

# 2019-2020 Program Review



## CAN Program Review (Student Services) - Wellness Center (Odd Year)

### Program Review Narratives

2019-2020

#### **Student Services Program Review (SSPR)**

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#### **Executive Summary**

**0. Executive Summary:** Disability Resource Center

The Disability Resource Center (DRC) supports Canada College students who have documented disability(ies) as they progress towards their education goal(s). The DRC is an academic support service for enrolled students and is aligned with the College Educational Master Plan in the areas of retention, persistence and completion. From the 2016-2017 academic year to the 2018-2019 academic year, the DRC has grown from 395 to 437 total students.

Personal Counseling Center

The Personal Counseling Center (PCC) supports Cañada College students by providing personal counseling, crisis intervention and management, educational workshops relevant to student success, outreach and community referrals. The PCC is aligned with the College Educational Master Plan in the areas of retention, persistence and completion. Demand for personal counseling at Cañada College has never been higher.

Health Center

The Health Center supports students by providing comprehensive health services on campus and referrals to community resources. The Cañada Health Center supports the Educational Master Plan with focus on data driven strategies in conjunction with implementation of health measures that support student success, retention, and persistence.

#### **Program Context**

**1. Mission:** Disability Resource Center

The mission of the DRC is to ensure educational access so that students with disabilities have every reasonable opportunity to meet their educational goals, to provide educational support so that students with disabilities can demonstrate their skills, and to create a learning environment in which students with disabilities may become independent, interdependent and integrated in our global community.

The vision of the DRC is to provide disability resources and support services for students as defined by Federal and State law and regulation, and to maintain a quality level of these resources and support services to meet both the "letter" and "intent" of each law and regulation.

Personal Counseling Center

The mission of the PCC is to provide personal support and counseling to enrolled students at Cañada College. Aligned with the college's mission, the Personal Counseling Center team assists students in identifying the roadblocks that hinder their academic success. Through personal counseling, students are able to gain awareness of their personal challenges and work towards making changes necessary to prevent these challenges from negatively impacting their academic success. The Personal Counseling Center provides students with tools to discover and develop their strengths, values, interests and abilities. Our services help empower students to take control of all aspects of their lives, often resulting in improved academic performance and emotional well-being.

The vision of the Personal Counseling Center is to provide comprehensive services (e.g. Individual counseling, workshops, outreach, and community referrals) to all Cañada College students regardless of socioeconomic status, cultural background, age,

sexual orientation, and disabilities. In addition, our vision is to provide training and education in the form of workshops, seminars, meeting presentations, to faculty and staff in order to increase awareness of student needs and issues. This includes crisis intervention and suicide prevention.

#### Health Center

The mission of Cañada Health Center is to support academic achievement by providing high quality health services tailored to the student population and academic setting. The mission of the Health Center correlates strongly with the college's mission statement of achieving academic goals while supporting a diverse group of students. The Health Center offers a convenient low/no cost option for students to help eliminate barriers and foster an environment of equality and accessibility. Furthermore, the Health Center supports the allied health programs by providing low-cost services necessary to enter a specific program or to transfer to a four-year institution. Availability of health services to ALL students demonstrates that the college values: autonomy, individual rights, and support for overall health regardless of age, race, background, gender, sexual orientation, or economic status. A healthy and empowered student is more likely to succeed with their academic goals.

The vision of the Health Center is to provide quality health services based on quantitative and qualitative data while cultivating and growing community/campus partnerships.

### **2. Program Description:** Disability Resource Center

The DRC provides students with documented disabilities academic support and reasonable accommodations as defined by state and Federal law. Services are provided to students with a wide range of disabilities and are determined on the basis of supporting medical, psychological or learning disability documentation. The services provided include but are not limited to: academic advising, developing accommodation plans, assistive technology training and support, alternate media text conversion, counseling, in class interpreter services, test proctoring, educational assistance classes, and more.

#### Personal Counseling Center

The Personal Counseling Center (PCC) at Cañada College believes that a successful college experience requires, as its foundation, a sense of emotional well-being. To this end, we offer a safe and trusting environment to facilitate mental health care by providing supportive personal counseling for registered students at no charge. The PCC staff provides crisis intervention for the campus community and offers support to faculty and staff regarding students of concern. The PCC also offers outreach and education about social-emotional wellbeing, stress management and suicide prevention to the campus community. The PCC also collaborates with many other student services.

