

San Luis Obispo County Community College District Health Services Comprehensive Program Planning and Review 2014-2015

San Luis Obispo Campus

North County Campus

South County Center

Distance Education

UNIT PLAN

Unit: Health Services

Cluster: Student Services

Planning Year: 2014-2015

NARRATIVE: UNIT PLAN

Health Services is a fee supported program. The income generated from the mandatory Health Services Fee has enabled Health Services to provide limited basic services. As we become a smaller college, we have been negatively impacted financially as we collect less revenue. The Health Services Program will be trying to maintain our current level of services for our students. While the Health Services Program has requested intermediate and long term planning requests, there are no requested immediate needs for the upcoming year.

EXCEL WORKSHEETS: UNIT PLAN

For the remainder of the Unit Plan, complete the following Excel Worksheets:

- [*Prior Year Unit Plan Worksheet — Prior Year Unit Funding Requests*](#)
- [*Personnel Unit Plan Worksheet — Personnel Funding Requests*](#)
- [*Supplies Unit Plan Worksheet — Supplies Funding Requests*](#)
- [*Equipment Unit Plan Worksheet — Equipment Funding Requests*](#)
- [*Facility Unit Plan Worksheet — Facility Funding Requests*](#)
- [*Technology Unit Plan Worksheet — Technology Funding Requests*](#)
- [*Top 10 Priorities Unit Plan Worksheet — Prioritized List of Top 10 Immediate Unit Needs*](#)

STUDENT SERVICES COMPREHENSIVE PROGRAM PLANNING AND REVIEW (CPPR)

Only to be completed by those programs scheduled for the year according to the institutional comprehensive planning cycle (i.e. every two or five years).

Program: Health Services **Planning Year:** 2014-2015 **Last Year CPPR Completed:** 2008-2009

Unit: Health Services **Cluster:** Student Services

NARRATIVE: STUDENT SERVICES CPPR

Please use the following narrative outline:

I. GENERAL INFORMATION AND PROGRAM OUTCOMES

A. General Description about the Program

- **Program Mission**

The Health Services Program supports and enhances the mission of Cuesta College by providing limited basic services and programs on the San Luis Obispo and North County campuses that promote student involvement to achieve academic and personal success.

The mission of the Health Services Program is to assist students with clinical care services, mental health services, communicable disease control, illness assessment and referrals, first aid treatment, self-care programs and health education resources. The Health Services Program guidelines are consistent with the California Code of Regulations (Title 5) 54702, Education Code Section 76401. The program's goal is to encourage and motivate students of all cultural backgrounds, learning abilities, and socio-economic levels to attain the knowledge and skills necessary to work towards their optimal level of wellness and achieve their educational goals. **(Supports EMP-CP 5, 7, 8; Institutional Goal 1, 2,5, Accreditation Standard II B)**

- **History of the program**

The Health Services Program is a fee supported program from the mandatory Health Services Fee. The Health Services Program began in January 1989 with the new Coordinator of Health Services Full-Time Licensed Registered Nurse non-teaching faculty 10 month position. The Coordinator of Health Services was hired to develop and implement the **new** Health Services Program to provide clinical care services, mental health services, support services and special services to serve our registered students per the California Code of Regulations (Title 5) 54702, Education Code Section 76401. The fully student funded San Luis Obispo campus Student Health Center opened its doors to serve students in May 1989. It is important to note that the Associated Students of Cuesta College (ASCC) bought and paid for the original

Student Health Center on the San Luis Obispo campus and the Student Health Services Fees launched the Health Services Program. The North County Campus Student Health Center opened its doors to serve students in Fall 1998. The Health Services Program on the San Luis Obispo campus relocated to the new Student Health Center in March 2007.

During Spring semester 1989, licensed medical and nursing staff were contracted by the Coordinator of Health Services to provide clinical services for Physician and Nurse Practitioner clinics and nursing coverage, assessment and screenings. Clinical care services have been provided for 25 years. A Mental Health Consultant was contracted to assist the Coordinator of Health Services in the development of policies and procedures for student mental health services. This was followed by providing mental health services in the form of individual counseling, group therapy, workshops and crisis intervention. These services have been ongoing for 25 years. They have included individual, couples and group counseling, mental health seminars, classroom presentations, screenings, crisis intervention and ongoing updates of handouts, booklets, and policies. In the past, Health Services contracted Independent Mental Health Consultants to meet student demands for mental health services contingent on the Health Services budget. In September 2004, the Vice President of Student Services advocated for the need for increased mental health services. The Cuesta College Board of Trustees approved the temporary Part-Time 60 % contracted, 18 contact hours Faculty Mental Health Counselor under the Counseling Department general fund position. A licensed Clinical Psychologist was hired and assigned from the Counseling Department to the Student Health Center to serve our students until 2009 when they chose to not renew their contract. At that point the Counseling Department assigned their MFT-Intern to take over this position to continue to provide mental health services and she currently remains in this position as a fully licensed MFT therapist.

- **Include the broad history of the program and significant changes/improvements since the last Program Review**

Health Services programs and services are developed based on best practices, theory based, professional guidelines, and health risk appraisal and surveys. The balance of clinical treatment, education, and prevention are key elements of a comprehensive health program. Health Services must also focus on critical health issues and trends that students are facing including alcohol, tobacco and other drugs, nutrition and eating disorders, sexual health, mental health, stress management, personal safety and violence, and health advocacy. The Health Services Program plays a pivotal role in supporting a healthy campus environment and contributes to student retention and success.

As campus Health Services responds to the broad health needs of our student population, a window of opportunity is created to influence health behavioral changes that can positively affect students' health and personal and academic success. **(Supports EMP-CP 5, 7, 8; Institutional Goal 1, 2, 5, Accreditation Standard II B)**

Significant changes/improvements since the last Program Review

Board Policy Revised

The Board of Trustees adopted the revised Student Health Services policy 5200, AP 5200 in May 2011. Policy and recommendations are consistent with the Education Code, Section 76401 and California Code of Regulations Title 5 54702.

Health Services Fee Increase

Effective summer session 2012, California Community College districts were authorized by the Chancellor's Office to raise the maximum Health Services Fee to \$19 per regular session and \$16 per summer session. The mandatory Cuesta College Health Services Fee is currently set at \$17 per term for Fall and Spring semesters and \$14 per Summer session. The last Cuesta College Health Services Fee increase occurred in Fall 2009 when fees were increased by \$3 per term. On December 5th, 2013, the Associated Students of Cuesta College (ASCC) unanimously endorsed the proposed Health Services Fee increase of \$2 per term effective Fall 2014. On January 8th, 2014, the Cuesta College Board of Trustees approved the increase in the mandatory Health Services Fee of \$2 per semester for all students enrolled at a SLOCCCD site where Health Services are available, effective Fall 2014. The new fee schedule will be \$19 per term for Fall and Spring semesters and \$16 for Summer session.

Health Services Online Presence

The Health Services Program has diligently worked on improving the Student Health Center website. The website has been redesigned and all of our Health Services information updated with current medical and mental health links and community resources for students, faculty and staff to access. Health Services added an additional link CoveredCA.gov to provide students with information about the Affordable Care Act and how to access the Health Insurance Marketplace.

Spring 2013 NCHA-ACHA Web Student National Survey

The Health Services Program with the assistance from the Cuesta College Department of Institutional Research conducted the Spring 2013 NCHA-ACHA web national student survey. Students from the San Luis Obispo and North County campuses participated in the survey. This fulfilled the Health Services requirement for our California Mental Health Services Authority (CalMHSA) campus grant. The information gleaned from this survey will be used to plan college programs, allocate resources, identify strategies for intervention, and identify risk factors associated with health issues, academic performance and student success.

