**Program: Student Health and Wellness Center**
**Division: Student Services**
**Date: September 23, 2020**
**Writer(s): Patricia Gonsman MSN NP-C**
**SLO/SAO Point-Person: Patricia Gonsman MSN NP-C**

**Audience:** Deans, Vice Presidents of Student Services and Academic Services, All Planning and Allocation Committees. This document will be available to the public.

**Uses:** This Program Review will be used to inform the campus and community about your program. It will also be used in the processes of creating Division Summaries, determining College Planning Priorities and allocating resources. A final use is to document fulfillment of accreditation requirements.

**Please note:** Program Review is NOT in itself a vehicle for making requests. All requests should be made through appropriate processes (e.g. Instructional Equipment Request Process) or directed to your dean or supervisor.

**Time Frame:** This Program Review should reflect on program status during the 2020-21 academic year. It should describe plans starting now and continuing through 2021-22.

**Sections**: This Program Review has been shortened due to the COVID-19 pandemic. The Program Review Committee understands that you are completing this program review in a time of stress and disruption and that this may affect many of your responses. Sections and questions are marked with the name of the committee or office that will use the information.

- The first section focuses on general program reflection and planning.
- The second section has specific questions to be filled out by all programs this year.
- The third section is a review of curriculum, to be filled out only by programs with curriculum.

**Topics:** The Program Review Glossary defines key terms. Writers should review this glossary before writing: https://bit.ly/2LqPxOW

**For Help:** Contact Nadiyah Taylor: ntaylor@laspositascollege.edu.

A list of contacts for help with specific sections is provided on the Program Review website under the "tools for writers" tab. [https://bit.ly/3fY7Ead]

**Instructions:**
1) Please respond to each question as completely as possible.
2) If the requested information does not apply to your program, write "Not Applicable."
3) Optional: Communicate with your dean about completing this document.
4) Send an electronic copy of this form to Nadiyah Taylor and your dean by Monday, November 11.

*Links*:
Program Review Home Page: laspositascollege.edu/instructionalprogramreview
Fall 2019 Program Reviews: laspositascollege.edu/programreview/pr2019.php
Frequently Asked Questions: laspositascollege.edu/instructionalprogramreview/programreviewfaqs.php

**Section One:  Program Snapshot [Program Review Committee]**

For assistance with this section, contact the Program Review Committee Chair. **[https://bit.ly/3fY7Ead]**

**No Significant Changes Option**

☐

Contact person: _____

By marking an X in the box above, the writers of this Program Review indicate that there have been no significant changes to their program or their program's needs in the past year. In this case, programs may opt not to complete Program Review Section One: Program Snapshot. **Programs must still complete all other sections (as applicable).**

Please note: Choosing this option means that your program's information may not be included in the yearly Division Summary.

The No Significant Changes Option may only be used for two years in a row; after two years, programs must complete a full Program Review including the Program Snapshot. Our program's most recent Program Snapshot was submitted in the following semester:  Fall 20_____.

A. **Accomplishments: What plans were achieved during AY19-20? You may describe achievements that were or were not planned in earlier Program Review. Your response may include actions regarding COVID-19. Please highlight any positive impacts to students.**

**The Las Positas Student Health and Wellness Center (SHWC) offers students both medical and behavioral health services while working with community services and Las Positas College collaborators.  The center offers educational behavioral workshops open to all students and wellness events throughout the academic year.  During the Spring 2020 semester, COVID 19 forced closure of the utilization of the Student Health and Wellness Center for in person consultations initially in the middle of March.  We continued to offer and provide Personal Counseling with our Mental Health Providers via Zoom and tele-medicine counseling sessions. The Student Health and wellness Center was opened mid-April with limited in person capacity following COVID 19 screening guidelines.**