#### Health Center

The Health Center provides healthcare services ranging from basic first aid to a complete doctor's visit with prescription medications and blood work available for all enrolled Cañada students. Prevention and supportive health services such as birth control, immunization and tuberculosis testing is also available for students with some services offered to staff at no cost. The Health Center supports the overall health of the college community whenever there is a TB outbreak on campus in collaboration with San Mateo County TB control unit. The Health Center engages in campus outreach with mobile flu shot clinics, health fairs, and collaborates with public safety and ASCC during events. Furthermore, the Health Center collaborates with Vitalant blood centers and hosts a blood drive every semester.

### **3. Community & Labor Needs:** Disability Resource Center

The DRC staff regularly communicates and meets with Directors and Counselors at our sister colleges in the district. Our LD specialist is active in Region 3 the Learning Disability Specialists group. In addition, she was voted in as the northern California Learning Disability chair for California Association for Postsecondary Education and Disability (CAPED). She was a presenter at the annual CAPED state conference in both Fall of 2018 and Fall of 2019.

#### Personal Counseling Center

The PCC maintains close connections with community providers of free and low cost personal counseling services in San Mateo County. Many students need services beyond what the PCC provides and we maintain connections with community resources, centers and hospitals. We also maintain a close connection to Sparkpoint as a source of support for students with food, housing and legal needs.

#### Health Center

The Cañada students and community are experiencing an insurance concern due to current laws. Many students have partial medi-cal, excessive co-payments or limited insurance that prevents them from seeking and receiving healthcare from a community health provider. Many community health providers will not accept new patients who are insured through medi-cal because of monetary reimbursement and navigating the bureaucracy. The result is a health care "gap" in which community referrals are limited and students have difficulty receiving health care within the community in a timely or effective manner. The

health care gap results in the Health Center being a primary care provider and providing for students in a manner that the center is not equipped to handle (long term psychotherapy medications/higher acuity of care medical conditions/after hours- extended hours). Despite these barriers, the Health Center continues to fill the gap by providing short-term therapy and treatment of episodic illness.

#### **4. Equity & Access:** Disability Resource Center and Personal Counseling Center

The DRC and PCC are committed to ensuring equitable access to all students. All students have open access to our services. We strive to provide reliable services by offering appointments five days a week and offer evening appointments. Our staff is trained to be student centered and kindly offer all of the assistance and support appropriate to our departments. The mission of the DRC is to ensure educational access to students with disabilities. Student needs are addressed individually through the interactive counseling process and by offering advocacy for students with professors when needed. In addition, one of our counselors, Jenna French, serves on the ACES committee and shares information to both departments.

Personal Counseling supports all students in an equitable manner by offering individual counseling for all issues and problems students bring forth. Our personal counselors and MFT associates receive training in cultural competency and disproportionately impacted student groups. In addition, we have a Spanish speaking personal counselor, Maria Quinones, for students who prefer counseling in Spanish. The PCC staff strives to collaboratively work with colleagues across campus to further student success and equity.

#### Health Center

The Health Center is centrally located, next to the dining hall making it very accessible and easy to visit. Being part of the Wellness Center makes it convenient to refer students to the Disability Resource Center and Personal Counseling. All students are welcome and treated with the utmost respect and professional manner regardless of age, race, religion, background, gender, sexual orientation, or economic status. The Health Center has a bilingual Spanish-speaking nurse who helps bridge the language barrier gap with the ESL and international students. The Health Center offers evening hours twice a month until 5pm so the evening students can have access as well.

### **Looking Back**

#### **4. Major Accomplishments:** Disability Resource Center

The DRC continues to grow. From the 2016-2017 academic year to the 2018-2019 academic year the DRC has grown from 395 to 437 total students. During Fall semester of 2017, the DRC was approved to hire a full time, non-tenure track, 10 month counselor position. To Nhu Do was hired and began working in Spring 2018. SMCCD had approved a paperless file management system, Clockwork and our Alternative Media IA II, Celeste Kidd, was trained and worked toward implementation. In the Spring 2019 semester, it was determined by all three campus and the district that this system was not working well for our needs and therefore the plan was cancelled. We are currently in the process of exploring the use of SAMS, the online system adopted by CSM and Skyline DRC departments.

DRC counselors have updated and created new internal procedures with the goal of streamlining access for students and making procedures clear and uniform. A process was created with Admissions and Records to identify and notify students who may be at risk for not qualifying for priority registration. Our counselor and LD specialist, Jenna French, made numerous presentations to various departments on campus on topics such as, explaining DRC services, how faculty can facilitate DRC accommodations, transferring accommodations, LD explained and math substitutions.

