Program Review All Fields

Student Services - Student Health Services - 2023 - 2024

Main

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Overview
Academic Year 2023 - 2024

Originator Shook, Ryan

Division Non-Instructional Admin Units

Department Student Services

Program Student Health Services

Program Type Student Services

Co-Contributors

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Contributor

- Cisneros, Carina
- Craig-Marius, Renee
- Maringer-Cantu, Jane

Program Mission and Accomplishments

Gavilan College Mission Statement

Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

Provide a brief overview of how the program contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement (300 words or less).
Under Title 5, Student Health Services encompasses several areas including health education, treatment for health conditions and referrals/resources into the community. Student Health Services contributes to accomplishing the mission of Gavilan College by supporting and enhancing student wellness by providing direct health services to students or referring to community resources for support. Student wellness, much like student basic needs is crucial for students to engage in learning and have the necessary support. In recent years, greater attention and priority has been placed on student mental health services, a trend that is being observed both on our campus and nationally as awareness of mental and emotional health needs among college students increases. Student Health Services at Gavilan College provides students with short-term therapeutic mental health and wellness sessions by a part-time Gavilan faculty and through our partnership with Discovery Counseling Center. Students enrolled in credit courses also have one virtual doctor consultation through Recuro telehealth covered every semester with student health fees.

Additionally, Student Health Services makes available to students monthly Campus Well online magazine; annual

health fair, annual flu clinic and collaborate with the Health and Wellness Committee to support or sponsor health education and awareness activities throughout the year. All services provided by the Student Health Services are paid for by student health fees and ongoing mental health allocations.

On the PIPR website, locate and review your previous program plan and subsequent annual updates. After studying, please list

Response and follow-up to previous program reviews

1. **Goal 1: Develop new SAO's for Student Health Services to assess annually, beginning in fall 2021.**

   Completed:

   New SAOs:

   1. **Gavilan students will demonstrate skills in accessing and utilizing health care resources on campus and in the community.**
   2. **Students' overall mental health and well-being will improve through accessible and timely mental health and wellness short-term therapy.**

2.
3. **Goal 2: Identify service gaps in student health and implement plan to fill the gaps.**

   In progress

   Student Health services has completed the IRB process to administer the ACHA-NCHA survey. Once approved through Cabinet, the survey will be administered. The results of the survey will be used to plan and provide the most appropriate services based on the specific needs of our students.

Have the services or courses of your program changed over the past three years? Please explain (300 words or less).

In 2022, Gavilan hired a full-time supervisor to coordinate student health and mental health services. The supervisor, manages all elements of the department including being the advisor for the Active Minds student club and co-lead of the mental health and wellness campus committee. The supervisor has added and enriched health services events and activities.

As well in 2022, Gavilan hired a part-time counseling faculty to provide mental health and wellness services. We have been able to offer more in-person mental services at the Gilroy and the Hollister sites as a result. The counselor meets with approximately 20 students per week.

Student and Program Outcomes

College Goal for Student Achievement
The following questions refer to data regarding student achievement.

Success

The following questions refer to data regarding student achievement.

What are your set goals for course success? Do your individual course and department rates meet this goal?

Helpful Question: If your rates for success are lower than your goals, what are your plans to improve them (200 words or less)?

Path: Tableau - Program Review/ Equity - D3. Course Rates by Unit
N/A

How many students did your area serve (if you don't have an exact count, please provide an estimate)? How did they perform in comparison to those that did not use your services, if applicable? Given this information, how has your service or area supported student success and retention over the past three years (200 words or less)?

See Success and Retention dashboard in Tableau's Program Review section.
Student Health Services serves all Gavilan students. All services, except for Recuro telehealth, which is limited to students enrolled in credit courses only, are available to all students. Student Health Services support student success and retention by supporting student health and wellness. Over the past three years, Student Health Services, in partnership with Discovery Counseling Center and our mental health counselor have been providing mental health services to students and the services have been expanding ever since to support student needs for emotional wellness therapy. Health Services also provides health education and awareness for health promotion through the annual Health Fair and Campus Well online magazine. Other direct services include the annual flu clinic and oversight of the lactation room for nursing parents.