**The SARS grid is utilized to schedule appointments, collect data for utilization and generate reports.**

**Service Utilization statistics for SHWC for 2019/2020 academic year:**
**Total number of students served: 4002**
**Walk In Visits: 626**
**Clinical medical Visits: 1072**
**Mental Health Counseling Appointments: 390**
**Emergency Triage Appointments: 77**
**Behavioral Health and Wellness Outreach: 1045**
**SWWC Classroom Presentations: 792**

| Mark an X before each area that is addressed in your response. | | | | Definitions of terms: https://bit.ly/2LqPxOW | | |
|---|---|---|---|---|---|---|
| X | Community Partnerships/Outreach | | Facilities, Supplies and Equipment, Software | | LPC Planning Priorities | X | Services to Students |
| | Course Offerings | | Financial/Budgetary | | LPC Collaborations | | SLO/SAO Process |
| | Curriculum Committee Items | | Human Resources | | Pedagogy | | Student Equity |
| X | External Factors | | Learning Support | | Professional Development | | Technology Use |

**B. Challenges, Obstacles and Needs: Describe any significant challenges, obstacles or needs for your program. Your response may include issues regarding COVID-19. Please highlight any negative impacts for students.**

**Challenges encountered during the COVID 19 pandemic included providing medical and mental health care with students with HIPAA considerations, community resources and student awareness.**
**During the initial COVID closing of the Student Health and Wellness Center, we were concerned with providing care, both medical and emotional support, for the students. The SHWC website was updated with the clinic's hours, contact information and an electronic version of the Mental Health Intake Packet for Counseling. Emails were then sent to faculty and staff alerting them that the Student Health and Wellness Center was opened. Faculty posted our information on their Canvas page alerting the students. During April 2020, the staff returned to the Student Health and Wellness Center to facilitate student in person visits and to coordinate the Mental Health counseling. The three MFT (Associate/Trainees) were able to provide 1:1 counseling with their clients via Zoom or Telemedicine. Chill & Chat Support group was also initiated in April 2020 providing support for the students. Since many students hear about our programs by flyers posted, notifying the students of our program was challenging during COVID times.**

| Mark an X before each area that is addressed in your response. | | | | Definitions of terms: https://bit.ly/2LqPxOW | | |
|---|---|---|---|---|---|---|
| | Community Partnerships/Outreach | | Facilities, Supplies and Equipment, Software | | LPC Planning Priorities | X | Services to Students |
| | Course Offerings | | Financial/Budgetary | | LPC Collaborations | | SLO/SAO Process |
| | Curriculum Committee Items | | Human Resources | | Pedagogy | | Student Equity |
| X | External Factors | | Learning Support | | Professional Development | | Technology Use |

**C. IR Data Review: Describe any significant trends in your program's data from the office of Institutional Research and Planning. (Note: Not all Programs have IR data available; if your program does not have a data packet or dashboard data, you may note that in the response box.)**

**You may also discuss any other data generated for your program by the Office of Institutional Research and Planning.**

**IR Data packets are available here: https://bit.ly/2IYaFu7**

**Course Success Rates Dashboard can be found at the bottom of this page: https://bit.ly/2Y9vGpl**

For assistance with this question, contact the Director of Institutional Research and Planning.
**[https://bit.ly/3fY7Ead]**

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**Not Applicable**

| Mark an X before each area that is addressed in your response. | | Definitions of terms: https://bit.ly/2LqPxOW | | |
|---|---|---|---|---|
| | Community Partnerships/Outreach | Facilities, Supplies and Equipment, Software | LPC Planning Priorities | Services to Students |
| | Course Offerings | Financial/Budgetary | LPC Collaborations | SLO/SAO Process |
| | Curriculum Committee Items | Human Resources | Pedagogy | Student Equity |
| | External Factors | Learning Support | Professional Development | Technology Use |

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**D. Short Term Planning: What are your most important plans, either new or continuing, for next year? Describe plans starting now and continuing through AY 21-22. (Optional: You may also describe long-term plans if desired.)**

1. **We have increased services offered at Student Health and Wellness Center by continuing community vendors to offer free HIV/Hep C testing to all students every month.**
2. **With the help from funding with the Mental Health grant, an additional MFT Associate was added to the staff enabling more students to access the SHWC for MH counseling.**
3. **Sponsored Behavioral Health Workshops which discussed topics such as Vaping and Marijuana Use, Sleep Presentation LPC Professor Irena Keller, MADD, Mothers Against Drunk Driving Presentation, LGTBQ, and Social Media Impact on Mental Health.**
4. **Due to COVID 19 pandemic, we were able to continue personal counseling and medical appointments with Telemedicine/Zoom or in person as needed.**

