

# Student Services Annual Plan

## SS Program Title

Health Center

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## Contact Person

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## Executive Summary

The Health Center has seen a consistent increase in demand for services. In 12/13 we had 1026 visits. In the first 7 months of 13/14 we have had 658 visits. 75% of the visits were on the days that the Nurse Practitioner was on duty. This clearly demonstrates the need for these services. In response to this, we now schedule Dr. Nichols on a day that the RN is on duty. This has resulted in a more equitable distribution of work load.

## Program Mission and Vision

The Canada Health Center provides comprehensive health services, in order to remove physical and emotional barriers that may impede academic success. Services include, but are not limited to birth control, diagnosis and treatment of episodic acute illnesses, prescription medication, physicals, lab work, first aid, health education and referral. The Health Center supports academic programs by providing low-cost screening physicals, immunizations, and lab work for students entering a specific program, or transferring to a four year institution. Frequently the Health Center also provides the clinical experience for the Medical Assisting Students. The Health Center is welcoming of all students, and provides assistance to staff as needed.

With every student encounter, we foster critical thinking skills and promote impulse control. Students are learning about the responsibility, personal and social, that accompanies decision making. We strive to assist them in making responsible, informed, healthy choices. The choices they make will impact them and society at large.

**Relationship of Program to College Mission:** *Indicate how the program aligns with the college's mission by checking the appropriate boxes. Check all that apply:*

- Career-Technical Education
- Transfer
- Lifelong Learning

**Relationship of Program to College Vision:** *Indicate how the program aligns with the college's vision by checking the areas that you address in your program.*

- Quality of Academic Life
- Diverse Culture
- Personal Support and Development of Students
- Student Success Programs

- Innovative Programs Preparing Students for the University
- Innovative Programs Preparing Students for the Modern Workforce
- Innovative Programs Preparing Students for the Global Community

**Program Data Measures List:** *List the program or department data measures in this box that were used in this past cycle.*

The types of services being sought by the students have remained fairly constant for the last three years. There is clearly a need to have advanced services available as much as possible.

15% Birth control

8% General health information

9% illness

11% Immunizations

3% injuries

10% Physicals and PAP's

24% Testing. This includes: blood, urine, preg tests, TB skin tests

**Reflection on Data:** *Provide a reflection on what the data means*

Reflection – What do the data mean?

It is clear that there is a need for advanced services. Most services being provided need a NP/MD: prescription meds, birth control, most testing, physicals and PAP's. Cutting the clinic hours, due to budget constraints, is counterproductive. Our students need access to these services. My hope is to restore our clinic hours, and eventually to offer NP services daily.

**Accomplishments:** *List any program major accomplishments*

- We now have uniform data collection. We can look at utilization and trends much more easily.
- There has been a significant increase in clinic visits and utilization.
- This year we have participated in the Affordable Care Act outreach. We were able to hire some student assistants to do the outreach and presentations.

**Changes in your program this year:** *What changes has you seen in your program, and why do you think these changes have occurred?*

In January 2014 the clinic hours were reduced from 30 hours a week to 23 hours. This has resulted in a decrease in visibility and accessibility. Thus we are see less students. This was the result of budgetary constraints.

**Changes for Next Year:** *What changes, if any, do you want to make in your program for next year?*

My hope is to restore clinic hours to at least 27 hours a week. I believe 9-3 on Mondays, Weds, and Thursdays, and 9-6 on Tuesday would provide appropriate coverage.

Perhaps we can make up some of the budget difference by reducing the physicians time on campus.

**Student Learning Outcomes:**

*Describe your student learning outcome and the results you have from last year as follows:*

*Student Learning Outcome*

*Assessment Results*

*Evidence/Analysis*

*Use of Results*

*SLO for Next Year*

*Given the results of your SLO this year, do you plan to keep the same SLO or develop a new one?*

Student Learning Outcome	Assessment/Criteria Results	Evidence/Analysis	Use of Results
Flu clinics	Verbalize 3 other ways to protect themselves from the flu.	70% of recipients were able to verbalize at least 3 other ways to protect themselves from the flu.	Successful. Continue approach when holding flu clinics
Birth Control	Pre/post test	43% improvement of knowledge base.	Redesign tool and reassess next year.

