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COMPLETE

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Page 1: I. Service Area Overview and Update

Q1 Department(s) Reviewed:

Health Services

Q2 Lead Author and Collaborators:

Lori Senini, RN, MSN, MBA, Health Services Supervisor Priscilla Bartholomew, RN, BSN, Staff Nurse Rieko Suto, RN, BSN, Staff Nurse

Q3 Dean/Manager:

Lauren Vaknin

Page 2: II. Service Area Reflection and Description

Q4 Provide your service area's mission statement:

The Cuyamaca Health & Wellness Center is committed to enhancing the educational process for students by removing or modifying health related barriers to learning. Optimal physical, mental and emotional health and wellness is achieved by encouraging students to be self-directed individuals who make informed decisions about health related concerns.

Q5 Describe how your service area supports the College's mission:

The Health and Wellness Center is operated and maintained by registered nurses that assess, plan, implement, and evaluate the health care needs of Cuyamaca College students. The registered nurses provide basic primary care, health appraisals, body compositions, immunizations, TB testing, emergency first aid as well as referrals to community resources. Mental/behavioral health services include crisis management and psychological guidance with community referrals as needed. Additional services include activities related to communicable disease control and prevention, environmental/occupational health and safety, emergency/disaster preparedness, assistance with Student Accident Insurance and employee injuries.

The Health and Wellness Center staff coordinate various outreach events including the Annual Health Fair and various blood drives located at the Student Center that serve as excellent opportunities to provide campus and community wide health education. The Center nurses and staff also offer health promotion class presentation to students, faculty and staff. On-line services include a Health Services webpage which delineates the hours/days of operation of the Health and Wellness Center with information regarding available services and programs. Students, faculty and staff are also able to direct health related inquiries to the Center nurses via e-mails which are responded to in a timely manner. Other health education and outreach venues utilized by Center staff include maintenance of health information bulletin boards located throughout the Cuyamaca College campus to highlight current health issues and events.

Q6 Is the service area description in the current college catalog up to date and accurate? **Yes**

Page 3: III. Curriculum Review, Assessment, and Student Success

Q7 Does your service area offer any credit courses? **No**

Page 4: III. Curriculum Review, Assessment, and Student Success

Q8 Access the Five Year Curriculum Review Cycle. Have all of your active course outlines been reviewed within the last five years? **Respondent skipped this question**

Page 5: III. Course Curriculum, Assessment, and Student Success

Q9 Do you have a course Student Learning Outcomes (SLO) assessment plan on file with Student Learning Outcomes & Assessment Committee (SLOAC)? If you have not already done so, you can submit your program's assessment plan to SLO Coordinator, Tania Jabour, at tania.jabour@gcccd.edu. **Respondent skipped this question**

Q10 OPTIONAL: You may upload a copy of your SLO assessment plan for SLOAC here. If you have an Excel sheet, please convert to one of the supported files listed below before submission. **Respondent skipped this question**

Q11 Please provide an analysis of your SLO findings and what changes, if any, were made as a result. **Respondent skipped this question**

Q12 What student learning-related successes and challenges have SLO results revealed for your department? Note: If SLO data are not offering useful feedback regarding student learning, and are not currently informing program improvements, please instead discuss the specific steps you plan to take to make learning outcomes and assessments more meaningful.

Respondent skipped this question

Page 6: III. Course Curriculum, Assessment, and Student Success

Q13 How has the department or discipline's success rate across all courses changed over the past 5 years?

Respondent skipped this question

Q14 The College has set a 2024 goal of reaching a 77% course success rate (students passing with a grade of A, B, C, or P out of those enrolled at census) for the College as a whole. Consider how your department or discipline will help the College reach its long-term goal of increasing the course success rate to 77%. What is your department or discipline's one year (2020-21) goal for success rate across all courses in the department or discipline?

Respondent skipped this question

Q15 Please describe any equity gaps, in which specific groups (e.g., by gender and ethnicity) have success rates lower than that of the department or discipline overall?

Respondent skipped this question

Q16 What department/discipline (or institutional) factors may be contributing to these lower rates of success for these groups of students?

Respondent skipped this question

Q17 What specific steps will the department or discipline take to address these equity gaps in the 2020/21 academic year?

Respondent skipped this question

Q18 How do these steps inform the long-term department or discipline goals that you are setting in this comprehensive program review?

