

Assessment: Assessment Unit Four Column

Student Services - Student Health and Psychological Services

Program Review report submitted: Spring 2017

Mission Statement: Moreno Valley College Student Health and Psychological Services uses clinic and education-based programs to provide quality and reasonably priced health care, assisting a diverse student population to achieve and maintain optimum physical and psychological health, enhancing retention and satisfaction with the college experience.

Spring 2016 Mission Statement assessed and changed in collaboration with the three RCCD sister colleges:

Moreno Valley College Student Health and Psychological Services uses clinic, education-based programs, and advanced technology to provide quality and reasonably priced health care. Our specialized and inclusive approach to health and wellness assists a diverse student population to achieve and maintain optimum physical and psychological health. This approach helps to promote academic success and retention in the learning environment while focusing on the importance of lifelong wellness.

Major developments and changes: In the fall of 2014 Student Health and Psychological Services decidedly purposed to increase its outreach efforts to de-stigmatize mental health issues and reach out to students through its new peer mental health education program. The program resulted in outreach events on a weekly basis, most weeks; bringing screenings, awareness to students about mental health issues, and availability of services.

In the fall of 2015 the program added to its outreach efforts by initiating workshops called "Seeking Success," where students could attend one of four weekly workshops that would facilitate student success by working through mental health issues.

In the spring of 2016 Student Health and Psychological Services arranged to train therapists to continue the successful "Seeking Success" workshops into the next fiscal year. In addition, one-time funding was requested through a student equity opportunity to provide additional equipment and support for the promotion mental health at MVC. Student Health 101 was also purchased with equity funding to help support a culture of wellness at MVC.

On the clinical side, in the spring of 2016 the cholesterol check device obtained through program review support-of-need, resulted in a collaborative effort with Biology faculty resulted in offering Lipid Profiles and cholesterol counseling to students who participated. The students who took advantage of the initiative learned the practical application of biology to wellness and were given extra credit points by their instructor for participation. Student Health and Psychological Services hopes to continue the program provided sufficient funds are available to purchase the cassettes needed for the specialized device.

Major developments and changes: Fiscal Year 2016-17 continued its established programs and saw significant growth in the numbers of students taking advantage of the Seeking Success Workshops. Intentional outreach this year to the Middle College Program by the coordinator meant adding workshops on Fridays, which have been well-attended. Mental Health outreach has also been expanded to include more classroom presentations on Suicide Prevention, stress-reduction, and time management by our health educator volunteer. Health Outreach and presentation opportunities, covering a broad range of health topics, continue to grow and are well-attended as reflected in the vital statistics attached.

The three Health Services Directors worked collaboratively to submit a proposal for the maximum allowable health fee increase and expect board approval for implementation fall 2017. A classified PT College Nurse position is in process at this writing and is hoped to bring RN consistency in spite of the reduced RN coverage in terms of scheduled hours per week. A FT Mental Health Services Supervisor proposal was denied SSSP funding this year, but the position goes forward in program review as a crucial need.

Highlights and Accomplishments: End of Fiscal year 2016-'17 Highlights: Student Health and Psychological Services brought on two more student workers for a total of 3 part-time student employees to help sustain the Seeking Success program and bring support to Health Services. Additional CBU Mental Health Trainees and an additional intern were

