**Service Area Outcomes (SAOs)**

**Program Outcomes Assessment Report – Phase I (form in progress Oct 2010)**

**“Department Mission Statement or Program Description & Identification of Outcome(s)”**

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| **Date:** | **November 1, 2011** |  |  |
| **The Department Name:** | **Student Health Services** |  |  |

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| **Contact Person & Others Involved in Process:** | **Lead: Sergio Lopez Others: Emily Bill, Saria Cardoza** |

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| Student Health Services recognizes that physical and mental wellness is essential to academic success. The program strives to promote services and health education programming designed to prevent and resolve health problems. |

**Mission Statement or Description of the Department or Program:**

**Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:**

**\_\_X\_\_ISLO1** = communication skills; \_\_\_\_I**SLO2** = critical thinking skills; \_\_X\_\_**ISLO3** = personal responsibility;

\_\_X\_\_I**SLO4** = information literacy; \_\_\_ \_I**SLO5** = global awareness

**Program-level Outcomes and ways to assess: (Please choose 1-3)**

**Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.**

**Service Areas (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.**

**1.Outcome #1:** Expand Student Health Counseling Services to serve more students in a culturally competent manner.

*Est. Completion Date*: Spring 2012

*Way(s) to assess:* Successfully hire a second mental health services provider with competency in providing bi-lingual mental health treatment. Reduce waiting time for new students seeking mental health treatment.

**2.Outcome #2:** Increase Student Health Services to included basic primary care for currently enrolled students.

*Est. Completion Date:* Spring 2012

*Way(s) to assess:* Request proposals from outside health providers to include expanded primary health care for currently enrolled students. Enter into contract for services to begin Fall 2013.

**Once Section I is completed, please send e-copy & mail hard copy to SLO Coordinator. Then at the end of the data collection/assessment period, please analyze data with co-workers and other members of the IVC community, and complete Section II.**

**Service Area Outcomes**

**Program Outcomes Assessment Report – Phase II**

**“Assessment of Program-level Learning Outcomes”**

**In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.**

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| **Date:** | **August 15, 2012** |  |  |

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| **Contact Person/Others Involved in Process:** | **Lead : Sergio A. Lopez Others: Saria Cardoza, Emily Bill, Lisa Tylenda** |

**Outcome #1 (please repeat here):** Expand Student Health Counseling Services to serve more students in a culturally competent manner.

1. **First Method of Assessment:**
   1. How did you assess Outcome #1?

*Confirm successful screening and hire of culturally competent additional mental health services provider.*

* 1. Provide a summary of results:

*Monica Sterling, Associate Social Worker, was successfully hired and trained during the Spring 2012 semester. Ms. Sterling was interviewed by Sergio Lopez (Dean of Student Affairs and Enrollment Services) Emily Bill (MFT Intern and coordinator of Mental Health Services), and Ernesto Corrales (Licensed MFT and clinical supervisor of Mental Health Services). Ms. Sterling was determined to be culturally competent in treating diverse population in the Imperial Valley and is able to provide services in Spanish.*

* 1. How will your program use this information to improve student learning or services?

*Now that the program has an additional provider in place, mental health services staff can spend more time providing outreach across campus, developing workshops and groups, and provide clinical services to more students.*

* 1. What is your Timeline for Program Modifications or Response to Data?

*The Mental Health Counseling Services program may need to increase the number of hours available to treat students. An additional provider may be needed in the Spring. The need will be assessed mid-to late Fall, 2012.*

1. **Second Method of Assessment**:
   1. How did you assess Outcome #1?

*Verify reduction in waiting times for mental health services following hire of provider.*

* 1. Provide a summary of results:

*Once Ms. Sterling was successfully hired and trained, the wait time for services was reduced from approximately 1-3 months to 0-7 days.*

* 1. How will your program use this information to improve student learning or services?

*Because there is a reduction/elimination of wait times, student outreach efforts will be more productive, since students referred from outreach will be treated faster than previous semesters. Mental wellness is an important component of student success, and increasing treatment opportunities for student supports academic success.*

* 1. What is your Timeline for Program Modifications or Response to Data?

*If a waitlist returns even with the addition of a new therapist, a new provider may need to be hired. This need will be assessed based on treatment and waitlist numbers from Fall 2012.*

**Outcome # 2 (please repeat here):** Request proposals from outside health providers to include expanded primary health care for currently enrolled students. Enter into contract for services to begin Fall 2012.

1. **First Method of Assessment**:
   1. How did you assess Outcome # 2?

*Proposals were requested from community providers during the Spring 2012 semester. Confirm board approval during Summer meeting.*

* 1. Provide a summary of results:

*A single proposal written by 2 agencies was received for the Student Health Center contract. Contract was approved during July 2012 board meeting.*

* 1. How will your program use this information to improve student learning or services?

*The joint proposal received from both El Centro Regional Medical Center and Pioneers Memorial Hospital offered expanded health services to students, including reproductive health services and external clinic visits. Physical health is a component of student success, and the joint partnership will promote this success in IVC students.*

* 1. What is your Timeline for Program Modifications or Response to Data?

*An ongoing dialogue between IVC and the hospitals will be maintained to ensure contractual obligations are met for the Student Health Services.*

**Once Section II is completed, please send e-copy & mail hard copy to SLO Coordinator. Thank you very much for taking part in outcomes and assessments.**