Respondent skipped this question

Page 7: III. Course Curriculum, Assessment, and Student Success

Q19 Does your service area/program have distance education (online) courses?

Respondent skipped this question

Page 8: III. Course Curriculum, Assessment, and Student Success

Q20 Are there differences in success rates for distance education (online) versus in-person sections? **Respondent skipped this question**

Page 9: III. Course Curriculum, Assessment, and Student Success

Q21 If there are differences in success rates for distance education (online) versus in-person classes, what will the program do to address these disparities? **Respondent skipped this question**

Q22 What mechanisms are in place to ensure regular and effective contact within online courses across the discipline or department? **Respondent skipped this question**

Page 10: IV. Degree and Certificate Programs

Q23 Does your service area offer any degree/certificate programs? **No, and it does not have PLOs**

Page 11: IV. Degree and Certificate Programs

Q24 For each degree and certificate, indicate how many awards were conferred in the past five years? Please upload a summary document. If you have an Excel spreadsheet, please convert to the supported files listed below before submission. **Respondent skipped this question**

Page 12: IV. Degree and Certificate Programs

Q25 Degree/certificate #1: **Respondent skipped this question**

Q26 Degree/certificate #2: **Respondent skipped this question**

Q27 Degree/certificate #3: **Respondent skipped this question**

Q28 Degree/certificate #4: **Respondent skipped this question**

Q29 Do you need to include more degrees and/or certificates? **Respondent skipped this question**

Page 13: IV. Degree and Certificate Programs

Q30 Degree/certificate #5: Respondent skipped this question

Q31 Degree/certificate #6: Respondent skipped this question

Q32 Degree/certificate #7: Respondent skipped this question

Q33 Degree/certificate #8: Respondent skipped this question

Q34 Do you need to include more degrees and/or certificates? Respondent skipped this question

Page 14: IV. Degree and Certificate Programs

Q35 Degree/certificate #9: Respondent skipped this question

Q36 Degree/certificate #10: Respondent skipped this question

Q37 Degree/certificate #11: Respondent skipped this question

Q38 Degree/certificate #12: Respondent skipped this question

Page 15: IV. Degree and Certificate Programs

Q39 How are these degrees/certificates meeting the needs of students, and/or articulation with four-year institutions? Respondent skipped this question

Q40 Are there any changes planned if the degrees/certificates are not meeting these needs? Respondent skipped this question

Q41 Can students complete the degree/certificate requirements within a two-year period? **requirement of Title 5, California Code of Regulations Respondent skipped this question

Page 16: IV. Degree and Certificate Programs

Q42 How are you currently assessing you PLOs within a 4-year cycle? Respondent skipped this question

Q43 Are the PLOs in the catalog an accurate reflection of the department or discipline's current learning objectives? **Respondent skipped this question**

Q44 Are the PLOs mapped to the course SLOs? If you require assistance, please contact Madison Harding in the IESE Office at madison.harding@gcccd.edu **Respondent skipped this question**

Page 17: IV. Degree and Certificate Programs

Q45 Does your service area directly serve students? **No**

Page 18: V. Student Service Area Assessment & Data Analysis

Q46 How does the service area student population differ from the College's overall student population, if at all? **Respondent skipped this question**

Q47 How does the service area ensure it is addressing the needs of its student population? **Respondent skipped this question**

Q48 Service areas are collecting data in many different ways. Please discuss the access, success, and/or other data relevant to your service area. **Respondent skipped this question**

Q49 What steps is your service area taking to advance the college's student success and equity goals? **Respondent skipped this question**

Q50 OPTIONAL Upload 1: Please upload any supporting documentation related to this section. Note that you can combine multiple documents into one PDF. **Respondent skipped this question**

Q51 OPTIONAL Upload 2: Please upload any supporting documentation related to this section. Note that you can combine multiple documents into one PDF. **Respondent skipped this question**

Q52 OPTIONAL Upload 3: Please upload any supporting documentation related to this section. Note that you can combine multiple documents into one PDF. **Respondent skipped this question**

Q53 OPTIONAL Upload 4: Please upload any supporting documentation related to this section. Note that you can combine multiple documents into one PDF. **Respondent skipped this question**

Page 19: V. Student Service Area Assessment & Data Analysis

Q54 Does your service area have a SLO/SSO* assessment plan on file with SLOAC?*Student Learning Outcome/Student Services Outcome

Respondent skipped this question

Page 20: VI. Service Area Assessment and Institutional Effectiveness

Q55 In what way does your service area work across the college to advance the college's student success & equity goals? Please contact the Institutional Effectiveness & Student Equity Office (brianna.hays@gcccd.edu or 619-660-4060) for assistance in collecting data to inform your program review.

