

Assessment: Assessment Unit Four Column

Student Services - Student Health and Psychological Services

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.

Highlights and Accomplishments: Research, observation, and student self-reporting validates the work that Student Health and Psychological Services offers to promote student success, enhance retention and support the core values of the Moreno Valley College (MVC) and Health Services' goals and mission. Data from the National College Health Assessment II (NCHAI spring 2010) report found that over a third of the California community college students surveyed felt so depressed it was difficult to function, 43.3% felt overwhelming anger, 43.7% felt overwhelmed with anxiety, and 48.4% felt things were hopeless. More than 70% felt overwhelmed by all they had to do. With the premise that the NCHAI survey study results apply to MVC, Student Health and Psychological Services uses program review to assess how well the MVC Student Health and Psychological Services department positively addresses these problems, and to demonstrate that students who access personal mental health counseling sessions through the department report favorable outcomes. Almost 70% of the surveyed MVC students, who access services for mental health counseling, report the sessions help them overcome psychological distress. Almost 90% report the counseling help them increase how much school work they can do, and over 70% report the sessions assist with overcoming test anxiety. Nearly 100% of the students surveyed, after having benefited from the personal mental health counseling sessions offered, report they are more likely to stay in school because of their sessions. The Student Learning Outcome that "Students who participate in MVC mental health counseling sessions will learn coping skills that positively affect their academic experience," is stimulus to the survey outcomes demonstrated. The Student Area Outcome to provide and promote psychological counseling for students in need of services results in data demonstrating an approximate 300% increase in student use of services since 2010, a 55.2% increase from 2013 to 2014, and trends consistent

with growth as of June 15, 2015. MVC Student Health and Psychological Services is pleased to support the core values of the institution, promote student success, and most importantly contribute to the mental health and wellness of individual students who benefit from our services. In the spring of 2016 the program added Student Health 101 On-Line Magazine to its support of wellness at MVC. As recently as May 2016 the magazine has been promoted on the website, through flyers posted on campus, with bookmarker distribution, on the Student Services lobby TV, in SAS, in the Health Services' waiting room and through student and staff and faculty email blasts. The magazine promotes wellness, disease prevention, addresses Title IX compliance issues, along with the plethora of concerns facing our student population. Data reflecting students reached through the effort is available within program review. The Psychological Services component to Health Services continues strong and is also reflected in the student survey results conducted throughout the spring of 2016. Seeking Success workshops initiated in the fall of 2015 were well attended and proved highly beneficial to those attending. On the clinical side, the pilot project spring of 2016 that provided Lipid Profiles to Biology students participating proved successful, and the instructor/Health Services collaboration for the same program is planned for summer 2016 and fall 2017. In addition the collaborative effort with the Riverside County Health Department for flu vaccines provided the opportunity for the entire MVC community to receive their annual flu shot for free.

<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>Program 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: 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,</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2015 - 2016 (Multiple Semesters)</p> <p>Expected Goal 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> <hr/> <p>Semester Assessed: 2015 - 2016 (Fall 2015)</p> <p>Expected Goal Met: Yes</p> <p>Students continue to demonstrate, through survey results (both direct and indirect) that those who use mental health counseling stay in school. (01/20/2016)</p> <p>Name and Contact Information : Sue Tarcon susan.tarcon@mvc.edu</p> <p>Total # of Students Assessed: 40</p> <p>Notes/Reflections: Number of students noted is approximate and includes students who participated in indirect surveys through survey monkey and direct data collection.</p> <p>Related Documents:</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> <hr/> <p>Action Plan: Final survey results are collected and tabulated and survey monkey documentation graphed and uploaded in documents depository (06/13/2016)</p> <p>Action Plan Number: 5</p> <p>Follow-Up: uploads complete (06/13/2016)</p>

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<p>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>-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</p>	<p>Directly related to Outcome</p>	<p>college-mental-health 15-16.pdf OUTREACH '15-'16.xls PeerMH Outreachannual stats'14-'15.xls Psych. Services survey spring 2015.xls PsychDataFall'15.pdf PSYCHDataSpring '16.pdf</p>	

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<p>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 proactively 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> <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</p>			

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>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 Program 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: 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</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2014 - 2015 (Spring 2015) Expected Goal 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>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 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</p>			

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<p>health peer ed. project. College Goal 8: Student Learning Outcomes. Status: Revised</p> <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 2 - MVC Student Health and Psychological Services will equip department to promote health of MVC students</p> <p>Goal Status: Inactive</p> <p>Program Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016</p> <p>Start Date: 07/01/2013</p> <p>Inactive Date: 06/30/2016</p> <p>Activity_v4: -02) Electronic check-in expansion: Expand electronic check-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</p>			