In your area, what goals need to be set and what initiatives need to be developed to support success and retention? (200 words or less).
The ACHA-NCHA survey on student health will help us get the information we need to identify the best programming for Student Health Services.

Equity

Equity
Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

For EOPS/ CalWORKs, MESA, TRiO, Puente, and VRC: LOCATE Success and Retention dashboard in Tableau's Program Review section. Examine your equity results over the last three years. If there are differences in success rates and/ or retention across groups, comment on any differences in success rates across groups. Helpful Questions: What current factors or potential causes can be connected to these areas of disproportional impact? How might your program or department address student equity gaps (200 words or less)?

For all other areas, how can your area help increase disproportionate student success? Contact your support team for any needed assistance in interpreting these data (200 words or less).

Please find Equity information in Tableau's Success and Retention dashboard.
Contact your support team for any needed assistance in using Tableau.
N/A

Our Equal Employment Opportunity (EEO) Plan States

"Ensuring equal employment opportunity involves creating an environment that fosters cooperation, acceptance, democracy, free expression of ideas and is welcoming to persons of all gender expressions, persons with different abilities, and individuals from all ethnic and other groups protected from discrimination."

What is your area doing to support district efforts in creating an inclusive college environment? With what departments are you partnering? Did you identify barriers and institute change? How is you creating/ ensuring diversity in your department or in the classroom?

Some examples might be sponsoring cultural events and diverse speakers on issues dealing with diversity, exploring how to infuse diversity into the classroom and curriculum, integrating diversity into the evaluation of employees, promoting learning opportunities and personal growth in the area of diversity, or evaluating how the physical environment can be responsive to diverse employee and student populations.
Student Health Services facilitates a multitude of events and activities that incorporate community agencies to provide resources. The partner agencies provided resources for LGBTQ+, domestic violence survivors, and substance use disorders to name a few. The student health supervisor and a counselor provide mental health first aid certification to the campus community that incorporate culture and diversity awareness around mental health.

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on creating opportunities for success of students who have historically been underserved? How do you plan to address EEO outcomes in your employee hires?
Student Health Services is committed to ensuring all services are accessible to all students enrolled in credit courses. We are consciously making efforts to produce and publish materials in English and Spanish; including the accessibility and accommodation statement as well as providing access to Discovery Counseling therapists who are bilingual and can provide services to our Spanish speaking students.

Learning and Area Outcome

Have you reviewed all of your Service Area Outcomes (SAOs) to ensure that they remain relevant for evaluating the performance of your area?
Are your SLOs, PLOs, SAOs, and ILOs mapped in CurriQunet?
No

Are your SLOs, PLOs or SAOs up-to-date in CurriQunet?
No

Have all of your SLOs, PLOs or SAOs been assessed in the last five years?
Yes

Have you reviewed all of your SLOs/SAOs to ensure that they remain relevant for evaluating the performance of your program?
Yes

If you answered no to any of the above questions, what is your plan to bring SLOs/PLOs/SAOs into compliance?
New SAOs have been developed:

1. Gavilan students will demonstrate skills in accessing and utilizing health care resources on campus and in the community.
2. Students' overall mental health and well-being will improve through accessible and timely mental health and wellness short-term therapy.

Outcome Assessments

Review Outcomes data located in the Course and Program Reports for your area (path below).

After you have examined your results, reflect on the data you encountered.

Student Learning Outcomes (SLO) or Service Area Outcomes (SAO)

Review the SLOs or SAOs data located in CurriQunet. What is your department's acceptable achievement score goal for each outcome?

N/A

Institutional Learning Outcomes (ILO)

How do your SLOs/SAOs support the college ILOs or how do your PLOs support the college ILOs? Be specific.

As a result of the previous program plan, SHS has developed new SAOs.

	A. THINK CRITICALLY & CREATIVELY	B. COMMUNICATE EFFECTIVELY	C. PRACTICE SOCIAL RESPONSIBILITY	D. CULTIVATE WELL-BEING
Gavilan students will demonstrate skills in accessing and utilizing health care resources on campus and in the community.	XX	XX	XX	XX
Students' overall mental health and well-being will improve through accessible and timely mental health and wellness short-term therapy.	XX	XX	XX	XX

Are you meeting your SLO/SAO success goals? What patterns stand out in your results? If your SLO/SAO results are lower than your goals, what are your plans to improve them?

