

Assessment Report- 4 Column



Student Services - Student Health and Psychological Services

Contact Person(s): Sue Tarcon

Program Review report submitted: Spring 2018

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.

Annual Updates

2017 - 2018

Highlights and Accomplishments: End of Fiscal year 2017-'18 Highlights: Student Health and Psychological Services hired two part-time student employees in the summer 2017 to support Health Services with day-to-day-office functions, Seeking Success workshops, and outreach. A Cal Baptist University (CBU) Mental Health Counselor Trainee graduated to Intern status and was hired as a part-time Professional Expert late spring 2018 to continue the great work she does in counseling students one-on-one. An additional 8 hours was added weekly to the the Licensed Marriage Family Therapist (LMFT) schedule to assist with the increase in student therapy sessions demand, and provide more work hours for outreach, workshop and Trainee/Intern supervision responsibilities. The Masters level Public Health Education Specialist was transitioned from volunteer to part-time hourly status in late fall 2017, so he could continue to reach out to the college community (faculty, staff and students) with a number of health-related presentations including Question Persuade Refer (QPR) Suicide Prevention Trainings, Stress-Reduction, Time-Management, Sexually Transmitted Illness (STI) Prevention, Substance Abuse Awareness and other health-centered topics. Outreach has grown, as reflected in the vital statistics attached below, and supports objectives that were used to secure the California Community College Mental Health Program Grant in spring 2018. The Health Education Specialist was recently board-approved as a Professional Expert to administer the \$105,000 Moreno Valley College (MVC) portion of the grant, and to support enhancing activities already in place on campus to promote a culture of mental health and wellness. A full-time Mental Health Services Supervisor proposal was denied SSSP funding last year, but the position continues to go forward in Program Review as a crucial need to further expand the growing mental health program.

A Permanent Part Time Classified College Nurse was hired 30 hrs/wk December of this fiscal year to provide RN coverage and consistency. In addition, two hours per week were added to the Registered Nurse Practitioner (RNP) schedule to keep up with clinic demands. Please see below and SAO 2(1) word document attachment (Copyof '17-'18HealthServicesEmployees)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-Presentations17-18 final and HlthSrvcsOffice Contacts17-18). The documents record contacts for this FY up to and including 5/16/18. Unfortunately the Electronic Health Record (EHR) system does not provide a breakdown for which students are graduating and which ones are continuing, nor does it track RCCD employment status.

Initiatives and Goals Accomplished: Student Health and Psychological Services continues to assist the Allied Health and Early Child Education (ECE) Programs with their

student health prerequisites. This fiscal year the Dental Program decided that their students process through Health Services to stream-line services and prevent errors often occurring when outside medical facilities are used.

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 (free) 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. County compliance requirements resulted in the purchase of two new state-of-the-art digital refrigerator thermometers to allow for mandated downloading of temperature data to insure perfect vaccine climate storage. In addition, a Medicat (EHR) CAIR interface program was purchased to facilitate flu vaccine reporting to the state.

This year the Health Services Policy and Procedure Manual was thoroughly reviewed, revised, updated, and saved electronically in the shared-drive rather than in its former 3-ring binder hard-copy form. In addition, the Nursing Protocol and Standing Orders were reviewed and updated to be MD-approved and signed-off this month (May 2018) in compliance with the 3-year approval cycle.

The front office area was recently upgraded and moderately re-configured to better accommodate break-room items (refrigerator, micro-wave, coffee maker etc.), and work-space for the RN and Health Education Specialist. Two new computers were recently installed and two rotated out to provide the best in technology for employees and ultimately our students.

