Cypress College
Student Support Services Quality Review Report

Department: Health Services  Manager: Mary Louise Giska

Names of those participating in the report: Mary Louise Giska FNP-C, Director; Nancy Hennessey, RN; Maureen King, Administrative Assistant; Kathleen Kinrade, FNP-C; Nancy Pinedjian, FNP-C; Dr. Bernard Natelson, Clinical Psychologist; Penny Gabourie, MFT

Date: November 16, 2009  Date of previous quality review: November 17, 2005

Student Satisfaction with Support Services Provided:

Please indicate the proportions (%) of students who rated each aspect as “excellent” or “good” (separately and combined). The Cypress College standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Student satisfaction with:</th>
<th>Percent Responding “Excellent”</th>
<th>Percent Responding “Good”</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>College Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>81.0</td>
<td>15.0</td>
<td>96.0</td>
<td>75%</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>87.1</td>
<td>10.9</td>
<td>98.0</td>
<td>75%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>90.0</td>
<td>10.0</td>
<td>100.0</td>
<td>75%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>89.9</td>
<td>9.1</td>
<td>99.0</td>
<td>75%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>94.1</td>
<td>5.9</td>
<td>100.0</td>
<td>75%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>97.0</td>
<td>3.0</td>
<td>100.0</td>
<td>75%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>92.2</td>
<td>7.8</td>
<td>100.0</td>
<td>75%</td>
</tr>
</tbody>
</table>

Department-specific indicators (if applicable):

Changes since last quality review

Results from this 2009 Health Services Student Services Quality Review is relatively unchanged when compared with the survey results from 2005. There was improvement in one category; Quality of materials rose from 97% in 2005 to 99% in 2009. This improvement could be due, in part, to the following; a complete remodel of the Health Center which included replacement of equipment, painting, and updating examination and waiting room furnishings; an increase in the number of educational materials available for patient education. Overall students continue to rate Health Services well above the 75% college standard.

Student Learning Outcomes

The Health Center has met the criteria for the SLO developed for our area. For more detailed information please see the attachment at the end of this report.
Faculty/Staff Involvement

Those involved with collection of data were Health Center employees: Mary Lou Giska, FNP-C, Director; Nancy Hennessey, RN; Maureen King, Administrative Assistant; Kathleen Kinrade, FNP-C; Nancy Pinedjan, FNP-C

Narrative

Reflect on standards met and any standards not met.

Standards Met – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

Standards were exceeded in all categories. The health center staff continues to provide, what we consider to be, quality care and customer service to students, faculty and staff. Since the 2005 survey, the Health Center has added the services of a clinical psychologist and two part-time Family Nurse Practitioners. Students are often surprised, and thrilled to learn that all services; visits, lab work, psychological services, and medications are all provided at no additional cost over and above their $16 per semester health fee. In 2005, students were charged nominal fees for the previously mentioned services. “No charge” services for registered students went into effect with the State Chancellor’s office increase in health fees in 2007. Charges to students who choose to use the Health Center to complete their physical examination requirements for their Health Science program remain in effect per state guidelines. However, these fees are nominal and cover all related costs.

Some student comments: “This place covers all my needs.” “The Health Center is quick, easy, convenient, and free!” “Everything was taken care of. I couldn’t ask for more.” “The staff is awesome. They are very kind and helpful.” “This is the only way I could afford the physical, lab tests and immunizations required to enter the nursing program.”

Standards Not Met – Please provide any insight into significant challenges or obstacles that may have contributed to low student satisfaction. Identify the types of changes necessary for improvement.

Although students are happy with Health Center services, there is always room for improvement. The lowest score (96%) was for “Hours of Operation.”

Beginning with the fall 2009 semester all Student Service areas were asked to offer the same hours of operation for consistency and to help deal with budget reduction/work force issues. This request changed the Health Center hours from Monday - Friday 8 am – 5 pm, to Monday-Thursday 8 am – 6 pm and Fridays 8 am – 12 pm. Some students comment that they would have like to have the option of Friday afternoon appointments still available. However, once the reason for the change is explained and they see the ease of making an appointment Monday through Thursday, this is no longer an issue.
Previous Review Goals and Objectives

Two of the three goals from the previous survey have been met.

**Goal I:**  Increase hours of available psychological services – Status: Goal achieved

Original objective was to increase availability of psychological counseling services by 4 hours per week. This was initiated in the spring 2006 semester. Fall semester 2007 another 4 hours of psychological counseling services was added.

**Goal II:**  Update Equipment and Educational Materials – Status: Achieved & On-going

Since the 2005 survey, worn out teaching models have been replaced; out-dated, worn out medical equipment necessary to provide optimum patient care has also been replaced. This will continue on an as needed basis. In 2007 an ASP on-line scheduling system was purchased and implemented, replacing paper scheduling. This new system has increased productivity and ease of scheduling appointments for all providers. It has also improved the ability to obtain statistical data in a timely and more accurate manner.

**Goal III:**  Hire per diem Health Educator – Status: Goal not achieved

This goal has been revised since the 2005 survey. With Health Center visits increasing annually (patient encounters have increased from 3,122 in 2005 to 5,278 in 2008) the focus needed to switch from hiring a per diem Health Educator to hiring two part-time nurse practitioners to meet the increase in demand for services. One hourly family nurse practitioner and one 50% nurse practitioner have been hired.

The need for hiring a Health Educator will be re-evaluated in the future.

Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I.  **Goal:**  Continue to monitor hours of available psychological services

   Supports Strategic Direction (if applicable): 2

   1.  **Objective:**  Provide access to all Health Center services within a reasonable time frame.

