

2011-12 ANNUAL PROGRAM REVIEW

The Annual Program Review is a data-informed review, needs assessment, and goal setting mechanism. It must contain linkages to District and College goals. It is also a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis to the College on findings of ongoing assessment and evaluation of instructional programs and services units. The College is looking for quantitative data which document the program's and unit's quality initiatives and outcomes. While anecdotal accounts may be beneficial, they should only supplement other data which establish longitudinal trends and patterns. In addition, each review should show the progress of the Action Plan from the previous review, if applicable. Start by filling in the chart below. These data points are areas which the District and College have identified as key performance indicators of College and student success.

If you need training or any help, contact either of the following to schedule an appointment or suggest workshop times:

Ann Morgan, Director, Institutional Research and Planning (anmorgan@bakersfieldcollege.edu or x4453)

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Bill Barnes, Assistant Professor, Agriculture, Co-chair, Program Review Committee (wbarnes@bakersfieldcollege.edu or x4637)

Due Dates for Non-Instructional Programs

- September
 - Training for department chairs and administrators

- October
 - Week of October 3: Program data from Institutional Research & Planning to Services
 - October 31: Services submit APR to supervisor by Halloween

- November
 - November 11: By Veteran's Day finalize APR and send to supervisor, Student Services send APR to June Charles for Vice President Ester, and Administrative Services send APR to Debbie Spohn for President Chamberlain

Assessment Plan

The assessment plan and results will be due **April 16, 2012** to Dean Suderman. Forms and supporting documentation are in the Office of Academic Affairs public folder. [Click here](#) for directions to the folder.

Student Health & Wellness 2011-12 Annual Program Review

1. Program/Unit Description, Mission, and Alignment

Description:

Student Health and Wellness Program promotes student success by providing health and wellness information and resources and medical and mental health services. Meeting students' personal health needs enhances student learning and growth and supports their personal, academic and career goals. Students

who pay the student health fee are eligible to receive five medical visits per semester and six mental health visits per semester as well as over-the-counter meds and health and wellness literature.

Goal 1: To create a uniformed and accepted Student Health and Wellness Center identity.

Goal 2: To foster a true culture that is student-centered and focused on the delivery of quality student health and wellness care.

Goal 3: To create, nurture, and sustain a collaborative working relationship among all SWHC employees

Student Learning Outcomes

As a result of participating in the Student Health and Wellness Program a student will be helped to:

1. Address his/her presenting problems.*
2. Gain an understanding of his/her condition.*
3. Communicate clearly and effectively the treatment process.*
4. Recognize his/her role in his/her treatment.*
5. Set appropriate and reachable goals.
6. Demonstrate an awareness of alternative behaviors.

* applies to every patient/client who meets with a clinician

Mission Statement:

To provide access to culturally competent quality healthcare and promote wellness to Bakersfield College's diverse student population while empowering students to take charge of their health and wellness.

Meeting students' personal health needs enhances student learning and growth and supports their personal, academic and career goals.

Alignment with Budget Decision Criteria:

Multiple variants influence college students' academic achievement. One variable that affects all students is health. Students regularly report health factors as high on the list of issues affecting their academic performance. It is common knowledge among student affairs and health professionals that there is a correlation between students' health, academic achievement, and completion of a degree. Given these facts, institutional efforts to ensure a healthy campus environment can have an impact on student success and potentially affect retention.

Student Health and Wellness Program supports:

- College Goal of "Student Excellence "
- Core Mission of Basic Skills, CTE, and Transfer
- Student Success
- Health and Safety
- Legal Requirements and State Mandates – Compliance with Federal/State/Title V/District Board Policy

2. Other Program Data

- **Provide the following data if available and relevant to your program:**
 - Cost per FTES – From the Office of Academic Affairs
 - CTE: Non-traditional enrollment, Student survey results, Employment
 - Transfer data – may use National Student Clearinghouse data when reliability improves

Services provided:

1. Preventive health information and screening programs (“Preventive Health Services”), include:

Medical

Non-emergency treatment of common illnesses and injuries

Physicals

Sexual Transmitted Infection Referral/Counseling

Occupational program health screenings

Over the counter medications

Blood Pressure and cholesterol testing

Condoms available for FREE at front desk

Pregnancy testing

TB Testing

Referrals for family planning

Mental Health Care Services

Crisis management

Psychological counseling

Screening

Referrals

Staff Training

Wellness: Health Promotion and Education

MAPS (Mentoring and Peer Services) and “BC Be Fit!” outreach tabling – nutrition, educational literature, empowering students to be happy, healthy, and well.