In Spring 2018 we were able to move our DRC testing to the Alt Media lab and two new offices were created in the Wellness Center. This adjustment in use of space has allowed us to have office space for our additional counselor and PCC use.

The DRC and PCC had a challenging two years due to numerous changes in personnel. We were not able to hire a permanent Director for various reasons and have relied on an Interim and even substitute for the Interim Director. In addition, we have had changes to front desk staff due to leaves taken. In spite of these challenges, we were able to serve more students and improved many of our internal procedures. The DRC has successfully completed all regularly scheduled state audits during this cycle with zero findings.

Our categorical allocation from the state has increased steadily over the past few years as well. The most recent project has been a pilot program partnering with the Assessment Center for proctoring DRC exams. We have had meetings with staff from both departments, clarified the process and have begun the pilot. We will be assessing how this works for students as well as faculty and both departments.

#### Personal Counseling Center

During the Spring 2018 semester, the San Mateo Community College District applied for and received a Mental Health Grant. Peggy Farrell, MA., was hired in Fall 2018 in a part time faculty position to implement the goals and objectives of the grant. We were able to fulfill a long term goal of forming a chapter of the national student club organization, Active Minds. In addition, we formed a mental health peer educator program to train students to help erase the stigma of mental health issues and educate elements of self-care and active listening skills. Active Minds offers suicide prevention awareness and skills to validate,

appreciate and refer students. Student peer educators also presented in classrooms across campus. This increased outreach and general information about social emotional issues, and enhanced familiarity of the PCC services and thus resulted in improved student service. Active Minds Club held two events in Spring 2019 were a movie night and Stress Less Day. In addition, they collaborated with several other ASCC clubs such as Latinx, Gender Sexuality Alliance and International Club. The Mental Health Grant also allowed the purchase of technology and assessment of mental health and wellbeing as well as risk assessment.

In addition, the PCC recruits three graduate students per academic year to serve as intern counselors with students. They are trained and supervised by Dr. Gena Rhodes and all together, they are able to hold counseling sessions with up to 30 students a week.

Dr. Rhodes gave a training in SafeTALK, a suicide awareness and intervention program that is recognized world-wide for quality. Dr. Rhodes gave the first on campus training to faculty and staff in January 2018. We plan to offer this regularly going forward. Dr. Rhodes also presented several SafeZone workshops with a co-trainer and will continue to hold these trainings. She also was a member of the Dreamers Task Force as the mental health advisor. She also presented in classroom workshops on stress reduction and mindfulness. Dr. Rhodes has also been a member of Cañada's CARES team and contributes a mental health perspective to cases of students of concern.

Health Center

In 2018 the Health Center hired a part-time permanent office assistant and a clinic coordinator position was created. Clinic flow and efficiency has improved significantly with these new additions. The Health Center is currently working closely with college resources to encourage knowledge of services offered. The Health Center maintains multiple partnerships within Cañada College and collaborates with the community. The Health Center has successful relationships with various departments such as Radiology Technology, Early Childhood Education (ECE), Medical Assisting, DRC, Personal Counseling and SparkPoint. Community partnerships include, Planned Parenthood, San Mateo County Health Van, San Mateo Hospitals and Clinics, San Mateo County Immunization Program, Quest lab, Samaritan House and Vitalant (former Blood Centers of the Pacific).

The electronic medical record (EMR) is a valuable asset for health services and has many options to expand for user accessibility. The Health Center continues to maintain the comprehensive health services at the same standard of care offered at a community clinic.

#### **5. Impact of Resource Applications:** Disability Resource Center

The addition of a full time counselor has improved our ability to serve students by offering more open appointments thus quicker service to students. We are able to respond to their needs for accommodations, testing, communicating with instructors etc. Also, having two counselors allows for increased planning and improving procedures as they are able to work together on these projects. Also, our LD specialist now has more time freed up from counseling to conduct LD assessments. This valuable service is requested by many of our students.

Personal Counseling Center

The PCC did not have any new resources from the last program review cycle. The addition of a Mental Health Educator has greatly expanded our campus outreach and student involvement. This position is through a Mental Health Grant.

Health Center

The Health Center provides literature on a variety health related topics. It provides one on one education to students related to diseases or health maintenance during their encounter. Student satisfaction surveys have provided positive feedback about the services offered and are very pleased with the staff. With the addition of the office assistant, clinic function and flow has improved, However because it is part-time, clinic work is affected when the shift ends resulting in delayed registration of students. In addition, there is no Health Center front desk coverage to greet, schedule students and assist them to fill out the proper forms and guide them to the right service department, including DRC, PCC and Health Services.