also brought on to assist the Mental Health Intern Coordinator with an increase in outreach efforts to the Middle College students. The total number of part time mental health focused workers is currently eight. Most recently a masters level Public Health Educator was also brought on to reach out to the college community (faculty, staff and students) with a number of health-related presentations including QPR Suicide Prevention training, stress-reduction, time-management, STI prevention, Substance Abuse Awareness along with other health-centered topics. The outreach is expected to grow from the already popular presentation numbers this year to next fiscal year and hopefully beyond. A PT permanent classified college nurse position is in the interview stage at this writing, which is hoped to provide RN consistency in spite of the reduced RN coverage. A FT Mental Health Services Supervisor proposal was denied SSSP funding this year, but the position goes forward in program review as a crucial need. Please see below and SAO 2(1) word document attachment (Copyof '16-'17HealthServicesEmployees)for a spreadsheet breakdown of numbers of students, staff, trainees, interns, and volunteers employed along with title and function of each. Please see SLO2 and below for number of students served under related documents (OutreachEvents-Presentations16-17final and HlthSrvcsOffice Contacts16-17). The documents record contacts for this FY up to and including 5/16/17. Unfortunately the EHR system does not provide a breakdown for which students are graduating and which ones are continuing, nor does it track RCCD employment status. A new state-mandated TB clearance policy was implemented March 2017 after meeting with GC, HRER and the other Health Services Directors. The procedures are in place, the policy written, but vetting for costs associated with the new protocol remain. Health Services implemented new procedures associated with helping the Early Childhood Education (ECE) program students with their new health prerequisites as well. Meetings at the district office with collaborating stakeholders resulted in prompt and efficient implementation of the new requirements. Collaboration with Riverside County Health Department is strong and results in an ongoing annual supply of free flu vaccine for students, faculty and staff. Allied Health Students benefit from the cost-effective time-efficient flu shot availability to meet their annual flu shot requirement. Other participating students, faculty and staff benefit and contribute to the flu-free environment goal ultimately resulting in the wellness that contributes to student success.

Related Documents

- 1) a) 2.HSACCC Position Statement 3_2010 03 18 10 (2).pdf
- Copy of '16-'17 Health Services Employee Hrs..xls
- HlthSrvcsOfficeContacts'16-'17.pdf
- OUTREACH Events-Presentations '16-17final.xls
- Proposal Addendum4-21-17revised.doc

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>SLO 1 - Students who use mental health counseling sessions available to them in Student Health and Psychological Services will learn coping skills that positively affect their academic experience.</p> <p>Goal Status: Inactive</p> <p>Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016</p> <p>Start Date: 07/01/2013</p> <p>Inactive Date: 06/09/2016</p> <p>Activity_v4: -13) Kognito Interactive web-based training: Maintain Kognito interactive avatar trainings and make available to students, faculty and staff on Health Services website. College Goal 6: Professional Development. Status:</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2015 - 2016 (Multiple Semesters)</p> <p>Performance Target Met?: Yes</p> <p>Nearly 100% of students surveyed demonstrated that mental health counseling sessions positively affected their academic performance and helped them stay in school (06/15/2016)</p> <p>Name and Contact Information : Sue Tarcon x6103</p> <p>Total # of Students Assessed: 87</p> <p>Notes/Reflections: Please see data collected and downloaded in documents section for specific questions asked and graphed results demonstrating assessment result</p> <p>Related Documents:</p> <p>college-mental-health 15-16.pdf</p> <p>OUTREACH '15-'16.xls</p> <p>Psych. Services survey spring 2015.xls</p> <p>PsychDataFall'15.pdf</p> <p>PSYCHDataSpring '16.pdf</p>	<p>Action Plan: Continue to provide valuable one on one mental health counseling sessions to meet need and market services to include as many students as possible who would benefit. (06/15/2016)</p> <p>Action Plan Number: 6</p> <p>Follow-Up: Continue to monitor and provide as per action plan (06/15/2016)</p>

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<p>oriented campus environment: See prior activity; additionally maintain active involvement on the MVC Safety Committee. Advocate for SavE Act/sexual assault bystander-focus prevention. Website updates. Outreach topic coverage. College Goal: 2 Student Services. Status: Ongoing.</p> <p>-18) Reduce health disparities: Maintain comprehensive educational and clinical health services to accommodate growing need for psychological services. College Goal 2: Student Services. Status: Ongoing.</p> <p>-03) Create a welcoming environment: Engage staff to pro-actively treat students with respect and care. College goal: 6 Professional Development. Status: Ongoing</p> <p>-05) Maintain continuous quality improvement consistent with current technology and medical trends: Update website to reflect recent research and resource offerings. Update Electronic Medical Record (Medicat) to current upgrades. Update office equipment to reflect current technological advances. College Goal: 5: Technology. Status: Ongoing</p> <p>-06) Increase number of students who use psychological services: Increase visibility through outreaches, bookmarks, fliers, classroom presentations, and mental health peer ed. project. College Goal 8: Student Learning Outcomes. Status: Revised</p>			