CalMHSA Campus Grant Staff Trainings/Workshops/Student Intervention Response Team

Health Services staff have participated in campus mental health workshops, activities and trainings: At-Risk, Veterans On Campus, LGBTQ Students On campus, Mental Health First Aid, Mental Health First Aid-Train the Trainer, SLO Regional

Forum-Creating Spaces: Understanding Students with Mental Health Challenges, Strategies to Assess Mental Health Needs Webinar, Mental Health Resources Suicide Prevention Panel, Mental Health Resource Fairs and National Stressed Out Week, Mindfulness Being In The Moment and Holiday Blues-Transitions. Coordinator of Health Services and Health Services Mental Health Counselor LMFT participate in the Student Intervention Response Team (SIRT) meetings. Health Services Coordinator works collaboratively with the Coordinator of Student Life and Leadership and Wellness Arts Program Coordinator to provide student mental health awareness activities through the Cuesta College CalMHSA grant which began in Fall 2012. During Fall 2012 semester, the Health Services Coordinator updated the “Interacting With Emotionally Distressed Students” Cuesta College Faculty and Staff Resource Guide.

Healthcare for the College Student-Affordable Healthcare Act

The Health Services Program in collaboration with the Director of Student Life and Leadership developed a new brochure with website links and resources for “Healthcare For The College Student” addressing the new January 1st, 2014 Affordable Healthcare Act requiring everyone to have health coverage.

Health Services Student Educational Presentations and Activities

Student educational health presentations, activities and special clinics made available and facilitated by the Health Services Program were: Issues of Violence, Transitions-SLO-The-Stigma, Transitions-Suicide Awareness, Depression Screening, Stress Workshops, Stress Support Groups, Women and Heart Disease, Alcohol Awareness Panel, Alcohol Screening, No Smoking Tobacco Events, Cholesterol Awareness -Lipid/Glucose Screenings, SLO Public Health Department TDAP and H1N1 vaccine clinics, STI-Family Pact Clinic screenings, Free Flu Clinics and TB Screening Clinics. Health Services provides health education materials and Safe Spring Break Kits and participates in the Associated Students of Cuesta College Safe Spring Break student activity. Bilingual health and mental health information brochures were distributed to the ESL population on both campuses.

Professional Development

Health Services staff has participated in the following trainings and seminars: Monthly Safety Meetings, Affordable Care Act Webinar, CAMFT-California Association of Marriage and Family Annual Conferences, Emergencies in Primary Care Medical Conference, HSACCC –Health Services Association of California Community Conferences, QPR-Question, Persuade, Refer Suicide Prevention, Student Learning Outcome SSC Training, IS-100.HE Introduction To the Incident Command System for Higher Education, IS-200.b (ICS 200)Training for Single Resources and Initial Action Items, FEMA/NIMS Emergency Campus Training/Exercise, Whooping Cough Vaccine Update Health Dept. Guidelines, Vets On Campus-Supporting Student Vets Webinar, Veteran Trauma PTSD, Cultural Competence, Nutrition Update, Addictions, Sleep Disorders, Caring For The Poisoned Patients, Pre-Diabetes: An Opportunity to Prevent Diabetes, Noxious People: Living

and Working With High Conflict People, Cyber Bullying, LGBTQI Contemporary Issues in Psychotherapy, The Mindful Therapist, Change Your Brain, Change Your Life, The Browning of American In The 21st Century, Infusing Humor Into Healthcare, Diabetic Care and Management, Achieving Clinical Excellence, Psychopharmacology For The Psychotherapist, Growing Sane In Crazy-Making Times, The Counselor As A Person and Professional, Sense and Sensibility, Anger, Conflict & Intimacy: Attachment, Societal Pressures To Be Thin: Disordered Eating and The Whole Brain Child : 12 Strategies.

Department Staff

There have been several changes within the last five years.

Counseling Services continues to provide 18 hours per week for mental health counseling through the Health Services Program. Health Services increased additional Mental Health Consultant independent contractor hours to 10 hours per week in response to the increased student demand for mental health counseling. Due to the increased demand for Nurse Practitioner clinical services, Health Services increased the Nurse Practitioner-Part Time position an additional 3 hours to provide 18 hours per week. Special nurse practitioner clinics were advertised and offered on the North County Campus but due to the poor response and no response were discontinued. Part-time Professional Expert Registered Nurse coverage increased to 24 hours per week on the San Luis Obispo campus to meet the student demands for health assessment, clinics and crisis intervention.

Part-time Professional Expert Registered Nurse coverage increased to 15 hours per week on the North County Campus.

Part-Time temporary Clerical 1 position increased to 16 hours per week to assist Health Services Program and services on the San Luis Obispo campus.

Current State of Service:

The Health Services Program is an integral part of Student Support Services and serves the student population on both the San Luis Obispo and North County campuses. Hours and services vary to meet the emerging needs from each campus population. Students may access services from both campuses as many take classes from both sites. The highest request for services has been during daytime hours on both campuses. The greatest demand for clinical services and mental health services is from the San Luis Obispo campus.

Quality Services and HIPAA

Health Services ensures quality services through many different means. All staff must adhere to the primary code of ethics including safety, confidentiality, adequate documentation, and standard medical procedure. A yearly review of nursing protocols and internal procedures has been established. These are reviewed each year to ensure they are current and within the scope of nursing practice. Standing nursing orders are signed annually by our consulting physician. The consulting physician also assists in case consultation for nursing care, assessment, treatment, and medical chart reviews. The Health Insurance Portability and Accountability Act

of 1996 (HIPAA) Privacy Rule provides a framework for mandated confidentiality of medical records and patient rights to privacy. Health Services staff support a confidential, safe environment for students.

The Health Services staff includes:

San Luis Obispo Campus

- 1 FTE Faculty Coordinator (registered nurse), 40 weekly hours
- 1 FTE Classified Health Assistant, 40 weekly hours (summer session 30 weekly hours)
- 1 PT Classified Clerical II, 20 weekly hours
- 1 PT Classified Clerical 1, 16 weekly hours
- 1 PT Faculty Nurse Practitioner, 18 weekly hours
- 1 PT Faculty Marriage Family Licensed Therapist, 12 weekly hours
- 1 Independent Contractor Marriage Family Licensed Therapist, 10 weekly hours
- 1 PT Professional Expert Hourly Registered Nurse, 15 weekly hours (Summer session 8 weekly hours)
- 1 PT Professional Expert Hourly Registered Nurse, 7.5 weekly hours
- 1 Independent Contractor Physician Consultant, 2 hours per month

North County Campus

- 1 PT Professional Expert Hourly Registered Nurse, 15 weekly hours (Summer session 8 weekly hours)
- 1 PT Faculty Marriage Family Licensed Therapist, 6 weekly hours

Health Services programs and services on the San Luis Obispo and North County Campuses also include:

- Primary Care Clinic-illness assessment, short term acute illness, first aid treatment/referrals
- Personal and Mental Health counseling
- Health Screenings (cholesterol-lipid/glucose-diabetes, blood pressure, height and weight, TB skin testing, vision testing, sexually transmitted diseases, pregnancy testing- Family Pact Certification, alcohol and depression screening)
- Free Flu Shot Clinics
- Health Education and mental health awareness workshops
- Safe Spring Break /ASCC
- Communicable disease control
- Processing on-campus Accident Student Insurance claim forms and campus injury claims
- Student access to FREE over-the -counter medications
- Health Education brochures and self-care materials
- Consultation and referrals to community providers for any health or mental health related issue
- *Not all services are available at the North County Campus at this time.

- **Describe how the Program Review was conducted and who was involved**
The program review was a department effort that included the following members:

Vicki Sawzak RN, MS Coordinator of Health Services

Terri Katz, Health Services Assistant

Christine Clickard, Nurse Practitioner

Tonya Hardiman, LMFT Mental Health Therapist

Dialogue for program feedback occurred with the Health Services staff.