**Medical Staff operated by Stanford Health Care ValleyCare:**
- **Patricia Gonsman MSN NP-C: SHWC Site Director and Nurse Practitioner**
- **Monica Clifford MA: SHWC Medical Assistant**
- **Gagan Preet: SHWC Health Educator Assistant/Front Desk**

**Behavioral Health Staff:**
- **Dr. Sheena Turner-August, MFT, PhD**
  **Behavioral Outreach coordinator/Psychology Department liaison/Subject matter expert.**
  **Coordinator of the Chill n' Chat and Behavioral Health Workshops, student monthly**

workshops. Sheena was hired over the summer 2017, and throughout the year she developed behavior workshops as part of outreach. The outreach programs have increased behavioral health awareness on campus with both students and faculty/staff.

- **Heike Gecox MFT: Heike was hired as a professional expert overseeing as the Supervisor for the Marriage Family Therapist Associate program (MFTI) 5 hours/week; Heike is also available for crisis and resource for Student Health Center.**
- **Three MFT Interns were hired to each work 25 hours/week as MFT Associate/Trainee providing 1:1 counseling to students. Vienna Beck also participated in Chill n' Chat group weekly.**
  **Vienna Beck, MFT Trainee**
  **Kirstin Herter, MFT Trainee**
  **Sara Larkin, MFT Associate**

  **Impact of additional MH Staff:**
- **With the addition of 3rd MFT Associate/Trainee, services offered with therapy sessions, group programs were increased. Hours of 1:1 counseling increased to 54 hrs. /week total, 25 hrs. /week per Trainee for two MFT Trainee, with one MFT Associate working on Tuesday for 4 hours only.**
- **Group programs: Chill n" Chat and Behavioral Workshops increased education, small group access to more students in addition to 1:1 therapy sessions.**

**Mental Health On Campus Resources Available:**

1. **Short Term Individual Counseling**
   - **6 session's 1:1 therapy sessions per semester per student.**
   - **I MFT Intern Supervisor: Heike Gecox MFT**
   - **1 MFT Associate and 2 MFT trainees: Sara Larkin, Vienna Beck, Kristin Herter**
   - **54 hours per week total: 25hrs/per week for 2 MFT Trainees, and MFT Associate: working Tuesday for 4 hrs.**

2. **Peer Support Group**

   **Chill n' Chat: Wednesdays 2-3:30**

   - **Clinical Oversight: Sheena Turner-August, Behavioral Health Program Lead, PhD**
   - **Administrative Oversight :Tricia Gonsman MSN NP-C, Student Health Center Director**
   - **Facilitator: Vienna Beck, MFT Trainee**
   - **Administrative Support: Gagan Preet, Health Education Assistant**

   **Student Behavioral Health Workshops**

   - **2nd Wednesday of every month 2-3:30**
   - **Clinical Oversight: Sheena Turner-August, Behavioral Health Program Lead, PhD**

- **Administrative Oversight: Tricia Gonsman MSN NP-C, Student Health Center Director**
- **Facilitators: Community Mental Health Professional**
- **Administrative Support: Gagan Preet,  Health Education Assistant**

### 4. Faculty/Staff Behavioral Workshops:
- **Fall Flex Day Presentation-Promoting Student Mental Health presented by Mental Health Team**

## Online Resources

- **Behavioral Intervention Resource Team (BIRT)**
- **Online guide to mental and behavioral health services web page**
- **www.ulifeline.org/laspositascollege**

## 24/7 Support
- **"Courage" Crisis Text Line: 741-741**
- **National Suicide Prevention Lifeline Call: 1-800-273-TALK (8255)**

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|---|---|---|---|---|---|---|---|---|
| Mark an X before each area that is addressed in your response. | | | | Definitions of terms: https://bit.ly/2LqPxOW | | | | |
| **X** | Community Partnerships/Outreach | | Facilities, Supplies and Equipment, Software | | LPC Planning Priorities | | **X** | Services to Students |
| | Course Offerings | | Financial/Budgetary | **X** | LPC Collaborations | | | SLO/SAO Process |
| | Curriculum Committee Items | | Human Resources | | Pedagogy | | | Student Equity |
| **X** | External Factors | | Learning Support | | Professional Development | | | Technology Use |