Wellness Academic Calendar of outreach events and topics

Blood Drives, Health Fairs focusing on prevention and empowerment

Alcohol Awareness campaign

Reference attached fall 2011 Bakersfield College Executive Summary- American College Health Association National College Health Assessment II (5000 randomly chosen Bakersfield College students were given an opportunity to complete the assessment online – 1049 responded.)

3. What are the Program’s/Unit’s strengths?

- Discuss the following elements where applicable. List any strength that may be unique to your program or unit. For each strength, complete all relevant boxes on the chart.
- Questions to consider: [Link to APR SWOT Questions](#)
- Best practices contact: [Link to Form](#) (this will ask for name, email, phone, practices)

Strength	Relationship to Budget Decision Criteria	Outcomes Achieved	Assessment Results	Innovative Solutions / Best Practices	Program Data – Discussion of Findings/Impacts	List of Attachments/Data Tables/Graphs
Qualified professional service providers	Program Service and Sustainability – helps students to achieve academic goals	More students able to access services	Student Satisfaction survey	Contracting of medical and mental health services		Reference Attachment 1
Extended medical doctor hours from Extended mental health counselor hours from 9 weekly hours to 16 weekly hours	Program Service and Sustainability – helps students to achieve academic goals	More students able to access services – more students achieving services and resources		Contracting of medical and mental health services		Reference Attachment 1
Extended hours make it possible for evening students to receive services	Program Service and Sustainability – helps students to achieve academic goals	Extended services to students – more students achieving services and resources	Data of evening student usage pending	Contracting of medical and mental health services		Reference Attachment 1
Clinica Sierra Vista contract extends services to the community for students	Program Service and Sustainability - – helps students to achieve academic goals	More students accessing services			Need to develop computerized system to separate duplicated/unduplicated clients Revise check-in system to offer fewer choices to patients to better assess service delivery Develop system to track number of community MH and medical student referrals	Panorama Campus Medical appts – 5465 Mental health appts – 248 Delano Campus Medical appts – 121 Mental health appts – 21 (data includes unduplicated students) Data in previous years collected differently. Final data report is pending reconciling with new data collection format
MAPS – Mentoring and Peer Services - Student leadership development –extends on campus outreach	Student Success – promotes critical thinking and adaptability		Track participation in MAPS programs (14 monthly events with more than 6200 participants) Measure contacts with collaborating depts., local groups, number of meetings	Through collaboration with campus programs and community organizations providing students with peer training opportunities; these trained peers then provide peer education	No previous year data – 2010-2011 – first program year Program would benefit from a staff who can provide more time to train and direct activities Develop feedback instruments to	Attachments: Bakersfield College American College Health Association - National College Health Assessment II Results <ul style="list-style-type: none">• Summary• Institutional Data Report - Fall

Strength	Relationship to Budget Decision Criteria	Outcomes Achieved	Assessment Results	Innovative Solutions / Best Practices	Program Data – Discussion of Findings/Impacts	List of Attachments/Data Tables/Graphs
					measure activities, collaborations	2011 <ul style="list-style-type: none"> • Graph
Use of SARS Grid/Scheduling to track appointments and program usage facilitates more efficient and effective use of staff time	Program Service and Sustainability	Use of appointment and drop-in formats permitted more students to access services	Drop-in data Appointment data – *data pending	Providing students with multiple treatment modalities and appointment times	No previous year data available as previous years included only drop-ins and not scheduled appointments	
Program policy developed and review by all SHWC staff before implementation	Program Service and Sustainability	Program policy that is supported and implemented by staff	Review policy annually to ensure compliance and any necessary revisions to support medical/mental health needs and are within governmental professional/agency standards/guidelines			
Providing Delano Center students with access to over-the counter meds, health and wellness literature and on campus mental health counseling	Program Service and Sustainability Student Success	Students able to access same level of service available to students at the Panorama Campus			Measure students receiving mental health counseling Track number of students accessing - over-the counter meds via computer sign-in	
Develop a Certified Peer Training Program	Student Success	Training assists students in developing critical thinking skills	# of students participating in training - 22 # of students taking and passing national certification test - 20	Peer education to provide information delivery to students	Students completing the training complete the academic year as peer mentors	TIPS Alcohol and College Student Training – 8 students trained/6 passed national certification training Bacchus Peer Educator Training – 14 students completed training and passed national certification training

What can SHWP improve upon?

