



The mission of Merritt College is to enhance the quality of life in the communities we serve by helping students to attain knowledge, master skills, and develop the appreciation, attitudes and values needed to succeed and participate responsibly in a democratic society and a global economy

2020-2021

Annual Program Update

Student Health Center

I. Introduction and Directions

The Peralta Community College District has an institutional effectiveness process which consists of the following components: a District-wide Strategic Plan which is updated every six years; Comprehensive Program Reviews which are completed every three years; and Annual Program Updates (APUs) which are completed in non-program review years. While there are individualized Program Review Handbooks for Instructional units, Counseling, CTE, Library Services, Student Services, Administrative units, and District Service Centers, there is one Annual Program Update template for use by everyone at the colleges which is completed in the Fall semester of non-program review years.

The Annual Program Update is intended to primarily focus upon planning and institutional effectiveness by requesting that everyone report upon the progress they are making in attaining the goals (outcomes) and program improvement objectives

described in the most recent program review document. The Annual Program Update is therefore a document which reflects continuous quality improvement. The Annual Program Update serves a critical role in the Integrated Planning and Budgeting cycle of the college in that it provides a vehicle in which to identify and request additional resources that support reaching the stated goals (outcomes) and program improvement objectives in the unit's program review.

Throughout this document, the term "program" is used to refer to any of the following institutional structures: discipline, department, program, administrative unit, or unit.

If you have questions regarding data, please contact Nathan Pellegrin, Director of Research and Planning (npellegrin@peralta.edu).

If you have questions regarding SLOs, PLOs, SAOs or ILOs, please visit the [SLOAC webpage](#), or contact the SLOAC committee member for your division:

Division 1 - Evan Nichols (anichols@peralta.edu)

Division 2 – Laura Forlin (lforlin@peralta.edu)

Division 3 – Heather Casale (hcasale@peralta.edu).

If you have questions regarding the curriculum section, please contact Nghiem Thai (nthai@peralta.edu), chair of the [Curriculum Committee](#).

If you have questions regarding other material in the APU, please contact your Dean or Manager.

This document contains hyperlinks to external documents, spreadsheets, and data dashboards. Some of the links will not work unless you are signed in to Office 365 through the [Peralta Faculty & Staff Portal](#).

You will need the following items in order to complete the Annual Program Update document at the colleges:

- [Program Review or APU document](#) from AY 2019-20.
- [Budget Information](#) for the current and prior fiscal year.
- Any comments or feedback provided during the program review validation process.
- College Goals and Peralta District Goals (see below).
- [Institution Set Standards](#).
- [College 2018 Educational Master Plan Update](#).
- [Guided Pathways Plan](#)
- [Student Equity Plan](#).
- Data drawn from program review dashboards and/or other sources relevant to your department, service area or administrative unit (see below).

Merritt College Institution-Set Standards 2020-2021

Institution-set standards are used to evaluate the quality of the institution as to success with respect to student achievement in relation to the institution's mission. The evaluation of student achievement performance may include different standards for different programs, as established by the institution.

Metric	Definition	Set Standard
Course Completion (Success)	the number of student completions with a grade of C or better divided by the number of student enrollments	66%
Certificates	Number of certificates earned in an academic year	222
Degrees	Number of associate degrees earned in an academic year	322
Transfer	Number of students who transfer to a 4- year college/university	187
Licensure (CE)	Examination pass rates in programs for which students must pass a licensure examination in order to work in their field of study	70%
Employment (CE)	The job placement rate of student completing a degree or certificate in a CE program in the year after graduation.	Macro-Region Employment Rate, by Program SOC

College Profile

Student Body Demographics

	2017-18	2018-19	2019-20
Annual Unduplicated Count of Students	12,336	12,861	12,130
Gender			
Female	64%	64%	63%
Male	34%	34%	34%

Decline to State/ Unknown	2%	2%	3%
Race/Ethnicity			
American Indian	< 1%	< 1%	< 1%
Asian	19%	20%	19%
Black / African American	23%	23%	22%
Hispanic / Latino	31%	32%	33%
Pacific Islander	1%	< 1%	< 1%
Two or More	5%	6%	5%
Unknown / NR	4%	4%	5%
White	16%	16%	15%
Age			
18 and Under	15%	15%	16%
19-24	35%	35%	35%
25-29	16%	17%	16%
30-34	11%	11%	11%
35-54	17%	17%	17%
55 and Over	6%	6%	5%

Course Success Rates

	2017-18	2018-19	2019-20*
Total Enrollment (Duplicated Count)	33,288	33,637	32,928
Overall Success Rate	70%	70%	68%
Gender			
Female	70%	70%	69%
Male	69%	69%	66%
Decline to State/ Unknown	77%	74%	64%
Race/Ethnicity			
Black/African-American	62%	62%	60%
Asian	81%	80%	81%
Hispanic	68%	68%	64%

