

Description: Student Health Services at SBVC keeps our community of diverse learners healthy so they can achieve their academic goals and fully engage in their education. The department is comprised of nursing professionals, family nurse practitioners, mental health counseling professionals, and support staff. All members of our staff are dedicated to assisting students in accomplishing their personal and educational goals. We assist students in achieving optimal health by providing mental health, physical health, strengths development, and wellness-oriented health education services.

Assessment: The American College Health Association; National College Health Assessment II was administered during Spring 2019 for the fifth time at SBVC. It reveals the most prevalent Physical and Mental Health issues at SBVC. A representative sample of SBVC students completed the survey. Some of the most prevalent findings from last measurement are displayed in figures 1, 2, & 3.

Assessment: Four of the top six impediments to academic success identified by students are mental health related issues. Anxiety was more prevalent than depression for this survey cycle. Students also indicated a desire for information from the campus on mental health issues including stress, anxiety, depression, and sleep difficulties. Issues with weight and healthy lifestyle were also prevalent in the data. More than half of students surveyed were overweight or obese based on self-report of height and weight. Stress, lack of exercise, poor sleep, and low intake of fruits and vegetables are all risk factors for overweight and obesity. Again, more than half of students indicated a desire for information on nutrition and physical activity from the campus. Sustained stress, lack of sleep, poor nutrition, and lack of exercise also weaken the immune system leaving students at greater risk for colds, flu, and sore throat. Substance abuse issues are of great concern locally and nationally. Here at SBVC we have seen an increase in marijuana use with 7% reporting daily use and 19% reporting some use in the past 30 days. E-cigarette use in the last 30 days was 5.5%. Daily use of marijuana and E-cigarette use have doubled since the 2016 survey. These trends will guide our programming and goals for this year. We will continue to focus on healthy weight, mental health concerns, and healthy lifestyle during the coming year. We also plan to develop a systematic way to screen for substance abuse issues and identification of reliable and culturally competent referral sources for recovery in our service area.

Progress from last years action plan: We continue to offer our on-line magazine, Campus WELL, Kognito suicide reduction training, Health Fairs, individual therapeutic counseling, crisis intervention services, support to the BIT team, and Strengths based development to address mental health issues on campus. In addition, this year we are doing weekly tent, "Together We Thrive", events for mental health awareness and self-care, and hosted Movies for Mental Health and Resiliency Forum events for the campus. Healthy Weight and lifestyle change are emphasized at the Health Fairs, and in educational interactions with client on a

SAOs/SLOs/PLOs: The completion of the NCHA survey and assessment of findings for spring 2019 data confirm that we need to continue our emphasis on providing treatment, reducing stigma, and building mental health in our student. Healthy lifestyle and weight also need to be addressed with our campus population. Our collection of subjective units of distress before and after also reinforce the high level of stress our students experience and confirm that our support is helpful in reducing their stress levels. We will work on building formal partnerships in the community to expand access to mental health services for our students because there are times that we are at capacity and cannot offer some services immediately. Daily marijuana use has doubled since our last NCHA survey prompting us to look for a brief and valid screening tool to identify substance use issues early and offer education and referrals to encourage healthy coping strategies.

Departmental/Program Goals:

- Improve the overall health and quality of life for SBVC students through healthy lifestyle changes and the provision of **high-quality** and **innovative** services to our **diverse community** of learners.
- Continue to refine targeted services to meet the most prevalent needs informed by **evaluating** trends in SBVC specific data and service utilization. Maximizing use of existing resources in an efficient and **responsible** manner.
- Facilitate **access** to needed emotional and medical health care supported through wellness education services, clinical treatment/prevention services for physical issues, therapeutic counseling services for mental health challenges.
- Increase condom use and awareness regarding the need for responsible and “safe sex”.
- Early Identification and treatment of depression, anxiety, and substance abuse issues in students presenting for care at our clinic.
- Promote healthy eating, adequate physical activity, and effective sleep in our student population.

Challenges & Opportunities:

Challenges:

- Lack of a full time mental health clinician/therapist to provide a consistent presence on campus for support of the campus community, response to mental health crisis, assistance with threat assessment, and improved access to quality therapeutic counseling services through effective supervision of non-licensed mental health clinicians.
- Lack of full time clerical support in the front office to address the high volume of phone calls, walk in traffic, administrative paperwork, and competing demands of a blended medical/psychological services office environment. makes it very difficult to maintain a responsive high quality services for students. This person also provides infrastructure support back office clinician and responds to campus community needs and requests. The secretary has difficulty providing the administrative support necessary for smooth office operations and district business completion due to constant interruptions when a clerk is unavailable.
- Difficulty retaining qualified nurse practitioner services due to lack of FT contract and associated benefits.
- Limit to therapeutic counseling services due to limited space and lack of full time licensed clinician to provide counseling associate supervision. With those two items available we could expand access to therapeutic counseling services. By the fifth week of the semester Fall 2018 our counseling staff were already at capacity and a waiting list had to be started.
- Available space limits access to additional mental health providers during times of peak demand for services. Peak demand typically is during the hours of 10:00am to 3:00pm, Monday through Thursday and during the last half of each semester.