4. What are the Program's/Unit's weaknesses?

Weakness	Relationship to Budget Decision Criteria	Outcomes Not Yet Achieved	Assessment Results	External Conditions	Internal Conditions	Trend Data
Center has never been assessed or completed a peer review to assess service quality and quantity	Creates problem because the Center has only three medical/mental health professions; so, a peer review would not necessarily yield objective data					
Staffing levels in office - Need the Department Assistant III position to devote FT to the SHWP	This creates problems with processing insurance claims, processing purchase requests, ordering supplies, supervising student workers and managing the office because the Department Assistant splits the time between Student Activities and Health and Wellness Program	The program needs a full-time department assistant assigned to the program who can devote the assigned time 100% to the program			FT assigned DAIII position devotes 50% of time to Student Activities The Student Activities DAIII position has been vacant for more than 18 months	
Not enough mental health service hours	Students currently have to wait for up to three weeks when seeking mental health counseling; no immediate crisis intervention team available to support current level of services	To meet the growing mental health needs of the campus, the program would benefit from the services of a full-time mental health counselor and second-year graduate mental health student interns to provide mental health counseling in a timely manner and to be available to manage mental health emergencies	Limited staffing has m from prevented the program from tracking the number of MH emergencies	Economic downturn has left many unemployed with no medical or mental health resources; unemployment can lead mental health issues	Providing 16 hours of weekly mental health care on the Bakersfield Campus and only three weekly hours at the Delano Campus	
Not a full service clinic, students can benefit from STD services and vaccine services	Program Service and Sustainability Health and Safety	Working with local agency in an effort to provide STD services to students on campus Working with contractor in an effort to secure vaccines.	Kern County District data indicates that this county STD rates continue to rise (www.kcnc.org annual report card)		Students tend to not read brochures- available in the SHWC	

Weakness	Relationship to Budget Decision Criteria	Outcomes Not Yet Achieved	Assessment Results	External Conditions	Internal Conditions	Trend Data
Lack of space for student mentoring program	Program Service and Sustainability Health and Safety	This creates a problem when the group has to plan tabletop events; limited storage space for program resources			There is a small room in the H& W Center; however, it is not ideally located as students using the room can easily see the students who enter for counseling; so, MAPS isn't permitted to use the room on days when the counselor is in the office	

What can SHWP do for growth and programming?

5. What are the Program's/Unit's opportunities?

- Consider items that do not currently exist in the program/unit that could be implemented to help the program, unit, and/or College reach its goal.

Opportunity	Relationship to Budget Decision Criteria	Possible Outcome	Assessment Methods	Non-Financial Resources Required (including collaboration)	Funding/Support Requested	
					Equipment	Staffing
Develop and train a crisis intervention team	More crisis intervention planning can lead to more access for students can lead to student success = students achieving their educational goals	Access to emergency and crisis intervention mental health care when counselor is not available		Collaboration with CCC Mental Health and Wellness Association to determine best practices and collaborate with CCCs that already use crisis intervention teams	<ul style="list-style-type: none"> Include # of units & estimate total cost For ISIT requests, use form on APR website For M&O requests, use form on APR website 	<ul style="list-style-type: none"> # Positions Total cost for each position % time Other Staff request forms on APR website
Update website	Health-related Information can lead to health literacy and development of critical thinking skills	Better informed student population	Satisfaction and awareness surveys Achievement of mission and goals	Bakersfield College IT department		\$5000 initial update \$250 monthly maintenance fee
Improve the overall health and wellness of the campus community through education.	Health and Safety , Student Success - To support student's emotional wellbeing helps to strengthen their academic success	Healthier campus of staff and students	Measure BC Be Fit! program participants and activities	Staff and students to actively participate in BC Be Fit! activities		10 hour week – smoking cessation counselor at \$25 per hour = \$1000 per month 16 hours a week mental health counseling \$100 per hour = \$1600 per month

Opportunity	Relationship to	Possible Outcome	Assessment Methods	Non-Financial Resources	Funding/Support Requested	
Continue to increase usage of the Health and Wellness Program resources through promotion and coordination with other campus departments/programs.	Health and Safety , Student Success - To support student's emotional wellbeing helps to strengthen their academic success					

How could the weaknesses listed above be addresses to move them from weaknesses to strengths?

Things that may inhibit future successes

6. What external threat(s) does the Program/Unit face?

Threat	Relationship to Budget Decision Criteria	Source of Threat	Action Plan if Threat Materializes
Ability to hire individuals to support growth, expand services –	Program Service and Sustainability – lack of FT program support staff decreases the program’s efficiency and thereby decreasing effectiveness	Budgetary restraints	Continue to utilize the current DAIII staff to provide support services to two programs
To implement a primary prevention mental health campus program and increase counseling hours to meet the students’ growing psychological demand.	Ability to employ additional clinical staff to support the growing wellness, medical and mental health needs of student population	Budgetary restraints	Explore plausibility of increasing the student health fee (Bakersfield College students pay \$13 per fall and spring semesters and \$ 10 for the summer semester.)