Major Developments and Changes: Most of the major developments and changes are recorded above as highlights and accomplishments. However, in the foreseeable future and provided a full time Mental Health Services Supervisor is approved for hire, an increase in major developments and changes to the mental health program piece of Student Health and Psychological Services is expected. For example, a Peer-to-Peer program is being developed at this writing and five highly motivated, proactive students will be chosen and trained from a pool of over 50 interested students to help carry-out the MVC mental health and wellness culture goal. Other mental-health related initiatives are also underway (re-activating Active Minds Chapter, National Alliance Mental Illness (NAMI) involvement, Riverside County collaborations, Seeking Success Workshops revitalization, outreach enhancements and more). With the increase in activities in support of objectives to reach our goals the need for more space and staff is anticipated. For one, an increase in use of mental health services whether for one-on-one therapy or group workshops is inevitable as the de-stigmatized mental health culture grows and more students seek wellness assistance to better their road to academic and personal success. More space and qualified staff will be needed to meet those needs.

Related Documents:

- ['17-'18 Health Services Employee Hrs..xls](#)
- ['17-'18OfficeVisits.pdf](#)
- [Mental health crisis caught colleges off guard.doc](#)
- [OUTREACH '17-'18.xls](#)
- [StudentHealth101Engagement '17-'18.docx](#)
- [KognitoTrainingsCompleted'17-'18.docx](#)
- [1\) a\) 2.HSACCC Position Statement 3_2010 03 18 10 \(2\).pdf](#)
- [Psychological Services Survey Results 5.18.18.pdf](#)
- [SHPS Client Satisfaction Survey Results 5.18.18.pdf](#)
- [Copy of Outreach and Presentations HESPDData.xls](#)