**SLO Changes:** *If you are changing your SLO(s), please describe why*

- Keep same one(s)
- Created new one(s)

**SLO Changes:** *If you are changing your SLO(s), please describe why*

The flu clinic SLO was very successful. Therefore, we will not use it again as a SLO but we will continue to use the same teaching/learning strategy when administering the flu shots in the future. The birth control SLO was also successful, but not as successful as we would like to see. It is important that students understand these methods and how they work. A clear understanding in this area will support student success, retention and persistence by preventing unplanned pregnancies and their consequences. We will be redesigning the tool to assess this information next year.

**SLO Relationship to Strategic Directions:** *Check each of the college's Strategic Directions that your SLO addresses*

- Teaching and Learning
- Completion
- Community Connections
- Global and Sustainable

**SLO and Strategic Directions:** Describe how your SLO relates to the strategic directions

1. We hope to improve the students' understanding of birth control issues. We will adapt a tool from the National Teen Prevention group and use it as a teaching aid.
2. For the Affordable Care Act, we want to increase awareness and understanding of how to get medical coverage.

**SAO Action Plan:**

List your SAO for the upcoming year and describe the Following:

*Student Learning Outcome*

*Activities to Achieve the SLO*

*Assessment Measures*

*What do you expect to learn*

The SAO for the health center is to make health services known and available to the students. This is done through presentations, health fairs, posters, and visits. The major increase in visits demonstrates that making an impact on student success.

Health Fairs will occur each semester, as well as, class presentations, posters, mobile clinics and clinic visits.

**Service Area Objectives:**

Summarize the assessment results of your Service Area Objectives, to include the impact on the quality and success of the program.

We assess the participation rates and if the student learned anything from the experience.

**Service Area Objectives: Next Year**

Describe the Service Area Objectives for next year:

*Service Area Objective*

*Activities to be Conducted*

*Assessment Measures*

*Why this was selected*

N/A

**Relationship to EMP Teaching & Learning:** Check any EMP Teaching and Learning Objective that relates to your Service Area Objective

- 1.1 Assess SLOs
- 1.2 Flexible course scheduling
- 1.3 Professional development
- 1.4 Student engagement
- 1.5 Facility Planning

**Relationship to EMP Completion:** Check any EMP Completion Objective that relates to your Service Area Objective

- 2.1 Connections and outreach
- 2.2 Assessment testing
- 2.3 Orientation
- 2.4 Student pathways
- 2.5 100% FAFSA
- 2.6 Intentional counseling
- 2.7 Basic skills effective practices
- 2.8 Mentorships
- 2.9 Degrees and certificates
- 2.10 Career center
- 2.11 Transfer center
- 2.12 Monitor student success

**Relationship to EMP Community Connections:** Check any EMP Community Connections Objective that relates to your Service Area Objective

- 3.1 Community outreach advisory group
- 3.2 Community advisory group
- 3.3 Service learning
- 3.4 Contract education

**Relationship to EMP Global and Sustainable:** Check any EMP Global and Sustainable Objective that relates to your Service Area Objective

- 4.1 Sustainability and Social Justice groups
- 4.2 International and University Centers
- 4.3 Sustainability in the curriculum
- 4.4 Sustainability awareness

**Resources: Faculty and Staff:**

*Describe your new staff needs:*

*Position Title*

*FT/PT (%)*

*Rationale*

N/A

**Resources: Professional Development:** *List your area's professional development needs*

The nurses that work in the health center are adjunct faculty. Being medical professionals, they need medical continuing education. We should have a way to allow them to attend a training off campus, without losing a day of pay.

**Resources: Equipment:** *Describe the equipment you need*

N/A

**Resources: Technology:** *Describe the technology equipment you need*

N/A

**Research Requests:** *Describe the research requests you have to assist you in planning and program review*

N/A

**Facilities Requests:** *Describe facility requests you have*

N/A

**Curricular Offerings:** *Attach the following TracDat and CurricUNET data on courses*

N/A