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Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

Health Services

Q2

1.2 Lead Author:

Rieko Suto, RN, BSN

Q3

I.3 Collaborator(s) - List any person that participated in the preparation of this report:

Kaylin Rosal (Cuyamaca Cares), Tayler Smith and Derek Bertram (Music), Marvelyn Bucky and Laurie Woods (Communication Arts), Lucinda Hollands (Health Education), Leslie Eagan (San Diego Blood Bank), Guadalupe Gonzalez (Home-Start/CalFresh), Personal Counselors (Mason Beck, Michelle Cabaltera, Halima Eid, Marc Pescadela)

Q4

I.4 Dean/Manager:

Lauren Vaknin

Q5

I.5. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the 2020 program reviews on the program review webpage.

Changes: Health Service Supervisor Lori Senini retired in Jan 2020. Due to Covid-19, in person operations at the Health Service has been closed since March 2020; service has continued remotely.

Additions: New workshop series "Harmony for Health" was developed in collaboration with the Music department in Fall 2019. The Health and Wellness Center became a main distribution location for Food Pantry Family Literacy Project in collaboration with the faculties to provide Children's books to students who visit the Food Pantry.

Achievements: Through the biannual blood drives (October 2019 and March 2020), San Diego Blood Bank collected total of 70 pints which saved 210 lives. CalFresh outreach was provided by Home-Start representative through Fall 2019 and Spring 2020 until the school was closed because of COVID-19. Health service webpage has been significantly developed/modified for easier access and its contents have been greatly expanded and now contain relevant health service information, such as personal counseling, health insurance, alcohol and drug abuse prevention, smoking/vaping cessation, etc. to provide students for available resources.

Summary: COVID-19 pandemic school closure affected negatively for the Health Services operation. The absence of the Health service supervisor (who has not been replaced as of December 2020) as well as in-person office closure due to Covid-19 have negatively affected the ability of serving students as planned. While in-person nursing care is the major service provided by the health services, this has not been possible since March 2020 due to the Covid-related closure. To enhance remote health service care, the health and wellness center website has been regularly updated.

Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success, and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area.

In the year 2019-2020, there were total of 420 unduplicated students visited the Health and Wellness Center on SARS data. The total number of visits included all students, staff and faculties was 862. We had total of 143 illness assessment visits and 64 blood pressure checks. According to the demographic data provided by the Effectiveness and Student Equity Office, those five groups, male, black, native American, Veteran, and less than 25 years old, were underrepresented in the Health Services:

- Male students (males comprise 31% of students who used Health Services, compared to 43% of our student population)
- Black students (Black students comprise 4% of students who used Health Services, compared to 6% of our student population)
- Native American students (no Native American students used Health Services in this time frame, even though they comprise 1% of our student population)
- Veteran students (veterans comprise 2% of students who used Health Services, compared to 3% of our student population)
- Students who are less than 25 years old (students <25 years old comprise 49% of students who used Health Services, compared to 58% of our student population)

Q7

II.2. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

I plan to enhance the outreach program to these underrepresented groups. However, the lack of in-person operation and staffing these efforts to mostly website updates. Nevertheless, I plan to facilitate the physical and mental health of our students. As an example of this type of efforts, in Fall 2019, collaboration with the music department, we developed the workshop series called "Harmony for Health" once a week through September to October to reduce stress, improve mood and creativity, and builds comradery by promoting self-expression in a nurturing and supportive environment. There was a total of 363 visits of mental health issues (including personal counseling services) in the year of 2019-2020; these issues related to mental health was the highest reason for visiting the Health and Wellness Center.

Q8

Respondent skipped this question

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Q9

Respondent skipped this question

OPTIONAL UPLOAD 2: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Q10

Respondent skipped this question

OPTIONAL UPLOAD 3: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Q11

Respondent skipped this question

OPTIONAL UPLOAD 4: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Page 3: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success continued

Q12

Yes

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

Q13

Yes

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

Q14

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

In Fall 2019, the survey was not developed and not conducted after the workshop. Also, because of the school closure, it was unable to conduct any survey during Spring 2020.

Q15

Respondent skipped this question

OPTIONAL: Please use the Upload button below to attach any additional documentation you would like to include.

