

Program Review Comprehensive Report



Program Review - Student Services: Health Services

Area Overview

2017 - 2018

Mission: Student Health and Psychological Services uses clinic, education-based programs, and advanced technology to provide quality and reasonably priced health care. 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. (Revised 2016)

Philosophy Statement: Using a collaborative approach model, health services clinicians will provide care using the whole person concept, which recognizes the linkage between physical and psychological health and enhances student success and retention. (Revised 2016)

Summary: • Health Services, an educational and clinical program, enhances the students' college experience by providing quality programs of prevention, education, and treatment of physical and psychological ailments.

- Health Services contributes to student wellness and provides care and assistance when illness and injury interferes with a student's academic and personal success.

- Health Services provides quality health care for a reasonable price and a welcoming place where students feel comfortable to receive confidential care.

- 1 RN (16hrs a week) are used to provide consistent services for the students

- A total of 1 LMFT(12 hrs/week) and 3 Doctoral Psychology Interns for 20 hrs a week providing counseling services.

Another MFT Trainee to be added for approximately 8hrs a week including evening hours

- 4 hours of MD coverage one day a week

Strengths: 1. Emergency and first aid care, low cost lab and immunization services, low cost prescriptions, and TB screenings for students and staff

2. Comprehensive services by Registered Nurses, Nurse Practitioners, Mental Health professionals, and Physicians

3. Committee Chair for Safety Committee

4. Participates in 2-3 emergency preparedness trainings and/or safety trainings throughout the year.

5. Implementation of RAVE Guardian app for staff, faculty, and administrators in progress

6. Three main events related to Health, Sexual assault, and Fitness/Stress done each year

7. Hired a Wellness coach who held workshops twice a month in Spring to promote healthy living and additional health and wellness topics.

8. Started the Kognito interactive trainings for Faculty and Staff for identifying and responding to "at-risk" students.

Students Served: Students from any college can receive services at any Health Services clinic. Attached is a chart with a comparison of students served by discipline from 2012-13 through 2017-18. The other 2 charts are a representation of the number of students who made appointments versus the number of appointments they kept. In addition, we included a representation to depict the number of walk in's we had over 2016-17 and 17-18. Walk-ins were defined as students who came in for questions, or products not counted as over the counter medications, or who came in just to make appointments with our providers.

Attachments:

[2014-17_STUDENT_SERVICES_HEALTH_SERVICES_ResourceRequests.xlsx](#)

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SLO/SAO: • Increase student's awareness of the role stress plays in student success.

Through one on one teaching and group presentations, students will be able to correctly identify at least 2 ways stress affects student success. (SLO)

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017

Date Entered: 05/01/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Fill in the blank pre and post quiz that is developed by Health Services Staff
(Active)

Criteria: 70% of all students taught will be able to identify at least 2 ways stress affects student success

Findings/Analysis

Reporting Period: 2017 - 2018

05/01/2018

Conclusion: Criteria Met

381 students participated in the quiz. Out of 507 respondents 411 students (81%) were able to correctly identify 2 ways stress affects student success.

Improvement Recommendations

Improvement Recommendation: In order to continue to improve the number of students who can identify stress management techniques, the presentations will become more interactive with exercises aimed to reduce stress incorporated into the presentation. (05/01/2018)

SLO/SAO: Increase students understanding of campus safety and emergency preparedness

Through group presentations and events, students will be able to identify three things Norco College is doing to increase campus safety and/or emergency preparedness. (SLO)

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017

Date Entered: 05/01/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Pre and Post test developed and administered by Health Services staff that requires student to name at least three ways in which Norco College has prepared for an emergency. (Active)

Criteria: 50% of all students trained will be able to identify at least three things Norco College has put in place for campus safety and/or emergency preparedness.

Findings/Analysis

Reporting Period: 2017 - 2018

05/01/2018

Conclusion: Criteria Not Met

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There were only 6 events and they were very poorly attended with a total of 30 students. Out of the 30 students only 8 could identify three things Norco College is doing to increase campus safety.

Improvement Recommendations

Improvement Recommendation: In order to improve this goal, more tabletop presentations, scenarios, and interactive workshops will be planned throughout the year with the help of the College Safety & Emergency Planning Coordinator. (05/01/2018)

SLO/SAO: Increase student's understanding of health insurance and the importance of having health insurance

Through one on one and group teaching, students will be able to correctly match common health insurance terms and definitions in order to gain a better understanding of the importance of having health insurance. (SLO)

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017

Date Entered: 05/01/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Pre and Post test developed by Health Services staff that asks students to correctly match common descriptions to appropriate health insurance terms and indicate whether or not they have health insurance. (Active)

Findings/Analysis

Reporting Period: 2017 - 2018

05/01/2018

Conclusion: Criteria Met

Out of 327 students given the pre and post test of health insurance terms and definitions, 303 (93%) students were able to correctly match the insurance terms with their definitions.

Improvement Recommendations

Improvement Recommendation: It is recommended to close this goal out because students are more aware of their healthcare insurance options. (05/01/2018)