

Student Services Program Review 2017/18 UPDATE

Student Health Services

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General Information (Student Services Program Review 2017/18 UPDATE)

2017/18 Student Services Program Review UPDATE

PROGRAM REVIEW DATA AND RESOURCES

Participants (REQUIRED)

1. Lead Writer: Suzanne Khambata FNP Health Center Services Director
2. Program Review Liaison: Nancy Bromma FNP College Health Nurse
3. Michael Booth LMFT Counseling Coordinator
4. Sue Shrader Hanes LMFT, Adjunct Faculty Counselor
5. Vanessa Gambala FNP, Adjunct Faculty Nurse Practitioner
6. Kennedy Carrothers, Non classroom non academic classified, front office receptionist
7. Grace Osoimalo, Non classroom non academic classified, Peer Educator

Updates (REQUIRED)

New Faculty: Michael Booth LMFT was hired and began working in January 2017. He is a 10 month Counselor with a desk description of Counseling Coordinator.

Challenges:

1. To address the number of "no shows" for appointments we began, in January 2017, to collect the student's email upon making the appointment. The email reminder is sent to the student at the time of the appointment and 24 hours before the appointment. In addition the Counselors emphasized to students that the counseling service may be discontinued if there are 2 no shows. Therapists can excuse a "no show" and continue with therapy.
2. Challenges for our students are the lack of insurance and insurance that takes weeks to months to see a Psychiatrist, when medication is a medical necessity. More than 50% of students looking for care are not insured and state that Covered California is outside of their ability to pay. If they do have insurance, they state that there is no mental health coverage. Therefore, the Nurses and Therapists spend an inordinate amount of patient care time looking for places to refer them, obtain medication or higher levels of care.
3. Challenges for mental health: Therapists have noted a marked 20% increase in acuity and severity of symptoms from Spring to Fall of 2017. There is an increase in suicidal ideation with high lethality of 19%. There is also a 50% increase in the number of emergency psychiatric hospitalizations from Spring 2017 to Fall 2017. There is an increase in the number of students with psychosis and delusional disorder who are resistant to psychiatric referrals. Police involvement has been necessary in several situations.
4. The challenge was that Therapists had a large number of referrals from Disabled Support Programs and Services (DSPS) for completion of the verification of disability form. Students would be angry or upset if the Therapists declined to immediately provide a verification of disability documentation. An agreement was formed between DSPS and Student Health Services to provide treatment, rather than just a verification of disability. The treatment may result in the verification of disability form being completed or referral to outside care.
5. The Peer Educator program has been challenging due to the turnover of students employed in the program, loss of our long time Community Health Nurse and the subsequent breakdown of communication. A new Community Health Nurse was hired. Often students are resistant to join in an outside participation event. We have addressed this by high energy Peer Educators and food/material incentives. The communication issue was resolved by adding Base Camp.
6. We are challenged by mental health community partners because the County Of San Diego often changes provider contracts for mental health programs. This contributes to lack of access to specialty treatments that were previously available.

7. We find that local and national events are traumatic to students and increase their stress, anxiety, and worry. Shootings, Presidential decrees, bombing, terrorist acts etc. causes a feeling of lack of safety for many students for themselves and their family. This has increased the anxiety and a lack of feeling safe on campus.
8. Anxiety over the Deferred Action Childhood Arrival (DACA) has adversely affected a number of students along with their friends and families. The fear that they or their loved ones may be deported at any time preventing them from completing their education, living with their family or having a sense of security within the United States is high. The challenge is that the DACA students have no legal way to resolve the situation.
9. We are challenged by the lack of direct texting to students for groups, events and other notifications as this would increase participation and decrease anxieties and worries. Also, more students would be aware that the campus gives you a platform to express your concerns. It's important that students feel connected to the campus and that we are aware of the social issues and there are resources for them.
10. The lack of Electronic Medical Records is a huge obstacle to having patient safety, research outcome, quality improvement, faster check-in for students, compliance with community standards of care and ease of transferring files between the three Student Health Services.

Strengths:

1. We increased, from 4 to 8 hours, the time the Physician is in our office. This allows for additional time for Dr. Wong to provide care for students who are seriously ill and those requiring psychiatric medication for depression.
2. We began to use email reminders for appointments.