**Section Two: Institutional Planning Topics (Required for All Programs)**

**A. Equity [Student Equity and Achievement Committee]: Please describe any recent actions your program has taken to increase equity and/or any challenges your program faces in promoting equity and equity-based decision-making? Areas to consider include students impacted by race/ethnicity, gender, sexuality, age, or disability status, as well as students who are disproportionately impacted due to the shift to remote instruction.**

For assistance with this question, contact the Director of Student Equity and Achievement. **[https://bit.ly/3fY7Ead]**

> **The Student Health and Wellness Center has provided Behavioral Health Workshops with topics such as, LGBTQ Community Awareness, which would help impacted students feel more support from Las Positas College. The Student Health and Wellness Center gave presentations or participated in tabling with the following groups to increase awareness of health services available: Veteran's, Middle College, Undocumented Students, Puente, Umoja and CAL works groups.**
> **We plan on increasing outreach activities by providing separate Chill & Chat support groups to Middle College, Veteran's and then Chill & Chat to general population via Zoom.**

**B. SLOs/SAOs [SLO Committee]:**

You should complete ONE of the following three sections. Please choose the option that is most appropriate for your program:

B1: Instructional Programs with PSLOs
B2: Instructional Programs without PSLOs or with Special Circumstances
B3: Non-Instructional Programs

Skip to the section you chose. If you are not sure which option to pick, contact the SLO Committee Chair or Program Review Committee Chair for assistance.

**B1: Instructional Programs with PSLOs**

In this year's Program Review, and in support of Accreditation, we would like a snap-shot on how your program plans to collect, discuss and report assessment findings to develop best practices for teaching and student learning ("closing the loop").

As a program, please select one PSLO for a degree or certificate to focus on. This PSLO should reflect one area of your program that you would like to investigate in depth. For example, your selection may focus on an area to improve student success, to update pedagogy, equity issues, or to examine a new degree/certificate, etc.

In this section, describe your plan for assessment data to be collected, analyzed and discussed, and reported out in next year's Program Review. Your plan should identify the CSLOs that feed into your selected PSLO so that a complete data set is collected.  You may choose to do this over one or two semesters.  In next year's Program Review, you will be asked to summarize your SLO assessments, analysis of those findings, and proposed changes that may be implemented to improve teaching and student learning.

For assistance with these questions, contact the SLO Committee Chair. **[https://bit.ly/3fY7Ead]**


**B1a**. **In the space below, insert the complete wording of the PSLO and potential reason(s) for selecting it for analysis.**

| |
|---|
| **Not Applicable** |


**B1b. In the table below, list the CSLOs that feed up to the identified PSLO and check the semester or semester(s) that the CSLO will be assessed and data entered into eLumen.**
(If this different than the submitted SLO template plan, please update and resubmit the template plan. Send the updated template to mwiest@laspositascollege.edu and ahight@laspositascollege.edu )

| Complete Name of CSLO | Fall 2020 | Spring 2021 | Summer 2021 |
|---|---|---|---|
| | | | |
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**B1c. When will analysis and discussion of the assessment data be completed (during next year's Program Review is an option)?  The reporting out of the "closing the loop" analysis will be part of next year's Program Review.**

| |
|---|
| **Not Applicable** |


**B2: Instructional Programs without PSLOs or with Special Circumstances**

If your department does not have PSLOs, you may choose one CSLO to focus on.  This option may also be used if there is a strong departmental rationale for focusing on a single CSLO.

As a department, please select a course to focus on. The selected course and one of its CSLOs should reflect an area that you would like to investigate in depth. For example, your selection may focus on a course to improve student success, to update pedagogy, to analyze equity issues, etc.

