



SKY SS PRU Report

2022 - 2023

SKY PR Group - Health and Wellness Center

Luis Escobar

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02/09/2023

Program Information

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SKY Student and Learning Support Services Program Review Update

Submitter Name:

Judith Martinez, Liz Llamas, Emily Risk

Submission Date:

09/08/2022

DIVISION:

Counseling, Advising, and Matriculation (CAM)

PROGRAM NAME:

Health and Wellness Center

YEAR OF REVIEW

2022-2023

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 Every semester
HPV vaccine awareness, education and implementation was assessed once in the last 3 year cycle.
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?

PSLO Name: Academic Skills Assessment

PSLO: Students report greater satisfaction with academic performance after receiving therapy. Personal Counseling during the 2019-2022 cycle has achieved and/or exceeded the 80% benchmark for this PSLO all three years. Personal Counseling moved to a 100% Telehealth model in the Spring of 2020 (due to COVID-19 Shelter in Place order) with minimal disruptions to our direct services. Due to the success of providing Telehealth, our Personal Counseling program currently is a hybrid of both In-person and Telehealth services and we will continue to serve our students utilizing a variety of modalities.

PSLO Name: Depression and/or Anxiety Assessment

PSLO: Students will have a decreased score in the student's depression (PHQ-9) and/or anxiety (GAD-7) results

Personal Counseling during the 2019-2022 cycle has achieved the 80% benchmark for this PSLO all three years. Personal Counseling outreach service component responded to the reported increase in anxiety symptoms of our students, faculty and staff in the Spring 2020 by providing the following online workshops regularly:

- § Self-Care
- § Healthy relationships
- § Suicide awareness
- § Mindfulness
- § Mindfulness Hour for Faculty and Staff provided daily
- § Stress Management in the Era of Covid
- § Anxiety

PSLO Name: Personal Skills Assessment

PSLO: Students report greater satisfaction in overall performance, (employment, relationships, household

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responsibilities) after receiving services

Personal Counseling during the 2019-2022 cycle has achieved the 80% benchmark for this PSLO all three years.

PSLO Name: Outreach Assessment

PSLO: Students report they are more knowledgeable about Personal Counseling Services offered at Skyline College and know how to access these services for themselves and/or others.

During the 2019-2020 we reached our 80% benchmark. Due to Covid-19 and moving to a Telehealth model, as a department, we devised a plan to modify this survey to an online format.

During the 2020-2021 school year, the results of this survey were inconclusive. Although our rate of return of our survey improved by utilizing SurveyMonkey, the results were cut off because we did not have a paid account (SurveyMonkey only lets you see up to 40 responses.) Our coordinator for this was not aware of this until the data was compiled. As a result we changed to NoviSurvey for Spring 2021.

Additionally, the accessibility component of the survey question was not posed to the students so that needed to be corrected. Spring 2021 the decision was made by our Director of Student Support to focus program efforts on direct services as our full-time counselor was on leave for the semester. Substitute staff had to be hired on and the outreach data collection was ceased and resumed Fall 2021.

End of Fall 2021: Results were inconclusive as the survey distributed was again incorrect.

Spring 2022: Jan through Early March: Our outreach benchmark was met with conclusive results thereby we met our PSLO. March through End of Semester survey distributed was incorrect again.

PSLO coordinator met with outreach counselor to rectify the survey error. Will meet at the beginning of Fall 2022 to ensure survey is correct and review PSLO's with personal counseling team.

By far we have had the most difficulty with distribution of the newly formatted digital survey. We are on track to rectify this matter for Fall 22.

We have learned for the HPV SLO that we need a better way of measuring success. We need to remove the increases vaccinations as a criterion for success because it is not measurable. We do not give the vaccine to all in the clinic for free and do not take insurance. Students go elsewhere to get this vaccine and do not report it to us. We also need to make sure we provide some sort of privacy and regularity in the pre and posttest to ensure accurate results. We can move back to polling in the exam room or over zoom for this topic and we can target the populations where the vaccine has traditionally not been offered (the international students)

In looking at the Preventative Health Education

We need to implement a measurable way to track our results. We used a form in the EMR to assess sleep, diet and exercise with most of our patient interactions and depending on the answers we focused teaching where it was needed. This was an effective way to target specific needs but it is not easily measurable if there is no follow-up to see if actual change was made. Extracting information from the form also proved to be very difficult to assess for this purpose. We also implemented a sleep poll when giving a class talks on Sleep that aimed at discovering the deficits in information that our students have regarding sleep.

We discovered there is not a clear understanding of how sleep deprivation can manifest or why having a regular sleep schedule is important. The implications: We need to develop better way to assess if our teaching was effective, perhaps a short post test to see if the information stuck or if the patients allow, a follow-up call in a month to see if any habits were changed. We also need to develop better questions and plan out how we are going to implement them as a team (Class talks, surveys, polls?)

We were able to give Classroom and community talks during this cycle but our implementations and assessment was lacking due to the pandemic; our efforts shifted during this time to learning how to change systems in order to work from home. Moving forward we need to have a central place to record when and where we are giving talks.

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

Yes

iv. Please indicate whether the following tasks have been completed.

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

Yes

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

Yes

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

The Personal Counseling team from 2019-current which includes our newly developed intern program has been invaluable to the benchmark success we have seen of our students served. Our program model shifted to a 100% telehealth model within days of the COVID-19 Shelter in Place order. Many of the staff members received certification in providing therapeutic services through Telehealth. We continued our intern program during this transition and expanded our intern staff from two interns to five interns. Our program further expanded with the creation of another full-time faculty position.

We have further expanded our program to include specialized programming with the Women's Mentorship and Leadership Academy (WMLA) and currently the International Students Program.

Our team returned on site beginning the Fall 2021 with triage services and a hybrid counseling model. We had a record number of new student referrals initiating services for the first time. We are looking forward to continuing to develop our Program Student Learning Outcomes and innovating our comprehensive therapeutic program.

In the Health Center we need to have the faucet changed in the exam room so that we can have control over the temperature. It is currently an automatic faucet, not appropriate for burns, eye washing or cleaning up bio waste.

Related Documents

[PHQ 9 GAD 7.pdf](#)

[PSLO #4 Outreach Eval.pdf](#)

[Student Exit Survey Fall 22 Sp 23.pdf](#)

3. The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

GOAL

Student Ready Health and Wellness Program

Goal and Desired Impact on Students

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.

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

FOR ADMINISTRATIVE USE ONLY

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.

Level of need, with 1 being the most pressing

2

FOR ADMINISTRATIVE USE ONLY

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.

Level of need, with 1 being the most pressing

5

FOR ADMINISTRATIVE USE ONLY

GOAL

Cultivate Reputation for Ideal Graduate and Post Graduate Placement

Goal and Desired Impact on Students

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.

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.

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

FOR ADMINISTRATIVE USE ONLY

GOAL

Peer Educator Program

Goal and Desired Impact on Students

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.