Accomplishments:

1. Met the challenge of rapidly responding to national and local crises, with "Mesa Cares" activities, to allow students to express their thoughts and feelings and thereby reduce their stress. Examples are threat of revocation of DACA, Las Vegas shooting, Paris tragedy, Charlottesville.
2. An increase in African American students seen in our office for counseling is due to collaborations with the Black Studies department, movie showing of "Moonlight", the Black Forum, targeted outreach and Black Lives Matter event.

Outcomes and Assessment (REQUIRED)

Form: Outcomes and Assessment 2017/18 - Student Services Questions (See appendix)

IE Data Analysis (REQUIRED)

Form: IE Data Analysis - Program Review 2017/18 - Student Service/Administrative Unit Questions (See appendix)

Program Goals

Student Health Services Goal Set 2014-2015

Outcome

Outcome	Mapping
Equity for under served students	CA- Mesa College Strategic Directions

Marked obsolete by Suzanne Khambata on 11/29/2017 1:01:22 pm PST
Student Health Services will provide special programs for Latino/Hispanic, African American and Asian students.

and Goals: Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 2.1, Strategic Goal 2.3, Strategic Goal 2.4

Hire Faculty Contract Nurse Practitioner
We were approved to hire a Nurse Practitioner Contract Faculty and we will take on this position after the hiring of the SSSA.

Institutional Learning Outcomes:
Communication:, Global Awareness:, Personal Actions and Civic Responsibility:

Suicide prevention plan implementation and evaluation
ILO 4

Marked obsolete by Suzanne Khambata on 11/29/2017 1:00:42 pm PST

The Suicide Prevention Plan requires documentation of assessment, planning, intervention and evaluation annually.

Institutional Learning Outcomes:
Communication:, Critical Thinking:, Personal Actions and Civic Responsibility:, Technological Awareness:

Electronic Health Records

Marked obsolete by Suzanne Khambata on 11/29/2017 1:00:31 pm PST

This goal has moved to the District level with discussions about how to implement the Electronic Health Records. Software selection and financial responsibility are being discussed.

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 4.2, Strategic Goal 4.3

Students articulate positive behavioral changes after education.
Students will verbalize understanding of the subject matter presented at events and report via survey that they intend to make positive behavioral changes. 2017-18.

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 2.1, Strategic Goal 2.3,
Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Global Consciousness, Information Literacy

Students will be prevented from

CA- Mesa College Strategic Directions

completing suicide. Prevent all suicides in the Mesa student population through best practices and research based activities. 2017-18.

and Goals: Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 2.1, Strategic Goal 2.3, Strategic Goal 3.2, Strategic Goal 4.4,
Institutional Learning Outcomes
2016/17: Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

Objectives and Plans

Actions

Student Health Services Goal Set 2014-2015

Outcome

Goal: Equity for under served students

Veteran and Former Foster Youth students will be able to articulate that their group has achieved equity with respect to forming a sustainable community and accessing services on campus.

Marked obsolete by Suzanne Khambata on 11/29/2017 4:01:22 pm PST

▼ **Action:** Equity for under served students

Describe the actions needed to achieve this objective :

Actions include educational sessions, groups for conversation, speakers, collaborations with various departments, encouraging students to enter into existing Student Services events and 1:1 support. Services are health related.

We will maintain the current number of 1:1 and group direct care hours for Student Mental Health with the addition of our Mental Health Coordinator.

Evaluation actions will focus on survey's during: Welcome Week, at the mid-term time at the community health table in front of the cafeteria

2 days per week, at special events for specialty groups such as the Black Forum, Muslim Student Union and Veterans stress reduction groups.

Who will be responsible for overseeing the completion of this objective:

Suzanne Khambata FNP

Provide a timeline for the actions:

June 2017

Describe the assessment plan you will use to know if the objective was achieved and effective:

We will use qualitative and quantitative research methods to determine progress and evaluate services. Specifically, we use a Likert scale to evaluate services provided by adjunct and contract faculty and qualitative research for group activities.


List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Campus Researcher, paper and pencil survey, Survey Monkey, hourly students to perform and tally the surveys, evaluation of surveys, faculty to perform the educational sessions, be speakers and support this plan. Total cost estimate at \$5,000.

Supporting Attachments:


 Comfort Tent (Word Document (Open XML)) (See appendix)

Provides comfort which creates a sense of learning how to calm oneself, build community, create empathy and lessen anxiety. This is also a case finding activity for students who will come to the Comfort Tent and report suicidal ideation but will never come to Student Health for treatment of mental illness (Latino/Hispanic)


 Cultural Immersion (Word Document (Open XML)) (See appendix)

In 2015 the first Cultural Immersion event took place focusing on


Somalia. Students were given the opportunity to experience the Somali culture first hand, gain experience with the Somali culture and become familiar with the traditions. This lead students toward understanding and empathy toward the Somali students.

 Financial Aid Fair 2016 (Word Document (Open XML)) (See appendix)


Financial Aid Fair was attended by our Peer Educators and nurses. We provided information about our services and free flu vaccinations.

 Grass Roots Health Fair 2016 (Word Document (Open XML)) (See appendix)

Students are presented with multiple opportunities to learn techniques to get/stay healthy. Specialized services for Veterans were provided. Services to relax were presented and practiced.

 Peace With Police (Adobe Acrobat Document) (See appendix)


The Peace With Police event was developed by students to address the fear, frustration and hopelessness that African American men felt after several African American men died during routine interactions with Police and citizens shooting and killing Police in apparent retaliation. The event provided students with the opportunity to find safer methods to employ when interacting with Police and a sense of empathy toward Police. Administrators, a celebrity, SDCCD Police, students and faculty attended.

 Post election banner event (Word Document (Open XML)) (See appendix)


A "Mesa Cares" banner was placed on the wall on the 4th floor of the Student Services building. Peer Educators, nurses and Mental Health Clinicians talked to student about their fears and concerns post Presidential election. Students posted their hope for the future and wrote messages of hope to others on the banner.

 Selma, the movie (Word Document (Open XML)) (See appendix)


The movie "Selma" was designed to bring students together to witness a historical event that focused on the right to vote for African Americans in the South.

 Student Health Services Annual Report 2015-16 (Word Document (Open XML)) (See appendix)


Student Health Services provides a snapshot of activities relevant to our mission, vision goals and outcomes.

 Suicide Prevention Plan for Mesa (Word Document (Open XML)) (See appendix)

Comprehensive Mental Health Services for Mesa to prevent suicide.

 Veterans celebration Air Suit Wrestling (Word Document (Open XML)) (See appendix)

Veterans chose to hold this event to provide an avenue for community building mixed with exercise and laughter. Approximately 20 Veteran students and other students participated.

 Welcome Week 2016 (Word Document (Open XML)) (See appendix)

Mental Health Clinicians provided 15 minute sessions on basic life skills to 550 students to prevent stress, anxiety, depression and suicide. Students learned to be flexible, stay organized, develop resiliency, use support systems and set goals.

Goal: Hire Senior Student Services Assistant and Mental Health Clinician

We have been approved to hire the Mental Health Clinician and are in the process of completing the paperwork for the Senior Student Services Assistant.

▼ Action: Hire Contract Faculty Nurse Practitioner

Describe the actions needed to achieve this objective :

The Contract Faculty Nurse Practitioner position request is being vetted within our office and the final draft is nearly complete.

Who will be responsible for overseeing the completion of this objective:

Victoria Miller, Dean of Student Affairs
Suzanne Khambata FNP

Provide a timeline for the actions:

December 2018

Describe the assessment plan you will use to know if the objective was achieved and effective:

Hiring of the Nurse Practitioner

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Administrative time approximately \$1,000 (unsure of exact amount of time).

Goal: Electronic Health Records

This goal has moved to the District level with discussions about how to implement the Electronic Health Records. Software selection and financial responsibility are being discussed.

Marked obsolete by Suzanne Khambata on 11/29/2017 4:00:31 pm PST

▼ Action: Discuss Electronic Medical Records

Describe the actions needed to achieve this objective :

I will discuss the Electronic Medical Records with our Dean.


Who will be responsible for overseeing the completion of this objective: Suzanne Khambata FNP

Provide a timeline for the actions: July 1, 2017

Describe the assessment plan you will use to know if the objective was achieved and effective: Documentation of the conversation with the Dean in my meeting notes.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): None

Supporting Attachments:

 Electronic Medical Records (Word Document (Open XML)) (See appendix)

Request to reconsider allowing Mesa Student Health to implement Electronic Medical Records.