Outcomes

Assessment Methods

Assessment Results

Action Plans

date anticipated July 2015

- 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.
- 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.
- 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.
- 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.
- 16) Promote healthy lifestyles among students and staff: Outreach events, classroom presentations, weekly Facebook posts, email blasts,

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>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 SaveE 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 organization: Attend annual HSACCC conferences. 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</p>			

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>to reflect current technological advances. College Goal: 5: Technology. Status: Ongoing</p> <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>-09) Update vision screening capability: Purchase vision screening device to enhance vision screening process</p> <p>-10) Cholesterol checks: Provide cholesterol checks at related events when indicated</p> <p>-11) Supplies stock and staff: Maintain inventory supplies and staff to meet student health needs and psychological counseling demands</p>	<p>Indirect: Survey/Self-Reported Learning - Students attending Health Services presentations will answer questions related to services presented that will demonstrate learning acquired. Students attending outreach events will be tallied to account for numbers reached</p> <p>Performance Target (Required)*: Sixty percent of students reached during classroom presentations will achieve a 70% or greater on questionnaire. More than 1,000 students will be reached through outreach events promoting services available through Student Health and Psychological Services</p>	<p>Semester Assessed: 2016-2017</p> <p>Expected Goal Met: Yes</p> <p>Of the 577 students participating in classroom presentations all but 2 received a 70% or higher on the questionnaire, which demonstrated post presentation that they had demonstrated understanding of the services available to them in Health Services. One thousand one-hundred eleven students participated in health related outreach events, which is 111 more than the target number of 1,000 and is representative of fall semester 2016 alone. (12/13/2016)</p> <p>Name and Contact Information : Sue Tarcon x 6103</p> <p>Total # of Students Assessed: 577</p> <p>Related Documents: OUTREACH Events-Presentations '16-17.xls</p>	<p>Action Plan: Health Services will continue to provide classroom presentations and outreach events throughout the year and moving forward to increase numbers of MVC students who learn what services are available to them in Student Health and Psychological Services. (12/13/2016)</p> <p>Action Plan Number: 2</p> <p>Follow-Up: Ongoing classroom presentations and outreach events planned (12/13/2016)</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
	<p>Indirect: Survey/Self-Reported Learning - Students who use Health Services will be given the opportunity at each visit to complete a satisfaction survey reflecting their assessment of the quality of services received.</p> <p>Performance Target (Required)*: One hundred percent of students who use services are given the opportunity to participate</p> <p>Notes: Hard copy surveys are available at the time of check in and are readily available on the Health Services website at any time a student may want to access and complete.</p> <p>Related Documents: Data_11.29.16.pdf</p>	<p>Semester Assessed: 2016-2017</p> <p>Expected Goal Met: Yes</p> <p>One-hundred percent of participating students used "very satisfied" 87 to 95 percent of the time when responding to questions asked on the satisfaction survey. (11/30/2016)</p> <p>Name and Contact Information : Sue Tarcon, Director MVC Health Services 951-571-6103</p> <p>Total # of Students Assessed: 45</p> <p>Notes/Reflections: For a detailed account of each question asked, response given and graph depicting answers please see depository for summary of survey results.</p> <p>Related Documents: Data_11.29.16.pdf</p>	<p>Action Plan: Provide students with opportunity to participate in satisfaction survey with each Health Services visit and at random at student's convenience with Survey Monkey link on Health Services website. (11/30/2016)</p> <p>Action Plan Number: 1</p> <p>Follow-Up: Monitor survey completion rate by checking response box regularly and maintain number of surveys available at check in computer location. Encourage student participation in survey opportunity with student visits. (11/30/2016)</p>
<p>SAO 2 (1) - MVC Student Health and Psychological Services department will provide students with services to promote physical and emotional well-being</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2016 - 2017, 2017 - 2018, 2018 - 2019</p> <p>Start Date: 07/01/2016</p> <p>Inactive Date: 06/30/2019</p>	<p>Direct: Statistical Data (Institutional Research) - Numbers and quality of professionals (RNs, Psych. Supervisor, MFT Interns and Trainees, office assistant, student workers, and peer health educators) will be accounted for and assessed to meet and grow service demands.</p> <p>Performance Target (Required)*: One Director of Health Services, One Psych. Supervisor, Two MFT Interns, Two MFT Trainees, Two student workers and peer health educators.</p>		
<p>SAO 1 (2) - MVC Student Health and Psychological Services will equip the department with materials and supplies needed to serve MVC students.</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2016 -</p>	<p>Direct: Institutional Research or Other Data - Director of Student Health and Psychological Services or designee will inventory items and assess for needed supplies/providing and replacing as necessary.</p> <p>Performance Target (Required)*:</p>		

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
2017, 2017 - 2018, 2018 - 2019 Start Date: 07/01/2016 Inactive Date: 06/30/2019	100 percent of items needed to equip department will be supplied and/or replaced when expired.		