

# Program SAO Summary Evaluation Form

Division/Program: Student Health Services/Student Services Semester Evaluated: Spring 2014 Next Evaluation: Fall 2014	<b>Lead Evaluator: Elaine and Andee</b>  <b>Participants: Andee, Suzan, Dorothy, Laura, Helen, Hannah, Dennis, Faith, Nicoleta, Sara, Chelsea</b>
<b>Service Area Outcome Statement</b>	<b>1.</b> Students who visit a clinician in the office will be satisfied that they received help with their problem or need; that they received high quality service; and had a professional/supportive interaction with the clinician and office staff. (SI- 1,3&5)
<b>Strategic Initiatives aligned with the SAO.</b>	<input checked="" type="checkbox"/> Access <input checked="" type="checkbox"/> Student Success <input type="checkbox"/> Facilities <input type="checkbox"/> Communication, Culture, & Climate <input type="checkbox"/> Leadership & Professional Development <input checked="" type="checkbox"/> Effective Evaluation and Accountability
<b>SAO Assessment Tool</b>	Client satisfaction survey's
<b>Criteria – What is “good enough”?</b>  <b>Rubric</b>	95% Good or The Best Ratings. 95% Indicate that they would use our services again.
<b>What are the results of the assessment? Are the results satisfactory?</b>	28 surveys- 13 male; 15 female: 100% rated their visit good or the best: in helping with their problem and meeting their need; the quality of care; and satisfied with the care received. 100% would use Student Health Services again. Clinical staff was described as: Helpful 27; Informative 27; Respectful 25; Friendly 25; Careful 17; Thorough 17; Sensitive 16; Courteous 16; Competent 15.
<b>Were trends evident in the outcomes?</b> <b>Are there gaps?</b>	Overall students are satisfied with the care they received. Eight students made comments and all the comments were very positive.
<b>What content, structure, strategies might improve outcomes?</b>	In order to sustain good outcomes we will keep our mission to support students so they can succeed in sight on a daily basis. We will also continue to develop and build on our strengths and keep morale of the team us by appreciating individual accomplishments and the value of each person's contribution to the satisfaction of our customers.
<b>Will you change evaluation and/or assessment method and or criteria?</b>	No change planned at this time.  This SAO was measured Spring 2012, Fall 2012, Spring 2013, Fall 2013, and this current measure Spring 2014. All five assessments yielded similar results and supported the assertion that students are satisfied with the services received in the Student Health Services department.
<b>Evidence of Dialogue</b>  (Attach representative samples of evidence)	<i>Check any that apply</i>  <input type="checkbox"/> E-mail Discussion with <input type="checkbox"/> FT Faculty <input type="checkbox"/> Adjunct Faculty <input type="checkbox"/> Staff    Date(s): <input checked="" type="checkbox"/> Department Meeting. Date(s): May 8, 2014 <input type="checkbox"/> Division Meetings. Date(s):  <input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)  SLO Dialogue focused on: Sharing the results of our satisfaction surveys with the department. If any we were to receive a so, so rating we would evaluate if specific correction are needed.

Will you rewrite the SAOs	NO
Response to program outcome evaluation and assessment? How were/are results used for program improvement.	<input type="checkbox"/> Professional Development <input type="checkbox"/> Intra-departmental changes <input type="checkbox"/> Curriculum action <input type="checkbox"/> Requests for resources and/or services <input checked="" type="checkbox"/> Program Planning /Student Success  Continue staff development and team building that enables us to provide excellent service to our students and support their success.

Division/Program: Student Services-Student Health Services Semester Evaluated: Fall 2013 – Spring 2014 Next Evaluation: Fall 2014 – Spring 2015	<b>Lead Evaluator: Elaine Akers</b>  <b>Participants: Elaine, Andee, Laura, Helen, Hannah, Dennis, Faith, Nicoleta, Sara, Chelsea, Barbara, Kay D., Suzan, Kathleen, Girija</b>
Service Area Outcome Statement	<b>2. Increase Student Access to Mental Health treatment and prevention services (SI-1&amp;2)</b>
Strategic Initiatives aligned with the SAO.	<input checked="" type="checkbox"/> Access <input checked="" type="checkbox"/> Student Success <input type="checkbox"/> Facilities <input type="checkbox"/> Communication, Culture, & Climate <input type="checkbox"/> Leadership & Professional Development <input type="checkbox"/> Effective Evaluation and Accountability
SAO Assessment Tool	Evaluation length of time until first Counseling appointment. Standard is within four weeks. Prevention and Educational groups offered. Individual counseling services are also offered.
Criteria – What is “good enough”? Rubric	“Good enough” is four weeks and we excel. We see students for appointments within one week most of the time.
What are the results of the assessment? Are the results satisfactory?	Students are seen within one week of requesting a counseling appointment at this time in most cases.  1. Individual counseling appointments= 507 so far 2013-2014 projected 676   2. Small Groups - >20   3. MOU with Christian Counseling has improved access for veterans. 4. Grant – 3 large events this year   5. Kognito At Risk Training – 65 faculty/staff 263 students over the 2012-2013 & 2013-2014 academic years   6. Campus Calls in person intervention out on campus- 251   7. PH-Q Screening for all – February spot check 367- 2013; 273-2014 8. Alive! Mental Health Fair - 300 participants   9. Positive Parenting Groups – 2 small groups and 1 workshop spring 2014. 10. Strength Based Personal development- 10 events or small groups Spring 2014   11. Relationships 101 and Becoming Socially Successful are new groups being offered this spring.  Yes, the results are satisfactory.
Were trends evident in the outcomes? Are there gaps?	Sustained stress is the prevailing impediment increasing student risk for depression and anxiety or other mental health issues. Counselors feel a sense of student empowerment as they progress through counseling care.  Yes, there are gaps. When referrals are made we do not know if students follow through or what the outcome is. When at risk students are identified on campus faculty and staff are still