B. Program Outcomes: List the program outcomes established for your program as reported on the Student Services Assessment Template

2012-2013 Student Learning Outcome carried forward second year. Assessment Year 2013-2014.

Students who attend the Health Services presentation on Alcohol Abuse and Academic Performance will demonstrate knowledge in the areas of alcohol awareness, referral resources and how alcohol abuse impacts their academic success. **(Supports EMP-CP 8; Institutional Goal 1, 2)**

II. PROGRAM SUPPORT OF INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES

- A. Identify how your program addresses or helps the district to achieve its Institutional Goals and Objectives, and/or operational planning initiatives.** Please refer back to the [Planning Documents](#) section of this document.

The Health Services Program continues to support the institutional goals and core principles listed below.

Institutional Goal 1: San Luis Obispo Community College District will enhance its programs and services to promote students successful completion of transfer requirements, degrees, certificates, and courses

The Health Services Program plays a pivotal role in supporting a healthy campus environment and contributes to student retention and success. Health Services encourages and motivates students of all cultural backgrounds, learning abilities, and socio-economic levels to attain the knowledge and skills necessary to work towards their optimal level of wellness and achieve their educational goals. The Health Services Program provides clinical and mental health services, Free Flu shots, TB testing, Health/Cholesterol/Diabetic screenings, Safe Spring Break, classroom presentations on Health Services, Tips For A Safe and Healthy Life, Alcohol Abuse and Academics, Stress Awareness and Stress Management, and programs that promote student involvement to achieve academic and personal success. As campus Health Services responds to the broad emerging health needs of our student population, a window of opportunity is created to influence health behavioral changes that can positively affect students' health and personal and academic success.

Institutional Goal 2: San Luis Obispo Community College District will build a sustainable base of enrollment by effectively responding to the needs of its local service area: Core Principle 5: Local Service Area

The Health Services Program maintains an online website with all of our Health Services information updated with current medical and mental health links and community provider resources for students to access to accommodate their requests for information for on-campus and off-campus referrals. The Health Services Coordinator works with community medical providers to offer low cost health screening services, vision exams, flu shots, dental discounts and free dental kits, medical clinic discounts, and Family Pact Family Planning/STI clinics through Healthworks of the Central Coast.

Institutional Goal 5: San Luis Obispo County Community College District will strengthen its partnership with local educational institutions, civic organizations, businesses, and industries

The Health Services Program remains in an agreement with Healthworks of the Central Coast to provide a Family Pact Family Planning/STI Healthworks weekly clinic on-site in the Student Health Center. This clinic has been well utilized and has met students demand and request for this service.

Core Principle 7: Student Access

The Health Services Program increased evening hours on the San Luis Obispo campus to contribute to better access for students to utilize Health Services. Health Services maintains the Student Health Center website and is continually accessing and monitoring the contents of the web pages to ensure information is current and up to date as well as medical and mental health community resources and links for students to access.

Core Principle 8: Student Success

The Health Services Program offers services and programs that foster student success. Health Services screenings, illness assessment, Nurse Practitioner clinics, cholesterol/diabetic screenings, FLU shots, mental health counseling and workshops, STI testing, campus wide Student Health Center activities/workshops, SAFE Spring Break, Alcohol Abuse and Academics, Alcohol and Depression Screenings, Self-Care programs, Stress Awareness and Stress Management, and Stress Support Groups all contribute to student success. The Health Services Coordinator provides classroom presentations on Health Services programs, services and critical health issues and trends that college students are facing and tips for managing stress for college success. Health Services also provides a wide range of health education and mental health brochures and self-care materials for students to access to promote their positive well being and academic success.

B. Identify how your program helps students achieve Institutional Learning Outcomes, if applicable.

ILO 1. Personal, Academic, and Professional Development

The Health Services Program with the assistance of Cuesta College Institutional Research Department administered the ACHA/NCHA-II Spring 2013 Web Student Survey. Survey results can be accessed at:

http://www.cuesta.edu/aboutcc/documents/inst_research/NCHA_ACHA_EXECUTIVE_revised2013.pdf

The survey data identified health and behavior risks affecting students’ academic performance and college health issues and trends. The information will be useful in planning Health Services programs, classroom presentations, student learning outcomes and special services to support students in response to their indentified needs and risk factors as well as identifying and implementing strategies for intervention. Health Services continues to promote personal health awareness and mental well being activities. Health Services participates with the ASCC activity Safe Spring Break targeting health risk behaviors, and alcohol/drug abuse.

III. PROGRAM DATA ANALYSIS AND PROGRAM-SPECIFIC MEASUREMENTS

A. Data Summary – Relevant Comments and Analysis

- May include program data that demonstrates the level and kind of effort or volume produced in the previous year.

Data collected from the student usage reports, surveys, student satisfaction and student comments are ways Health Services measures success in achieving goals and meeting student needs. The Health Services Student Satisfaction Exit Surveys are used to evaluate the effectiveness of programs and services. Student Satisfaction Exit Surveys indicate that overall, students are satisfied with the services provided by Health Services with satisfaction rated at ‘Strongly Agree and Agree’ levels.

CUESTA COLLEGE STUDENT HEALTH CENTER
STUDENT SATISFACTION EXIT SURVEY/FALL 2013

1. The student health center staff is attentive and courteous.						
1. <i>strongly agree</i>	2. <i>agree</i>	3. <i>somewhat agree</i>	4. <i>disagree</i>	5. <i>strongly disagree</i>	6. <i>N/A</i>	
26	2	0	0	0	0	
2. The student health center staff communicates clearly.						
1. <i>strongly agree</i>	2. <i>agree</i>	3. <i>somewhat agree</i>	4. <i>disagree</i>	5. <i>strongly disagree</i>	6. <i>N/A</i>	
22	6	0	0	0	0	
3. The student health center staff informs me of other colleges and community health resources when appropriate.						
1. <i>strongly agree</i>	2. <i>agree</i>	3. <i>somewhat agree</i>	4. <i>disagree</i>	5. <i>strongly disagree</i>	6. <i>N/A</i>	
19	5	2	0	0	2	

4. I would return to the student health center to be assisted for future health care needs.

1. *strongly agree* 2. *agree* 3. *somewhat agree* 4. *disagree* 5. *strongly disagree* 6. *N/A*

26 2 0 0 0 0

5. I have been satisfied with the services provided by the student health center.

1. *strongly agree* 2. *agree* 3. *somewhat agree* 4. *disagree* 5. *strongly disagree* 6. *N/A*