The SAOs are new for this program review, so they will be assessed within this new cycle.

Curriculum and Course Offerings Analysis

Program and Resource Analysis

Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Program and Resource Analysis

1. **2020**

   How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?
   9800

   Full Time Faculty
   0

   Part Time Faculty
   2

   Full Time Staff
   0

Part Time Staff

2

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

0.00

2. **2021**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

8143

Full Time Faculty

0

Part Time Faculty

2

Full Time Staff

0

Part Time Staff

1

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

0.00

3. **2022**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

7857

Full Time Faculty

0

Part Time Faculty

2

Full Time Staff

0

Part Time Staff

2

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

0.00

Faculty Percentages

Percentage Full to Part Time Faculty

Year:2020

FT = 0%

PT = 100.00%

Year:2021
FT = 0%
PT = 100.00%

Year:2022
FT = 0%
PT = 100.00%

How have and will those with reassigned time, grant commitments and activity, projected retirements and sabbaticals affect personnel and load within the past in the next three years? What future impacts do you foresee (200 words or less)?

Prior to summer 2022, Student Health Services had one faculty at 20% release for health education and one faculty at 20% release for the CARE Team liaison role. As well, there were two staff members at about 10% reassigned for clerical support. In the summer of 2022, a supervisor of Student Health Services was hired to oversee student health and mental health services. Only the faculty CARE Team liaison was kept at the 20% release time. With the focus on mental health and mental health grant dollars, we have hired a PT faculty mental health counselor, and have continued our partnership with Discovery Counseling. We are in the process of hiring a FT faculty mental health provider. At the current health services funding levels, we will be unable to sustain the same level of services. We will need to increase the student health fee and/or use general funds to continue to provide the same level of health and mental health services.

Additional Comments

Evaluation of Resource Allocations

List the resource allocations from all sources (e.g., annual college budget request appropriations, Guided Pathways funds, grant funds, etc.) received in the last three years. For annual college budget request appropriations, reference your previous three-year plan and annual updates.

Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion? For college budget request appropriations, list the result of the evaluation strategy outlined in your previous three-year plan and annual updates. For all other sources of funding, list the results of the evaluation strategy contained within the program or grant plan.

Did you receive additional funds?
Yes

Resource Allocation

1. **0**

   Funding Source
   Categorical

   Academic Year
   2020 - 2021

   Purpose of Funding
   None Received

   Result
   None Received

2. **$192,345**

   Funding Source

Categorical

Academic Year
2021 - 2022

Purpose of Funding
Provide Mental Health Services to Students

Result
Provided mental health services for students through a partnership with Discovery Counsleing Center

3. **147,664**

   Funding Source
   Categorical

   Academic Year
   2022 - 2023

   Purpose of Funding
   Provide mental health services to students

   Result
   We hired a part-time mental health faculty member and provided mental health services for students through partnership with Discovery Counsleing Center

Program Productivity

Program Productivity Measurements
Determine the number of students you assist annually. Using the data provided by the business office, calculate your average cost effectiveness per student. **If you do not have student contact, please fill out Total allocated budget and Total spending.**

- **2022 - 2023**

  Total Number of student contacts
  8700

  Total allocated budget

  Total spending

  Total cost per student (Student Contact/ Total Spending)
  50.11

- **2021 - 2022**

  Total Number of student contacts
  7857

  Total allocated budget

  Total spending

  Total cost per student (Student Contact/ Total Spending)
  24.80

- **2020 - 2021**

  Total Number of student contacts
  8143

  Total allocated budget

  Total spending

  Total cost per student (Student Contact/ Total Spending)

22.64

Year and Student count

Evaluate your program costs. Are your costs in alignment with your budget? If not, what improvements can be made? Please explain any trends in spending, inconsistencies and unexpected results.