Native American	66%	72%	53%
Pacific Islander	61%	71%	63%
Two or More	65%	67%	68%
Unknown	72%	73%	66%
White	78%	78%	75%
Age			
Under 16	83%	91%	84%
16-18	73%	75%	69%
19-24	65%	66%	64%
25-29	70%	69%	68%
30-34	73%	73%	73%
35-54	74%	73%	71%
55-64	74%	71%	66%
65 and Over	77%	77%	60%

**Includes 'EW' grades*

II. Program Overview

Mission Statement

Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.

The mission of the Merritt Health Center is to enhance student success and equity by providing access to health services that promote their physical, emotional, social, and spiritual well-being.

Faculty and Staff

List your Faculty and/or Staff. Indicate if they are part-time or full-time. (If names are already listed, they were imported from last year's APU/PR. Add or remove persons as needed to reflect current personnel).

Name	Faculty/Staff	PT/FT
Stefani de Vito, Health Services Coordinator	Faculty	0.5 Temporary assignment
Jennifer Golden, Mental Health Counselor	Faculty	0.5 adjunct

III. Program Goals

In this section, indicate programs goals, the status of each, and how they align with College and District strategic goals. Following are the strategic goals for Peralta CCD and Merritt College.

Peralta District Strategic Goals

- P1. Advance student access, equity, and success.
- P2. Engage and leverage partners.
- P3. Build programs of distinction.
- P4. Strengthen accountability, innovation, and collaboration.
- P5. Develop and manage resources to advance our mission.

Merritt College Strategic Goals

- M1. **Completion** - Increase number of degrees and certificates by 20% over the next 5 years.
- M2. **Transfer** - Increase transfers to CSU and UC by 6% annually. (Reach approx. 35% in 5 years).
- M3. **Time to Completion** - Reduce the number of excess units earned by students.

M4. **Employment** - Maintain at least 82% of students attaining employment in the field of study.

M5. **Equity** - Reduce the achievement gaps for African-American, multiethnic, and male students.

Below are your Program Goals from your most recent Program Review or APU, if available. Indicate whether the goal has been completed (C), is in progress (IP), no longer applicable (NA), or new (NEW). Be sure to state goals which are *measurable* and *time-based*. Indicate which College and District goal your program goal aligns to. If your goal has been completed, what evidence supports completion of this goal? How did you measure the achievement of this goal?

Program Goal	Status (C, IP, NA, NEW)	Applicable College Goal(s)	Applicable District Goal(s)	If completed, describe supporting evidence, including measurements of achievements.
1) Hire a licensed mental health practitioner to fill the vacated position of full-time permanent Health Services Coordinator	IP	M1	P1	
2) Hire Front Desk Medical Assistant to greet and triage incoming students, respond to phone calls and email inquiries, make appts, order supplies, track utilization	IP	M5	P3	
3) Start a mental health internship program for MSW and COSER students	NEW	M5	P2	
4) Secure one additional counseling room so that more students can receive mental health services.	NEW	M3	P5	

IV. Facilities Utilization

Describe your current utilization of facilities, including labs and other space. Confirm previously reported content.

The Health Center in R-106 is approximately 570 square feet:

- waiting/reception area (11' x 10')
- first aid alcove (10'x 9')
- hallway (4' x 18')
- bathroom (8' x 8')
- medical exam room/office (10' x 9')
- counseling office (12' x 12')

V. Program Update Data

In this section you will review and reflect upon the data for your program. Use data which measure performance on outcomes relevant to the mission and goals of your program, which will vary according to which area of the college your program is in.

In your response, refer to data applicable to your program obtained from the APU dashboards and/or other sources.

[APU Data Dashboards:](#)

- [Course Completion and Retention Rates Dashboard – Instruction](#)
- [Course Completion and Retention Rates Dashboard – Student Services](#)
- [Enrollment Trend and Productivity Dashboard](#)
- [Degrees and Certificates Dashboard](#)

For departments or programs in the Student Services area, refer to reports provided by institutional data systems (i.e., PeopleSoft or SARS), results of student surveys, or external reports (i.e. [IPEDS](#) or [Launchboard](#)). Include the number of students served over an academic year and summarize their demographics.

For departments in the Business and Operations areas, use data which track the key function provided to the College, such as facilities usage for events, tickets received and closed, the number of invoices process or the time to disbursement.

Use historical data (3 years is recommended, if available) to estimate a baseline, then use this to project activity and inform requests for the coming year.