### **Current State of the Program**

#### **6A. State of the Program - Observation:** Disability Resource Center

The DRC has been able to maintain a high level of quality services to an increased number of students in major part to the continued support from fund 1, Equity, and SSSP dollars. This financial support has allowed the DRC to offer increased accommodation counseling hours.

While our growth has resulted in some increase in our categorical allocation, it is not clear if this trend will continue once the new allocation formula takes full effect. While it has always been the intent of the Chancellor's Office for DSPS funded programs to receive additional financial support from fund 1 and other categoricals, the Cañada DRC would like to become more self-sufficient. Changes in the DSPS allocation rules to reward districts that generously support DSPS categoricals with fund 1 dollars should help in this area, but we will have to wait and see.

At the time of this writing the DRC is in the process of hiring a permanent director. The DRC has been without a permanent Director since the end of 2017. A pilot program to move the DRC exam proctoring to the Assessment Center began in Fall of 2019. It is our hope this move proves successful for students as well as staff. In addition, the Interim Director of both the DRC and PCC has a strong mental health background and experience. This has allowed for a greater collaboration between the DRC

and the PCC. This has improved our student service and increased the number of registered DRC students with a mental health designation.

#### Personal Counseling Center

There has been a significant increase in number of students requesting appointments for personal counseling. We have been offering appointments in a timely manner for all students and able to serve students with immediate needs as well as handle crisis intervention. The increase in access by students seems to come from an increasingly positive sense of the services we provide among students as well as more faculty and staff suggesting students access our support. The PCC has increased outreach efforts to students as well as faculty and staff. The addition of our mental health peer educator program and the Active Minds student club has contributed greatly to this increase. In Spring semester of 2018, the PCC became a part of the Counseling Division. This partnership has allowed for increased collaboration with the academic counseling division and has benefitted both departments.

#### Health Center

In 2018 there was a decrease in student Health Center visits. In 2017 there were 859 clinic encounters vs 727 in 2018. This may be due to the discontinuation

of Family PACT (Planning, Access, Care & Treatment) services. These services are extremely important to the sexual health of the students and they are free to eligible clients. Most of the students qualify for this program.

Funding is dependent on enrollment and represents an ongoing consideration for continuing to maintain offered services.

Another challenge the Health Center faces is the limited hours of operation as well as a need for increased Health Center student awareness.

The Health Center's greatest strength is the committed staff. The nurse, Nurse Practitioners have a wealth of knowledge and experience and truly enjoy working with the college community. They treat everyone with respect and professionalism, value and embrace everyone's individuality. The Health Center continues to provide high quality, expanded level of services to students.

#### **6B. State of the Program - Evaluation:** Disability Resource Center

The DRC will benefit from the stability in leadership from the hiring of a new DRC Director. Under the leadership of a new director, the program should continue to increase outreach and awareness campus-wide about DRC services. The DRC should increase community and High School outreach and participate in recruitment activities.

Further, the DRC looks forward to the full implementation of SAM, an accommodation management software program. Once fully implemented, this software should help to streamline many of the accommodation and request processes for both DRC students and faculty as well as streamlining communication between colleges in our district. In addition, the DRC will continue the pilot program for proctoring exams in the Assessment Center. Students will be surveyed as to how the new location works for them so we can make any changes needed.

#### Personal Counseling Center

The personal counseling center will continue our outreach to students with the Peer Educator for Mental Health program. The funding for this current program will end in June, 2020. We are currently applying as a district for another Mental Health Grant. This funding would allow a continued focus on peer to peer education, increased awareness, anti-stigma around mental health issues and suicide prevention. In addition, we could sustain the part time position for staff to continue to oversee and advise peer mental health mentors to create and maintain an Active Minds Club. Personal Counseling Center staff plans to increase outreach on campus to classrooms, department and division meetings, student services programs and student clubs. Dr. Gena Rhodes will continue to be a member of the CARES team, present suicide prevention and SafeZone trainings on campus. We are planning to expand our trainings to become regularly scheduled for ease of access to our campus community. She will also continue to recruit and train MFT associates on a yearly basis to provide the number of appointments to meet the student need and demand.