23 5 0 0 0 0

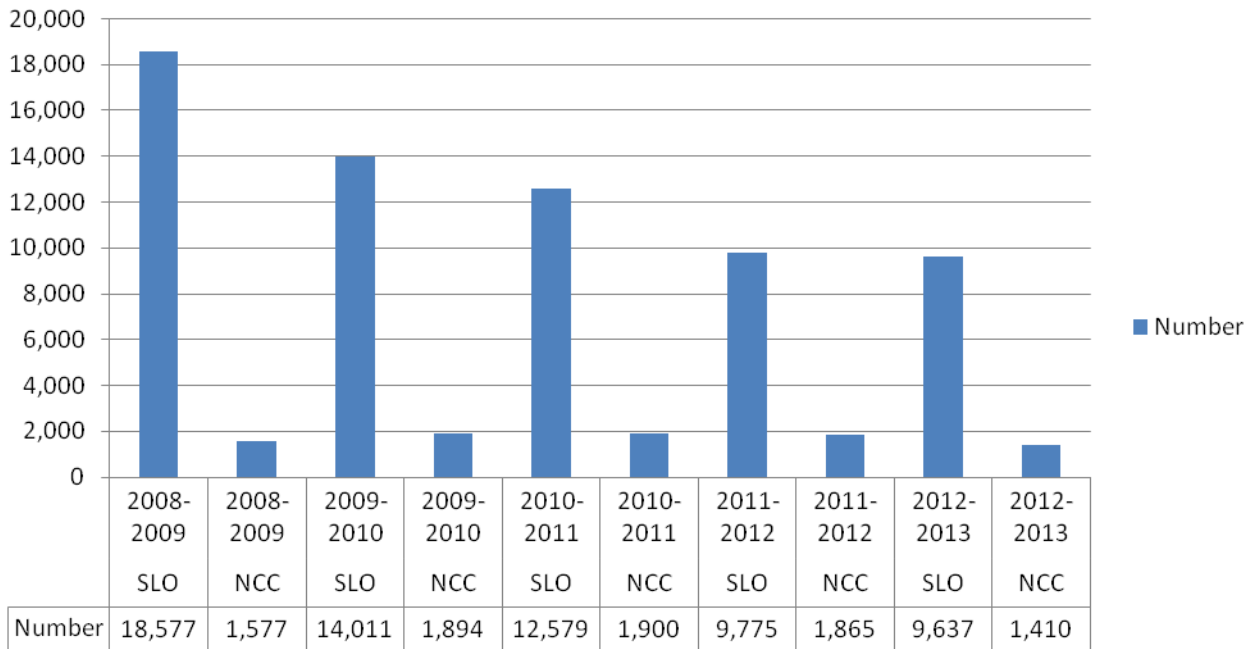
28 Total responses

Comments or Suggestions:

1. You helped me a lot.
2. Thank you.
3. Thank you.
4. Thank you.
5. More advertising about the program. I didn't know about it until I enrolled in the EOPS program.
6. So grateful for all the information and time given to me. Thank you so much.
7. Tonya has been a great help for me personally and I have been very happy with the services.
8. Great.
9. None.
10. Everyone is very friendly and helpful.
11. I am very thankful to the health center staff. I just hope the counseling hours per semester increase and students can book their appointments in advance.
12. Great staff and very helpful!
13. Keep doing what you're doing 😊.
14. More hours to be seen.
15. The student Health Center is amazing.
16. Great follow-up. Always call back promptly when I leave a message.
17. Thankx!.

Health Services statistics are compiled yearly from the Student Health Center Uniform Statistics Reporting Form. The San Luis Obispo and North County Campus End of Year Report documents the Health Services contact **duplicated** history of student usage. These reports document student usage, participation in all Health Services programs, medical clinics, screenings, mental health and personal counseling, health education and mental health workshops, special events and activities. The number of student **duplicated** contacts on the San Luis Obispo and North County campuses has decreased as the following statistics show. This could be attributed to declining student enrollment which could be a factor. Due to this, Health Services has increased their marketing to the existing students to increase their awareness of our programs and services. Copies of reports are located in the San Luis Obispo Student Health Center office for a complete breakdown of contacts, services and activities.

Student Health Center Uniform Statistics



The Health Services Program statistics reflect a greater demand and need for Health Services on the San Luis Obispo campus.

- May include other pertinent information (e.g. Management Information System Statistics). The Spring 2013 American College Health Association/National College Health Association –ACHA/NCHA -II Web Student Survey was administered with the assistance of Cuesta College Department of Institutional Research. Student participants were from the San Luis Obispo and North County campuses. The 2013 Spring ACHA/NCHA-II data indicates college health issues and trends. The survey data identifies health and behavior risks affecting students’ academic performance. http://cuesta.edu/aboutcc/documents/inst_research/NCHA_ACHA_Executive_Revised2013.pdf
- The implementation of this survey fulfilled the Health Services requirement for our California Mental Health Services Authority (CalMHSA) campus grant.

B. Give interpretations of data and identify areas for change to facilitate program quality and growth

The ACHA/NCHA-II 2013 Spring Web Survey was administered on the San Luis Obispo and North County campuses. Student respondents (481) reported stress as the number one factor affecting their academic performance. The top ten impediments affecting their individual academic performance within the last 12 months were:

Spring 2013 Student Web Surveys (481)

Stress	30.6%
Anxiety	26.3%
Sleep Difficulties	24.0%
Cold/Flu/Throat	22.6%
Work	19.9%
Depression	16.4%
Finances	15.7%
Concern For Friend/Family	15.1%
Internet Use/Computer Games	12.7%
Relationship Difficulties	11.4%

College students are a diverse yet distinct population with specific health risks and needs. The Health Services Program has been able to utilize the survey data to identify the most common health and behavior risks affecting students' academic performance. Health Services has provided workshops, classroom presentations, health education and mental health materials/brochures to target student identified risk factors affecting academic achievement and success. Educational health presentations, activities, and special clinics were made available by Health Services in response to the identified student health risks and needs. Classroom presentations and workshops related to targeted health promotion programs with incorporation of Student Learning Outcomes were offered. The SLOS targeted Stress Management and Awareness, Managing Stress for College Success, Tips for A Safe and Healthy Life and Alcohol Abuse and Academic Performance.

Nursing staff continue to identify risk factors and address with students individually during their health assessment interventions. The survey justifies the allocations of monetary and staffing resources based upon defined needs. Health Services increased additional hours for Nurse Practitioner, nursing coverage, clerical coverage and mental health counseling. Health Services updated, purchased and distributed current health and mental health informational brochures. The Health Services Mandatory Fee was increase an additional \$2 to maintain the same level of quality services effective Fall 2014 semester. Health Services updated online website and posted current information, health and mental health links and community resources for students, faculty and staff to access. The information gleaned from this survey will continue to be used to plan Health Services college programs, allocate resources, identify strategies for intervention, and identify emerging risk factors and trends associated with college health issues, academic performance and student success.

IV. PROGRAM OUTCOMES, ASSESSMENTS AND IMPROVEMENTS: NARRATIVE

- A. **Summarize assessment results for program outcomes.** 2012-2013 SLO carried over to the 2013-2014 Year. The data is showing the program was successful. 2013-2014 assessment results to be tabulated by end of spring semester.

SLO- Alcohol Abuse and Academic Performance

Students who attend the Health Services Presentation on Alcohol Abuse and Academic Performance will demonstrate knowledge in the areas of alcohol awareness, referral resources and how alcohol abuse impacts their academic success.

(Supports EMP-CP 8; Institutional Goal 1, 2)

Fall 2012-4 presentations, 85 participants

67% found the presentation "Very Helpful" in ways to succeed in college

33% found the presentation "Somewhat Helpful" in ways to succeed in college

0% found the presentation "Not Helpful at All" in ways to succeed in college

98.8% listed two health risks associated with alcohol abuse

100 % learned that alcohol abuse can result in missing class, doing poorly in class and receiving a lower grade

100% reported they were more knowledgeable about the Student Health Center services and the effects of alcohol on academics after this presentation

Spring 2013- 4 presentations, 68 participants

62% found the presentation "Very Helpful" in ways to succeed in college

38% found the presentation "Somewhat Helpful" in ways to succeed in college

0% found the presentation "Not Helpful At All" in ways to succeed in college

98.5% listed two health risks associated with alcohol abuse

100 % learned that alcohol abuse can result in missing class, doing poorly in class and receiving a lower grade

100% reported they were more knowledgeable about the Student Health Center services and the effects of alcohol on academics after this presentation

A few students wrote additional comments on the Feedback Questionnaire Question #1: Somewhat Helpful- "I consume very little alcohol."

Very Helpful- "However it is hard to believe that 5-6 drinks a week can result in lower grades including weekends."

Several students commented verbally:

"This presentation was very interesting but did not apply to me because I don't drink alcohol."

"This alcohol topic does not impact how I succeed in college because I will never drink."

- B. **Describe improvement efforts that have resulted from SLO assessment.**

Question number one was revised and changed to address "How helpful was this presentation in providing information that is helpful for yourself or providing support

for your family and friends?" We will continue to use the same classroom presentation processes as supported by our data. Assessment methods implemented were student presentations, classroom setting, student feedback questionnaires, alcohol awareness health education brochures related to Alcohol Abuse and Academic Success, health materials and referral resources. Collection of data took place each semester. Results were discussed with the Health Services staff and Vice President of Student Services. Location of documents are in the San Luis Obispo Student Health Center office.

C. Recommend additional improvements to the program based on assessment of outcomes and progress towards Institutional Goals and Objectives and/or Institutional Learning Outcomes. The data is showing the program was successful. We will continue the same classroom presentation processes as support by our data. We will be implementing the same student learning outcome for the 2013-2014 year with the revised feedback questionnaire. Assessment results to be tabulated by the end of Spring 2014 Semester. Alcohol educational materials will continue to be updated for distribution to students. Alcohol screenings and addiction awareness workshops will continue. **(Supports EMP-CP 8; Institutional Goal 1, 2)**

D. Recommend changes and updates to program funding based on assessment of program outcomes.

- For elements that require funding, complete Section D – Unit Plan Funding Requests. N/A
- For faculty hiring needs, see Section H – Faculty Prioritization Process. N/A

V. ANTICIPATED SERVICE CHALLENGES/CHANGES

Suggested Elements:

- A. Regulatory changes- The Health Services Program regularly reviews the student fee handbook to ensure that collection and use of the mandatory Health Services Fee is in alignment with the Chancellor's Office. The mandatory Health Services Fee increase that will be effective Fall 2014 will raise the Health Services Fee to the current level of authorization from the Chancellor's Office.
- B. Internal and external organizational changes-N/A
- C. Student demographic changes- The Health Services Program will continually assess student demographics to ensure we are meeting their needs for campus programs, workshops and health services. There continues to be a significant need to provide and increase comprehensive mental health services to facilitate student retention and success. There is a national increase in utilization of mental health services due to increased stress, anxiety, depression, returning Vets PTSD, college students At Risk, suicidal ideation and serious psychological issues. We have provided stress workshops, stress counseling for students as well as mental health awareness lectures, and depression screenings. Teaching self advocacy and skills in anxiety/stress risk reduction is paramount to student success. An increase in our mental health counseling hours will be necessary to meet student needs.
- D. Community economic changes – workforce demands -N/A

- E. Role of technology for information, service delivery and data retrieval- The Health Services program utilizes technology to augment current services and programs.
- F. Distance Education impact on services- The Health Services Program will continue to monitor and assess the resources provided online to ensure that current and prospective students' needs are met. If students are Distance Ed only they will not have access to the Health Services Programs since Distance Education students are not required to pay the mandatory Health Services Fee.
- G. Providing service to multiple off-campus sites-N/A
- H. Anticipated staffing changes/retirements- The Health Services program will need to plan for the future replacement of the Coordinator of Health Services Full-Time Licensed Registered Nurse non-teaching faculty 10 month position to implement District policy, Title V and other Chancellor's Office or statewide regulatory and/or statutory mandates relative to the areas of responsibility. This position will require the possession of appropriate degree and experience according to California Code Of Regulations, Title 5 Sections on Minimum Qualifications for Faculty and Administrators in California Community Colleges.

#. 53411. Minimum Qualifications for Health Services Professionals

The minimum qualifications for a health services professional with overall responsibility for developing and directing student health services shall be a valid, current California license as a registered nurse, and either of the following:

*a master's degree in nursing, and a California Public Health Nurse certificate; or

*a bachelor's degree in nursing, a California Public Health Nurse certificate, and a master's degree in health education, sociology, psychology, counseling, health care administration, public health or community health.

* Other health services personnel shall not be subject to statewide minimum qualifications; however, all personnel shall possess appropriate valid, current licensure or certification to practice in California when required by law. Ancillary personnel shall work under appropriate supervision when required by their license laws.

NOTE: Authority cited: Sections 70901 and 87356, Education Code. Reference Sections 70901(b)(1)(B), 87003 and 87356, Education Code.

It is recommended that the Coordinator of Health Services replacement position remain at 10 months. The Health Services Program is open when students are in session and closed during all holidays, winter and spring breaks and offers reduced summer session hours. It is the most cost effective for the District and Health Services Program for the Coordinator of Health Services position to remain a 10 month position because of the very limited services offered during the summer. Health Services is able to maintain and provide limited quality health services for students per our budget constraints within the 10 month calendar.

The Health Services Program will be requesting (via unit plan) funding for a 1.0 FTE Faculty LMFT/Clinical Psychologist non-teaching Mental Health Counselor. Current part-time mental health services have been fully utilized. The average wait for appointments has been from 1 to 2 weeks. Student demand for mental health counseling on the SLO and NC campuses has increased.

VI. PROGRAM DEVELOPMENT FORECAST

Suggested Elements:

- A. Description of forecasted program development and objectives, based on information collected in I-IV – The Health Services Program is in the process of completing a program review by Spring 2014. Student Learning Outcomes have been integrated into the current program review. The Health Services Program will make necessary adjustments to fiscal impacts on staff, programs and services. As we become a smaller college with potential decreases in Health Services Fee revenue, the Health Services Program will continually assess their budget development process to ensure appropriate spending. Health Services continues to support student retention and success. Health Services will strive to maintain the same level of limited quality services pending budget constraints.
- B. Plans for improvement- The Health Services Program will continue to assess and improve services and programs to meet the needs of prospective and current students through staff training, maintaining an online presence/website and improve communication with students, faculty and staff. Long term planning contingent on budget constraints will include increasing mental health services on both campuses, increasing nursing coverage and clinical care services, and exploring the creation of a Part-Time adjunct faculty College Nurse non-teaching position to serve students in the North County campus Student Health Center. The NC Student Health Center will need to be relocated to provide additional space and greater confidentiality and privacy for students.
- C. Support for Institutional Goals and Objectives -The Health Services Program will continue to develop, implement and support programs and services that support the districts institutional goals and objectives.
- D. Student and program outcomes evaluation- Health Services Student Learning Outcomes continue to support the Educational Master Plan and Strategic Plan by supporting student access and academic success. We will continue to make changes and update our SLOS to improve our program and ensure we are meeting the needs of our students and the college.
- E. Recommendations from external agencies- N/A
- F. New service coordination and collaboration – internal and external programs- N/A
- G. Anticipated job description revisions based on program changes- N/A
- H. Staff training/professional development needs- The Health Services Program will continue to support and encourage staff training and professional development when opportunities and funding are available. Health Services licensed staff will continue to fulfill their required Continuing Education hours for the California Board of Registered Nursing and California Board of Behavioral Science.

VII. OVERALL BUDGET IMPLICATIONS

Will be reflected in district planning and budget process

Health Services is a fee supported program. The income generated from the mandatory Health Services Fee has enabled Health Services to provide limited basic services. As we become a smaller college, we have been negatively impacted financially as we collect less revenue. The Cuesta College Board of Trustees approval for the mandatory Health Services Fee increase of \$2 per semester and summer session effective Fall 2014 will assist with trying to maintain our current level of services for students.

Elements:

- A. Personnel- Student demand for mental health counseling has increased on the San Luis Obispo and North County campuses. Current part-time mental health services have been fully utilized. Health Services is requesting 1 Full-Time Mental Health Counselor LMFT/Clinical Psychologist non-teaching position. 2008-2009 CPPR recommendation supports the growing need to increase mental health providers.
- B. Equipment/furniture (other than technology) N/A
- C. Technology N/A
- D. Facilities- The North County Student Health Center will need to be relocated in the future to provide for greater privacy, and confidentiality for students. The Executive Dean and Coordinator of Health Services will be looking at additional space to plan for the future relocation and expansion of the North County Student Health Center. 2008-2009 CPPR recommendation supports relocation of the North County Student Health Center.