Describe any significant changes and discuss what the changes mean to your program. Consider whether performance or service gaps exist for disproportionality impacted students. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points from the program review dashboards or other data sources relevant to your service, business, operations or administrative area to support your answer. If you wish, you may include screenshots of the dashboard to show filtered results containing the relevant figures. Instructions on taking screenshots for [Windows](#) and [Mac](#))

District-wide, Health Services data is stored in a HIPAA-compliant Electronic Health Record Management system called Mediat. Mediat is used by the mental health clinicians at the four Peralta colleges and by the community medical agency we partner with, Roots Community Health Care. From Mediat data, the following trends appear over the last three years:

More female than male students seek services from the Merritt Health Center: 70% to 30%. While this mirrors general enrollment trends, it suggests that increased outreach to male students is needed.

Mondays are almost twice as busy as the next busiest day, Wednesday. Across all service days, the highest traffic times are 12:00-4:00 pm.

Among medical services, the most requested are TB tests and consultation/referral. Among mental health services, the most-cited reasons for seeking counseling are anxiety, trauma and depression.

Ethnic breakdown of students served varies somewhat from semester to semester, but LatinX students are the leading users of health services, typically accounting for 36-43% of total students served. Next in line are African American students, who hover between 27-32% of users. This mirrors Merritt's overall enrollment trend. Asian student appear to seek services in lower numbers than their overall enrollment would predict, suggesting that further outreach to Asian students is warranted.

Describe the program's progress on Service Area Outcomes and/or Administrative Unit Outcomes (AUOs) since the last Program Review or APU. For instructional programs, describe the program's progress on Student Learning Outcomes (SLOs) and, if your discipline offers a degree or certificate, please describe the department's progress on Program Learning Outcomes (PLOs).

The Health Center's Service Area Outcomes are simply that students will (a) use the services and (b) be satisfied with the services. SAO's from the preceding 3 years reveal higher usage numbers than at any other college in the District, which is a bit suspicious since Laney has double Merritt's headcount. Concerns about "double counting" have surfaced, wherein students who arrived for mental health services were reportedly counted as a general health service walk-in as well. Since the Merritt campus is closed due to COVID-19 this year, there will be no such opportunity for "creativity" with statistics in 2020-21: student seeking mental health services do so online through Zoom, and students seeking physical health services go to the Roots Clinic at 7272 MacArthur. While this may also result in lower usage numbers overall, we will at least have an accurate picture of the number of medical vs. mental health clients.

Satisfaction with health services has been measured by anonymous paper surveys that students were asked to complete upon leaving the Health Center. Data from these surveys reports high levels of satisfaction with Health Services. However, small sample sizes and the lack of randomization make it difficult to draw meaningful conclusions from the data. Going forward, one area for improvement might be for ALL Health Center users to receive an automatic link to a brief satisfaction survey that they can complete on their phones upon leaving their appointment.

Describe the **results of** your department/program/service assessment of student and Program Learning Outcomes/AUO/SAO. Indicate when and where dialogue is occurring. Discuss **changes/updates/resource requests** made to your program based on the assessment of outcomes of the SLOs/PLOs/SAOs/AUOs assessed in the past year and discuss their alignment with the [ILOs](#).

Data from SAO's, satisfaction surveys and Mediat are discussed monthly at the District-wide Health Services meeting, as well as in our weekly mental health consultation group meetings. Data on student traffic has been particularly important in staffing decisions: for example, since the 12:00-4:00 pm time block is the most heavily trafficked, those are the hours when front desk help is most critical. Those are also the hours when mental health interns are most needed. Similarly, data drives resource requests pertaining to clinical space: without a second

counseling office, only one mental health client can be seen at a time, which creates bottlenecks of students waiting for services. While some of this can be mitigated, even in the post-COVID era, with TeleHealth counseling, the Merritt Health Center desperately needs to annex office R-105G, which was reportedly intended to be part of the Health Center when the R building was remodeled in the mid 2000s.

VI. Curriculum: N/A

Note: If your department, program, or unit does not have a curricular component, please skip to the Section VII.

VII. Funded Resources: We were told to skip this section

For each resource allocation request from previous year’s APU, indicate whether it was funded. Describe the outcomes and accomplishments for any requests which were funded.