The Health & Wellness Center staff plan and implement health education and outreach activities in coordination with Student Services departments (DSPS, EOPS, Pathways, Veterans Affairs, Financial aid, and Career Center) and academic faculty so classes are encouraged to participate for extra credit and departments help to disseminate health information. With (15) CalWorks and Federal Work Study students serving as peer outreach workers, the Health & Wellness Center has been able to reach more students with health information and has noticed an increase in participation of students in health related activities.

Q56 Please review any research data and/or reports for your service area and summarize the findings and implications for practice. Please use the "choose file" button below to upload any supporting documentation for this question.

Respondent skipped this question

Page 21: VI. Service Area Assessment and Institutional Effectiveness

Q57 Please describe your service area strengths.

The Health & Wellness Center staff includes (3) registered nurses, (4) mental health counselors and (15) student workers/peer educators. This personnel strength has increased health outreach education and utilization of on-campus nursing and mental health services. Having staff that can communicate in English, Spanish, Arabic and Chaldean provides a setting that is culturally sensitive and culturally diverse. The Health & Wellness Center is viewed as a safe, confidential setting for wellness and personal health needs including emotional, physical and social support and services.

Q58 Please describe your service area challenges.

Due to restricted financial resources, the activities and services offered by the Health & Wellness Center are limited in terms of supplies and areas of expertise. With assistance from Student Affairs, many health education and outreach activities are funded as well as with institutional small grant funding.

In the area of technology, our computers are outdated and we could use tablets for data collection and evaluation purposes.

Q59 Please describe external influences that affect your service area (both positively and negatively).

The Health & Wellness Center staff collaborates closely with community service providers for physical, behavioral, social and financial resources. With support from the State Chancellor's Office for California Community Colleges, services have expanded for mental health outreach and education through the Student Wellness Ambassadors for mental health; with the Hunger-Free Campus funds, the Cuyamaca Harvest Pantry has increased the number of students receiving nutrition assistance and linkage to CalFresh college application specialists for EBT cards; In the area of housing insecurity, as local resources for transitional housing for homeless college students is expanding, resources are being planned that meet the unique needs of college students. Linkage to county health services has improved communication and collaboration with public health (communicable disease control, Live Well San Diego health promotion and mental health

Q60 Given these factors, what opportunities exist for the service area to advance student success and institutional effectiveness in the next 4 years?

Having staff dedicated to the CARE Projects for basic needs and mental health will strengthen a unified college approach to funding to provide wrap-around services to students in need. Developing a stream-lined approach to delivering services including collaboration between college departments and academic faculty will improve the access and delivery of health and wellness services.

Page 22: VII. Previous Goals: Update (If Applicable)

Q61 Would you like to provide an update for your previous program review goal(s)? **Yes**

Page 23: VII. Previous Goals: Update (If Applicable)

Q62 Previous Goal 1:

Provide access to quality health care and education for all students seeking assistance.

Q63 Which College Strategic Goal does your service area most directly support? **Student Validation and Engagement**

Q64 Please describe how this goal advances the college strategic goal identified above.

The Health and Wellness Center is conveniently located at the Student Center with all services and programs provided on a fair and equitable basis. Health education materials are available in several different languages that reflect the cultural composition of the student population. The physical layout of the Center is handicap accessible and can accommodate the health needs of special populations. The Center also has an electric cart for timely transport of students and staff anywhere on campus. Access is available regardless of ethnicity, disability, gender, or socioeconomic status. The population served is reflective of the demographic profile of the student body at Cuyamaca College.