Page 4: III. Previous Goals: Update

Q16

Goal 1:

Provide access to quality health care and education for all students seeking assistance.

Q17

In Progress - will carry this goal forward into next year

Goal Status

Page 5: III. Previous Goals: Update continued

Q18

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q19

Respondent skipped this question

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q20

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Maintain the regular updates for the Health and Wellness Center website to provide relevant information and resources to all students seeking assistance. If in-person operation can be resumed, then, maintain hours of operation that are responsive to the needs of the students to increase access to health services possibly offering services or health education and outreach for evening students. Resume to utilize student workers as peer educators to attract the diverse student population including refugees, Veterans, first-time college students, English as a second language students. Pending the staff shortage will be resolved, the health and Wellness staff will coordinate various outreach and education activities including the Annual Health Fair, Welcome Week Relaxation Stations and mental health open house events to promote available health and wellness services. In addition, linkage to the Cuyamaca Cares for basic needs (food and housing) will enhance the delivery of services to students in need.

Q21

Yes

Do you have another goal to update?

Page 7: III. Previous Goals: Update continued

Q22

Goal 2:

Support the development of a comprehensive health delivery system for students by linkage of college health services with available community health resources that provide affordable, accessible health care services.

Q23

In Progress - will carry this goal forward into next year

Goal Status

Page 8: III. Previous Goals: Update continued

Q24

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q25

Respondent skipped this question

Do you have another goal to update?

Page 9: III. Previous Goals: Update continued

Q26

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Will continue following up with the students who have affected by COVID-19 for connecting with available on campus as well as community resources. If in-person operation is resumed and the staff shortage will be solved, the staff of the Health and Wellness Center will extend weekly invitations to community health professionals who interact with students regarding health and wellness issues. Efforts to include faculty and staff in health education and outreach events will increase their knowledge of available community resources for students. Incorporating community partners such as Home-start/CalFresh nutrition programs into weekly outreach will provide students the ability to speak directly with community partners to better understand and link with needed services. To address barriers to health care that have an impact on students' academic success, the staff will enhance outreach education regarding availability of services in the community; students served at the Health and Wellness Center will be given choices of a broad range of community referrals and services based on individual student's diverse health needs and cultural beliefs. The staff will also assist students to find free or low cost care such as mental health counseling or cancer screening.

Q27

No

Do you have another goal to update?

Page 10: III. Previous Goals: Update continued

Q28

Respondent skipped this question

Goal 3:

Q29

Respondent skipped this question

Goal Status

Page 11: III. Previous Goals: Update continued

Q30

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q31

Respondent skipped this question

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q32

Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Q33 Respondent skipped this question

Do you have another goal to update?

Page 13: III. Previous Goals: Update continued

Q34 Respondent skipped this question

Goal 4:

Q35 Respondent skipped this question

Goal Status

Page 14: III. Previous Goals: Update continued

Q36 Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Page 15: III. Previous Goals: Update continued

Q37 Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Page 16: IV. New Goals

Q38 No

Would you like to propose any new goal(s)?

Page 17: IV. New Goals continued

Q39 Respondent skipped this question

New Goal 1:

Q40 Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q41

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q42

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q43

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q44

Respondent skipped this question

How will this goal be evaluated?

Q45

Respondent skipped this question

Do you have another new goal?

Page 18: IV. New Goals continued

Q46

Respondent skipped this question

New Goal 2:

Q47

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q48

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q49

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q50

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q51

Respondent skipped this question

How will this goal be evaluated?

Q52

Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q53

Respondent skipped this question

New Goal 3:

Q54

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q55

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q56

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q57

Respondent skipped this question

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q58

Respondent skipped this question

How will this goal be evaluated?

Q59

Respondent skipped this question

Do you have another new goal?

Page 20: IV. New Goals continued

Q60

Respondent skipped this question

New Goal 4:

Q61

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q62

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q63

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q64

Respondent skipped this question

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q65

Respondent skipped this question

How will this goal be evaluated?

Page 21: V. Resources Needed to Achieve Goal(s)

Q66

What resources is your program requesting this year to achieve the program's goal(s)?

My program is currently not requesting any resources at this time

Page 23: Final Check

Q67

Are you ready to submit your program review? If you would like to go back and review a section, select a section and click "Next."

I am ready to submit my program review