#### Health Center

With the hiring of the permanent part-time office assistant position, we are able to do more campus outreach and should resume class presentations. We need to continue tabling with campus partners, maintain our collaboration with community agencies, continue health fairs, continue vaccination program with the health department and continue to collect feedback from students via surveys. In addition, increase advertising through social media should be pursued.

Our student population is under insured and STI's (sexually transmitted infections) are on the rise with this age group, it is imperative that Family PACT (Planning, Access, Care and Treatment) be re-instated at Cañada College Health Center. Pregnancy rates remain high in this age group as well. The overall goal of Family PACT Program is to ensure that low-income women and

men have access to health information, counseling, treatment and family planning services to reduce the likelihood of unintended pregnancies. These services are free of charge to qualified applicants and most of the students on campus qualify. Students should not have to worry about health related burdens while they are focusing on career goals. Medical staff require training and continuing education to maintain credentialing as well as executing current medical standards of practice that are ever changing. Staff training and continuing education needs continue to be a priority, especially if Family PACT is re-instated at the Health Center.

**7A. Current SAOs & SLOs:** Disability Resource Center

SAO:

Students will report a satisfaction rate of at least 80% on all major components of DRC service provision.

Personal Counseling Center

SAO: Students will report a satisfaction rate of at least 80% on all major components of PCC service provision.

Health Center

SAO:

Promote health awareness throughout the college community. To provide a variety of health services at an affordable price. To provide services in a timely manner and make them available at a convenient hour for students.

SLO:

The student will gain new knowledge or information while the health provider discussed the flu vaccine, flu and prevention.

**7B. SAO Assessment Plan:** DRC and PCC

Both the Disability Resource Center and the Personal Counseling Center will greatly benefit from stable leadership from a permanent Director of both programs. This person will take the position in January 2020. The new Director will construct a SAO assessment plan going forward.

Health center

A satisfaction survey was administered to students post Health Center visit.

During the Fall 2019 semester a satisfaction questionnaire was given to students after their Health Center visit. The form was a 1-5 rating scale, with 5 being the most satisfied with the services being offered. Please indicate your satisfaction next to the question.

The survey asked the following questions:

1. How satisfied were you with the helpfulness of the Health Center staff?
2. How satisfied were you with the amount of time needed to complete your visit?
3. Was your privacy maintained?
4. Would you recommend the Health Center?
5. What is your overall satisfaction with the Health Center?

**7C. SAO Assessment Results & Impact:** SAOs were not assessed for DRC or PCC during this review period due to not having one permanent Director.

Health Center

100% of participants reported a 5 as their level of satisfaction with the health services.

**7D. SLO Assessment Plan:** Health Center

The SLO posttest questions included:

1. The flu vaccine does not give you the flu.
2. You should get the flu vaccine every year.
3. It takes a couple of weeks to give you protection.
4. The flu vaccine does not protect you from all viruses.
5. Washing your hands with soap and water prevents you from spreading germs and protects you from getting sick.
6. Sneeze and cough into your elbow.

**7E. SLO Assessment Results & Impact:** Health Center

The office assistant collected the post surveys. There was an increased knowledge gained during their visit with the health provider. All participants marked that they learned at least one new fact.

**Looking Ahead**

**7F. SAOs & SLOs for the Next Review Cycle:** Disability Resource Center

SAOs

Students will report a satisfaction rate of at least 80% on all major components of DRC service provision.

Personal Counseling Center

SAO

Students will report a satisfaction rate of at least 80% on all major components of PCC service provision.

Health Center

SAO:

Students will report knowledge and satisfaction rate of at least 80% on all major components of Health Center service provision.

SLO:

The Health Center will continue to use surveys on different topics, while researching and conducting sampling of alternative methods to reach students.

**9. Program Improvement Initiatives:** Health Center

The Health Center is actively searching for a new medical director who would be able to re instate Family PACT (Planning, Access, Care and Treatment) services at Cañada College. This will allow the Health Center to educate, screen and treat any sexual or reproductive issue affecting Cañada students free of charge to qualified students. Access is fundamental to students when they are trying to navigate school, work, family and social life.

To better meet the health care needs of students and to continue with outreach at the campus efficiently, the office assistant hours need to be extended to full Health Center hours. Especially, if Family PACT is fully implemented. This service will require extra time for training, education, enrollment and billing. Six hours per week should be added to her contract, including extending her contract to 11 months rather than 10 months because the Health Center operates during the 6 week summer session.

**Program Review Narrative Status:** Complete

**No Objective were returned for this Program based upon the selected parameters.**