

## Engagement Program

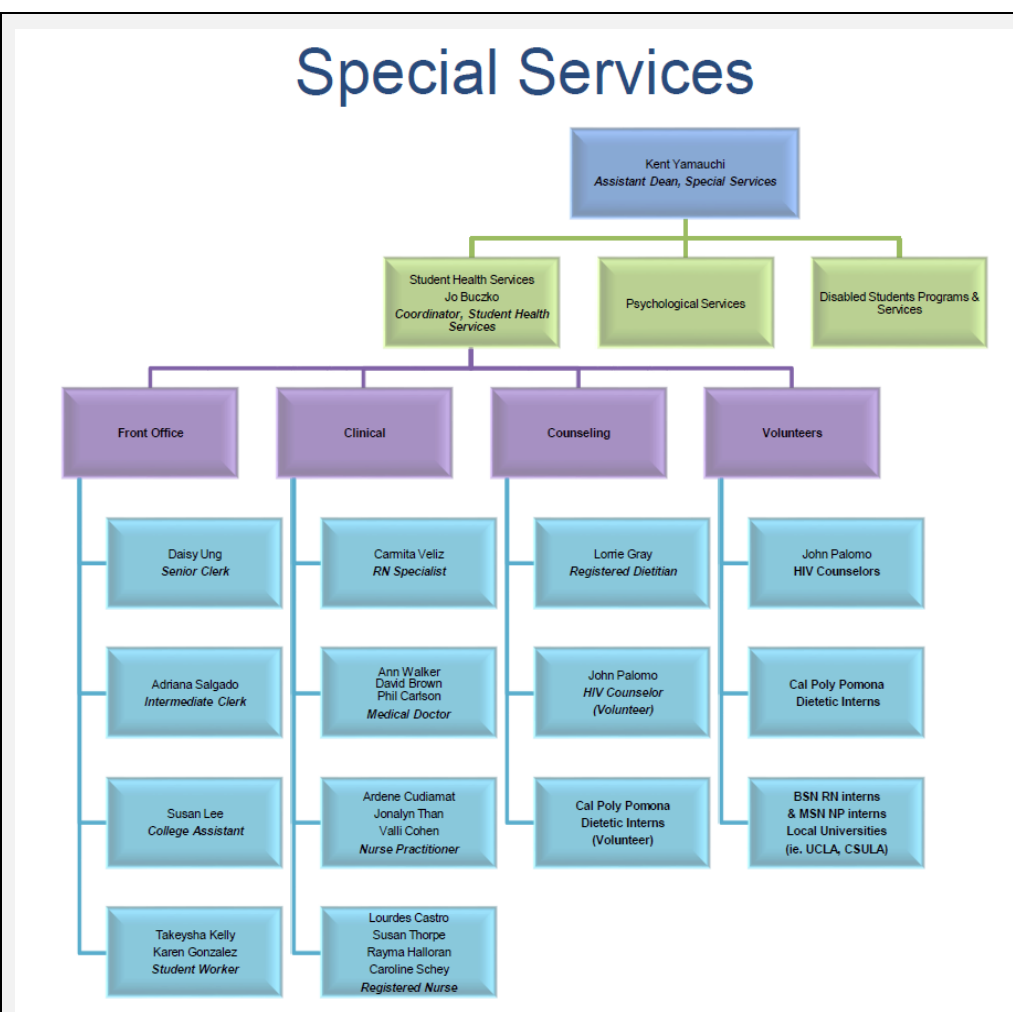
### Student Health Services Department

	Standing Requirements
Introduction	<p>The Student Health Services Department (SHSD) is responsible for the on-campus health and education (no/low cost) services for currently enrolled and attending students. It strives to “support students effectively and efficiently in and out of the classroom” for student success (EMP E1) by providing direct health care and educational services in its health center and through innovative and collaborative educational projects that are for cross-discipline instruction and student services areas. The focus of these services is to keep students well so they can persist and stay in college and to promote diverse collaborative activities that enhance student educational development and support them in reaching their personal and educational goals.</p> <p><b>Engagement Program Mission Statement:</b></p> <p><i>The engagement program enhances student educational development through involvement and leadership in diverse collaborative activities on and off campus that prepare students to be active partners in reaching their personal and educational goals.</i></p> <p>The SHSD participates in collaborative student related activities/events that support student engagement. These are primarily achieved by working with internal stakeholders (i.e. Student Affairs [Cross Cultural Center, Associated Students, and Student Clubs]), Veterans Resource Center, The Wellness Center, Counseling classes, the Health Sciences, Natural Sciences and Social Sciences Divisions, Athletics, and the Health and Safety Committee). Some activities are in conjunction with external stakeholders (i.e. resources for higher education institutions, public health and community agencies).</p> <p>As student needs become apparent health services staff evaluate how best to support the students’ development. Some needs are identified through campus policy changes, student affairs, college health issues and instructional needs. The activities are generally focused on issues relevant to student and college health and/or student leadership skills. The SHSD has a long term relationship of participating in outreach activities/events with Student Affairs. It regularly joins the Associated Students’ Welcome Week and their Student Services Week to help highlight its available services on campus. During the semester other opportunities help students engage (via Cross Cultural Center) by co-sponsoring educational events (i.e. “Myths My Momma Told Me; the Straight Story on Women’s Health”, a round robin of five speakers with 40 minute presentations in women’s health (2010); large group presentation by a dietetic intern about eating healthy on a college budget (2012), a live performance event on the impact of depression (2012), and the Great American Smokeout (2009, 2012, and 2013). Finally, beginning the fall of 2013 the SHSD commenced a monthly health observance</p>

	<p>educational outreach. This serves to raise awareness about a specific health issue (breast cancer, nutrition, heart health, men's health, etc.) in an engaging way and the availability of on-campus health services.</p> <p>The SHSD works with The Journey to Wellness (JTW) grant funded project to help students engage either directly or indirectly. To mention a few, participating in the Wellness Fairs, providing dietetic presentations and counseling sessions in the Wellness Center (e.g., <i>"Keeping the Holidays Healthy: Celebrate! (Without the Weight)"</i>); promoting SHSD staff development with participation in trainings offered (i.e., Kognito in support of identifying "at risk" students and veteran students (2012), Foster Youth, QPR Suicide Prevention, and Mental Health First Aid (2013). The SHSD also provided considerable in-kind support and consultation for the JTW's administration of the National College Health Assessment (1,021 student respondents [83.6%]) conducted in Spring of 2013. The survey results will help establish new SHSD student learning outcomes.</p> <p>The SHSD provides instructional opportunities for the first semester registered and vocational nursing students (Health Sciences) to administer the allocated public health influenza vaccine (500-800 doses). This gives the students real life "hands on" public health experience with administering injections and educating their clients during our annual flu shot campaign (15+ year collaboration). Approximately 80 student nurses staff the five day clinics held in the campus Quad and at the Community Education Center.</p> <p>In-class presentations (usually by the coordinator, Jo Buczko) are done each year in various divisions and student venues which help students identify their health risks, "at-risk" behaviors, and strategies to reduce their risks. Often times the Classroom Automated Response System (CARS), also known as "clickers," help in collecting data (pre-test and post-test) which shows a change in their knowledge based on the presented information which helps them identify their at-risk behaviors and the some strategies to reduce their risks. This results in their modifying their own behaviors and for some accessing the health center for direct care (screening, assessment and treatment) and health education.</p> <p>The SHSD also sponsors (in its third year), the Student Health 101 online interactive wellness magazine available to all PCC students at no cost. This non-traditional student version offers valuable resources in the areas of nutrition, fitness, academic development and career preparation, college health specific issues. Beginning in the fall 2013, the College 1 Cohort (approximately 1500 students) was automatically enrolled (opt out option) in a subscription which has proven valuable to students and faculty. This engagement practice is currently being monitored.</p> <p>The SHSD in conjunction with the Health and Safety Committee is working with Student Affairs and Academic Affairs (Instruction) in the transitional phase to the new campus smoking policy (moving to a smoke free environment) effective January 1, 2014.</p> <p>During the academic year 2012-2013, the SHSD provided direct clinical services to nearly 8,300 (visits attended) students. These visits incorporate 1:1 health</p>
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	<p>counseling which is directed to the student's health concern. Often times these clinical visits are initiated from the SHSD's educational outreach/engagement presentations or activities.</p> <p>The SHSD is funded by the mandated health fee (\$13 semester/\$10 summer/intersession) per credit student. The fee is far less than the statewide standard of \$19 semester/\$16 summer/intersession effective January 1, 2012. Historically, the lack of increase is likely reflective of the district governing board's reluctance to raise student fees. The district enrollment of &gt;23,000 students allows for strong financial support for student health care and educational development activities, however, the department runs with just four full-time employees (coordinator, senior clerk, intermediate clerk II, and registered nurse) and the remaining hourly certificated staff (physicians [3] and advanced practice nurses [3], college assistants (registered nurses [4], a dietitian, and a front desk college assistant) and student workers [2]). The hourly staff is primarily performing direct administrative support or clinical care in the SHSD.</p> <p>The SHSD has some funds dedicated for outreach activities. However, there are limited resources for staff in educational outreach activities/events. Most SHSD staff are hourly and most work time is dedicated to direct health care services which incorporates individual health education during 1:1 clinical visits. In-class presentations and educational outreach activities are limited due to the other professional responsibilities of the full-time and hourly staff.</p> <p>These are a few of the highlights from the SHSD. There are others with collaboration between internal and external stakeholders that can be made available upon request.</p>
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### Organizational Chart



<b>Mission Statement</b>	Student Health Services provides quality health and education services that empower students to be well informed and self-directed in their own health care.
<b>Program Outcomes</b>	<p>Students will:</p> <p>Outcome #1: Identify “at risk” health behaviors.</p> <p>Outcome #2: Employ strategies to reduce their “at risk” health behaviors.</p> <p>Outcome #3: Student Health Services complies with state laws and national and state standards of practice to ensure professional services to students.</p>

## Student Health Services Program Review

<b>Recommendations Update</b>	NA
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Category I. Function	
Component A: Services Provided	<p><b><u>Outcome:</u></b></p> <p>Students will employ strategies to reduce “at risk” behavior.</p> <ul style="list-style-type: none"> <li>• Increase an awareness of the impact of smoking on the human body and the campus environment.</li> </ul>
	<p><b><u>Measure:</u></b></p> <p>A four day campus-wide event raising awareness about the impact of smoking on the human body and the campus environment, and about the upcoming change in the campus smoking policy. Working with a long time well-known national event, The American Cancer Society’s “Great American Smokeout (GAS),” the SHSD facilitated engagement activities “in and out of the classroom” designed to educate students about the impact of smoking while empowering them to educate others.</p>
	<p>Through a three pronged approach the SHSD set up campus-wide activities involving the SHSD, Students Affairs [Associated Students, Cross Cultural Center, and Student Clubs], and Academic Affairs [Instruction] with the Health Sciences, Design-TECH, Natural Sciences Divisions and the Library.</p>
	<p><b>Student Affairs:</b> The <b>Associated Students</b> provided funding for participation incentives (gift certificates) for on and off campus stores, items for smoking cessation kits and in-kind support for marketing. The <b>Cross Cultural Center</b> worked with student intern(s) to develop and post event advertising as well as staff the outreach activities. The <b>Student Clubs</b> [Caduceus Club) helped staff the Quad event.</p>
	<p><b>SHSD</b> coordinated the event with all stakeholders, added funding for outreach , supported student leadership development, and helped develop and staff the educational interactive activities focusing on nutrition and smoking (dietitian), smoking cessation services and resources, the effects of smoking on the human body and the environment (short quiz on smoking and the changing campus policy (social norming), and co-sponsoring the competition for the Student Clubs (picking up loose cigarette butts on campus) to raise awareness of the impact of smoking on the environment.</p>
	<p><b>Academic Affairs (Instruction):</b> The Health Sciences <b>Dental Hygiene Program</b> [Assistant Professor Tom Neiderer] participated in the (GAS) with poster displays on the effects of smoking on the human body. Both first and second year students performed outreach education and engaged passers-by to take the short fact quiz on smoking and the upcoming change in the campus smoking policy. The <b>Design-TECH</b> class [Assistant Professor Deborah Bird] was a first semester class that produced six Public Service Announcements (PSAs). This involved meeting with the SHSD coordinator (representing the Health and Safety Committee) as “the client” on two occasions. First to discuss the project for creative development and then for a feedback session of the nearly completed projects. The PSAs were ranked 1-6 by faculty and the client. Finally, the Natural Sciences <b>Human Physiology</b> classes</p>

(Instructor Sonya Valentine), had two classes do poster presentations on “The Impact of Smoking on the Human Body,” which were presented during their class time and remained on display for two days in the PCC Library Rotunda. The posters were judged by knowledgeable faculty with one selected and awarded First Place in each class.

**Description of Measure:**

A short (five questions) true/false and multiple choice quiz designed to engage students to test their knowledge about smoking and the upcoming change in the campus smoking policy. It also served as a measure to collect data on the perception of the percentage of student smokers on campus (a lesson in social norming).

The quiz was developed by SHSD staff and administered during the four day Quad outreach by the students (dental hygiene students, interns, and club members) and SHSD staff tabling the event. Once the quiz was completed the student/staff would review the results giving correct information on questions incorrectly answered. Those taking the quiz tested their knowledge, learned new information through feedback and had a chance at an opportunity drawing (gift certificate).

The event scheduled for four days for a total of 20 hours (16’/Quad and 4’/Library) of outreach activities. However, 16 hours were attained since the Quad event was rained out one day. **A total of 513 quizzes were completed.**

**Quiz: Test Your Knowledge on the Impact of Smoking:** (Correct answers in **bold**.)

**Choose the best answer:**

1. In 2010 over \_\_\_cigarette butts were removed from California beaches and inland waterways as part of the annual International Coastal Cleanup.
  - a. 2000,000
  - b. 1,000,000**
  - c. 500,000
  - d. 750,000
2. Smoking cigars can contain up to \_\_\_\_more nicotine than cigarettes.
  - a. 70%**
  - b. 40%
  - c. 10%
  - d. 5%
3. Each year smoking kills more people than HIV, Illegal Drugs, Alcohol, Motor Vehicles, and Murders combined.
  - a. True**
  - b. False
4. What percentage of PCC students smoke?

- a. Less than 40%
- b. Less than 20%
- c. Less than 10%
- d. Less than 5%**

**5. What tobacco products are prohibited at PCC as of January 1, 2014?**

- a. Pipes and Cigars
- b. Cigarettes and E-cigs
- c. Hookahs and Bongs
- d. All the above**

**Acceptable Target and Rationale:**

Based on our usual outreach contacts per event an acceptable target would be 60 contacts per four hour session. District sponsored outreach events (Welcome Day) yield greater outreach contacts (>200) with the focus on the SHSD's general services and resources. While the SHSD's unilateral or smaller collaborative activities that focus on a single health observance or theme are likely to yield less outreach contacts.

**Ideal Target and Rationale:**

The ideal target would be 100 contacts per four hour session since it is a collaborative activity with another student service or academic (instruction) department.

**What steps were taken to analyze the data?**

All the quizzes were collected on a daily basis with a note of the total for each day. The answers for Q 4 were tabulated by the registered nurse involved with the outreach and the results were reviewed by the coordinator.

**Key/Responsible Personnel:**

Jo Buczko, SHSD Coordinator and Co-Chair Campus Health and Safety Committee  
 Heba Griffiths, Interim Associate Dean for Student Life & Director of Upward Bound  
 Carrie Afuso, Flea Market Auxiliary Coordinator (Student Advisor)  
 Gilbert Correa, Cross Cultural Center Intern  
 Jennifer Portillo, Caduceus Club Volunteer  
 Lorrie Gray, SHSD Registered Dietitian  
 Lulu Castro, SHSD Registered Nurse  
 Deborah Bird, Assistant Professor, Design-TECH Class (approximately 24 students)  
 Tom Neiderer, Assistant Professor/Coordinator/Coordinator, Dental Hygiene Program (1<sup>st</sup> /2<sup>nd</sup> year students)  
 Sonya Valentine, Instructor, Human Physiology Classes (approximately 42 students)

**Supporting Attachments:**

Student Affairs Funds Proposal: available upon request  
 Copy of GAS Quiz: ready to attach

Quiz Results for Question #6 (Four Day Tabulation): ready to attach  
Campus-wide Survey on PCC Smoking Policy (2013): available upon request

Reports: Ready to attach:

Dental Hygiene Program Student Qualitative Responses (with photos)

Human Physiology Classes Summary (email communication)

Design-TECH PSAs and Summary (email communication)

#### **Summary of Findings:**

**Registered Dietitian:** Reports having face to face conversation with 25 students (one four hour outreach) about general nutrition inquiries as well as those salient points about nutrition practices when quitting smoking.

**Quizzes Completed Per Day: (M) 100 (T) 141 (W) 230 (TH) 42**

The increase in numbers on Tuesday and Wednesday is related to the additional dental hygiene student support for the in outreach activities. These students were at the GAS site and roamed the campus to meet other students to administer the quiz and engage with their peers in an informal way.

**DH Student (AJ):** *"Participating in the Great America Smoke Out was not only a great way to move our school towards a smoke free campus but was an excellent way to encourage smoking cessation and inform smokers of the health and oral consequences of smoking. I found those who were smoking on campus that we were able to give the fun fact quiz to we were very interested to see those statistics. The smoking cessation cards and set up were very helpful for students who wanted to get more information and help. ....Also, I think the fact that we, their fellow students were encouraging them to be healthier and to stop smoking did have a positive impact on the students we were able to speak with because they saw that someone cared about their well being (sic). I love participating in activities like this because it allow us to reach out and help others..."*

**DH Student (KB):** *"The Great American Smokeout was pretty incredible. Many students actively participated by taking a quick quiz and were genuinely excited about our soon to be smoke free campus. Many are concerned about how the college will manage enforcing this new policy, but hope for the best. I was surprised by how approachable most of my fellow students are and I took this opportunity to tell them about our clinic. Most of the students I approached didn't know about the dental hygiene services available to them. I was happy to inform them and glad I volunteered."*

(See full report of student qualitative comments available in supporting attachments.)

The results validated the SHSD's perception that people believe a greater percentage of students smoke than actually do.

When answering Q 4 about the percentage of PCC students that smoked, < 18% of all respondents selected the correct answer. The perception of most respondents was that far more students on campus smoke than actually do. At least 40% (40%-



	<p>45%) answered “less than 40%” while 26%-33% believed that &lt;20% of PCC students smoked. The remaining respondents (8-10%) selected &lt;10%.</p> <p>Based on anecdotal feedback the correct answer surprised many of the respondents because they observe students smoking and are aware of the significant amount of discarded cigarette butts on the campus grounds. On another note, a few students commented that they knew the correct answer because “read it somewhere.” This was likely from the email blast campaign that was sent to all students and employees about the changing campus smoking policy that included this statistic.</p> <p><b>Results:</b></p> <p>Acceptable Target Achievement: <b>Exceeded</b> (for the three days in the Quad)  <b>Not met</b> (for the Library Rotunda Poster Session)</p> <p>Ideal Target Achievement: <b>Met*/Exceeded</b> (with the exception of the Poster Session)</p> <p>*Likely exceeded the target since some quizzes that were incomplete (discarded) and there were contacts that chose not to participate in taking the quiz every day of the event.</p> <p><b>Recommendations for Improvement:</b></p> <p>With the DH student responses, I would suggest that we have other student volunteers roam the campus to engage their peers since the event was held in the Quad many students won’t know about the event since they are not passing through the Quad. Additionally, if other campus sites (aside from the last day poster presentations) can be designated for outreach and staffed by students that could increase the effectiveness of the activities. These recommendations can be used for other outreach activities as well.</p> <p><b>Reflections/Notes:</b></p> <p>This was an ideal event in that it incorporated campus-wide engagement through collaboration between Student Life, Student Services (SHSD), Academic Affairs (Instruction in three disciplines) and the campus Health and Safety Committee. The GAS also provided an opportunity for faculty and staff from the major areas to foster student educational development in and out of the classroom in diverse and active learning modalities that enriched student development in personal and educational goals and supported collegial relationships in student services and instruction.</p> <p>The student involvement inspired confidence in public speaking (direct public contact [face to face] and in PSA and poster presentations skills) and in leadership skills when planning and marketing the activities. Students became knowledgeable about the impact of smoking through their research for the outreach events, in producing public service announcements and preparing the poster presentations. These types of activities make them active learners working on their own personal</p>
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	<p>and educational goals.</p> <p><b>Recommendations:</b></p> <ol style="list-style-type: none"> <li>1) Hire a part-time health educator who can dedicate time to the SHSD's participation in diverse collaborative activities and educational outreach activities. The health educator will support students in their educational development with active participation while working on their personal and educational goals.</li> <li>2) Hire a permanent part-time registered dietitian (change from hourly college assistant) to enhance dietary counseling and outreach strategies.</li> <li>3) More collaborative projects among the campus programs will nurture student development and campus collegial relationships. It will also foster awareness of many campus programs geared toward student success.</li> </ol>
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Category II. Institutional Support	
<b>Component A: Budget</b>	See Introduction.
<b>Component B: Space Allocation</b>	<p><b><u>Outcome:</u></b></p> <p>Space for student waiting room met.</p> <p><b><u>Description of Measure:</u></b></p> <p>The SHSD administered a student satisfaction survey to 222 students during 10 operating days in the weeks of February 23<sup>rd</sup>-March 7, 2014. The survey was given only to those students checking-in for their current appointment or who had stopped by to make an appointment. <b>All survey recipients had had at least one prior clinical visit.</b> Students coming in for their first time clinical visits were excluded since this survey specifically collected information based <i>on their last visit</i> in this health center (seen by a clinician or health related counselor). <i>Students with appointments for vaccines or tuberculosis skin testing had to be cancelled during the survey time due to a refrigeration failure of the clinic stock supply.</i> Although most of those visits were subsequently filled with students with other health concerns, the regular operation was disrupted with this change. Finally, these two weeks included midterm examinations which likely effected the clinic census.</p> <p>The survey obtained information from students related to their age, gender, ethnicity, resources for health care, the waiting room environment, experience(s) with all levels of staff, satisfaction with the health care received, health services assistance with their personal and educational goals, and their willingness to refer a friend to this SHSD.</p>

**Total Surveys Distributed: 222**

Ages	N	%
16-24	146	66%
25-30	43	19%
31-40	21	9%
41-55	10	5%
55+	2	1%

**Gender Total: 204**

	N	%
Male	64	31%
Female	139	68%
Male to Female	1	0%
Female to Male	0	0%
Gender Non-conforming	0	0%

**Ethnicity Total: 217**

African American	American Indian	Asian Pacific	Hispanic	White	Other
10 (5%)	1 (0%)	47 (22%)	91 (42%)	29 (13%)	25 (12%)

**Q 2. How comfortable are you with the waiting room (i.e. seating, confidentiality, health and safety)?****Total: 221**

	N	%
Very Comfortable	132	60
Comfortable	88	40
Not Comfortable	1	

Thirty-four qualitative responses were made to this question: Some comments:

"Feels safe"

"All the staff here try their best to make it comfortable."

"The pillar in the center is quite intimidating."

"Seating is a bit limited & tight."

"Sound-proofing with carpet helps, but can still overhear conversation."

"A bit small so privacy at front desk is a bit uncomfortable."

"Exceptionally clean."

"The chairs are too close to the windows!!!" (where receptionists are seated)

"Couches needed."

“Too close for comfort, but I understand your space is small. It is a bit difficult to navigate since I used a rollator (4-wheel walker).  
“Love the candy and protection!”

**Acceptable Target and Rationale:**

This convenience paper survey will be distributed to all students who check-in for an appointment. An acceptable target is at least 60% completion with a return to the Survey Box. It's anticipated that the students will likely complete the survey while waiting to be called in by the health care provider. The one page check-box format with space for optional written comments is also convenient.

**Ideal Target and Rationale:**

The ideal target would likely be an 80% response rate to have better data collection. The more complete data that is available the more likely department can make sound decisions for department and program updates.

**What steps were taken to analyze the data?**

The data was compiled by Daisy Ung and reviewed by Jo Buczko. The data was then reviewed with Crystal Kollross to verify findings from a research perspective.

**Key/Responsible Personnel:**

Coordinator, Student Health Services Department (Jo Buczko)  
Senior Clerk, Student Health Services Department (Daisy Ung)  
Director, Institutional Planning and Research Office (Crystal Kollross)

**Supporting Attachments:**

Survey sample: ready to attach  
Survey results: ready to attach

**Summary of Findings:**

The Student Health Center does not meet the space needs for the department. The primary concerns are centered on health, safety and confidentiality:

- Limited reception area (approximately 150 sq. ft. of useable space) houses students, chairs, and table. This busy space is for students making appointments, some checking-in/out and also those waiting to be called in by the clinician.
- This is not a confidential space. Students are easily overheard discussing their medical concerns at the front check-in area.
- The dense volume of students with book bags, rolling bags, skateboards, and other personal items makes it difficult to walk through uninhibited to the clinic area. This significantly impacts traffic flow for students and staff.
- Increased exposure to other students with communicable infections (primarily respiratory infections).
- Secondly, there is only one entrance into the clinic from the administrative

	<p>support side which requires passing through seated waiting students and swiping a secure lock for entry. This setup is problematic for staff, traffic flow, and for personal safety in emergency situations (potentially aggressive and violent students). The administrative support staff need a secure door (and possibly bullet proof glass) in their working area.</p> <p><b><u>Results:</u></b></p> <p>Acceptable Target Achievement: <b>Exceeded</b>  Ideal Target Achievement: <b>Exceeded</b></p> <p><b><u>Recommendations for Improvement:</u></b></p> <p>Will schedule appointment with the Director of Facilities to see what changes can be made to expand the waiting area to reduce the negative impact on the students' health, safety and confidential concerns.</p> <p>The health center staff propose an extension of the waiting area in the external hallway where additional seating can be constructed. Although this will unlikely address the needs completely, it will provide additional space for students who need additional privacy and comfort.</p> <p><b><u>Reflections/Notes:</u></b></p> <p>The findings of the survey confirm the SHSD's concerns and the reality of the small student waiting area. The SHSD needs to keep the students' concerns in mind. One note to mention, since reviewing the survey results, the staff adjusted the seating arrangement by moving out the small table. This immediately opened the space creating a less obstructive pathway and a more open feeling for the seated students.</p>
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**Component A:  
Internal  
Accountability**

**Outcome:**

Students will be satisfied with the health care services they received for the health concern they sought help for.

**Description of Measure:**

The SHSD administered a student satisfaction survey to 222 students during 10 operating days in the weeks of February 23<sup>rd</sup>-March 7, 2014.

The survey was given only to those students checking-in for their current appointment or who had stopped by to make an appointment. **All survey recipients had had at least one prior clinical visit.** Students coming in for their first time clinical visits were excluded since this survey specifically collected information based *on their last visit* in this health center (seen by a clinician or health related counselor). *Students with appointments for vaccines or tuberculosis skin testing had to be cancelled during the survey time due to a refrigeration failure of the clinic stock supply.* Although most of those visits were subsequently filled with students with other health concerns, the regular operation was disrupted with this change. Finally, these two weeks included midterm examinations which likely effected the clinic census.

The survey obtained information from students related to their age, gender, ethnicity, resources for health care, the waiting room environment, experience(s) with all levels of staff, satisfaction with the health care received, health services assistance with their personal and educational goals, and their willingness to refer a friend to this SHSD.

**Total Surveys Distributed: 222**

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**Q 1. Is PCC Student Health Services your only resource for health care?**

**Total: 218**

Yes	131	60%
No	87	40%

**Q 3. Please rate your experience with any staff/clinician(s) you saw at your last visit (mark “not applicable” in any category of staff/clinicians(s) that you did not see then):**

**Front Desk Staff: Total 208**

Not Applicable	Very Satisfied	Satisfied	Not Satisfied
0	158 (76%)	49 (24%)	1 (0%)

1. “VERY nice staff.”
2. “Staff are really nice and accommodating.”
3. “Sometimes the staff at the front desk can and will be rude. There is only one person there who is nice.”

**Nurse: Total 194**

Not Applicable	Very Satisfied	Satisfied	Not Satisfied
27 (14%)	128 (66%)	36 (19%)	3 (2%)

1. “I had an infection in my left eye but because they weren’t sure they went out of their way to find me the right doctor. Thank you very much for caring.”
2. “Great service to offer students, with easy access and affordable. Thank you.”

**Nurse Practitioner: Total 192**

Not Applicable	Very Satisfied	Satisfied	Not Satisfied
57 (30%)	100 (52%)	34 (18%)	1 (1%)

1. “The nurse and nurse practitioner that was helping were both really friendly and gave me the most affordable options for my limited budget and I really appreciated that. I really enjoyed the atmosphere, it was really inviting.”

**Doctor: Total 187**

Not Applicable	Very Satisfied	Satisfied	Not Satisfied
77 (41%)	79 (42%)	31 (17%)	0

1. “Doctors is very friendly and understanding.” (sic)

**Registered Dietitian: Total 178**

Not Applicable	Very Satisfied	Satisfied	Not Satisfied
126 (71%)	32 (18%)	19 (11%)	1

**HIV Counselor: Total 175**

Not Applicable	Very Satisfied	Satisfied	Not Satisfied
144 (82%)	22 (13%)	9 (5%)	0

**Q 4. Were you satisfied with the health care you received for the health concerns(s) you came in for?**

**Total: 210**

	N	%
Very satisfied	138	66%
Satisfied	64	30%
Not satisfied	3	1%
Not applicable	5	2%

1. “Very impressed by the health services offered.”
2. “Staff/clinicians are very helpful and understanding.”

**Q 5. Student Health Services assists me with staying in school and working towards my personal and educational goals.**

**Total: 217**

	N	%
Yes	173	80%
No	44	20%

1. “Helped me a lot of times in my school stress and health conditions.”
2. Student Health Services is really helpful in my studies and personal life and illnesses. Nurses and everyone working here is nice and pleasant.



**Q 6. Would you refer a friend to this Student Health Services?****Total: 219**

	N	%
Yes	215	98%
No	4	2%

1. "I actually always refer people to Student Health Services."

**Acceptable Target and Rationale:**

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 Survey results: ready to attach

**Summary of Findings:**

All students (100%) given the paper survey completed and returned it to the Survey Box. It was satisfying to see that the SHSD is seeing students who reflect our campus population (African American [5%], Asian Pacific [22%], Hispanic [42%], White [13%], and Other [12%]). It was doubly satisfying to see that they are very satisfied or satisfied with the care they received for the health concern they came in for (96%) and that they believe the SHSD helps them stay in school and work towards their personal and educational goals. Finally, the students are overwhelmingly happy with our services when 98% of the respondents would refer a friend.

	<p>The SHSD will continue to grow with its outreach efforts whether one-on-one in direct clinic services or with indirect services in educational outreach programs.</p> <p><b><u>Results:</u></b></p> <p>Acceptable Target Achievement: <b>Exceeded</b> Ideal Target Achievement: <b>Exceeded</b></p> <p><b><u>Recommendations for Improvement:</u></b></p> <p>The SHSD will continue explore services that will meet the needs of this diverse population. At this time, the survey supports what we are currently providing in services in the affective domain.</p> <p><b><u>Reflections/Notes:</u></b></p> <p>The SHSD will continue to practice current standards of practice and update services as necessary to meet diverse student needs. This will include those health issues related to targeted populations (emerging young adults).</p> <p>The SHSD needs to expand its wellness component outreach activities. This is the time to begin planning for space for small and large group wellness projects. In addition, it can look for current campus use space that will lend itself to these activities as it begins to move toward introducing physical and mental health, wellness, and advocacy for our students.</p>
<p><b>Component B: External Accountability</b></p>	<p><b><u>Outcome:</u></b> Student Health Services complies with state laws and national and state standards of practice to ensure professional services to students.</p> <p><b><u>Measure:</u></b></p> <p>Maintain current credential/licenses for the dietitian, nurses, advance practice nurses, and physicians in compliance with the Commission of Dietetic Registration, California Board of Registered Nursing and the California Medical Board:</p> <ul style="list-style-type: none"> <li>• Commission of Dietetic Registration</li> <li>• Medical Doctor California Licenses</li> <li>• Registered Nurse California Licenses</li> <li>• Registered Nurse-Advance Practice Nurse California Certificates</li> </ul> <p>Professional Certifications (Optional):</p> <ul style="list-style-type: none"> <li>• Fellows of American Dietetic Association</li> <li>• Internal Medicine and Rheumatology</li> <li>• Adult Nurse Practitioner</li> <li>• Family Nurse Practitioner</li> <li>• Women's Health Care Practitioner</li> </ul> <p>Professional Memberships:</p> <ul style="list-style-type: none"> <li>• Health Services Association California Community Colleges (2013-2014)</li> </ul>

- American College Health Association (renewal pending)

**Operations:**

- Clinical Laboratory Improvement Amendments (CLIA)  
Certificate of Provider-Performed Microscopy Procedures  
Certificate ID #05D0857095 (Effective: 9/1/12-8/31/14)
- Certification of Calibration of Clinical Equipment (Annual-current)

**Acceptable Target and Rationale:**

It is required by state law for credentialed/licensed staff to be current to practice in dietetics, nursing and medicine which is 100% an acceptable target. All are mandated to complete continuing education hours for renewing their credentials/licenses. The nurses and doctors also must complete a minimum of a Basic Life Support CPR/AED Training every two years. Some clinicians (the dietitian, medical doctors ,and advance practice nurses) can hold national board certifications in their specialties (dietetics, internal medicine, adult medicine, family practice and women's health) that represents 100% for the dietitian, 33% of the doctors and 75% of the advance practice nurses currently working in the SHSD.

**Ideal Target and Rationale:**

The ideal target would be that at least 50% of advance practice nurses and medical doctors would have national board certifications. However, there is no state mandate for a national certification nor is there a financial incentive to pursue it for this clinical setting.

**What steps were taken to analyze the data?**

Review of current practice guidelines and mandates.

**Key/Responsible Personnel:**

Coordinator, Student Health Services Department (Jo Buczko)  
Senior Clerk, Student Health Services Department (Daisy Ung)

**Supporting Attachments:**

Licenses, Certifications, and Board Certifications: available upon request  
Membership Documents: available upon request  
Operations Certificates: available upon request

**Summary of Findings:**

All licensed staff is current by state laws while some hold national certifications in their specialty areas.

**Results:**

Acceptable Target Achievement: Met at 100% for state licenses

	<p>Ideal Target Achievement for national certification (optional for practice):</p> <p>Dietitian (100 %): <b>Exceeded</b> Medical Doctor (50%): Not met at 33% Nurse Practitioner (50%): <b>Exceeded</b></p> <p><b><u>Recommendations for Improvement:</u></b></p> <p>Offer financial incentives for national certification. It takes considerable time investment as well as financial commitment to pass and continue renewal for a certification and perhaps (since it is not required for employment or state laws) a financial incentive may make a difference.</p> <p><b><u>Reflections/Notes:</u></b></p> <p>The SHSD is a compassionate, well-trained and knowledgeable staff working in this college health environment. The PCC Student Health Services practices its mission of providing health and education services that empower (diverse) students to be well informed and self-directed in their health care.</p>
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