The totals above are for both student health services (SHS) and mental health services (MHS). In 2022, the supervisor of student health services and a PT faculty mental health counselors were hired, thus the increase in spending for 22/23. The breakdown of the two budgets are as follows:

Student Health Services Budget:

2021

Allocated: $462,319

Spending: $184,434

2022

Allocated: $420,672

Spending: $155,237

2023

Allocated: $479,530

Spending: $251,411

Mental Health Budget:

2021

Allocated: 0

Spending: 0

2022

Allocated: $192,345

Spending: $8081
2023

Allocated: $147,664

Spending: $184,623

Integrated Planning and Initiatives

What other areas is your program partnering with (i.e. guided pathways, grant collaboration, etc.) in new ventures to improve student success at Gavilan College? What is the focus of this collaboration? Helpful question: What are the department and your Integrated Planning/ Guided Pathways partners' plans for the next three years (200 words or less)?

Student Health Services (SHS) has strong collaborations with the college Health and Wellness Committee which includes many community partners like Community Solutions, Discovery Counseling Center and representation from the Hollister offsite, General Counseling, Athletics, Non-credit, Allied Health and special programs. This committee serves as an ad hoc advisory to Student Health Services. Additionally, Health services partners with El Centro

coordinating the Annual Health Fair and the El Centro open house on the same day and time. Student health has partnered with Bay Area Community Health (BACH) to provide monthly on campus low-cost dental services. Student health also works with San Benito County Public Health to provide free flu vaccines at both the Gilroy and Hollister sites. Student health has an ongoing partnership with Discovery Counseling to provide bi-lingual in-person and virtual mental health services.

Other Opportunities and Threats

Review for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan, changes in matriculation or articulation, student population, community and/ or labor market changes, EMSI data and etc. Helpful Question: What are the departmental plans for the next three years (200 words or less)?
Although we are hiring a FT faculty mental health counselor, there is an opportunity to continue to our partnership with Discovery Counseling to provide bilingual and remote mental health therapy. There is potential for groups that can provide unique support to student parents, students dealing with grief, depression, relationships, anxiety, etc. We are planing to administer a campus survey of student health needs to help us determine student experiences. The data from the survey will help us align programs and services to the unique needs of our students. We are exploring options of graduate level mental health interns to help support the mental health needs of our students.

What are you discovering about instruction and/or services in a remote environment that you would want to maintain post-pandemic?
While many students are back in-person, students are still requesting virtual mental health appointments. We are still providing tele-health services through Recuro Health where students have access to 24/7 365 virtual health services.

What kinds of issues are exacerbated or emerging that are likely to remain, unless addressed?
While the CCCO continues to increase the max health fee rates, Gavilan's student health fee has not been increased in ten years. There has been a surplus of money since the health nurse retired in 2017, but that surplus will run out in the next two to three years if the health fee budget is not addressed. Increasing the current health fee from $19 per semester to $26 will help sustain the current level of services.

Additional Questions

Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?
Yes, SHS and Discovery Counseling has held training sessions during PDD related to trauma informed care and working with AEC students. We are providing Mental Health First Aid Certification training. We are working with San Benito County Department of Public Health to offer Narcan training.

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.
There is a need to hire a part-time staff to support the ongoing coordination efforts of student health and mental health services. With mental health disorders on the rise students need timely access to reliable resources for support. The staff member would help triage, scheduling, and appointment reminders of mental health and wellness counseling appointments. Thereby, creating ease of access to the mental health support.

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?
SHS, as part of the cluster hire, has hired a full-time mental health counselor, who starts fall 2024. SHS is providing mental health first aid training which emphasizes cultural competency and humility when identifying an individual that

would benefit from mental health services.

4. Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?

SHS has installed 10 large period product machines in restrooms, as well has added smaller period product containers in various single use restrooms. The health fair is back in-person with over thirty community partners and over 300 students attending each of the last two-years.

Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.

N/A

Goals

Three-Year Program Plan Goals

1. **Identify service gaps in student health and implement plan to fill the gaps.**

   Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/ master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results
   The mission of student health services is to improve the physical, mental, and social health of our students and to strengthen and inspire the well-being of the entire college community.

   The new SAOs have not been assessed yet.

   Strategic Plan Goal 1: Increase Achievement

   Strategic Plan Goal 4: Improve Equity

   Proposed Activity to Achieve Goal**
   Administer the National College Health Assessment to Gavilan student body to gather precise data about our student health habits, behaviors and perceptions.