For assistance with these questions, contact the SLO Committee Chair. **[https://bit.ly/3fY7Ead]**

**B2a.  In the space below, describe the rationale (such as this is not a degree-granting program, we focus mainly on non-degree courses, etc.)**

**Not Applicable**

**B2b**. **In the space below, insert the complete wording of the CSLO and reason(s) for selecting it for analysis.**

**Not Applicable**

**B2c. In the table below, list the CSLO and check the semester or semester(s) that the CSLO will be assessed and data entered into eLumen.**
(If this is different than the submitted SLO template plan, please update and resubmit the template plan. Send the updated template to mwiest@laspositascollege.edu and ahight@laspositascollege.edu )

| Complete Name of CSLO | Fall 2020 | Spring 2021 | Summer 2021 |
|---|---|---|---|
| **Not Applicable** | | | |

**B2d. When will analysis and discussion of the assessment data be completed?   (During next year's Program Review is an option.)  The reporting out of the "closing the loop" analysis will be part of next year's Program Review.**

**Not Applicable**

**B3: Non-Instructional Programs**

*In this year's Program Review, and in support of Accreditation, we would like a snap-shot of how your student service area plans to collect, discuss, and report assessment findings to develop best practices for teaching and student learning ("closing the loop").*

Please select one SAO to focus on. This SAO should reflect an area of your program that you would like to investigate in depth. For example, your selection may focus on an area to improve student success, increase best practices, to address equity issues, or to examine a new service/program, etc. The intent is for this section to be useful for reflection to develop best practices for serving students.

For assistance with these questions, contact the SLO Committee Chair. **[https://bit.ly/3fY7Ead]**

**B3a**. **In the space below, insert the complete wording of the SAO and potential reason(s) for selecting it for analysis.**

> **SLO or SAO: As a result of participating in Chill and Chat peer support group, students report that they can better handle their feelings and behaviors.  Chill & Chat is a support group offered by Student Health and Wellness Center which offers support, stress release and encouragement to all students.  Our goal the upcoming year (2020-2021) is to provide two additional Chill & chat groups in addition to Chill & Chat which is open to all.  We will start a Veteran's Chill & Chat and Middle College Chill & Chat starting September 2020.**

**B3b.**
When and how will this SAO be assessed and data entered into eLumen? (If this different than the submitted template plan, please update and resubmit the template plan. Send the updated template to mwiest@laspositascollege.edu and ahight@laspositascollege.edu )

> **SLO or SAO: As a result of participating in Chill and Chat peer support group, students report that they can better handle their feelings and behaviors.  This SAO will be assessed with the use of evaluation following completion of each Chill & Chat session.  The goal is student success ultimately reflected in positive self-esteem, and improved academic progress/achievement**.

**B3c. When will analysis of the assessment data will be completed (during next year's Program Review is an option)?  The reporting out of the "closing the loop" analysis will be part of next year's Program Review.**

> Discuss any actions taken so far (and results, if known): **Most students heard about the Chill and Chat program from their instructors, so classroom presentations would be continued either in person or Zoom.  We will also keep the website updated with pertinent information and send information to Chabot District Office to post with District College Social Media.  The Student Health and wellness Center will send all flyers to Student Body Government President to post on LPC Student Government social media. We will continue to develop relationships with student groups such as Student Government, Puente, Veteran's, Middle College, LGBTQ and Umoja to facilitate student awareness.**

> **Students noted that Chill & Chat support group provided times to interact and talk with others going through similar situations.  Especially during pandemic, when 1:1 person interaction was limited.**

**The following questions ask you to review your program's curriculum. To see the last outline revision date and revision due date:**

> **1. Log in to CurricUNET**
> **2. Select "Course Outline Report" under "Reports/Interfaces"**
> **3. Select the report as an Excel file or as HTML**

**A. Title V Updates [Curriculum Committee]: Are any of your courses requiring an update to stay within the 5 year cycle? List courses needing updates below. Reminder: updates to course title or units, and course deactivations, will require updating any program they are associated with.  List programs requiring updating in question (B).**

| |
|---|
| **Not Applicable** |

**B. Degree/Certificate Updates [Curriculum Committee]: Are there any programs requiring modification? List needed changes below.**

| |
|---|
| **Not Applicable** |

**C. DE Courses/Degrees/Certificates [Distance Education Committee]: Detail your department's plans, if any, for adding DE courses, degrees, and/or certificates. For new DE degrees and/or certificates (those offered completely online), please include a brief rationale as to why the degree/certificate will be offered online**.

| |
|---|
| **Not Applicable** |