SIGNATURE PAGE

Faculty, Director(s), Manager(s), and/or Staff Associated with the Program

Instructional Programs: All full-time faculty in the program must sign this form. If needed, provide an extra signature line for each additional full-time faculty member in the program. If there are no full-time faculty associated with the program, then the part-time faculty in the program should sign. If applicable, please indicate lead faculty member for program after printing his/her name.

Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
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Name	Signature	Date
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DEAN'S/MANAGER'S ANALYSIS OF COMPREHENSIVE PROGRAM PLANNING & REVIEW (CPPR)

Program: **Planning Year:** **Last Year CPPR Completed:**

Unit: **Cluster:**

A. CPPR Pre-Meeting

It is strongly recommended that the Vice President and/or Dean meet with Division Chair/Director/designee and the program faculty and/or staff involved in preparing the CPPR prior to the completion of the review documents. The discussion should include an overview of the CPPR document and expectations of what should be considered and focused on when developing the CPPR.

If a Pre-CPPR meeting occurred, please list those in attendance, when the meeting occurred and a summary of what was discussed.

B. Narrative Analysis of CPPR Sections

Please provide an analysis and comments of programmatic information for each of the CPPR sections below.

- **General Information and Program Outcomes (Required for Instruction/Student Services/Administrative Services):**

- **Program Support of Institutional Goals and Objectives, and/or Institutional Learning Outcomes (Required for Instruction/Student Services/Administrative Services):**

- **Program Data Analysis and Program-Specific Measurements (Required for Instruction/Student Services/Administrative Services):**

- **Curriculum Review (Required for Instruction and may be Applicable to Student Services):**

- **Program Support of Institutional Goals and Objectives and Student Learning Outcomes (Required for Instruction/Student Services/Administrative Services):**

- **Program Data Analysis, Assessment and Improvements (Required for Student Services/Administrative Services):**

- **Program Outcomes, Assessments and Improvements (Required for Instruction/Student Services/Administrative Services):**

- **Anticipated Service Challenges/Changes (Required for Student Services/Administrative Services):**

- **Program Development Forecast (Required for Instruction/Student Services/Administrative Services):**

- **Overall Budget Implications (Required for Student Services/Administrative Services):**

- **End Notes/Additional Comments (Required for Instruction/Student Services/Administrative Services):**

C. Commendations/Considerations:

Please provide a list of commendations and considerations based on the CPPR.

Commendations:

Comments in this area summarize how the program has demonstrated its effectiveness.

Considerations:

Comments in this area constitute advice to help the program meet or surpass expectations for effectiveness.

D. Applicable Signatures:

Vice President/Dean

Date

Division Chair/Director/Designee

Date

Other (when applicable)

Date

The above-signed individuals have read and discussed this review. The Director/Coordinator, Faculty, and staff in the program involved in the preparation of the CPPR acknowledge the receipt of a copy of the Vice President/Dean's narrative analysis. The signatures do not necessarily signify agreement.

UNIT PLAN WORKSHEET -- PRIOR YEAR UNIT FUNDING REQUESTS

Health Services
Student Services and College Centers

Planning Year: 2014-2015

1. Use this worksheet to list prior year immediate unit need funding requests and identify which items were funded, which were not, and the impact on your program.
2. Use the information from the previous year's Top 10 Priorities Worksheet: UNIT PLAN -- Prioritized List of Immediate Unit Needs.
3. If funded, identify the funding source or sources (Categorical = C, Foundation = F, ASCC = AS, Grant = G, General Fund = GF, Other Revenue Sources = R)

PRIOR YEAR'S (2013-2014) LIST OF UNIT FUNDING REQUESTS -- ALL CATEGORIES, ALL PROGRAMS

	Category	Program	Description	Cost	Funded?	Source (s)	Impact on Program
1							N/A
2							

UNIT PLAN WORKSHEET -- PERSONNEL FUNDING REQUESTS

**Health Services
Student Services and College Centers
2014-2015**

Planning Year:

C. Classified Employee: Permanent, Short-Term & Substitute	Program	Description - <i>What?</i>	Cost/Range	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Student Support Site Assistant</i>	<i>NCC Student Services</i>	<i>Request to convert existing position from .75 to 1.0.</i>	<i>\$ 10,240</i>	<i>NC</i>	<i>N</i>	<i>IMM</i>	<i>Strategic Direction 6 appropriate levels of student support/Loss of hourly employees. This position is the sole front-line for EOPS, Counseling & Financial Aid.</i>
<i>Digital Media Tech - Permanent Classified</i>	<i>Art Studio/Graphics</i>	<i>Digital Media Tech - .75 - 1.0</i>	<i>\$31000 Range 27 75%, 11 mos</i>	<i>SLO</i>	<i>N</i>	<i>IMM</i>	<i>Supports safety, technical and equipment needs of the Dig Art/Photo/Dig Photo labs in FA. These needs put an undue burden on teachers' class time. Need for additional staff in the digital area noted in 2006 update to Educ. Master Plan</i>

Personnel - Full-Time Faculty

A. Full-Time Faculty	Program	Description - <i>What?</i>	Cost/Range	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Title</i>							
<i>1.0FTE LMFT/Clinical Psychologist non-teaching</i>	<i>Health Services</i>	<i>Current part-time mental health services have been fully utilized. Student demand for mental health counseling has increased.</i>	<i>\$ 73</i>	<i>SLO</i>	<i>N</i>	<i>INT</i>	<i>Student demand for mental health counseling has increased on the SLO and NC campuses. Part-time services have been fully utilized with average wait for appointments from 1-2 weeks. 2008-2009 CPPR recommendation supports the growing need to increase mental health providers. (Supports Inst. Goal 1, 2)</i>
				<i>NC</i>			

Personnel - Academic Managers, Classified Managers & Confidential

UNIT PLAN WORKSHEET -- PERSONNEL FUNDING REQUESTS

B. Academic Managers, Classified Managers, & Confidential Employees							
	Program	Description - <i>What?</i>	Cost/Range	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Title</i>		N/A					

Personnel - Classified Employee: Permanent, Short-Term & Substitute

C. Classified Employee: Permanent, Short-Term & Substitute							
	Program	Description - <i>What?</i>	Cost/Range	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Title</i>		N/A					

Personnel - Student Worker

D. Student Worker							
	Program	Description - <i>What?</i>	Cost/Range	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Title</i>		N/A					

UNIT PLAN WORKSHEET -- SUPPLIES FUNDING REQUESTS

**Health Services
Student Services and College Centers
2014-2015**

Planning Year:

A. Instructional Supply	Program	Description - <i>What?</i>	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>NCC Instructional Supplies</i>	<i>NCC</i>	<i>Augmentation of instructional supplies.</i>	\$ 5,000	<i>NC</i>	<i>N</i>	<i>IMM</i>	<i>Need to augment account based on historical spending pattern.</i>
<i>Instructional Supply</i>	<i>Social Sciences</i>	<i>Maps for History and Philosophy</i>	\$ 4,000	<i>SLO</i>	<i>N</i>	<i>IMM</i>	<i>Many of our maps are outdated and several classrooms lack even basic maps.</i>

Instructional Supplies

A. Instructional Supply	Program	Description - <i>What?</i>	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Instructional Supply</i>							<i>N/A</i>

Non-Instructional Supplies

B. Non-Instructional Supply	Program	Description - <i>What?</i>	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Non-Instructional Supply</i>							<i>N/A</i>

