

STUDENT SERVICES PROGRAM REVIEW

Annual Program Review Form: Academic Year 2007-2008

Each year, no later than June 30, Student Services Staff analyze the state of their program. The Program Review analysis includes the following information and should not be more than 3-4 pages. Programs may include additional data and information in support of the annual review—as an attachment only.

Date: May 31, 2008

Student services unit: Health Center

Student services unit staff: Sharon Bartels, Dr. Nichols, Elizabeth Monticue, Jason Nery & Gloria D'Ambra

Program review prepared by: Sharon Bartels & Gloria D'Ambra

A. Summary description of your unit's program and services (one paragraph):

We provide comprehensive clinical services to CSM students including: physicals, birth control, immunizations, prescription medications, blood work, administer 1st aid, care for minor illness, on-campus emergency services & personal counseling. We provide health education via classroom presentations, a health fair each semester, health information tables on a monthly basis & informational brochures are always readily available.

B. Number of students served/types of services provided:

Comprehensive Clinic Visits	1415
Health Fair (one per semester)	1200
Psych. Services	1144
Eye Exams	46

C. Significant unit accomplishments in 2007-2008:

- FPACT is now in place, this program allows students who qualify to receive many free services including birth control.
- Hired a part-time health educator to provide more outreach and health education.
- Received a \$5500.00 Grant from Kaiser Hospital to rebuild the Alcohol and Other Drugs program. This program will help educate and promote healthy lifestyles.
- An emergency vehicle was purchased to use for campus emergencies.
- The Bay Area Regional Immunization Registry was implemented. This is a computerized system for keeping track of all the immunizations each student has received or will receive.
- START Program-A video triage system for educating lay people in the event of a mass casualty. The video will help people to understand their role in the event of a disaster.
- Extended the part-time nurse's hours in order to better serve the students who come to the health center.
- Purchased Turning Point 2008 a new system computerized for gathering data, such as: pre and post test for classroom presentations, use in the clinic and information tables.
- First Aid/CPR classes were held for Security personnel.
- A viewing of the video entitled, "Influenza 1918", the worst epidemic in American history, was shown at the beginning of the fall semester. It was shown in preparation for a possible influenza pandemic event.

D. Summarize the results of the annual student survey for your unit AND identify the implications for the future delivery of your unit's services:

Student Survey

32 students responded, 60% were first time visitors to the health center. The results were as follows:

- **87% felt that the overall quality of services offered were good or better, with 46% reporting it as excellent.**
- **81% were satisfied with their experience (good or better); 50% reported excellent satisfaction.**
- **94% felt that their questions were answered.**
- **53% felt that they received help with making healthier choices.**
- **The most helpful information was written, and students appreciate the low cost services.**
- **Areas needing improvement: The physical limitations of the health center were mentioned several times. Due to the limited space, there are concerns about privacy and confidentiality.**

Implications:

The health center needs to provide a welcoming, safe and private environment. We must continue to find creative ways to foster this environment given our current physical limitations. Hopefully in the near future the physical facility will be properly modified to meet the changing needs of our students.

We need more feedback from our students. We will be designing a needs assessment for next year. Additionally we will design a short feedback form to be used in the health center.

E. Summarize your unit's strategies and accomplishments that have fostered a climate in which diversity is recognized and valued:

- 1. Have available a multi lingual staff, such as: Psych. Services intern counselors**
- 2. We work closely with the international students and assist them with health and cultural issues that arise.**
- 3. Hired 2 very competent and hardworking student assistants from our international students program.**

F. Anticipated goals for 2008-2009 based on the findings of your 2007-2008 Program Review:

- **Provide more free services through our newly established FPACT Program.**
- **Develop a peer counseling program to help educate students toward healthier lifestyles.**
- **Use the Turning Point 2008 system to help us compile more efficient data through pre and post testing.**

- Expand comprehensive health evaluation programs.
- Provide more campus outreach.

G. Identify your unit's needs and recommendations for 2008-2009:

Increased and enhanced clinic space to better serve the needs of CSM students. Several student comments were made regarding the cramped space and lack of privacy in the "waiting room" of the health center.

A site to hold our health fairs

H. Notable individual accomplishments and Professional Development Activities:

Learned the registering and billing process for FPACT
We are now a part of the Bay Area Regional Immunization Registry. This is a computerized system for keeping track of student's immunizations.
Sharon attended the HSACCC Conference and the Infectious Disease Conference.

I. Provide a brief two or three sentence description of your unit's key accomplishments for use in the "2007-2008 Student Services Key Accomplishments" publication.

Enrolled in the State's Family Planning, Access, Care & Treatment (FPACT) program. This enables us so provide family planning services, medication and testing free of charge to eligible students.

We obtained a \$5500.00 grant from Kaiser to build a Peer Educator program focused on Alcohol, Tobacco & Other Drug (ATOD) Prevention.

Held our first fall semester health fair

J. Additional comments: