

ADMINISTRATIVE SERVICES, STUDENT SERVICES AND PRESIDENT'S CLUSTER ANNUAL PROGRAM PLAN WORKSHEET

Program: Student Health Services **Planning Year:**2017 **Last Year CPPR Completed:**2014-2015

Unit: Student Health Services

Cluster: Student Services

Please complete the following information. Please note that responses are not required for all elements of this document.

I. GENERAL PROGRAM INFORMATION

1. Describe changes to program mission, if applicable.

The mission of the Health Services Program is to assist students with clinical care services, mental health services, communicable disease control, illness assessment and referrals, first aid treatment, self-care programs and health education resources. The Health Services Program guidelines are consistent with the California Code of Regulations (Title 5) 54702, Education Code Section 76401. The program's goal is to encourage and motivate students of all cultural backgrounds, learning abilities, and socio-economic levels to attain the knowledge and skills necessary to work towards their optimal level of wellness and achieve their educational goals.

2. Describe any changes in primary relationships, internal and external, to the District.

N/A

3. List any changes to program service, including changes and improvements, since last year, if applicable.

The Student Health Center continues to evaluate current and past performance in an effort to refine and optimize services to and for students, while remaining fiscally responsible and promoting cost effectiveness. The Student Health Center seeks to serve the needs of a diverse student population with a focus beyond responding to illness, and a goal of becoming a leading resource on campus for physical and mental wellness.

Since the last APPW, Health Services has made the following changes:

- Health Services has made several key staffing changes intended to improve services on both the North County and SLO campuses. We hired two classified Registered Nurses to provide part-time services on both campuses. In addition, with the retirement of a long time Student Health Services Assistant, we were able to increase hours for two other staff members. This change eliminated the mid-day staff switch that had long been a disruption to service delivery and greatly improved both staff and student satisfaction.

- A change in service Hours at the North County allows us to meet the needs of that site with staff availability four days a week as opposed to the previous two day a week schedule. We are also working to provide greater consistency in service delivery across all sites and have instituted measures, including the use of SARS grid, to make those changes as smooth as possible.
 - Student Health Services applied for and was awarded a Cuesta College Foundation Grant for the 2016-2017 academic year. This grant award allows Health Services to continue a Mental Health Intern program providing direct services to registered students at both the North County and SLO campuses. As a result, wait times have decreased and response to students in crisis has improved.
 - Renovations continued in the SLO Health Center during the fall 2016 semester transforming our front reception area into a proper waiting room for students. The main office space is accessible through a window to the waiting room, which provides greater privacy for students and a safer environment for staff. This change also makes it easier to make follow-up appointments prior to students leaving the clinical area.
 - During the 2015-2016 academic year, the SLO Health Center instituted SARS grid as a tool for scheduling student appointments and as a method for data tracking on both the SLO and North County campuses. By replacing the paper scheduling system we have increased staff efficiency, promoted better tracking of a variety of services provided by Health Services, and improved the student experience.
4. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

N/A

II. ANNUAL PROGRAM SUPPORT OF DISTRICT'S [MISSION STATEMENT](#), [INSTITUTIONAL GOALS](#), [INSTITUTIONAL OBJECTIVES](#), AND/OR [INSTITUTIONAL LEARNING OUTCOMES](#)

- A. Provide updates, if any, in how your program addresses or helps to achieve the District's Mission Statement in the last year.

The Health Services Program supports and enhances the mission of Cuesta College by helping students achieve and maintain optimal physical, mental and emotional health, and educating students toward taking responsibility for their own health and wellness. All students who have paid the health fee are eligible to receive free and low cost services provided by an outstanding team of professionals. Students at the South County campus and DE only students also benefit from the online resources available on the Health Center website and Facebook page as well as the online magazine, Student Health 101.

- B. Provide updates, if any, to how your program addresses or helps to achieve the District's Institutional Goals and Objectives, and/or operational planning initiatives in the last year.

Institutional Goal 1: San Luis Obispo Community College District will enhance its programs and services to promote students successful completion of transfer requirements, degrees, certificates, and courses.