Goal: Positive Behavioral Changes

Students will verbalize understanding of the subject matter presented at events and report via survey that they intend to make positive behavioral changes.

▼ **Action:** Community events for students to explore positive behavior change

Describe the actions needed to achieve this objective :

Perform community events with pre-post surveys to document learning and positive behavior change.

Who will be responsible for overseeing the completion of this objective:

Suzanne Khambata FNP

Provide a timeline for the actions:

June 2018

Describe the assessment plan you will use to know if the objective was achieved and effective:

Qualitative and quantitative surveys

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Goal: Students will be prevented from completing suicide.

Prevent all suicides in the Mesa student population through best practices and research based activities. 2017-18.

▼ **Action:** Mesa Suicide Prevention Plan

Describe the actions needed to achieve this objective :

Update the Suicide Prevention Plan
Take the next steps with the JED Foundation including reassessment and additional action plans.

Who will be responsible for overseeing the completion of this objective:

Michael Booth LMFT

Provide a timeline for the actions:

Completed by June 2018


Describe the assessment plan you will use to know if the objective was achieved and effective:

The assessment plan outlined above will be completed by June 2018.

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

JED Foundation leadership: no cost
Creating a JED PowerPoint: completed at no cost
Meeting with Administrators to ensure plan is comprehensive

Supporting Attachments:

 Suicide Prevention Plan 2017 2018.docx (Word Document (Open XML)) (See appendix)

Goals Status Report (REQUIRED)

Action Statuses

Student Health Services Goal Set 2014-2015

Outcome

Goal: Equity for under served students

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Veteran and Former Foster Youth students will be able to articulate that their group has achieved equity with respect to forming a sustainable community and accessing services on campus.

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We will maintain the current number of 1:1 and group direct care hours for Student Mental Health with the addition of our Mental Health Coordinator.

Evaluation actions will focus on survey's during: Welcome Week, at the mid-term time at the community health table in front of the cafeteria 2 days per week, at special events for specialty groups such as the Black Forum, Muslim Student Union and Veterans stress reduction groups.

Who will be responsible for overseeing the completion of this objective:

Suzanne Khambata FNP

Provide a timeline for the actions:

June 2017

Describe the assessment plan you

We will use qualitative and quantitative research methods to determine progress and


will use to know if the objective was achieved and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):


evaluate services. Specifically, we use a Likert scale to evaluate services provided by adjunct and contract faculty and qualitative research for group activities.

Campus Researcher, paper and pencil survey, Survey Monkey, hourly students to perform and tally the surveys, evaluation of surveys, faculty to perform the educational sessions, be speakers and support this plan. Total cost estimate at \$5,000.


Supporting Attachments:

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
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 Welcome Week 2016 (Word Document (Open XML)) (See appendix)

Mental Health Clinicians provided 15 minute sessions on basic life skills to 550 students to prevent stress, anxiety, depression and suicide. Students learned to be flexible, stay organized, develop resiliency, use support systems and set goals.

Status for Equity for under served students

Current Status:

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Completed

The completed objective of the program for Veterans and Former Foster Youth was to support these undeserved students until a formal Campus Program was implemented. The Former Foster Youth and the Veterans have formal College approved programs and no longer are in need of our focus.

Goal: Hire Senior Student Services Assistant and Mental Health Clinician

We have been approved to hire the Mental Health Clinician and are in the process of completing the paperwork for the Senior Student Services Assistant.

▼ Action: Hire Contract Faculty Nurse Practitioner

Describe the actions

The Contract Faculty Nurse Practitioner position

needed to achieve this objective :

request is being vetted within our office and the final draft is nearly complete.

Who will be responsible for overseeing the completion of this objective:

Victoria Miller, Dean of Student Affairs
Suzanne Khambata FNP

Provide a timeline for the actions:

December 2018

Describe the assessment plan you will use to know if the objective was achieved and effective:

Hiring of the Nurse Practitioner

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Administrative time approximately \$1,000 (unsure of exact amount of time).

Status for Hire Contract Faculty Nurse Practitioner

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status

was not marked
Completed, what are
the implications and
next steps:

We are currently hiring the SSSA position. Next we
will hire the Contract Faculty NP position.

