

The Program Review process should serve as a mechanism for the assessment of performance that recognizes and acknowledges good performance and academic excellence, improves the quality of instruction and services, updates programs and services, and fosters self-renewal and self-study. Further, it should provide for the identification of weak performance and assist programs in achieving needed improvement. Finally, program review should be seen as a component of campus planning that will not only lead to better utilization of existing resources, but also lead to increased quality of instruction and service. A major function of program review should be to monitor and pursue the congruence between the goals and priorities of the college and the actual practices in the program or service.

~Academic Senate for California Community Colleges

INSTRUCTIONS

This *Annual Update for Program Review and Planning* is due each year that your *Comprehensive Program Review and Planning* report is not due.

Resources for Supporting Documentation:

A listing of resources and documents which provide data or information for each section is included at the end of this document, after the final signature page. These resources are posted online and their URLs are also listed at the end of this document.

(You may delete these resource listings, when you submit your final program review.)

Note for Student Services:

The Office of Planning, Research, and Institutional Effectiveness is developing a pilot template for quantitative data related to student success especially for student services programs. This data will be available in March 2010.

Next Steps:

Program Review and Planning reports are due March 25, 2010. This date is aligned with CSM's *Integrated Planning Calendar*.

(See: http://collegeofsanmateo.edu/prie/institutional_documents.php)

Upon its completion, please email this *Program Review and Planning* report to the Vice President of Instruction, the Vice President of Student Services, the appropriate division dean, the CSM Academic Senate President, and the Dean of Planning, Research, and Institutional Effectiveness (PRIE).

James Carranza, Academic Senate President, carranza@smccd.edu

Susan Estes, Vice President of Instruction, estes@smccd.edu

Jennifer Hughes, Vice President of Student Services, hughesj@smccd.edu

John Sewart, Dean (PRIE), sewart@smccd.edu

DEPARTMENT OR PROGRAM: CSM HEALTH CENTER

1. BRIEF DESCRIPTION OF PROGRAM:

"TO PREVENT WHEN POSSIBLE, TREAT AS NECESSARY, AND EMPOWER ALWAYS"

ACHA

The CSM Student Health Center provides comprehensive services in order to remove physical and emotional barriers that may impede academic success. Services include, but are not limited to: physicals, birth control, STD testing, immunizations, prescription medications, first aid, health education, and referral.

2. Based on data from *Core Program and Student Success Indicators* (provided by PRIE for programs offering courses), information you have collected about student users, data about the numbers of student users, results of student satisfaction surveys, and the goals stated in your most recent Program Review, please identify any key successes and challenges.

DATA: HEALTH CLINIC VISITS FOR 2011:

SPRING: 979
SUMMER: 209
FALL: 578
TOTAL: 1764

SPRING HEALTH FAIR:

approx. 900 students over the 2 days

FALL OPEN HOUSE (new clinic):

approx. 200 students

TOTAL FOR 2011: 2864

VISIT HISTORY:

2006/07: 1252
2007/08: 1415
2008/09: 1963
2009/10: 2226
2010/2011: 2272

In the FALL we had a significant reduction in visits and participation as a result of the expansion and relocation of the health center. Additionally, our data collection program has been less than reliable, and only works intermittently. It has truly been a "work in progress". I am hopeful that these issues have been addressed and that we will have more complete data next year.

SUCSESSES:

- **In Sept, 2011 the Health Center relocated to the first floor of building 1. We went from 600 square feet to 2400 square feet. As a result we finally have:**
 - **WHEELCHAIR ACCESSIBILITY.**
 - **PRIVACY FOR PATIENTS.**

- **The Health Center hours of operation have been adjusted to meet the needs of our students. We are now open from 8-6 Monday through Thursdays, and closed on Fridays. This change makes our services more accessible to the evening students. We have seen a significant increase in visits from 5-6 pm.**

CHALLENGES:

- **The focus for the past semester has been on increasing the level and quality of services offered at the Canada and Skyline health centers. We have been successful in this area, at the expense of the CSM health center. I spend a minimum of 10 hours a week at the other campuses and thus have been less available to our students. In an effort to address this deficit, the role of our part time campus nurse has been expanded. She is now competent to draw blood and collect specimens. This will allow for a better utilization of our services.**
3. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reasons.

Last year's goals were:

- **The consolidation of Health Services**
- **The relocation and expansion of the health center.**
- **The refinement of our data collection system.**
- **To increase student feedback.**

Results:

In September, 2011, the Health Center relocated to the first floor of building 1. Our clinic has more than doubled in size. We now have 4 very private exam rooms. The students are continually commenting on how much nicer the new space is. Additionally, this move has made us "wheelchair accessible". All the exam rooms have sufficient space to accommodate students in wheelchairs. The only exception is the bathroom. The multi-stall bathrooms are not wheelchair accessible. Students in wheelchairs must use the bathroom in building 5.

Starting in August, 2011, the health services of the three colleges were consolidated into one division. In the Fall I worked closely with the staff at Canada and Skyline. We have implemented many changes at these two campuses, including: providing physician oversight and services, added Nurse Practitioner positions, implemented a formal charting system, implemented lab services, implemented prescription medications, SARS TRAC/GRID, expanded hours of operation.

The SARS TRAC data collection system was implemented in Jan. of 2011. In the Fall, we added SARS GRID, to collect better data and to make appointments. This system has required some "tweaking", since it was never intended to be applied to the needs of a

health center. It is a work in progress. Hopefully next year we will be able to get some valid data from the system.

We have not been able to focus on a formal student feedback mechanism this year. Next year we will be looking at possible ways to measure student satisfaction and needs.

4. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.).

