

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).

Diana Bennett, Academic Senate President, bennettd@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 CENTER VISITS FOR SPRING 2010: 1177
HEALTH CENTER VISITS FOR FALL 2010: 1095

VISIT HISTORY:

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

THERE HAS BEEN A 78% INCREASE IN STUDENT VISITS TO THE HEALTH CENTER BETWEEN 2006/07 AND 2009/10. IN THIS SAME TIME FRAME THE PART-TIME HEALTH PROMOTION SPECIALIST POSITION WAS DEFUNDED AND THE PART-TIME NURSE'S HOURS WERE THE SAME IN 09/10 AS IN 06/07 (12 hours/week). IF YOU LOOK AT THE PATIENT SATISFACTION SURVEYS THIS YEAR, THE OVERALL SATISFACTION AND PERCEIVED QUALITY HAS DROPPED FROM 88% TO 76%. MOST STUDENTS COMPLAIN ABOUT THE LACK OF SPACE, LACK OF PRIVACY, AND LACK OF ENOUGH NURSING TIME. HOPEFULLY WITH THE NEW LOCATION OF THE HEALTH CENTER WE WILL BE ABLE TO ADDRESS THE SPACE AND PRIVACY ISSUES. WE WILL STILL NEED TO ADDRESS THE STAFFING ISSUE.

SUCCESSES:

- UTILIZATION HAS INCREASED 78% SINCE 06/07**
- IN 1/11 WE IMPLEMENTED SARS TRAC. THIS WILL GIVE US MORE COMPLETE DATA ABOUT HEALTH CENTER USAGE.**
- WE WERE ABLE TO REINSTATE THE FALL HEALTH FAIR IN 2010**
- IN 1/11 WE INCREASED THE PART-TIME NURSES HOURS BY 30% (increased to 16 hours/week). THIS IS STILL 20% LESS THAN SHE HAD IN 08/09**
- ALL HEALTH CENTER STAFF AND STUDENT HELPERS COMPLETED THE HIPPA AND BLOOD BORNE PATHOGEN TRAINING.**
- CPR CLASSES HAVE BEEN GIVEN FOR FACULTY AND STAFF**
- DURING THE H1N1 SCARE, WE SUCCESSFULLY ADMINISTERED OVER 700 H1N1 VACCINES TO STUDENTS AND STAFF. FLU PREVENTION KITS AND EDUCATION MATERIALS WERE ALSO DISSEMINATED.**

- **PHYSICIAN COVERAGE WAS INCREASE FROM 4 HOURS TO 5 HOURS PER WEEK.**

CHALLENGES:

- **DATA COLLECTION IS AN ONGOING PROBLEM. HOPEFULLY THE NEW SARS TRAC SYSTEM WILL PROVIDE MORE INFORMATION.**
- **OBTAINING FEEDBACK FROM STUDENTS IS DIFFICULT.**
- **DECREASING RESOURCES**
- **LIMITED SPACE**
- **WHEELCHAIR ACCESSIBILITY. WE ARE NOT CURRENTLY WHEELCHAIR ACCESSIBLE. THIS WILL HOPEFULLY BE ADDRESSED WHEN WE MOVE TO A NEW LOCATION.**
- **PROVIDING PRIVACY FOR PATIENTS.**
- **ISOLATION. WITH THE OTHER STUDENT SUPPORT SERVICES MOVING TO ANOTHER BUILDING, OUR SERVICES WILL BE EVEN MORE INVISIBLE. WE NEED TO FIND CREATIVE WAYS TO PROMOTE 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.

THE PROGRAM GOALS IDENTIFIED LAST YEAR WERE:

1. **HIRE A FULL TIME HEALTH PROMOTION SPECIALIST (HEALTH EDUCATOR)**
2. **CONDUCT SEXUAL HEALTH CLASSES**
3. **PROVIDE HEALTH EDUCATION EVENTS ON A MONTHLY BASIS**
4. **EXPAND HOURS OF OPERATION, INCREASE STAFFING**
5. **RELOCATE/REMODEL/EXPAND CLINIC**

Due to diminishing resources, we have not been able to pursue the hiring of a health promotion specialist. Thus our health education offerings are less than we would like. We do offer events several times a semester, but not every month. We have been successful in reinstating the Fall Health Fair. Our best opportunity to fill a full time health promotion specialist will be if the 3 health centers in the district are consolidated.

Our hours of operation have not increased. However starting in Jan. 2011 we were able to increase the part time nurse's hours by 30%, to 16 hours/week. This along with the physician's hours of 5 hrs/week gives us double coverage for 21 hours of the week. Thus we are able to serve students more quickly and have greater flexibility to do outreach. We still do not have sufficient health center coverage to allow someone to teach a formal class.

Relocation and expansion of the health center is still being discussed. Final decisions have not yet been made. Hopefully the relocation will address the issues of wheelchair access, privacy and space.

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.).

This next year we will be focusing on:

- **Health Services Consolidation of the three health centers.**
- **Relocation and expansion of the health center.**
- **Refinement of our data collection system.**

- **Increasing student feedback.**

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

All of Student Support Services are moving to Building 10, with the exception of health services, psychological services and security. I anticipate visibility, accessibility, and isolation issues. We will need to find creative ways to promote our services.

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.

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.
Registered Nurse	Provide double coverage of provider hours. This will expedite service to the students and allow fuller participation in campus activities/committees. More staff and student classes could be conducted. Without more staff, the Sexual Health Class cannot be conducted.	Sexual health should be taught in a short course format. There is insufficient time in a clinic visit to adequately address this topic.

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	Development and implementation of a peer educator program. Provide monthly health education programs on campus. Without this position, health information events continue to be sporadic.	Students receive health information more readily from a peer educator. Healthy life choices need to be continually promoted.

- b. For instructional resources or program resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used (such as computers and furniture) and all materials designed for use by students and staff as resources (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials, etc). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your dean. Please list by priority.

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.
Item: Flake Ice machine Number: RF-0244. Vendor: Manitowoc Unit price: \$5585. Total Cost: \$6143.50 Status: upgrade	Ice is used for first aid on a daily basis in the health center. We have been using ice from a refrigerator, but it is in need of replacement. The refrigerator has not been able to meet demand.	NA

*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

3/23/11

Primary Program Contact Person's Signature

Date

Date

Beth Monticue, RN

3/23/11

Part-time Faculty's Signature

Date

)

Administrator's Signature

Date

Gloria D'Ambra

3/23/11

Classified Staff Person's Signature

Date

Zhan Llaska

3/23/11

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, mccconnell@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