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<p>-07) Increase number of students who are aware of Health Services: Maintain Classroom presentation and Outreach efforts. Use technology to market (website, Facebook) College Goal: 2 Student Services. Status: Ongoing</p> <p>-08) Demonstrate improved retention and student success as relates to psychological counseling: Survey students who receive psychological counseling and address retention and success in questioning. College Goal 2: Student Services. Status: New</p>			
<p>SAO 1 - Student Health and Psychological Services will provide psychological counseling for students in need of services. Goal Status: Inactive Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 07/01/2013 Inactive Date: 06/09/2016 Activity_v4: -13) Kognito Interactive web-based training: Maintain Kognito interactive avatar trainings and make available to students, faculty and staff on Health Services website. College Goal 6: Professional Development. Status: completion date anticipated July 2015</p> <p>-12) Health Services Facebook page: Update MVC Student Health and Psychological Services Face Book page on website weekly with current health topics. College Goal 3: Life-Long Learning. Status: Ongoing.</p> <p>-01) Additional Lobby Computer:</p>	<p>Directly related to Outcome</p> <hr/> <p>Direct: Institutional Research or Other Data - Numbers and qualifications of mental health counselors will be assessed and counted</p> <p>Performance Target (Required)*:</p>	<p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Students seen for psychological counseling were surveyed to assess and confirm that counseling positively affected their college experience. The results showed that overall they stayed in school because of services and did better in school. Please see pie-shape graph in documents repository to reflect responses reflective of the 80-90% positive outcomes expected. (06/02/2015) Name and Contact Information : Sue Tarcon x 6103 Total # of Students Assessed: 1286 Notes/Reflections: Total number of students represents duplicated count of students seen through the end of May 2015 Related Documents: Psych. Services survey spring 2015.xls HSOfficeContactsPsychVisits7-1-14-9-30-14.pdf HSOfficeContactsPsychVisits13-14.pdf HSOfficeContactsPsychVisits12-13.pdf</p>	<p>Action Plan: Continue to provide counselors, interns and trainees for students in need of individual counseling sessions. (06/02/2015) Action Plan Number: 1 Follow-Up: Psych. supervisor, Interns, MSW, and Trainees in place for next fiscal year. Scheduled interviews in place to bring on at least one additional Trainee/Intern for psychological counseling needs. (06/04/2015)</p>

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<p>Provide additional lobby computer for Affordable Care Act education, access to Health Services website resources, Facebook page, and student internet access. College Goal: 3 Life-Long Learning. Status: Completed/update resources and site as needed.</p> <p>-14) Maintain comprehensive educational and clinical health services: Progress exceeds maintenance as mental health counseling hours have increased from just 4hrs/week in 10 to 36hrs/wk in "13-14 with summer coverage increased from 8hrs/week to between 13 to 17hrs/wk. to 40 hrs./wk in 14-15. Clinical use remains constant. College Goal 2 Student Services. Status: fall 2014 revised and updated.</p> <p>-15) Promote a safe and wellness-oriented campus environment: See prior activity; additionally maintain active involvement on the MVC Safety Committee. Advocate for SavE Act/sexual assault bystander-focus prevention. Website updates. Outreach topic coverage. College Goal: 2 Student Services. Status: Ongoing.</p> <p>-03) Create a welcoming environment: Engage staff to pro-actively treat students with respect and care. College goal: 6 Professional Development. Status: Ongoing</p> <p>-05) Maintain continuous quality improvement consistent with current technology and medical trends: Update website to reflect</p>	<p>Mental Health Counselors will be available to students during days and hours Student Health and Psychological Services is open.</p>		

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recent research and resource offerings. Update Electronic Medical Record (Medicat) to current upgrades. Update office equipment to reflect current technological advances. College Goal: 5: Technology. Status: Ongoing

-06) Increase number of students who use psychological services: Increase visibility through outreaches, bookmarks, fliers, classroom presentations, and mental health peer ed. project. College Goal 8: Student Learning Outcomes. Status: Revised