My main focus will continue to be the consolidation and standardization of health services. We will continue to work toward: uniform documentation forms, HIPAA and BBP training for all staff, uniform data collection. I am also interested in evaluating the use of an electronic prescription medication inventory system, for the three colleges. This could help us maintain and track the prescription medications at the three campuses.

5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

With the expansion of health services, we have been very focused on clinical issues. This has resulted in less time to focus on health promotion. We know that health promotion is very important to our student population. I believe this is the time to create a Health Promotion Specialist position. This person would design and implement events at all three campuses.

6. STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:

- a. Identify at least one course SLO on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

Birth Control and STD testing are probably the two most popular services we offer. Students always have numerous questions about these topics. The health center staff will develop a tool to assess knowledge gaps on at least one of these topics. The assessment tool will be given before the student is seen by a provider for the first time, and then re-administered on a follow-up appointment. This is the same goal I had last year, but was unable to implement this strategy in 2011. This will be a high priority this year.

7. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS

(Data resources: Educational Master Plan, 2008; Institutional Priorities, 2008-2011; College Index, 2009-2010; GE-SLOs, SLOs; department and program records; Core Program and Student Success Indicators; previous Program Review and Planning reports; other data)

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.

**Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.*

Full-Time Faculty Positions Requested (if applicable)	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Campus Nurse/Registered Nurse	<p>Allows for continuity of services and hours of operation in the health center.</p> <p>Allows for the more rapid provision of services.</p> <p>Allows for outreach on campus.</p> <p>Allows for a less hurried/more focused visit.</p> <p>If not granted, hours of services continue to be sporadic and slower than students require.</p>	Students have limited access to accurate and timely health information. When they take the time to visit the health center, it is a learning opportunity that should not be rushed.

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Health Promotion Specialist	<p>Development and implementation of a peer educator program. Provide monthly health education programs on campus.</p> <p>Without this position, health information events continue to be sporadic.</p>	Students receive health information more readily from a peer educator. Healthy life choices need to be continually promoted.

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
<p>2 Computers and 2 printers for the main exam rooms.</p> <p>Status: upgrade of computers</p> <p>New: printers</p>	<p>All students should receive written discharge instructions at the end of their visit.</p> <p>With the current equipment, it is too slow and cumbersome to use and therefore the student seldom receives the written discharge instructions.</p>	Written discharge instructions promote student learning.

*Status = New, Upgrade, Replacement, Maintenance or Repair.

8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this Annual Update for Program Review and Planning evaluation:

Please list the department's Annual Update for Program Review and Planning report team as appropriate:

Primary program contact person:

Phone and email address:

Full-time faculty:

Part-time faculty:

Administrators:

Classified staff:

Students:

Sharon Bartels, RN, FNP

3/21/12

Primary Program Contact Person's Signature

Date

Date

Beth Monticue, RN

3/21/12

Part-time Faculty's Signature

Date

)

Administrator's Signature

Date

Gloria D'Ambra

3/21/12

Classified Staff Person's Signature

Date

Student's Signature

Date

Dean's Signature

Date

Student Services
Annual Program Review
RESOURCES FOR SUPPORTING DOCUMENTATION

This section contains a listing of sources for data and key documents referred to in this *Annual Update* along with other resources. Contact information for relevant people is also included.

Academic Senate

<http://www.collegeofsanmateo.edu/academicsenate/>

Contact: csmacademicsenate@smccd.edu

Diana Bennett, President, bennettd@smccd.edu, (650) 358-6769

College Catalogs and College Class Schedules are archived online:

<http://collegeofsanmateo.edu/schedule/archive.asp>

Course Outlines are found at:

<http://collegeofsanmateo.edu/articulation/outlines.asp>

Committee on Instruction

<http://www.smccd.net/accounts/csmcoi>

Contact: Laura Demsetz, Chair, demsetz@smccd.edu, (650) 574-6617.

Program Review Resources (includes forms, data, and completed program reviews for both instructional and student services program review)

http://collegeofsanmateo.edu/prie/program_review/program_review.php

Core Program and Student Success Indicators (see links for PRIE's Program Review "Quantitative Data for Instructional Programs")

Distance Education Program Review Data (see links for PRIE's Program Review "Quantitative Data for Instructional Programs" and for "Research")

Glossary of Terms for Program Review (see *Instructional* or *Student Services' Program Review* pages)

Listing of Programs Receiving Program Review Data from PRIE

http://collegeofsanmateo.edu/prie/program_review/programReview_instructionalv2.php

Rotation Schedule for Instructional Program Review, 2008-2014

http://collegeofsanmateo.edu/prie/program_review/program_review.php

Rotation Schedule for Student Services Program Review, 2008-2011

http://collegeofsanmateo.edu/prie/program_review/programReview_student_servicesv2.php

Office of Planning, Research, and Institutional Effectiveness (PRIE)

<http://collegeofsanmateo.edu/prie/>

Contact: John Sewart, Dean, sewart@smccd.edu, (650) 574-6196

Contact: Milla McConnell-Tuite, Coordinator, mcconnell@smccd.edu, (650) 574-6699

At PRIE Website:

College Index, 2009-2010, http://collegeofsanmateo.edu/prie/institutional_documents.php

Comprehensive Listing of Indicators and Measures, 2009-2010

http://collegeofsanmateo.edu/prie/institutional_documents.php

Division/Department Workplans, Spring 2009 (only)

http://collegeofsanmateo.edu/prie/institutional_documents.php

Educational Master Plan, 2008, <http://collegeofsanmateo.edu/prie/emp.php>

Institutional Priorities, 2008-2011

http://collegeofsanmateo.edu/prie/institutional_documents.php

Student Learning Outcomes (SLOs) website:

<http://www.collegeofsanmateo.edu/sloac/>

Contact: Frederick Gaines, Interim SLO Coordinator, gainesf@smccd.edu, (650)574-6183