	<p>unsure how to access care for the students.</p>
<p>What content, structure, strategies might improve outcomes?</p>	<p>We need to become more technology savvy. A "Tech Guru" who could tweet, text and keep up the webpage would be a great asset and tremendous help. In person presentations at division and department meetings might also help.</p>
<p>Will you change evaluation and/or assessment method and or criteria?</p>	<p>Criteria are standardized to the American College Health Association and the National College Depression Partnership. No, we will not change the methods of evaluation/assessment at this time.</p>
<p>Evidence of Dialogue (Attach representative samples of evidence)</p>	<p><i>Check any that apply</i></p> <p><input type="checkbox"/> E-mail Discussion with <input checked="" type="checkbox"/> FT Faculty <input type="checkbox"/> Adjunct Faculty <input checked="" type="checkbox"/> Staff Date(s): Daily</p> <p><b>D</b>epartment Meeting. Date(s): February 5, 2014; March 5, 2014; May 8, 2014</p> <p><b>D</b>ivision Meetings. Date(s): April 4, 2014</p> <p><input checked="" type="checkbox"/> Campus Committees. Date(s): <u>Program Review</u> – March 7; <u>Facilities and Safety Committee</u>, 1<sup>st</sup> Monday Mental Health issues and threat assessment are discussed as needed, beginning October 7, 2013 and ending May 5, 2014.</p> <p><u>Strategizing Forums for the campus</u>: October 3 Welcome Home Veterans on Campus; January 9 Best Practices in Campus Threat Assessment</p> <p><u>Awareness Events</u>: <u>ALIVE</u> Mental Health Fair March 4, 2014 The whole 4 hour event was focused on dialogue about suicide prevention, stigma reduction, and early intervention; Brian Wetzel presentation on January 28 also included dialogue about stigma in regard to mental health issues and the importance of seeking help.</p>
<p>Will you rewrite the SAOs</p>	<p>We will continue with this SAO through the next academic year.</p> <p>This SAO was also evaluated spring 2013 with the finding that some students had to wait 4 weeks for counseling appointments late in spring semester. Staffing was adjusted and our current response time is 1-2 weeks.</p>
<p>Response to program outcome evaluation and assessment? How were/are results used for program improvement.</p>	<p><input type="checkbox"/> Professional Development <input type="checkbox"/> Intra-departmental changes</p> <p><input type="checkbox"/> Curriculum action <input type="checkbox"/> Requests for resources and/or services</p> <p><input type="checkbox"/> Program Planning /Student Success</p> <p>As a department we will continue to improve our follow through with re-assessment of PHQ-9 data for all students with a depression diagnosis. We are very consistent with initial evaluation and mostly consistent with ongoing and follow-up evaluations. We will also continue with educational activities focused on personal development and success; stigma elimination; and early identification of at risk individual by student peers and front line staff with appropriate referral.</p> <p>We will continue to monitor for trends and best practices through the following: The Jed Foundation has emerged as the leader in protecting the emotional health of America's 20 million college students <a href="http://www.jedfoundation.org">http://www.jedfoundation.org</a>; Community partner San Bernardino County Behavioral Health Department <a href="http://www.sbcounty.gov/dbh">www.sbcounty.gov/dbh</a>; California Community Colleges Student Mental Health Program, Center for Applied Research Solutions (CARS) <a href="http://www.cars-rp.org">www.cars-rp.org</a>. The National College Depression Partnership <a href="http://www.ncdp.nyu.edu/">www.ncdp.nyu.edu/</a>; The American College Health Association <a href="http://www.acha.org/">www.acha.org/</a></p>