Opportunities:

- Students expressed desire for information from the campus on mental health issues including stress, anxiety, depression, and sleep difficulties as well as information regarding healthy lifestyle changes supportive of healthy weight and risk factor reduction.
- Need for services to counter the most prevalent impediments to academic success on our campus including stress, managing work and school, anxiety, sleep difficulties, depression and cold/flu/sore throat.
- Improvement of stress management, physical activity, and fruit and vegetable intake in our students which support mental health, normal body weight, energy needed to cope with work and school and a healthy immune system.
- Community partnerships for wellness education, free flu vaccine, free dental screening, free imbedded therapeutic

Program SAO Summary Evaluation Form

Division: Student Services/ Student Equity and Success

Semester Assessed: Spring 2020

Lead Evaluator: Akers

Program: Student Health Services

Next Assessment: Spring 2022

Participants: Akers, Estrada, Daub

Service Area Outcome Statement	Provide services employing a variety of settings and approaches to improve student access to Mental Health Services including treatment, stigma reduction, and prevention for all SBVC students. (SI 1&2) (ILO 5)
	<input checked="" type="checkbox"/> Access <input checked="" type="checkbox"/> Student Success <input type="checkbox"/> Facilities <input type="checkbox"/> Communication, <input checked="" type="checkbox"/> Culture, & Climate <input type="checkbox"/> Leadership & Professional Development <input checked="" type="checkbox"/> Effective Evaluation and Accountability
SAO Assessment Tool	Examination of services provided including approaches and settings Statistics regarding student involvement Changes/augmentation to current services.
Criteria – What is “good enough”? Rubric	Services offered in multiple settings and with a variety of approaches to increase student exposure and access to mental health education and services. Every student has access to some form of services.
What are the results of the assessment? Are the results satisfactory?	<p>Approaches utilized for services include: individual therapeutic counseling, individual coaching, therapeutic small groups, psychoeducational and strength development small groups, classroom educational and strength development activities, individual contacts on campus during fairs and 1:1 canvassing, On line interactive magazine, on line self-screening, on line resources, on line interactive training for at risk students , and on line therapeutic counseling recently added.</p> <p>Settings include: In clinic, classroom, out on campus, virtually online, and via online training and resources. Totally virtual on-line services only started March 30, 2020 in response to COVID19 pandemic.</p> <p>Statistics 2019-2020 school year: <i>Clinic</i> individual encounters for mental health= N-1,424, Kognito training modules completed 7/11/19-8/5/20= N-354, Attendance at Health Fairs/Tent event/Campus calls <i>outside the clinic</i> N-700+ (note no on campus interaction mid-march to June due to COVID) <i>Classroom</i> presentation of strengths development N-617 in fall; deferred in spring due to COVID and high demand for other services.</p>
Were trends evident in the outcomes? Are there gaps?	<p>Demand for online services.</p> <p>Requests for classroom strengths development greater than our capacity. Plan to train faculty to provide this independently with resources we provide.</p> <p>At times, the wait for a non-crisis counseling appointment was several weeks so we worked on community referrals, online resources, and open small groups to help meet the need in a tiered way. Brought on counseling trainees to increase capacity and added additional hours for the supervising therapist to provide them with support and direction.</p> <p>Newest trend is Students of color desiring to see anti-racist and culturally relevant services provided at the college. We are listening to their needs and plan to adjust or add services, as necessary. We have three men of color and three women of color as part of our ten, clinician team. Both clerical staff are women of color.</p>
What content, structure, strategies might improve outcomes?	There is always room to try new and creative ways to meet the needs of students. Keep our staff and coordinator up of current trends and best practices so we are prepared to meet the emerging needs of students.

<p>Will you change evaluation/assessment method or criteria?</p>	<p>Not during this evaluation cycle.</p>
<p>Evidence of Dialogue (Attach representative samples of evidence)</p>	<p><i>Check any that apply</i></p> <p>X E-mail Discussion with X FT Faculty X Professional Expert</p> <p> X Staff Date(s): September 18,2020</p> <p><input type="checkbox"/> Department Meeting. Date(s): <input type="checkbox"/> Division Meetings. Date(s):</p> <p><input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)</p> <p>SLO Dialogue focused on: Click here to enter text.</p>
<p>Will you rewrite the SAOs?</p>	<p>Slight re-write this time to include measurable terminology</p>

Response to program outcome evaluation and assessment?
How were/are results used for program improvement?

- Professional Development Intra-departmental changes
- Curriculum action Requests for resources and/or services
- Program Planning /Student Success

[Click here to enter text.](#)