Part 1. Satisfaction with Support Services Provided

The survey findings support the quality of services provided—specifically quality of materials (96.2%) and staff knowledge (96.2%) and the lowest survey items are hours of operation at 83.5%. The majority of students using the Student Health Center (SHC) continue to give high ratings to services provided.

The following ratings are from 80 students who have used the Health Center services.

<table>
<thead>
<tr>
<th></th>
<th>% Responded “Excellent”</th>
<th>% Responded “Good”</th>
<th>% Responded “Excellent” or “Good” Combined</th>
<th>% Responded “Excellent” or “Good” Combined in 2012-13</th>
<th>Difference between 2012-13 and 2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>44.3%</td>
<td>39.3%</td>
<td>83.5%</td>
<td>91.5%</td>
<td>-8.0%</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>60.3%</td>
<td>32.1%</td>
<td>92.3%</td>
<td>94.9%</td>
<td>-2.6%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>67.5%</td>
<td>22.5%</td>
<td>90.0%</td>
<td>98.3%</td>
<td>-8.3%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>67.9%</td>
<td>28.2%</td>
<td>96.2%</td>
<td>100.0%</td>
<td>-3.8%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>75.9%</td>
<td>19.0%</td>
<td>94.9%</td>
<td>98.3%</td>
<td>-3.4%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>73.4%</td>
<td>22.8%</td>
<td>96.2%</td>
<td>100.0%</td>
<td>-3.8%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>65.0%</td>
<td>27.5%</td>
<td>92.5%</td>
<td>98.3%</td>
<td>-5.8%</td>
</tr>
</tbody>
</table>

*Note.* The survey methodology has changed from a point-of-service survey in previous years to an online survey sent to all current students.

Response: There was an important change in methodology with the Student Health Center Survey. The current survey was online—going out to all 14,400 unduplicated students, compared to past paper surveys which were completed by 100 students who had used the Student Health Center. The current online survey respondents totaled 346, of whom 80 had been to the SHC or knew of the SHC. Of the 2.4% of the student population who responded to the online survey, only 23% of the 2%
had been to the SHC or knew of its services. So while the majority of students did not know of the SHC, which was helpful information, the other items become questionable in reliability and validity. The HSACCC Annual Survey findings support the low rate of students using SHC services at 7-10% in the California Community College system. The issue of access and utilization continues to be a challenge in part due to location and turn-over of students. The online and evening students provide a unique challenge to reach due to time availability and location.

**Part 2. Changes since last Quality Review**

Response: As above, the change in methodology has made the comparison of past survey results more challenging. The results consistently support the overall high quality of services provided by the SHC at 92%.

The largest decrease was in the “hours of operation” and “clarity of procedures” from the previous survey. “The hours of operation” is interesting since the SHC has expanded hours to remain open during the 12noon-1pm lunch period since fall of 2015 to increase open hours from 40 to 44 hours. Regarding the “clarity of procedures” the previous surveys screened students only after they had received services so the response was immediate and perhaps these students were better able to recall information that was provided.

The specific SHC questions on the survey tool provided the most valuable information to focus future goals:

- 84% have health insurance- a high number for most community college campuses have a higher uninsured rate at 43% per HSACCC Annual Survey of 2014.
- 86% had not used the health support services available online
- 88% had not attended a campus event sponsored by the Health Center

Due to the small response on this survey it would be difficult to project what percent of our students had health insurance. It could be speculated that the Affordable Care Act, the federal law that requires everyone to sign up for health insurance, has influenced this number.

The ability to add a question to the Admitting and Registration process regarding health insurance would provide invaluable information about the health of our student population.

There has been increased focus on the mental health needs of students across the country and specifically on college campuses in relation to student success. This area has not been screened on these surveys and it is an important topic to pursue in future survey questions.
Part 3. Mission Statement and Student Learning Outcomes

Mission Statement of the Student Health Center:
- Support student success through the delivery of quality physical and mental health care
- Promote lifelong wellness and healthy lifestyles
- Educate about access to community health resources
- Empower students to become responsible for their own health

SLOs: Student Health Center

1. As a result of seeing a Health Care Provider students will be able to state 2-3 things they learned during this visit to care for themselves.
2. When students have visited the Health Center they will be able to describe what services are offered at the Health Center, online and how to access community health resources.
3. After receiving STI (Sexually Transmitted Infections) screening and testing students will be able to discuss 2 behaviors to decrease their risks of acquiring STIs.
4. After seeing a Health Care Provider for BMI/weight related issues student will be able to state 2-3 physical activities and nutritional changes that would improve their health.
5. As a result of reviewing the intake form with a health care provider the student is able to identify two issues causing them the most stress in their academic path.