Brief description of resource request	Was request funded? (Yes or No)	Funding Source (Specify Fund or Grant)	Total Award Amount	Outcome/Accomplishment
TYPE: Personnel - Part-time Faculty AMOUNT: \$31,081 JUSTIFICATION: Fund #2071 and #1000 with Obj Codes #1456-Mental Health Budget and Student Health Fee Budget *Proposal for 1.0 FTE, but filled w. 2 Part time until approved				
TYPE: Personnel - Part-time Faculty AMOUNT: \$31,081 JUSTIFICATION: Fund #2071 and #1000 with Obj Codes #1456-Mental Health Budget and Student Health Fee Budget *Proposal for 1.0 FTE, but filled w. 2 Part				

Brief description of resource request	Was request funded? (Yes or No)	Funding Source (Specify Fund or Grant)	Total Award Amount	Outcome/Accomplishment
time until approved				
TYPE: Personnel - Part-time Faculty AMOUNT: \$1,000 JUSTIFICATION: Fund 1000 Obj Code 1456 part time mental health counselor to present in classes and flex day for the entire year.				
TYPE: Personnel - Full-time Faculty AMOUNT: \$13,012 JUSTIFICATION: Fund 0000 Obj Code 1206 11-Month Contract to be requested for Campus RN To Cover Summer				
TYPE: Personnel - Student Worker AMOUNT: \$15,000 JUSTIFICATION: Fund 1000 Obj Code 2353 20 per week				
TYPE: Technology and Equipment - New AMOUNT: \$2,000 JUSTIFICATION: Mental Health Counselors each need lap top to chart notes in EMR; Fund 2071 Obj Code 6406				
TYPE: Technology and Equipment - Replacement AMOUNT: \$2,000 JUSTIFICATION: Fund 2071 Obj Code 6407 MH Desk top Computer needs replacement- used by visiting Community Partners too				

Brief description of resource request	Was request funded? (Yes or No)	Funding Source (Specify Fund or Grant)	Total Award Amount	Outcome/Accomplishment
TYPE: Professional Development - Individual/personal PD needed AMOUNT: \$2,000 JUSTIFICATION: Needed 15 CEU's for maintaining Licensure for RN 2000 for Annual Conference				
TYPE: Professional Development - Individual/personal PD needed AMOUNT: \$1,500 JUSTIFICATION: Professional for maintaining Licensure/currency for Counselor 1500 for Annual Conference				
TYPE: Professional Development - Individual/personal PD needed AMOUNT: \$1,500 JUSTIFICATION: Professional for maintaining Licensure/currency for Counselor 1500 for Annual Conference; Fund 1000 Obj Code 5202				
TYPE: Facilities - Other AMOUNT: \$360,000 JUSTIFICATION: Floor Plan for new Student Health Services Proposed with Justification Plan --Proposed by Campus RN to VPSS Cedillo in 2016/2017--to utilize \$360,000 Facilities Fund (which can only be used for SHS new Facility for Merritt College). Re-proposed to President Burns in 2017/2018 and again in 2018/2019 to				

Brief description of resource request	Was request funded? (Yes or No)	Funding Source (Specify Fund or Grant)	Total Award Amount	Outcome/Accomplishment
<p>President Burns and VPSS Hernadez. Proposed Space was for going into the S Building undeveloped shells). Not yet approved. Funds are still intact, reportedly by former VPSS, Christine Hernandez in Spring 2019. Proposal still on file in President's and VPSS' Offices.</p>				
<p>TYPE: Supplies - Noninstructional Supplies and Materials AMOUNT: \$3,300 JUSTIFICATION: Replacement of Used Supplies From Student Health Fee Budget Fund 1000 Obj Code 4304</p>				
<p>TYPE: Supplies - Noninstructional Supplies and Materials AMOUNT: \$500 JUSTIFICATION: Fund 1000 Obj Code 5106 For Food for Community Partners and Supplies</p>				

Resource Requests (Non-Personnel)

Resource Categories

- Professional Development (Department wide)
- Professional Development (Personal/Individual)
- Required Reasonable Accommodation
- Service Contract
- Supplies: Software
- Supplies: Books, Magazines, and/or Periodicals
- Supplies: Instructional Supplies
- Supplies: Non-Instructional Supplies
- Supplies: Library Collections
- Technology & Equipment: New
- Technology & Equipment: Replacement
- Other

Resource Category (select from above list)	Description/Justification	Total Estimated Cost	Priority Rank (1=Highest Priority)	COVID-19 Related(Yes/No)
Supplies: non-instructional	3 Portable Air Filtration units to cleanse and circulate the air and remove small particles (from wildfire smoke or COVID)	\$600	1	Yes
Supplies: non-instructional	4 Marpac 980 White Noise machines to preserve confidentiality by muffling conversations in treatment rooms.	\$200	2	No
Supplies: non-instructional	Various office supplies: 3 cases of copy paper, toner or ink for printers, pens, post-it notes, file folders, hanging files, staples, etc.	\$1500	3	No

IX. Participants

Please provide the list of members who participated in completing this program review.

Stefani de Vito, Health Services Coordinator

Thank you for your time and effort in completing the Annual Program Update!