-07) Increase number of students who are aware of Health Services: Maintain Classroom presentation and Outreach efforts. Use technology to market (website, Facebook) College Goal: 2 Student Services. Status: Ongoing

-08) Demonstrate improved retention and student success as relates to psychological counseling: Survey students who receive psychological counseling and address retention and success in questioning. College Goal 2: Student Services. Status: New

SAO 2 - MVC Student Health and Psychological Services will equip department to promote health of MVC students
Goal Status: Inactive
Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016
Start Date: 07/01/2013
Inactive Date: 06/30/2016
Activity_v4: -02) Electronic check-in expansion: Expand electronic check-

Direct: Institutional Research or Other Data - Inventory will be taken each month to determine expired items and numbers of items needing to be replaced or supplied
Performance Target (Required)*: Ninety-nine percent of items required to maintain student health and psychological services will be supplied.

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<p>in to include additional options for Health Services office visits. College Goal: 2 Status: completed/may update to include consent forms if system supports.</p> <p>-13) Kognito Interactive web-based training: Maintain Kognito interactive avatar trainings and make available to students, faculty and staff on Health Services website. College Goal 6: Professional Development. Status: completion date anticipated July 2015</p> <p>-12) Health Services Facebook page: Update MVC Student Health and Psychological Services Face Book page on website weekly with current health topics. College Goal 3: Life-Long Learning. Status: Ongoing.</p> <p>-01) Additional Lobby Computer: Provide additional lobby computer for Affordable Care Act education, access to Health Services website resources, Facebook page, and student internet access. College Goal: 3 Life-Long Learning. Status: Completed/update resources and site as needed.</p> <p>-17) Provide student satisfaction survey electronically: Provide one Student Health and Psychological Services check-in computer with electronic version of student satisfaction survey. College Goal: 5 Status: Ongoing.</p> <p>-14) Maintain comprehensive educational and clinical health services: Progress exceeds maintenance as mental health counseling hours have increased</p>			

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<p>from just 4hrs/week in 10 to 36hrs/wk in "13-14 with summer coverage increased from 8hrs/week to between 13 to 17hrs/wk. to 40 hrs./wk in 14-15. Clinical use remains constant. College Goal 2 Student Services. Status: fall 2014 revised and updated.</p> <p>-16) Promote healthy lifestyles among students and staff: Outreach events, classroom presentations, weekly Facebook posts, email blasts, immunization clinics, health fairs, and optimizing teachable moments at every opportunity promote healthy living. College Goal 2: Student Services. Status: Ongoing</p> <p>-15) Promote a safe and wellness-oriented campus environment: See prior activity; additionally maintain active involvement on the MVC Safety Committee. Advocate for SavE Act/sexual assault bystander-focus prevention. Website updates. Outreach topic coverage. College Goal: 2 Student Services. Status: Ongoing.</p> <p>-18) Reduce health disparities: Maintain comprehensive educational and clinical health services to accommodate growing need for psychological services. College Goal 2: Student Services. Status: Ongoing.</p> <p>-03) Create a welcoming environment: Engage staff to pro-actively treat students with respect and care. College goal: 6 Professional Development. Status: Ongoing</p> <p>-04) Participate in Health Services</p>			

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organization: Attend annual HSACCC conferences. College Goal 6: Professional Development. Status: Ongoing

-05) Maintain continuous quality improvement consistent with current technology and medical trends: Update website to reflect recent research and resource offerings. Update Electronic Medical Record (Medicat) to current upgrades. Update office equipment to reflect current technological advances. College Goal: 5: Technology. Status: Ongoing

-07) Increase number of students who are aware of Health Services: Maintain Classroom presentation and Outreach efforts. Use technology to market (website, Facebook) College Goal: 2 Student Services. Status: Ongoing

-09) Update vision screening capability: Purchase vision screening device to enhance vision screening process

-10) Cholesterol checks: Provide cholesterol checks at related events when indicated

-11) Supplies stock and staff: Maintain inventory supplies and staff to meet student health needs and psychological counseling demands