Q65 Goal status: **In Progress - will carry this goal forward into next year**

Page 24: VII. Previous Goals: Update (If Applicable)

Q66 Please describe the results or explain the reason for the deletion/completion of the goal: **Respondent skipped this question**

Q67 Do you have another goal to update? **Respondent skipped this question**

Page 25: VII. Previous Goals: Update (If Applicable)

Q68 Please describe action steps for the year:

Maintain hours of operation that are responsive to the needs of the students to increase access to health services possibly offering services or health education and outreach for evening students.
Continue to utilize student workers as peer educators to attract the diverse student population including refugees, Veterans, first-time college students, English as a second language students. The health and Wellness staff will coordinate various outreach and education activities including the Annual Health Fair, Welcome Week Relaxation Stations and mental health open house events to promote available health and wellness services. Linkage to the Care Project for basic needs (food and housing) will enhance the delivery of services to students in need.

Q69 How will this goal be evaluated?

SARS data related to utilization of nursing and mental health services will be compared year by year to identify trends in utilization. Satisfaction surveys will be administered at health education and outreach events.

Q70 Do you have another goal to update? **Yes**

Page 26: VII. Previous Goals: Update (If Applicable)

Q71 Previous Goal 2:

Support the development of a comprehensive health delivery system for students by linkage of college health services with available community health resources that provide affordable, accessible health care services.

Q72 Which College Strategic Goal does your service area most directly support? **Student Validation and Engagement**

Q73 Please describe how this goal advances the college strategic goal identified above.

By linking students to community health and wellness services including physical health, mental health, social and financial services, students will have their well ness needs met necessary for personal and academic progress toward goals.

Q74 Goal status: **In Progress - will carry this goal forward into next year**

Page 27: VII. Previous Goals: Update (If Applicable)

Q75 Please describe the results or explain the reason for the deletion/completion of the goal: **Respondent skipped this question**

Q76 Do you have another goal to update? **Respondent skipped this question**

Page 28: VII. Previous Goals: Update (If Applicable)

Q77 Please describe action steps for the year:

The staff of the Health and Wellness Center will extend weekly invitations to community health professionals who interact with students regarding health and wellness issues. Efforts to include faculty and staff in health education and outreach events will increase their knowledge of available community resources for students. Incorporating community partners such as Homestart/CalFresh nutrition programs into weekly outreach will provide students the ability to speak directly with community partners to better understand and link with needed services. To address barriers to health care that have an impact on students' academic success, the staff will enhance outreach education regarding availability of services in the community; students served at the Health and Wellness Center will be given choices of a broad range of community referrals and services based on individual student's diverse health needs and cultural beliefs. The staff will also assist students to find free or low cost care such as mental health counseling or cancer screening. Low cost health insurance options are also available and information provided at weekly outreach events.

Q78 How will this goal be evaluated?

Using SARS data on student utilization of health services and reports of linkage to community services will be collected at weekly health education and outreach events.

Q79 Do you have another goal to update? **No**

Page 29: VII. Previous Goals: Update (If Applicable)

Q80 Previous Goal 3: **Respondent skipped this question**

Q81 Which College Strategic Goal does your service area most directly support? **Respondent skipped this question**

Q82 Please describe how this goal advances the college strategic goal identified above. **Respondent skipped this question**

Q83 Goal status: **Respondent skipped this question**

Page 30: VII. Previous Goals: Update (If Applicable)

Q84 Please describe the results or explain the reason for the deletion/completion of the goal: **Respondent skipped this question**

Q85 Do you have another goal to update? **Respondent skipped this question**

Page 31: VII. Previous Goals: Update (If Applicable)

Q86 Please describe action steps for the year: **Respondent skipped this question**

Q87 How will this goal be evaluated? **Respondent skipped this question**

Q88 Do you have another goal to update? **Respondent skipped this question**

Page 32: VII. Previous Goals: Update (If Applicable)

Q89 Previous Goal 4: **Respondent skipped this question**

Q90 Which College Strategic Goal does your service area most directly support? **Respondent skipped this question**

Q91 Please describe how this goal advances the college strategic goal identified above. **Respondent skipped this question**

Q92 Goal status: **Respondent skipped this question**

Page 33: VII. Previous Goals: Update (If Applicable)

Q93 Please describe the results or explain the reason for the deletion/completion of the goal: **Respondent skipped this question**

Page 34: VII. Previous Goals: Update (If Applicable)

Q94 Please describe action steps for the year: **Respondent skipped this question**

Q95 How will this goal be evaluated? **Respondent skipped this question**

Page 35: VIII. New Goals

Q96 Would you like to propose any new goal(s)? **No**

Page 36: VIII. New Goals

Q97 New Goal 1: Respondent skipped this question

Q98 Which College Strategic Goal does this service area goal most directly support? Respondent skipped this question