Goal: Electronic Health Records

This goal has moved to the District level
with discussions about how to implement
the Electronic Health Records. Software
selection and financial responsibility are
being discussed.

*Marked obsolete by Suzanne Khambata on
11/29/2017 4:00:31 pm PST*

▼ **Action:** Discuss Electronic Medical Records

Describe the actions
needed to achieve this
objective :

I will discuss the Electronic Medical Records
with our Dean.

Who will be responsible
for overseeing the
completion of this
objective:

Suzanne Khambata FNP

Provide a timeline for
the actions:

July 1, 2017

Describe the
assessment plan you
will use to know if the
objective was achieved
and effective:


Documentation of the conversation with the
Dean in my meeting notes.

List resources needed
achieve this objective
and associated costs
(Supplies, Equipment,
Computer Equipment,
Travel & Conference,

None

Software, Facilities,
Classified Staff, Faculty,
Other):

Supporting Attachments:

 Electronic Medical Records (Word Document (Open XML)) (See appendix)

Request to reconsider allowing Mesa Student Health to implement Electronic Medical Records.

Status for Discuss Electronic Medical Records

Current Status: Not Implemented

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

We are unable to move forward due to a decision by the College and District Administration to place a hold on this project.

Goal: Positive Behavioral Changes

Students will verbalize understanding of the subject matter presented at events and report via survey that they intend to make positive behavioral changes.

▼ **Action:** Community events for students to explore positive behavior change

Describe the actions needed to achieve this objective :

Perform community events with pre-post surveys to document learning and positive behavior change.

Who will be responsible for overseeing the completion of this objective:

Suzanne Khambata FNP

Provide a timeline for the actions:

June 2018

Describe the assessment plan you will use to know if the objective was achieved and effective:

Qualitative and quantitative surveys

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Status for Community events for students to explore positive behavior change

Current Status:

In Progress


If the Current Status was marked Completed, what was the impact of the completed objective on your program:


If the Current Status

was not marked


Completed, what are the implications and next steps: This is an ongoing event process.

Substantiating Evidence:


 Program Review Comfort Cart (Word Document (Open XML)) (See appendix)

 Program Review Comfort Tent (Word Document (Open XML)) (See appendix)


Comfort Tent pre and post test

 Program Review Comfort Tent 2 (Word Document (Open XML)) (See appendix)


Comfort Tent 2

 Program Review DACA event (Word Document (Open XML)) (See appendix)


This DACA event was in response to a political decision. Students felt upset and needed an avenue to express their concerns and find ways to cope with the political decision.

 Program Review prevent sexual assault and domestic violence (Word Document (Open XML)) (See appendix)

The focus of this event was to train students in the prevention and resolution of sexual assault and domestic violence.

 Program Review summary of events (Word Document (Open XML)) (See appendix)

This file is a summary of our events and surveys.

 Program Review Welcome to Somalia (Word Document (Open XML)) (See appendix)

Cultural Immersion event designed to create empathy, increase cultural knowledge of Somalia, create positive behavior change in students.

Goal: Students will be prevented from completing suicide.

Prevent all suicides in the Mesa student population through best practices and research based activities. 2017-18.

▼ **Action:** Mesa Suicide Prevention Plan

Describe the actions needed to achieve this objective :

Update the Suicide Prevention Plan
Take the next steps with the JED Foundation including reassessment and additional action plans.

Who will be responsible for overseeing the completion of this objective:

Michael Booth LMFT

Provide a timeline for the actions:

Completed by June 2018


Describe the assessment plan you will use to know if the objective was achieved and effective:

The assessment plan outlined above will be completed by June 2018.

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

JED Foundation leadership: no cost
Creating a JED PowerPoint: completed at no cost
Meeting with Administrators to ensure plan is comprehensive

Supporting Attachments:

 Suicide Prevention Plan 2017 2018.docx (Word Document (Open XML)) (See appendix)

Status for Mesa Suicide Prevention Plan

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

The next steps are to complete the JED assessment and meet with Campus Administration to move forward with a campus-wide comprehensive plan.

Closing the loop on prior year resource allocations (REQUIRED)

No resources were recieved from grants or the general fund.

Request Forms

 **BARC & Facilities Requests**

 **Classified Staff Requests**

 **Faculty Position Request 1**

 **Faculty Position Request 2**

 **Faculty Position Request 3**