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>SLO 2 (16-17;17-18; 18-19) - MVC Students will learn what services are available to them through Student Health and Psychological Services Goal Status: Active Assessment Cycle: 2016 - 2017, 2017 - 2018, 2018 - 2019</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</p>	<p>Semester Assessed: 2017-2018 Performance Target Met?: Yes Of the students tested, more than 90% received a grad of "C" or better on the post-test. (12/19/2017) Name and Contact Information : Sue Tarcon x6103 Total # of Students Assessed: 77 Notes/Reflections: Seventy-seven student participated in</p>	<p>Action Plan: Continue to provide classroom presentations and outreach events that cover services offered through Student Health and Psychological Services (05/18/2018) Action Plan Number: 1</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>Start Date: 07/01/2016 Inactive Date: 06/30/2019</p>	<p>will be tallied to account for numbers reached. Students attending Student Health and Psychological Services outreach events will be counted.</p> <p>Performance Target (Required)*: Sixty percent of students reached during classroom presentations will achieve a 70% or greater on questionnaire.</p> <p>More than 1,000 students will be reached through outreach events promoting services available through Student Health and Psychological Services</p> <p>Notes: More than 60% of student questionnaires reflect scores of 70% or greater (please see documents attached). More than 1,000 students were reached through outreach events (please see documents attached).</p> <p>Related Documents: OUTREACH Events-Presentations '16-17.xls Outreach Events Presentations OUTREACH Events-Presentations '16-17final.xls HlthSrvsOfficeContacts'16-'17.pdf SurveyMonkey Analyze - Client Satisfaction Survey.htm SurveyMonkey Analyze - Psychological Services Survey.htm SurveyMonkey Survey Summary - Client Satisfaction Survey.htm fall-16 StHlthUsageReport.ppt Student Hlth101Engagement '16-'17.htm</p> <p>Indirect: Survey/Self-Reported Learning - Students who use Health</p>	<p>the post-testing, but 590 to date attended classroom presentations and learned about services offered.</p> <p>Related Documents: OUTREACH '17-'18.xls OUTREACH '17-'18.xls Copy of Outreach and Presentations HESPDData.xls Psychological Services Survey Results 5.18.18.pdf SHPS Client Satisfaction Survey Results 5.18.18.pdf</p> <hr/> <p>Semester Assessed: 2016-2017 Performance Target 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. 3,256 students were reached as of 5-23-17 with outreach events and 1,367 as of 5-23-17 with classroom presentations (05/23/2017)</p> <p>Name and Contact Information : Sue Tarcon x 6103 Total # of Students Assessed: 1367 Notes/Reflections: The 577 total number of students assessed represent fall 2016. 1367 represents the entire FY and the majority of the students received a 70% or higher as was reflected in the fall semester numbers.</p> <p>Related Documents: OUTREACH Events-Presentations '16-17.xls OUTREACH Events-Presentations '16-17final.xls</p> <hr/> <p>Semester Assessed: 2016-2017 Performance Target Met?: Yes</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> <hr/> <p>Action Plan: Provide students with opportunity to participate in</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
	<p>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>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>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) (16-17; 17-18; 18-19) - 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>Assessment Cycle: 2016 - 2017, 2017 - 2018, 2018 - 2019</p> <p>Start Date: 07/01/2016</p> <p>Inactive Date: 06/30/2019</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2017-2018</p> <p>Performance Target Met?: No</p> <p>Students will benefit from having full time Mental Health Services Supervisor within the Student Health and Psychological Services to expand the program and meet growing mental health related needs (05/29/2018)</p> <p>Name and Contact Information : Sue Tarcon x6103</p> <p>Total # of Students Assessed: 8000</p> <p>Notes/Reflections: Number of students assessed is approximate and representative of the MVC student population</p>	<p>Action Plan: Request for a Mental Health Services Supervisor is ongoing in program review until filled (05/29/2018)</p> <p>Action Plan Number: 4</p>
		<p>Semester Assessed: 2017-2018</p> <p>Performance Target Met?: Yes</p> <p>Students receive access to Student Health 101 magazine online where engagement, executive summaries for assessment results are available (12/19/2017)</p> <p>Name and Contact Information : Sue Tarcon x 6103</p> <p>Total # of Students Assessed: 53</p> <p>Notes/Reflections: Please see attached documentation for engagement/summary data</p> <p>Related Documents: STHlth101Engagementmotodate.pdf STHlth101Exec.Summaries12-19-17.pdf</p>	<p>Action Plan: Continue to monitor Student Health 101 for student engagement activities (12/19/2017)</p> <p>Action Plan Number: 2</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
	<p>Directly related to Outcome</p> <hr/> <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. 8-28-17 update: Retain 3 Trainees, hire two new student workers, retain MPH Health Education Specialist, Hire one MFT Intern/one supervisor over intern, continue with College Nurse recruitment 30hrs/wk, promote FT Psych. Supervisor position. 05-29-18 update: College Nurse as classified staff 30hrs/wk in place, FT Mental Health Services Supervisor requested in Program Review. LMFT increased to 3d/wk, MFT Intern PT hired 16hrs/wk, LLUHC Intern 4 hrs/wk, MPH Health Education Specialist hired 19hrs/wk as Professional Expert</p> <p>Notes: Please see attached for document reflecting numbers and designation of staff serving through Student Health and Psychological Services as of 5-29-18.