 2022-23 Council Ranking

N/A

### 2022-23 Notes

N/A

2021 - 2024

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### Resource Request

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### What resources do we already have?

None

### What resources do you need?

Funding for facility build-out

### Request related to EMP goal or Assessment?

EMP Goal 10

### \$ Amount Requested

150,000

### Resource Type

BUDGET: Facilities Building, Remodel

### Potential Funding Source(s)

General Fund

### The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1,Program Review: Part 2

### This request for my area is Priority #:

2

### For Administrative Use Only

---

### Funding Status

No Action-Insufficient funding

## Resource Requests

### Notes

Partially complete- More space is needed

### Council Ranking

24

### 2022-23 Council Ranking

N/A

### 2022-23 Notes

2021 - 2024

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### Resource Request

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#### What resources do we already have?

none

#### What resources do you need?

Funding for a Full-Time Registered Nurse

#### Request related to EMP goal or Assessment?

EMP Goal 3,EMP Goal 5,EMP Goal 4,EMP Goal 9,EMP Goal 11,EMP Goal 12,Assessment

#### \$ Amount Requested

288,000

#### Resource Type

STAFF: Classified Professional, Confidential, Manager

#### Potential Funding Source(s)

General Fund

#### The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1,Program Review: Part 2

#### This request for my area is Priority #:

2

### For Administrative Use Only

---

#### Funding Status

No Action-Insufficient funding

#### Notes

N/A

#### Council Ranking

7

#### 2022-23 Council Ranking

3

#### 2022-23 Notes

## Resource Requests

2021 - 2024

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### Resource Request

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**What resources do we already have?**

none

**What resources do you need?**

Funding for a Full-Time Associate Social Worker (Professional Expert)

**Request related to EMP goal or Assessment?**

EMP Goal 3,EMP Goal 4,EMP Goal 5,EMP Goal 9,EMP Goal 11,EMP Goal 12,Assessment

**\$ Amount Requested**

180,000

**Resource Type**

STAFF: Classified Professional, Confidential, Manager

**Potential Funding Source(s)**

General Fund

**The evidence to support this request can be found in:**

Assessment Review,Program Review: Part 1,Program Review: Part 2

**This request for my area is Priority #:**

3

### For Administrative Use Only

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**Funding Status**

No Action-Insufficient funding

**Notes**

N/A

**Council Ranking**

12

**2022-23 Council Ranking**

17

**2022-23 Notes**

2021 - 2024

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### Resource Request

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**What resources do we already have?**

none

**What resources do you need?**

Part-time Nurse Practitioner (Professional Expert)

**Request related to EMP goal or Assessment?**

EMP Goal 3,EMP Goal 5,EMP Goal 6,EMP Goal 9,EMP Goal 11,EMP Goal 12,Assessment

**\$ Amount Requested**

156,000

## Resource Requests

### Resource Type

STAFF: Classified Professional, Confidential, Manager

### Potential Funding Source(s)

General Fund

### The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1,Program Review: Part 2

### This request for my area is Priority #:

5

### For Administrative Use Only

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### Funding Status

No Action-Insufficient funding

### Notes

N/A

### Council Ranking

15

### 2022-23 Council Ranking

23

### 2022-23 Notes

2021 - 2024

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### Resource Request

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### What resources do we already have?

none

### What resources do you need?

Funding for Part-Time Associate Marriage Family Therapist

### Request related to EMP goal or Assessment?

EMP Goal 3,EMP Goal 4,EMP Goal 5,EMP Goal 9,EMP Goal 11,EMP Goal 12,Assessment

### \$ Amount Requested

90,000

### Resource Type

STAFF: Classified Professional, Confidential, Manager

### Potential Funding Source(s)

General Fund

### The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1,Program Review: Part 2

### This request for my area is Priority #:

4

### For Administrative Use Only

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### Funding Status

No Action-Insufficient funding



## Resource Requests

**Notes**

N/A

**Council Ranking**

27

**2022-23 Council Ranking**

30

**2022-23 Notes**

## Submission

2021 - 2024

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**All parts of my Program Review have been completed and it is ready for review**

Yes

2022 - 2023 Update

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**I would like to submit this update**

Yes

**The additions or updates to my Program Review can be found in:**

Resource Requests