UNIT PLAN WORKSHEET -- EQUIPMENT FUNDING REQUESTS

Health Services
 Student Services and College Centers
 2014-2015

Planning Year:

Instructional Equipment							
A. Instructional Equipment	Program	Description - <i>What?</i>	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Instructional Equipment</i>							N/A

Non-Instructional Equipment							
B. Non-Instructional Equipment	Program	Description - <i>What?</i>	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> (1-2 Sentences)
<i>Non-Instructional Equipment</i>							N/A

UNIT PLAN WORKSHEET -- FACILITY FUNDING REQUESTS

**Health Services
Student Services and College Centers
2014-2015**

Planning Year:

New Facilities Requests and/or Renovations							
Facility	Program	Description - <i>What?</i>	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)	Justification - <i>Why?</i> <i>(1-2 Sentences)</i>
<i>Facility</i>							
<i>New Student Health Center</i>	<i>Health Services</i>	Future relocation and expansion of Student Health Center to vacant space.	Unknown	NC	N	LT	NC Student Health Center office space is limited. Provide greater confidentiality and space to meet student needs in a more efficient manner. 2008-2009 CPPR recommendation supports relocation of NC Student Health Center. (Supports Inst. Goal 1, 2)

UNIT PLAN WORKSHEET -- TECHNOLOGY FUNDING REQUESTS

Health Services
 Student Services and College Centers
 2014-2015

Planning Year:

Instructional Technology							
A. Instructional Technology	Program	Description - <i>What?</i>	Technology Plan Initiative	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)
<i>Instruct Tech</i>		N/A					

Non-Instructional Technology							
B. Non-Instructional Technology	Program	Description - <i>What?</i>	Technology Plan Initiative	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)
<i>Non-Instruct Tech</i>		N/A					

Technology Infrastructure							
C. Technology Infrastructure	Program	Description - <i>What?</i>	Technology Plan Initiative	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)
<i>Technology Infrastructure</i>		N/A					

Overall Top 3 Technology Requests							
D. Top 3 Technology Funding Requests	Program	Description - <i>What?</i>	Technology Plan Initiative	Cost	Site	New (N) or Replacement (R)	Immediate (IMM), Intermediate (INT) or Long Term (LT)
		N/A					

UNIT PLAN WORKSHEET -- PRIORITIZED LIST OF IMMEDIATE UNIT NEEDS

Health Services
Student Services
Planning Year: 2014-2015

	Item	Program	Description	Cost	Frequency	Immediate (IMM)
1			NONE			IMM

A.

ANNUAL PROGRAM PLANNING WORKSHEET (APPW)

Program: Health Services **Planning Year:** 2013-2014 **Last Year CPPR Completed:** 2008-2009

Unit: Health Services **Cluster:** Student Services **Next Scheduled CPPR:** 2013-2014

NARRATIVE: APPW

Use the following narrative outline and be brief and concise:

I. Program-Level Outcomes: List the outcomes established for your program.

Student Learning Outcome 2013-2014-is the 2012-2013 outcome carried forward for the second year.

Students who attend the Health Services presentations on Alcohol and Academic Performance will demonstrate knowledge in the areas of alcohol awareness, referral resources and how alcohol abuse impacts their academic success. **(Supports EMP-CP, 8; Institutional Goal 1, 2)**

Program Progress towards Institutional Goals and Objectives: Identify how your program, within the past year, has helped the district achieve its Institutional Goals and Objectives and provide data or evidence that demonstrates the progress.

The Health Services Program continues to support the institutional goals and objectives. Health Services is a fee supported program from the mandatory Health Fee. Supporting the overall mission of the college in the standard of quality, excellence and accessibility, the Health Services Program provides on the San Luis Obispo and North County campuses limited basic services and programs that promote student involvement to achieve academic and personal success. The mission of the Health Services Program is to assist students with clinical care services, mental health services, illness assessment and referrals, first aid treatment, self-care programs and health education resources. The Health Services Program guidelines are consistent with the California Code of Regulations (Title 5) 54702, Education Code section 76401. **(Supports EMP-CP, 8; Institutional Goal 1, 2)**

Health Services statistics are compiled yearly from the Student Health Center Uniform Statistics Reporting Form. The San Luis Obispo Campus and North County Campus End of Year Report documents the Health Services contact (duplicated) history of student usage. These reports document student usage, participation in all Health Services programs, medical clinics, screenings, mental health counseling, health education and mental health workshops, special events and activities. Copies of reports are located in the San Luis Obispo Student Health Center office for a complete breakdown of contacts, services and activities.

2011-2012 Health Services End of Year Report Contact History

San Luis Obispo Campus 9773

North County Campus 1865

The Health Services program plays a pivotal role in supporting a healthy campus environment and contributes to student retention and success. Health Services staff have participated in mental health workshop trainings, At-Risk, Veterans On Campus, SLO Regional Forum-Creating Spaces: Understanding Students with Mental Health Challenges, and Strategies to Assess Student Mental Health Needs Webinar. Coordinator of Health Services and Health Center LMFT participate in Student Intervention Response Team (SIRT) meetings. Health Services Coordinator works collaboratively with Coordinator of Student Life and Leadership and Wellness Arts Program Coordinator to provide student mental health awareness activities through the Cuesta College CalMHSA grant. During Fall 2012 semester, Health Services Coordinator updated the "Interacting With Emotionally Distressed Students" Cuesta College Faculty and Staff Resource Guide.

(Supports EMP-CP, 8: Institutional Goal 1, 2)

The Health Services Coordinator works with community medical providers to offer low cost health screening services, vision exams, flu shots, dental discounts and free dental kits, and family planning/STI clinics through Healthworks of the Central Coast. **(Supports Institutional Goal 5)**

Goals:

Health Services will by Fall 2013, continue to implement Student Learning Outcomes for the 2013-2014 Year.

Health Services by Spring 2014, will conduct and complete the scheduled CPPR.

By Fall 2013, ACHA/NCHA online survey results will be reviewed and student needs will be identified to implement future health programs and strategies for intervention.

- II. Program Progress towards Program-Level Objectives:** Identify the progress that your program has made, within the past year, towards achieving program-specific objectives that were identified in your program's most recent Comprehensive Program Planning and Review document and provide data or evidence that demonstrates the progress.

2008-2009 CPPR long term recommendation supports relocation of the North County Campus Student Health Center. Coordinator of Health Services continues to participate in planning meetings with Executive Dean and VPSS for future relocation and expansion of Student Health Center and North County Student Services Building remodel.

2008-2009 CPPR long term recommendation for 1 FTE LMFT/Clinical Psychologist to serve the San Luis Obispo and North County campuses supports the growing need to increase mental health providers. Though a position for a full-time LMFT/Clinical Psychologist has not been achieved since the last 2008-2009 CPPR, the mental health hours have been minimally increased 8 hours. The Health Services End of Year Report documents the demand for mental health counseling.

2011-2012 Health Services End of Year Report Contact History Mental Health Counseling

San Luis Obispo Campus 408

North County Campus 137

Counseling Services continues to provide 18 hours per week mental health counseling through the Student Health Centers. Health Services provides an additional 8 hours per week mental health counseling.

III. Institutional Measurements/Data: Analyze the institutional, program and site specific measurements (data and evidence) that are most relevant to your current program status.