</p> <p>Related Documents: Copy of '16-'17 Health Services Employee Hrs..xls</p>	<p>STHlth101Outcomes2-19-17.pdf STHlth101StudentEngagement12-19-17.pdf StudentHealth101Engagement '17-'18.docx</p> <hr/> <p>Semester Assessed: 2016-2017 Performance Target Met?: Yes 1) One FT Director of Health Services in place 2) Classified PT College Nurse position approved through MVC President and in HRER queue for follow-up to fly position 4) Three part-time hrly RN positions remain to fill gap until college nurse position filled, one hired and same to retain after college nurse position filled 3) One PT Psych. Supervisor as Professional Expert in place until classified Psych. Supervisor planned can be filled 4) Two MFT Interns in place, three student workers, as well as student volunteer peer health educators in place to coordinate and assist with Student Success workshops. One MPH Health Educator in place (05/25/2017)</p> <p>Name and Contact Information : Sue Tarcon x 6103 Total # of Students Assessed: 8000 Notes/Reflections: SSSP funding for FT Mental Health Supervisor denied, proposal to move forward in this program review to fund position</p>	<p>Action Plan: Monitor staffing for numbers and quality sufficient to meeting growing student health needs (01/30/2017) Action Plan Number: 1</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
	<p>'17-'18 Health Services Employee Hrs..xls</p> <p>EXTERNAL SENDER Request #459 Has Been Submitted.msg(2).msg</p> <p>Direct: Institutional Research or Other Data - MVC Psychological Services provision of mental health supervision will be compared to HSACCC position statement recommendations</p> <p>Performance Target (Required)*: MVC will purpose to provide mental health services with professional LMFT to the level recommended by Health Services Association California Community Colleges</p> <p>Related Documents:</p> <p>1) a) 2.HSACCC Position Statement 3_2010 03 18 10 (2).pdf</p> <p>Copy of '16-'17 Health Services Employee Hrs..xls</p> <p>Proposal Addendum4-21-17revised.doc</p> <p>MVC Resource Request 5-15-17.mht</p> <p>EXTERNAL SENDER Request #459 Has Been Submitted.msg(2).msg</p>	<p>Semester Assessed: 2016-2017</p> <p>Performance Target Met?: No</p> <p>Although the HSACCC Position statement says one mental health professional either PT or FT, MVC data from the prior 3 year program review cycle (13-14, 14-15, 15-16) demonstrates such a significant increase in use of mental health services that a FT mental health supervisor position is warranted. (05/22/2017)</p> <p>Name and Contact Information : Sue Tarcon</p> <p>Total # of Students Assessed: 8000</p> <p>Notes/Reflections: Number of students assessed reflects approximate MVC semester head count and represents numbers of students served by Student Health and Psychological Services. Proposal submitted for SSSP funding consideration attached as document to demonstrate funding options are being pursued to cover the cost of a FT Mental Health Services Supervisor for MVC.</p> <p>Related Documents:</p> <p>1) a) 2.HSACCC Position Statement 3_2010 03 18 10 (2).pdf</p> <p>Proposal Addendum4-21-17revised.doc</p>	<p>Action Plan: Continue to pursue filling FT Mental Health Services Supervisor position to meet growing mental health needs at MVC (05/22/2017)</p> <p>Action Plan Number: 4</p> <p>Follow-Up: Continue to include need for Mental Health Supervisor position in program review to raise awareness to need for funding from budget source outside of health services restricted funding option. (05/22/2017)</p>
	<p>Direct: Statistical Data (Institutional Research) - Assess numbers and quality of staff who serve students by promoting physical and emotional well-being</p> <p>Performance Target (Required)*: Thirty hour/week Classified Staff College Nurse employed December 2017-performance target met</p> <p>FT Psychological Services Supervisor requested last FY and request continues until filled</p> <p>Health Education Specialist hired as Professional Expert (PE) under the</p>	<p>Semester Assessed: 2017-2018</p> <p>Performance Target Met?: No</p> <p>Classified staff College Nurse position filled at 30hrs./week as of 12/2018</p> <p>Full Tim Psych. Supervisor position remains open and a priority for department to meet growing mental health demands of students (12/19/2017)</p> <p>Name and Contact Information : Sue Tarcon x6103</p> <p>Total # of Students Assessed: 8000</p> <p>Notes/Reflections: Number of students assessed represents approximate number of MVC student during spring or fall semesters</p> <p>Related Documents:</p> <p>'17-'18 Health Services Employee Hrs..xls</p>	<p>Action Plan: Continue to promote and request through program review and as opportunity presents for filling of Psychological Services Supervisor. (12/19/2017)</p> <p>Action Plan Number: 4</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
	<p>grant-PT (FY '18-'20 board approved) LMFT hours increased as PE to 24/wk from 16/wk to accommodate growth (contract renewal planned for FY '19-21) MFT Intern hired as PE 19 hrs/wk (FY-'17-'19) Student Mental Health Peer-to-Peer Ambassadors/5 identified, stipend-readied as vendors in Galaxy and invited for first certificated training mid-July RNP hours increased from 4/wk to 6. Contract renewal anticipated end of this FY for next. MD Clinic oversight contract renewed for '18-'20-2 years Student Worker identified/re-hired and waiting for Student Employment approval for next FY Medical Office Receptionist hours increased from 19hrs/wk to 28hrs/wk-health benefit waiver anticipated/form received and provided to employee for completion</p> <p>Notes: Full Time Psych. Supervisor request remains a priority for Student Health and Psychological Services to meet the growing mental health demands of students.</p> <p>Related Documents: Mental health crisis caught colleges off guard.doc Psych. Supervisor Support SHPS Client Satisfaction Survey Results 5.18.18.pdf Psychological Services Survey Results 5.18.18.pdf '17-'18 Health Services Employee</p>	<p>1) a) 2.HSACCC Position Statement 3_2010 03 18 10 (2).pdf Mental health crisis caught colleges off guard.doc</p>	