Part 4. Faculty/Staff Involvement

Response: The Student Health Center is a self-funded student service area with a small dedicated group of health care professionals. The survey results are shared with all staff and they are encouraged to provide feedback and discussion of improving and updating services. The SHC utilizes a team approach to provide the best customer service to our students. The overall health and wellness of our campus is our shared priority.
There is an increased need for mental health services as evidenced by the numbers of students on the SHC wait list for mental health counseling and the college surveys consistently showing the increasing numbers of mental health issues contributing to attrition and poor academic performance. Future surveys need to address this issue.

Part 5. Review Previous Goals and Objectives

Response:
The past and ongoing goal of outreach to increase awareness and utilization of the SHC will continue. The constant turn-over of students and the physical location of the SHC continue to provide challenges to keep the SHC a viable support system for all students.
The past SHC goal of continued growth to accommodate the needs of the student population will continue based on funding. The constant technological advances that affect the medical field and the inclusion of the Electronic Medical Record (EMR) into the SHC day to day operations has already taken place. The focus on providing more services on site has actually evolved into utilizing all the SHC
services available and referring out when appropriate. Again, the increased need for mental health services needs to be addressed at every level.

**Part 6. Long-Range Goals and Objectives**

The Student Health Center goals and objectives below support the:

- Supports the global mission of Cypress College to support the success of students and enriching society, embracing diversity, and contributing to both the economic and social development of the surrounding community.
- Supports the Student Services Master Plan and Mission Statement: The Student Services at Cypress College provide support services that maximize the potential of prospective and current students to achieve academic and career success.

**Goal 1:** The primary SHC goal is to increase awareness and utilization of the SHC by five percent.

**Objective 1:** To increase annually the number of students using the SHC by 5% over the 2015-2016 SHC EMR census of 4,800.

- This increase will be attempted with the use of media and online resources by implementing the Student Health 101(SH101) system. This will advertise the SHC services and provide health and wellness information to all students via email. This would allow online and evening students who currently have limited access to the SHC to have health and wellness information. The future use of this SH101 system, if supported and used by students, would include student involvement to operate the monthly health information and will allow input of videos of specific health related topics by Cypress students.

**Person(s) responsible:** Marla McBride FNP, Director SHC; SHC staff members- Sharon Bataran and Julie Vorathavorn; consulting with Information Office, IT Dept. and Research Dept.

The future long range goal of implementing SH101 is to have student and/or peer-to-peer educators to become engaged in the monthly programming of this online resource.

**Timeframe:** One year trial of contract with Student Health 101, dependent on access to student emails for maximum student utilization.

**Fiscal resources needed:** Approximately $5000/year, subscription is based on total number of enrolled students, contract estimates based on April 2015 estimate, costs may have risen; to be budgeted under SHC Budget education.

**Objective 2:** Increase awareness of the SHC by:

- Utilizing the new SHC orientation video made by Media Arts Design at Cypress College during student orientation and hopefully incorporate into the SHC website and campus circuit TVs

**Person(s) responsible:** Marla McBride Director SHC, Sharon Bataran Admin. Asst., Julie Vorathavorn RN; IT and Information Dept. personnel

**Timeframe:** The video is completed, estimating one to two years to implement on media sites

**Fiscal resources needed** (if not applicable, indicate N/A): Assume no charges at this point

**Objective 3:** Maintain and increase outreach on SHC services by:

- Continue presentations, participation in campus events and sponsoring of campus events to promote health and wellness on campus. This includes individual classroom, club, etc.
presentations on the SHC, health topics, mental health topics, etc. The ongoing participation in campus events such as back to school, parent night, etc. Continue to sponsor health fairs, mental health awareness events, smoke-outs, Sexual Assault & Awareness Month events, etc.

**Person(s) responsible:** Marla McBride Director SHC and SHC staff- dependent on availability of staff and the small number of staff and budget dictates the number of hours available for outreach. The use of staff for outreach decreases the number health care visit available to students.

**Timeframe:** Various events and presentations throughout the year

**Fiscal resources needed:** N/A

**Goal 2:** Ongoing promotion of mental health services and counseling with the establishment of a new full time position for a Mental Health Counselor.

The need for this position has been unanimously supported by students, AS, faculty, and staff. The health fee was raised by the Board of Trustees in January 2016 to assist in supporting this position. There are currently hourly counselors providing all the mental health counseling services- very minimal hours available in the summer. The position will provide oversight of the mental health internship program for the campus. This will increase the number of students that may receive mental health counseling services.

Supports plan(s): Same as above.

**Objective 1:** Write a job description and complete the HR process to hire a candidate into the Mental Health position for each college in the North Orange County College District.