Student Learning Outcome 2012-2013- Students who attend the Health Services presentations on Alcohol and Academic Performance will demonstrate knowledge in the areas of alcohol awareness, referral resources and how alcohol abuse impacts their academic success. **(Supports EMP-CP, 8; Institutional Goal 1, 2)**

Fall 2012- 4 presentations, 85 participants

67 % found the presentation “Very Helpful “ in ways to succeed in college
33 % found the presentation “Somewhat Helpful” in ways to succeed in college
0% found the presentation “Not Helpful At All” in ways to succeed in college

98.8% listed two health risks associated with alcohol abuse
100% learned that alcohol use can result in missing class, doing poorly in class and receiving a lower grade
100% reported they were more knowledgeable about the Student Health Center services and the effects of alcohol on academics after this presentation

Spring 2013- 4 presentations, 68 participants

62 % found the presentation “Very Helpful” in ways to succeed in college
38 % found the presentation “Somewhat Helpful” in ways to succeed in college
0% found the presentation “Not Helpful At All” in ways to succeed in college

98.5% listed two health risks associated with alcohol abuse
100% learned that alcohol use can result in missing class, doing poorly in class and receiving a lower grade
100% reported they were more knowledgeable about the Student Health Center services and the effects of alcohol on academics after this presentation

A few students wrote additional comments on the Feedback Questionnaire Question #1:

Somewhat Helpful- “I consume very little alcohol.”

Very Helpful- “However it is hard to believe that 5 to 6 drinks a week can result in lower grades including weekends.”

Several students commented verbally:

“This presentation was very interesting but did not apply to me because I don’t drink alcohol.”

“This alcohol topic does not impact how I succeed in college because I will never drink.”

IV. Program Outcomes Assessment and Improvements:

- Attach an assessment cycle calendar for your program.
- Summarize recent assessment efforts and assessment methods within the program (You may attach recent program-level CPAS in lieu of this narrative).
- Briefly summarize program improvements or changes that have been implemented since the last APPW or CPPR. (You may attach recent program-level CPAS in lieu of this narrative).

- Identify and describe any budget requests that are related to student learning outcomes assessment results or institutional/programmatic objectives.

A new student learning outcome was implemented during the 2012-2013 year.

Assessments and results were measured and completed during the 2012-2013 year. Assessment methods implemented were student presentations, classroom setting, student feedback questionnaires, health education brochures and materials related to Alcohol Abuse and Academic Performance and Student Success. Results were discussed with Health Center staff and Vice President of Student Services during the Spring 2013 semester. Location of documents are in the San Luis Obispo Student Health Center office.

The data is showing the program was successful. We will continue the same classroom presentation processes as supported by our data. This was a challenging presentation for some students. We will be revising question number one on the Feedback Questionnaire. Question number one will address how helpful was this presentation in providing information that is helpful for yourself or providing support for your family and friends. We will be implementing the same student learning outcome for the 2013-2014 year.

V. Program Development/Forecasting for the next academic year:

Create a short narrative describing the following development forecasting elements, indicating how they support efforts to achieve program outcomes and/or institutional goals and objectives (where applicable):

- New or modified action steps for achieving Institutional Goals and Objectives
- New or modified action steps for achieving program outcomes
- Anticipated changes in curriculum and scheduling
- Levels or delivery of support services
- Facilities changes
- Staffing projections
- Strategies for responding to the predicted budget and FTES target for the next academic year

Student demand for Health Services programs and services continues to increase. Health Services will continue to design and implement programs based on data from student usage reports, student satisfaction exit surveys, ACHA/National College Health Assessment (2013) survey, health risk factors intake assessment forms and the Global Assessment of Functioning (GAF) mental health scale. There continues to be a significant demand to provide mental health services and clinical services to facilitate student retention and success. Health Services for the next few years will be trying to maintain the same level of services.

Health Services will continue to participate in planning for the future relocation/remodel meetings of the North County Campus Student Services Building /Student Health Center with the Executive Dean and VPSS.

Health Services will not be requesting any immediate staffing or unit needs for the 2013-2014 year. Health Services is a fee supported program. The income generated from the mandatory Health Fee has enabled Health Services to provide limited basic services. As we become a smaller college, we may be negatively impacted financially as we collect less revenue. Health Services will be monitoring our revenue carefully and will be functioning within our budget constraints. It is recommended to increase the mandatory Health Fee \$1.00 per California Community Colleges

Chancellor's Office Implicit Price Deflator for State and Local Government Purchase of Goods and Services. Currently the Cuesta College mandatory Health Fee collected is \$17 per semester and \$14 per summer. The California Community Colleges Chancellor's Office notification (2012) and option to increase the mandatory Health Fee was set at \$19 per semester and \$16 per summer.

UNIT PLAN

Unit: Health Services

Cluster: Student Services

Planning Year: 2013-2014

NARRATIVE: UNIT PLAN

The Unit Plan ties program review to resource allocation. For this first segment of the Unit Plan, write a narrative analysis of the fiscal assumptions and needs for your division/department for the upcoming year (e.g. Continued categorical funding, support staff not funded, etc.).

Health Services is a fee supported program. The income generated from the mandatory Health Fee has enabled Health Services to provide limited basic services. As the student population continues to decrease, the Health Services program could be negatively impacted financially. Current services provided may have to be reduced. Health Services will not be requesting any immediate unit needs for the 2013-2014 year.

SIGNATURE PAGE

Faculty, Director(s), Manager(s), and/or Staff Associated with the Program

Instructional Programs: All full-time faculty in the program must sign this form. If needed, provide an extra signature line for each additional full-time faculty member in the program. If there are no full-time faculty associated with the program, then the part-time faculty in the program should sign. If applicable, please indicate lead faculty member for program after printing his/her name.

Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
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Name	Signature	Date
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Name	Signature	Date
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Name	Signature	Date
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DEAN'S ANALYSIS OF COMPREHENSIVE PROGRAM PLANNING & REVIEW (CPPR)

Program: **Planning Year:** **Last Year CPPR Completed:**

Unit: **Cluster:**

A. CPPR Pre-Meeting

It is strongly recommended that the Dean meet with the Division Chair, and the program faculty involved in preparing the CPPR prior to the completion of the review documents. The discussion should include an overview of the CPPR template and the Dean's expectations of what should be considered and focused on when developing the CPPR.

If a Pre-CPPR meeting occurred, please list those in attendance, when the meeting occurred and a summary of what was discussed.

B. Narrative Analysis of CPPR Sections

Please provide an analysis and comments of programmatic information for each of the CPPR sections below.

- 1. General Information and Program Outcomes:**
- 2. Program Support of Institutional Goals and Objectives, and/or Operational Plans:**
- 3. Program Data Analysis and Program Specific Measurements:**
- 4. Curriculum Review:**
- 5. Program Outcomes, Assessments and Improvements (narrative):**
- 6. Student Learning Outcomes/Assessments (CPAS):**
- 7. Additional Comments:**

C. Commendations/Considerations:

Please provide a list of commendations and considerations based on the CPPR.

Commendations:

Comments in this area summarize how the program has demonstrated its effectiveness.

Considerations:

Comments in this area constitute advice to help the program meet or surpass expectations for effectiveness.

D. Applicable Signatures:

Dean

Date

Division Chair

Date

Faculty

Date

Faculty

Date

The above-signed individuals have read and discussed this review. The Division Chair and Faculty in the program involved in the preparation of the CPPR acknowledge the receipt of a copy of the Dean's narrative analysis. The signatures do not necessarily signify agreement.

UNIT PLAN WORKSHEET -- PRIORITIZED LIST OF IMMEDIATE UNIT NEEDS

**Health Services
Student Services
2013-2014**

1. ****PRIORITIZED TOP TEN LIST OF IMMEDIATE UNITS NEEDS -- ALL CATEGORIES & ALL PROGRAMS -- ONE LIST**
2. Identify and prioritize unit needs based on immediate (upcoming year) requirements of all unit programs.
3. Note if needs are one-time or annual/recurring in the Frequency Column.
4. ****This does NOT include new faculty requests.**
5. Pull in your top 10 priorities from All Worksheets Except Prior Year

	Item	Program	Description	Cost	Frequency	Immediate (IMM)
1			NONE			IMM