Outcomes	Assessment Methods	Assessment Results	Action Plans
	Hrs.xls EXTERNAL SENDER Request #459 Has Been Submitted.msg(2).msg		
<p>SAO 2 (2) (16-17; 17-18; 18-19) - MVC Student Health and Psychological Services will equip the department with materials and supplies needed to serve MVC students. Goal Status: Active Assessment Cycle: 2016 - 2017, 2017 - 2018, 2018 - 2019 Start Date: 07/01/2016 Inactive Date: 06/30/2019</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2017-2018 Performance Target Met?: Yes SHPS is equipped to date with materials and supplies needed to serve MVC students (12/19/2017) Name and Contact Information : Sue Tarcon x6103 Total # of Students Assessed: 8000 Notes/Reflections: Number of students reflects approximate number of students at MVC for a given fall or spring semester Related Documents: KognitoTrainingsCompleted'17-'18.docx</p>	<p>Action Plan: Continue to monitor inventory for materials and supplies sufficient to serve students through Student Health and Psychological Services (12/19/2017) Action Plan Number: 3 Follow-Up: Kognito as an on-line training module has been supported by state grant funding, but support is expected to end and GF to supply is planned to re-subscribe. (05/18/2018)</p>
		<p>Semester Assessed: 2016-2017 Performance Target Met?: Yes Student Health and Psychological Services inventory confirms current materials and supplies sufficiently equip the department with what is required to meet student needs. (01/30/2017) Name and Contact Information : Sue Tarcon x 6103 Total # of Students Assessed: 8000</p>	<p>Action Plan: Continue to monitor with monthly inventory to assess for materials and supplies needs (01/30/2017) Action Plan Number: 2 Follow-Up: Director or designee will track materials and supplies (01/30/2017)</p>
		<p>Semester Assessed: 2016-2017 Performance Target Met?: Yes Equipment currently sufficient to meet needs (01/30/2017) Name and Contact Information : Sue Tarcon x6103 Total # of Students Assessed: 8000</p>	<p>Action Plan: Equipment inventory reveals materials and supplies sufficient to meet demand (02/06/2017) Action Plan Number: 3 Follow-Up: None required (02/06/2017)</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. Performance Target (Required)*:</p>	<p>Semester Assessed: 2016-2017 Performance Target Met?: Yes Performance target met with 100% of needed items within expiration date to carry over until next FY cycle ordering (04/03/2017) Name and Contact Information : Sue Tarcon x6103</p>	<p>Action Plan: Monitor items for replacement as needed (04/03/2017) Action Plan Number: 3</p>

Outcomes

Assessment Methods

Assessment Results

Action Plans

100 percent of items needed to equip department will be supplied and/or replaced when expired.

Related Documents:

[EXTERNAL SENDER Request #460 Has Been Submitted.msg \(4\).msg](#)