7. List the Program's/Unit's goals for the coming year.

Goal	Relationship to Budget Decision Criteria	Action Plan
<p>To foster a true culture that is student-centered and focused on the delivery of quality student health and wellness care.</p>	<p>Multiple variants influence college students' academic achievement. One variable that affects all students is health. Students regularly report health factors as high on the list of issues affecting their academic performance. It is common knowledge among student affairs and health professionals that there is a correlation between students' health, academic achievement, and completion of a degree. Given these facts, institutional efforts to ensure a healthy campus environment can have an impact on student success and potentially affect retention.</p> <p>Student Health and Wellness Program supports:</p> <ul style="list-style-type: none"> • College Goal of "Student Excellence " • Core Mission of Basic Skills, CTE, and Transfer • Student Success • Health and Safety • Legal Requirements and State Mandates – Title 5 requires that the college continues to provide health services to students 	<ol style="list-style-type: none"> 1. Measure student satisfaction; identify barriers to student's access to healthcare services on campus and in the community, and address identified concerns. 2. Create and maintain County Medical Referral binders to facilitate student referrals including referrals for medical, mental health, dental, specialty, emergency, urgent care, woman's health, and human services. 3. Establish community partnerships with local community organizations to serve as a resource for students and the Healthy Campus BC Be Fit! program 4. Select and hire a health center consultant to review center's practices, procedures and effectiveness A. Create college-wide Student Health Center Advisory Committee to review student health and wellness program services and recommend new programs to promote student success. 5. Provide health education and wellness promotion programs. 6. Health brochures & literature: Displayed brochures on a variety of health related topics available for students in the Center and A & R at the Delano Center. 7. Student's educational boards change topics monthly and are on display in the SHWC lobby and the outside display case. 8. Student education provided with medical visits: Diagnosis/treatment handouts provided and reviewed at medical visits. Patient education is printed from medical software for students to take home for a self-care, description of their condition, and treatment guidelines. Follow up appointments scheduled for ALL students receiving a prescription, and available for an as needed basis. 9. Wellness preventative health program "BC Be Fit!" Calendar: 10. Mission statement for the " BC Be Fit" Wellness Program: To empower students and staff to live a wellness-oriented lifestyle by encouraging them through educational outreach to adopt habits and behaviors that promote better health and an improved quality of life. This is obtained through an annually developed wellness outreach academic calendar that includes weekly events and activities and twice monthly outreach tabling that addresses *eight of the ten priority health issues of college students as identified by the American College Health Association published <i>Healthy Campus 2020: Making it Happen</i>, an adaptation of <i>Healthy People 2020</i> for the college and university population.

Goal	Relationship to Budget Decision Criteria	Action Plan
		<ul style="list-style-type: none"> a) Improve access to quality health services b) Decrease depression c) Decrease alcohol and drug use d) Increase physical fitness e) Decrease tobacco use f) Sexual health g) Nutrition, overweight & obesity h) Violence prevention <p>11. Coordinate and implement expanded mental health services on campus.</p> <ul style="list-style-type: none"> • Advocate for expanding the mental health services • Research avenues to fund additional mental health care including coordinating with Veterans Resource Center to provide counseling hours for veterans available in the SHWC • Continue to collaborate with Clinica Sierra Vista to develop an internship program for mental health counseling services to meet student demand • Partner with community providers to provide National Depression Screening Day • Monitor and evaluate staff and faculty usage of the Kognito Student At Risk Gatekeeper program
<p>To create a uniformed and accepted Student Health and Wellness Center identity.</p>	<p>Student Success - As an integral part of the Bakersfield College campus, the SHWP must anticipate transitions in the campus population. Programs and services need to be constantly reviewed to better serve changing needs. Utilization is impacted by nationwide and local changes in health trends, public and individual health status, accessibility of health care services and programs, and the increasing cost of health insurance and health services. Specific college demographic changes necessitate examination of services for cultural, geographic, and medical appropriateness.</p>	<ol style="list-style-type: none"> 1. Establish a Health and Wellness Program Advisory Committee 2. Update and maintain Student Health and Wellness Program website and channel on Inside BC 3. To implement and document college health mandates and title V including Drug Free School Act, AB1088 (sexual violence prevention) and Ca. Ed Code: Section 76403- pandemic education and prevention
<p>To create, nurture, and sustain a collaborative working relationship among all SWHC employees</p>	<p>Program service and sustainability</p>	<p>Continue to have monthly staff meetings Continue to provide shared learning opportunities, i.e. webinars</p>

8. List any Maintenance and Operations needs

[Link to Multipage Excel M&O Worksheet on the APR website](#)

Support need for room with appropriate [Link to room utilization statistics](#) developed by FCDC subcommittee

9. List any Information Systems & Information Technology (ISIT) Requests