**Person(s) responsible:** Marla McBride Director Cypress College SHC in collaboration with the Vanessa Miller Fullerton College SHC Director, Dr. Sciacca, and the NOCCCD HR Dept.

**Timeframe:** ASAP- 2016-2017

**Fiscal resources needed:** This fulltime position will require funding from other resources. The Health Center can only assume partial coverage of salary and benefit package. See Objective 3 below.

**Objective 2:** Establish the Mental Health Counselor position. This would include writing new protocols for the position, initiating outreach for SHC Mental Health, implementing Mental Health Screening component of the EMR and implementing a mental health internship program for the campus.

**Person(s) responsible:** Marla McBride Director SHC, Dr. Sciacca, new Mental Health Counselor, and SHC staff as needed

**Timeframe:** Ongoing process that will start 2016- 2019

**Fiscal resources needed:** Same as above.

**Objective 3:** To obtain funding for the Mental Health Counselor position, projected salary for a position as a full time Classified Management has a salary range of $68,000-$120,000 plus benefits.

Funding options might include:

- The SHC has is 100% funded through student health fees. There is no other revenue. This limits the amounts of monies available to support this position. The SHC provides the majority of services for free. All the other community colleges in the surrounding Orange County area use a fee for service system. This means that all visits are free and all medications, labs, or specific supplies have a charge attached. This revenue covers the cost of supplies that are currently deducted from the SHC operating budget. Opting for a “fee for service” would supplement save some operating costs that might be available for this position.

- Discussion with Student Success and Student Equity might have available funds to initially support this position. The length of this resource would be an issue once the position is established.
• The possibility of ongoing mental health funding from state grants to support Mental Health interns may exist in the future.

• The importance of this position to the mental well-being of students and their overall success in college. Mental health affects all students with stress and anxiety being strongly linked to attrition rates. The argument that mental well-being is the most important component in student success makes this a priority and should be supported by general funds.

Person Responsible: Marla McBride Directory SHC, Dr. Sciacca, Dr. Bandyopadhyay

Goal 3:
This is a continuous process of updating protocols and policies based on new research and technology with ongoing revision of current health care guidelines.
Supports plan(s): See above

Objective 1: Maintain quality healthcare services by:

• The ongoing participation in in-services, conferences, webinars, workshops, professional organization offerings, etc. Plan to share information with other staff members through presentation at dept. meetings, emails, posters, etc.

• The participation of staff in state conferences, workshops and national conferences is important to maintain the quality health care provider knowledge and skills to better serve Cypress students.

Person(s) responsible: Marla McBride Director SHC and all SHC staff
Timeframe: Continuous 2016-2019
Fiscal resources needed: This requires financial reimbursement for professional growth of our practitioners to maintain current health care provider standards of practice. The SHC has limited financial resources for this due to the self-funded status of the SHC- attendance reimbursement based on SHC budget.

Objective 2: Maintain and improve utilization of the current Electronic Medical Record (EMR) system/Pyramed.

• By annual update of EMR with in-service by EMR provider, Pyramed in the SHC with all staff

Person(s) responsible: Marla McBride Director SHC, Sharon Bataran Admin. Asst.
Timeframe: Annually in August
Fiscal resources needed (if not applicable, indicate N/A): SHC budgeted item- allows for $2500; share some travel/accommodation costs with Fullerton College SHC.

Reminder: If fiscal resources are needed for next year’s goals, submit a separate Budget Request and Action Plan for budget unit review.

Part 7. Additional Resources Needed
Facilities: Limited to current isolated physical setting will always provide a challenge to utilization of services by students. Other sites for mental health services, especially group meetings and the use of mental health interns will need to be considered to meet the mental health needs of students. The number of students needing health services will be limited by the physical space of the Student Health Services facility. Optional space to see mental health counseling patients may increase the potential number of students that can be seen.
Technology: Ongoing process to maintain and update EMR system- currently done through SHC funds. Continuous advancement in medical technology and services will need to be monitored and implemented as appropriate.

Personnel: A new Mental Health Counselor position and initiation of an internship program is projected to meet the ongoing needs for mental health services. See above, Goal 2 for financial resources needed.

**Part 8. Fiscal Resources and Planning**

Response: The Student Health Center has been a self-funded operation since student health fees have been charged to students. The budget currently supports the SHC staff, supplies, EMR system and most services are free to students and subsidized via the student health fee. The new Mental Health Counselor position will only be partially funded by SHC and will need additional funding to cover salary and benefits for a classified management position. See above regarding funding options for the Mental Health Counselor position. If there are no financial resources to support the Mental Health Counselor position the campus will continue with hourly counselors and continue to have markedly limited counseling hours during the summer (0-8 hours/week).

**Part 9. Reviewer and Reviewer’s Comments**

Reviewed By:

Reviewer’s Comments: