



Annual Program Review 2012-2013 ADMINISTRATIVE PROGRAMS

Health Center

Authorization

After the document is complete, it must be reviewed and submitted to the Program Review Office by the Dean or Manager.

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1.0. Trend Analysis

For each program, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

SERVICE / FUNCTION	Academic Year	Service Contacts	Other
Supplemental Services – Self Service over the counter medications & Outside Emergencies	2011 - 2012	2164	
Professional services – Nursing, MFT, Physician	2011 - 2012	6477	
Ezine visits – Health 101 on Health Center Website	2011 - 2012	4550	
Health Center Website visits		2794	

STAFFING	FTEF	Mgmt.	Classified	Hourly	Student Workers Hrs.
2007-2008	1	1	3.85	0.25	0.3
2008-2009	1	1	3.85	0.25	0.3
2009-2010	1.5	0	3.85	0.25	0.3
2010-2011	1.5	0	3.85	0.25	0.3
2011-2012	1.5	1	3.85	0.25	0

1.1. Describe how these trends have affected student achievement, student learning, or program improvements:

The trend indicates that students are accessing the health center on a consistent basis. (There is a decrease in visits the 2011-2012 Academic year as compared to the two previous years.) Professional Services - Nursing visits as well as physician appointments are requested. Mental health appointments and dietary intern appointments continue to show that students are interested in accessing care in the health center. Supplemental services - Over the counter medication, health related questions and referrals have decreased. Ezine visits (Student Health 101) and health center website visits increased in the 2011-2012 academic year. This is the second year the health center has promoted the online health magazine.

1.2. Please explain any other relevant quantitative/qualitative information that affects the evaluation of your program?

Due to one summer session and limited winter classes as well as the decrease of classes during Fall and Spring semesters, the number of professional visits has decreased compared to the last two years. Despite the decrease in numbers this academic year, students often use the Student Health Center as their first choice for health care. The Health Center is convenient for students while on campus and provides care for those students with or without health insurance.

2.0. Student Learning Outcomes and Program Level Outcomes

Year	SLOs / PLOs Defined	SLOs / PLOs Assessed	Assessments Analyzed
2010-2011			
2011-2012	Yes	(Ezine) Student Health 101 online visits	Academic year 2011-2012 the online magazine has shown consistent use per the Student Health 101 representative. Data is analyzed per month and indicates a higher usage during September versus other months.
% Change			
Trend			Students seem to access the online magazine early in the academic year. Data also shows a high interest in nutrition.

2.1. Please comment on the percentages above.

On line Ezine visits dropped in the period of September 2012 – November 2012 compared to September 2011- November 2011. Also noted was that student's online visits were higher in September then dropped in October and November for both academic years.

2.2. Using the results from your areas recent assessment reports, please summarize any program or other changes/improvements that have been made as a result of your assessments.

No changes yet. Will promote online visits through Facebook, Twitter and campus wide email. Will also research the possibility of adding a custom page for Glendale Community College to the Student Health 101 online magazine. Per data information provided by the Student Health 101 reports, students are interested in nutrition. We will begin a stronger promotion of our dietary intern program and increase dietary appointments in the health center.

2.3 What recent activities, **dialogues**, discussions, etc. have occurred to promote student learning or improved program/division processes in the last year?

Mark an "X" in front of all that apply

	Changes/revisions to department processes
X	Increased or improved SLO/ PLOs Discussions with health center staff and Student Health 101 providers. Coordinating students interests with programs offered in the health center.
	Other dialog focused on improvements in student learning
	Documented improvements in student learning
	New degree or certificate development
X	Best Practices Workshops Discussions regarding best practices or improved processes
X	Conference Attendance geared towards maintaining or improving student success
	Attendance at Staff Development activity geared towards maintaining or improving student learning
	Department Minutes
	Reorganization

Please comment on the activities, dialogues, and discussions above

Sent out illness prevention and health education information via emails to faculty and staff during Spring 2012 and Fall 2012 semesters. Discussion and improvements made with input from all staff members. Added professional uniforms worn by registered nurses and more current equipment (example: Glucometer for glucose testing) No measurable results gathered. Positive feedback from nurses regarding uniforms and equipment stating that equipment allows faster results when testing blood.
Student's seen for professional services have plans of action noted on the service encounter.

3.0. Reflection and Action Plans

3.1 Based on your data and analysis presented above, as well as on issues or items that you were unable to discuss above, comment on the Strengths and Weaknesses of the Program.

Strengths

List the current strengths of your program

1. Collaborative Staff
2. Flexibility – Staff and hours of operation
3. Provides crucial health and mental health services and resources

3.2 Weaknesses

List the current weaknesses of your program

1. Budget
2. No phone prompt from switchboard directly to health center
3. Outdated glucometers (equipment for testing hypoglycemia/hyperglycemia)
4. Outdated and broken equipment (Example: wall unit otoscope in exam room current request).

3.3 Using the weaknesses, trends and assessment outcomes as a basis for your comments, please briefly describe any future plans and/or modifications for program/division improvements. Any plans for reorganization should also be included, along with a resource request if applicable.

Plans or Modifications	Anticipated Changes/ Improvements	Link to EMP, Plans, SLOs, PLOs, ILOs
Provide health and wellness education to staff and students throughout the academic year. Schedule presentations regarding steps to a healthier lifestyle. The importance of illness prevention (flu shots), dietary facts regarding the whole person, meditation and stress reduction.	Students and staff will have the information to make informed choices regarding their health. Students and staff take will steps to decrease preventable illnesses (Seasonal flu).	EMP 1.1,1.2, 1.3
Provide students with access and assistance to health information through technology (laptop) in the health center setting. A registered nurse will be available to assistant students as requested.	Students will research health information in the privacy of the health center and will have the assistance of a health services professional.	EMP 1.1,1.2, 1.3
Continue to develop collaborative relationships with medical professionals in the community as resources for uninsured students and staff. Clinic onsite visits as well as representatives to visit Glendale Community College for presentations.	The health center will have a more extensive resource list for student and staff referrals. Students will be more aware of community resource and access them as needed.	EMP 2.3

Format Rev. 9.26.12

2012 PROGRAM REVIEW**HEALTH CENTER*****Annual Conference*****S: HC-1****Section 4
Resource Request****Mark Type of Request:**

☐	Facilities / Maintenance	☐	Computer Hardware for Student Use
☐	Classroom Upgrade	☐	Computer Hardware for Faculty Use
☐	Instructional Equipment	☐	Software/Licenses/Maintenance Agreements
☐	Non-Instructional Equipment	☒	Conference/Travel
☐	Supplies	☐	New Classified Position
☐	New Faculty Position	☐	Replacement of Classified Position
☐	Replacement of Faculty Position	☐	Other

4.1 Clearly describe the resource request.

Annual conference for the Health Services Association for California Community Colleges (HSACCC).

Amount requested \$ 325.00

4.2 Funding

☒	Requires one time funding
☐	Requires ongoing funding
☐	Repeat Request
☐	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

☐	Health & Safety Issue
☐	Accreditation Requirement
☐	Contractual Requirement
☐	Legal Mandate

Please explain how/why this request meets any of the above criteria.

The annual HSACCC conference provides crucial information to be used for students in California Community College health centers. Provides leadership and direction with current health trends for faculty, staff and students. Ensures that health center staff continues to stay current with health issues that may impact a student's ability to be successful while accessing education and success at the college level and beyond.

4.4. Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address? Please use information from your report to support your request.

No link

4.3. What measurable outcome will result from filling this resource request?

Not sure if the outcome can be measured - knowledge of current issues and gaining information is needed to stay current in college health.

APPROVAL

AGENCY		
The Program Review Committee has reviewed the information in this request and finds it to be:	COMPLIANT	
	NON COMPLIANT	X
	a) Request not adequately described or incomplete	x
	b) Request not linked to assessments or assessments not completed X	
	c) Request not linked to EMP, plan or SLO,PLO or ILO	x
	d) Report Incomplete	
PRC Comments		

Form Revised 9.21.12

Reports determined to be "Non-Compliant" will be returned to the division member responsible. Reports must be resubmitted with needed changes to the Program Review Office. Requests will not move forward in the budget process if the report or request is Non-Compliant

2012 PROGRAM REVIEW**HEALTH CENTER****S: HC-2*****Diagnostic Equipment*****Section 4****Resource Request****Mark Type of Request:**

	Facilities / Maintenance		Computer Hardware for Student Use
	Classroom Upgrade		Computer Hardware for Faculty Use
	Instructional Equipment		Software/Licenses/Maintenance Agreements
X	Non-Instructional Equipment		Conference/Travel
	Supplies		New Classified Position
	New Faculty Position		Replacement of Classified Position
	Replacement of Faculty Position		Other

4.1 Clearly describe the resource request.

Wall Unit with diagnostic heads (Otoscope & Ophthalmoscope – Heine EN 100 Wall Unit \$1315.00 for exam room one. This equipment is used by nurses and doctors for assessment of ears and eyes of patients.

Amount requested \$ 1315.00

4.2 Funding

X	Requires one time funding
	Requires ongoing funding
	Repeat Request
	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

X	Health & Safety Issue
	Accreditation Requirement
	Contractual Requirement
	Legal Mandate

Please explain how/why this request meets any of the above criteria.

The wall unit in exam room one was broken and had exposed wires from unit to the otoscope and ophthalmoscope.

4.4. Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address? Please use information from your report to support your request.

No link

4.3. What measurable outcome will result from filling this resource request?

Unable to statistically measure an outcome. Equipment will assist in properly assessing problems with ears and eyes done by health center nurses and physicians.

APPROVAL

AGENCY	DECISION	
The Program Review Committee has reviewed the information in this request and finds it to be:	COMPLIANT	
	NON COMPLIANT OR INCOMPLETE	X
	a) Request not adequately described or incomplete	
	b) Request not linked to assessments or assessments not completed	
	c) Request not linked to EMP, plan or SLO,PLO or ILO	
	d) Report Incomplete	
PRC Comments		

Form Revised 9.19.12

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	Year(s) Requested

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X	Health & Safety Issue
	Accreditation Requirement
	Contractual Requirement
	Legal Mandate

Please explain how/why this request meets any of the above criteria.

The wall unit in exam room one was broken and had exposed wires from unit to the otoscope and ophthalmoscope. Unusable equipment is a safety issue and prevents the Health Center from being able to assess patients.

4.4. Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address? Please use information from your report to support your request.

No link

4.3. What measurable outcome will result from filling this resource request?

Replacing this equipment will assist us in properly assessing problems with ears and eyes done by health center nurses and physicians.

APPROVAL

AGENCY		
The Program Review Committee has reviewed the information in this request and finds it to be:	COMPLIANT	
	NON COMPLIANT	X
	e) Request not adequately described or incomplete	
	f) Request not linked to assessments or assessments not completed X	
	g) Request not linked to EMP, plan or SLO,PLO or ILO	X
	h) Report Incomplete	
PRC Comments		

Form Revised 9.21.12

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