   Responsible Party
   Supervisor, Student Health Services

   Fund amount requested. If a collaboration, what % required from each partner?
   No Funds requested

   Total Three Year Resource Allocation Request
   0

   Timeline to Completion Month / Year
   August/2025

   How Will You Evaluate Whether You Achieved Your Goal
   Data gathered from the NCHA survey will be used to identify sustainable staffing and program planning that meets the needs of our students.

2. **80% of students surveyed who attend health services events will identify these activities as helpful.**

   Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/ master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results
   The mission of student health services is to improve the physical, mental, and social health of our students and to strengthen and inspire the well-being of the entire college community.

   The new SAOs have not been assessed yet.

   Strategic Plan Goal 1: Increase Achievement

   Strategic Plan Goal 4: Improve Equity

Proposed Activity to Achieve Goal**
Utilize the ACHA-NCHA survey results to determine what types of events and activites student want and need most.

Responsible Party
Supervisor, Student Health Services

Fund amount requested. If a collaboration, what % required from each partner?
None

Total Three Year Resource Allocation Request
0

Timeline to Completion Month / Year
August/2025

How Will You Evaluate Whether You Achieved Your Goal
Students will be surveyed to assess usefulness of the activities.

3. **Increase health services usage by 5%**

   Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results
   The mission of student health services is to improve the physical, mental, and social health of our students and to strengthen and inspire the well-being of the entire college community.

   The new SAOs have not been assessed yet.

   Strategic Plan Goal 1: Increase Achievement

   Strategic Plan Goal 4: Improve Equity

   Proposed Activity to Achieve Goal**
   Develop marketing plan, increase the number of events and activities, and update webpage information.

   Responsible Party
   Student Health Services

   Fund amount requested. If a collaboration, what % required from each partner?
   0 additional funding needed

   Total Three Year Resource Allocation Request
   0

   Timeline to Completion Month / Year
   August/2025

   How Will You Evaluate Whether You Achieved Your Goal
   Assess the number of students attending events, using telehealth services, and accessing Campus Well Magazine

4. **80% of students surveyed who access mental health services will indicate they were extremely satisfied with the overall usefulness of the mental health services and have noticed improved mental health and wellness.**

   Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results
   The mission of student health services is to improve the physical, mental, and social health of our students and to strengthen and inspire the well-being of the entire college community.

   The new SAOs have not been assessed yet.

Strategic Plan Goal 1: Increase Achievement

Strategic Plan Goal 4: Improve Equity

Proposed Activity to Achieve Goal**
Provide effective and efficient access to short-term mental health and wellness services

Responsible Party
Mental Health Counselor and Supervisor, Student Health Services

Fund amount requested. If a collaboration, what % required from each partner?
0

Total Three Year Resource Allocation Request
0

Timeline to Completion Month / Year
August/2025

How Will You Evaluate Whether You Achieved Your Goal
Mental health services will adminster to students who utilize mental health services a post-service satisfaction survey.

Executive Summary

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for your next three years. Your audience will be your Peer Review Team, the PIPR Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).
Under Title 5, Student Health Services encompasses several areas including health education, mental health and wellness, treatment for health conditions and referrals/resources. Student Health Services contributes to accomplishing the mission of Gavilan College by supporting and enhancing student wellness by providing direct health services to students or referring to community resources. With the hiring of a health services supervisor in 2022, we have been able to build community partnerships, revitalize the health faire, and build the mental health and wellness program. With the hiring of a part-time mental health and wellness counselor in the fall of 2022, mental health services and education have continued to expand. We started offering in-person mental health services in Hollister. While the number of mental health sessions per student was increased, we are finding that students need a higher level of care. Students that need ongoing therapy beyond the scope of what we can offer are being referred to community support resources. Gavilan continues to partner with Recuro Health to provide telehealth services to students with the first consultation being free. We provide information and resources through Campus Well online magazine. Student Health services will be facing a budget shortfall in the next few years if the health fee is not increased to match the CCCO max suggested fee. While the costs of goods and services have continued to increase, Gavilan has not increased the health fee in ten years. When the Health Nurse retired in 2018 and the position went unfilled, the health fee funds continued to build-up. At this time, there is a surplus of funds, but that excess will be expended within the next two years.

Attach Files

Attached File