      1.1  Person(s) responsible:  Director of Health Services

      1.2  Timeframe:  2009-2010.  If wait list times exceed three weeks for non-urgent counseling sessions, consider increasing hours of available services using current providers if available, or look at adding a third provider to render service to students.

      1.3  Fiscal resources need (if not applicable, indicate “NA”):  N/A.  Revenues for the Health Center are generated from student health fees.  The Health Center is a self funded program.

II.  **Goal:**  Continue to provide low cost/no cost services to students

   Supports Strategic Direction (if applicable): 2

   1.  **Objective:**  Maintain fiscal responsibility to ensure that Health Center funds provide services to all registered students at little or no cost.

      1.1  Person(s) responsible:  Director of Student Health Services

      1.2  Timeframe:  2009-2012

      1.3  Fiscal resources need (if not applicable, indicate “NA”):  N/A.  Revenues for the Health Center are generated from student health fees.  The Health Center is a self funded program.
III. Goal: Expand the size of the Student Health Center

Supports Strategic Direction (if applicable): 2

1. Objective: If/when the number of available rooms/providers can no longer meet the needs of students in a timely manner; assess adding square footage and/or staff to accommodate the increase in demand.

1.2 Person(s) responsible: Director of Student Health Services

1.2 Timeframe: 2011-2012

1.3 Fiscal resources need (if not applicable, indicate “NA”): N/A. Revenues for the Health Center are generated from student health fees. The Health Center is a self funded program.

Use the above outline format to add additional goals or objectives as necessary.

Additional resource requirement identified by the results of the Quality Review

Identify the resources needed by the department. The resource identification process should link the findings of survey with SLOs and departmental mission*. The resource needs should address two distinct areas:

- Facilities - None at this time. Assess options to either add square footage to the Health Center or move to a new location if demand exceeds capacity (Long Range Plan and Objectives Goal III)
- Technology – Expand the use of the automated scheduling system to eventually include and Electronic Medical Record.
- The demand for medical/psychological services continues. Even with the addition of a clinical psychologist and two family nurse practitioners since the 2005 survey, there continues to be a need to monitor wait list times for students requesting appointments. It may be necessary revisit staffing at a later date and increase in areas of need. If changes are needed, they will be funded with student health fees.

*The mission of Health Services: To improve the well-being and productivity of the college community by reducing the need to seek health care off-site, reducing the number of inappropriate and costly emergency room visits.

Student Services SLO: Student Services within the North Orange County Community College District will provide the necessary student services to ensure learning success (NOCCCD Strategic Plan, Goal 2).

The student services at Cypress College provide support services that maximize the potential of prospective and current students to achieve academic and career success (Student Services Mission Statement).

Fiscal resources and planning

Describe how the department wants to utilize the resources to accomplish its goals. Please provide an analysis of how the department plans to achieve its goals if resources identified are not available immediately.

Because the Health Center is 100% self-funded through student health fees, there should be no need for additional outside fiscal resources.

Reminder: If fiscal resources are needed for next year’s goals, submit a separate Budget Request and Action Plan for budget unit review.
**Student Learning Outcomes: Cycle III**

<table>
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<tr>
<th>I</th>
<th>II</th>
<th>III</th>
<th>IV</th>
<th>V</th>
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</thead>
<tbody>
<tr>
<td><strong>Mission &amp; Goals</strong></td>
<td><strong>Intended Outcomes</strong></td>
<td><strong>Means of Assessment and Criteria for Success</strong></td>
<td><strong>Summary of Data Collected</strong></td>
<td><strong>Use of Results</strong></td>
</tr>
</tbody>
</table>
| Student Services within the North Orange County Community College District will provide the necessary student services to ensure learning success (NOCCCD Strategic Plan, Goal 2). | As a result of the Cypress College student experience, students will be able to feel connected with the campus by identifying campus activities, clubs, organizations, experiences, and services. | CYCLE I:  
- Health Center  
- International Students  
- Student Activities  

CYCLE II:  
- Associated Students  

For a three (3) week period in March, 2009 student surveys will be distributed to students in the student services areas of Student Activities, International Students and the Health Center (Cycle I group.) This survey is designed to:  
1. Gather information about how much students know about available student services and whether or not the student availed themselves of any student services.  
2. Find out if students believe that there is enough information about campus services, clubs, activities and events.  
3. Find out if the student attended any campus event(s) and if so, the primary reason for attending. If a student did not attend any event(s), reasons cited for non-attendance.  
4. Assess the level of participation in campus clubs.  

Criteria for success:  
At least 75% of students surveyed utilized four or more student services; believe that there is enough information about campus services, clubs, activities/events; have attended at least one campus event | Data:  
1. 76% of respondents utilized or could name 4 or more services.  
2. 57% of respondents believe that they have enough information about campus services, clubs, activities and events.  
3. 40% believe that they have enough information.  
3% had no response.  
3. 39% of respondents attended at least one campus event in 2008-2009; 57% did not.  
31% of respondents belong to a campus club.  
61% do not belong to any club(s) on campus. | A wide variety of services are readily available to all students at this institution. The goal of offering these services; to maximize the potential of prospective and current students to achieve academic and career success aligns with the overall mission of Student Services.  
This SLO looks at the Student Experience in 3 areas: Utilization of services, knowledge regarding campus services, and student involvement in campus activities and clubs.  
Data was collected using a 10 question Student Experience Survey that was randomly distributed to 277 students. 75% was designated as a marker for success in all three areas.  
1. Utilization of services: 76% of respondents could name 4 or more student services.  
Criteria: met |