Q99 Please describe how this goal advances the college strategic goal identified above: Respondent skipped this question

Q100 Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data: Respondent skipped this question

Q101 Action steps for this year: Respondent skipped this question

Q102 How will this goal be evaluated? Respondent skipped this question

Q103 Do you have another new goal? Respondent skipped this question

Page 37: VIII. New Goals

Q104 New Goal 2: Respondent skipped this question

Q105 Which College Strategic Goal does this service area goal most directly support? Respondent skipped this question

Q106 Please describe how this goal advances the college strategic goal identified above: Respondent skipped this question

Q107 Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data: Respondent skipped this question

Q108 Action steps for this year: Respondent skipped this question

Q109 How will this goal be evaluated? Respondent skipped this question

Q110 Do you have another new goal? Respondent skipped this question

Page 38: VIII. New Goals

Q111 New Goal 3: **Respondent skipped this question**

Q112 Which College Strategic Goal does this service area goal most directly support? **Respondent skipped this question**

Q113 Please describe how this goal advances the college strategic goal identified above: **Respondent skipped this question**

Q114 Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data: **Respondent skipped this question**

Q115 Action steps for this year: **Respondent skipped this question**

Q116 How will this goal be evaluated? **Respondent skipped this question**

Q117 Do you have another new goal? **Respondent skipped this question**

Page 39: VIII. New Goals

Q118 New Goal 4: **Respondent skipped this question**

Q119 Which College Strategic Goal does this service area goal most directly support? **Respondent skipped this question**

Q120 Please describe how this goal advances the college strategic goal identified above: **Respondent skipped this question**

Q121 Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data: **Respondent skipped this question**

Q122 Action steps for this year: **Respondent skipped this question**

Q123 How will this goal be evaluated? **Respondent skipped this question**

Page 40: IX. Executive Summary

Q124 One-page summary:

Program Review
Executive summary

Program Overview and Description:

The Cuyamaca Health and Wellness Center is committed to enhancing the educational process by removing or modifying health related barriers to learning. Optimal physical, mental and emotional health and wellness is achieved by encouraging students to be self-directed individuals who make informed decisions about health related concerns.

The Health and Wellness Center is operated and maintained by registered nurses that assess, plan, implement, and evaluate the health care needs of Cuyamaca College students.

Strength:

Having adequate staffing has allowed increase of services. The Health & Wellness Center is viewed as a safe, confidential setting for wellness and personal health needs including: emotional, physical, social support and services.

Challenges:

Inadequate budget and outdated technology equipment.

External Influence:

The Health & Wellness Center staff collaborates closely with community services. The connection with the community for food and housing insecurities has been able to assist students in need.

How assessment results have guided your program:

By providing and keeping the statistical data allowed us to improve and assess services needed by students.

Future Plans/Goals:

To achieve our goals, we will continue developing questioners and surveys to determine student's needs.

Q125 OPTIONAL: Select the "choose file" button if you wish to upload your one-page summary rather than utilizing the text box above.

Respondent skipped this question

Q126 OPTIONAL: Please upload any additional documentation for your program review using the "Choose File" button below.

Respondent skipped this question

Page 41: X. Resources Needed to Fully Achieve Goal(s)

Q127 Is the program requesting resources this year to achieve your service area goal(s)? (Faculty Resource Needs, Classified Staff Resource Needs, Technology Resource Needs, Supplies, Equipment & Other Resource Needs, Facilities Resource Needs)

Yes

Page 42: XI. Faculty Resource Needs

Q128 Are you requesting one or more faculty positions to achieve this goal(s)? **No**

Page 44: XIII. Classified Staff Resource Needs

Q129 Are you requesting one or more classified positions to achieve your service area's goal(s)? **No**

Page 46: XV. Technology Resource Needs

Q130 Are you requesting technology resources to achieve your service area's goal(s)? **No**

Page 48: XVII. Supplies, Equipment, & Other Resource Needs

Q131 Are you requesting supplies and/or equipment resources to achieve your service area's goal(s)? **Yes**

Page 50: XIX. Facilities Resource Needs

Q132 Are you requesting facilities resources to achieve your service area's goal(s)? **No**

Page 52: Final Check

Q133 If you would like to go back and review parts of your program review, select a section and click "Next." **I am ready to submit my program review**