Supporting the overall mission of the college in the standard of quality, excellence and accessibility, the Student Health Services program provides limited basic services and programs that promote student involvement to achieve academic and personal success on the San Luis Obispo and North County campuses.

- By increasing access to mental health care in the Student Health Center, Health Services promotes student's success at Cuesta College.
- By promoting the online magazine, Student Health 101, Health Services has created a format for all students, including on-line only, to access up to date information and resources to encourage optimal health and wellness.
- By creating opportunities for non-traditional students, including evening only and re-entry, to access services beyond "normal" office hours, we have decreased barriers to care and as a result decreased barriers to course completion. For the second year in a row, we offered the SLO health center as a site for student athletes to obtain pre-season physical exams in partnership with the athletic department and local volunteer physicians. We are currently in talks with the Nursing and Allied Health Department to offer a similar service for their incoming students this fall (2017) semester. Health Services also held evening Tb and flu clinics for EMT and MA students who may not be on campus during regular office hours.

Institutional Goal 3: San Luis Obispo Community College District will assess and improve the quality and effectiveness of its participatory governance and decision-making structures and processes.

- The Student Health Services Coordinator serves on both the SIRT and Wellness committee.
- Student Health Services has reached out and collaborated with the athletic training staff and faculty to improve campus policy and procedures related to Student Accidents /Injuries.
- Student Health Services collaborated with the district benefits committee to offer staff and faculty free flu shots during the 2016 fall semester. Access to this service decreased barriers to care for the members of our campus community and provided a small source of additional revenue for Student Health Services. These additional dollars allow us to provide more services for the students of Cuesta College.

Institutional Goal 5: San Luis Obispo Community College District will strengthen its partnerships with local educational institutions, civic organizations, businesses, and industries; Core Principle 6: Resource Development.

The Student Health Center Staff seeks opportunities to connect with local health care providers and community service agencies to increase awareness of our services and to augment the services we provide to students. Recent examples of collaborative efforts include:

- Student Health Services partnered with Meredith Insurance to offer 1:1 appointments for students who may have questions about medical insurance coverage options or who may need help signing up for medical insurance, including but not limited, to Covered California.
- Safe Spring Break – Partnering with Student Life and Leadership, the Health Center invites local community health agencies and businesses to promote wellness activities and opportunities.
- The Student Health Services Coordinator collaborates with ASCC and Cal Poly to support student wellness services and Sexual Assault Awareness activities.
- The Student Health Services Coordinator serves on the Mental Health Services Act Advisory Committee.
- The Student Health Services Coordinator is a member of the SLO County Suicide Prevention Council.
- The Student Health Services Coordinator and Health Services Assistant are part of the SLO Suspected Abuse Response Team Advisory Board.
- The Student Health Services Coordinator collaborates with staff from the Health Services Association of Community Colleges Region 6 to share information and resources related to student health and wellness.

Because Health Services are student fee funded, we have a fiscal responsibility to provide services that meet the needs of students while respecting our current reduction in revenue. In the process of evaluating costs and benefits, we have altered the way in which we provide some services in order to increase our ability to serve students more efficiently and at a lower cost. Examples of service adjustments include:

- After a successful first year of services, Student Health Services applied for and received a second foundation grant to provide direct therapy for students utilizing Marriage and Family Therapy interns. These dollars have allowed us to increase available appointments 22 hours to 45 hours per week, more than doubling direct services hours.
- During the 2014-2015 academic year, Health Services provided flu shots for 109 students at the NC and SLO campuses at a cost of \$3270 utilizing Maxim Health

Services. For the second year in a row, we provided this service directly to students utilizing health center staff, providing 194 flu shots during the fall 2016 semester at a cost of \$2800. In addition to the significant cost savings, this service was provided at both the NC and SLO campuses on multiple days and with evening hour options. Students were able to make appointments or just walk-in, which significantly reduced barriers and increased immunization rates. During the 2016 fall semester, we also offered flu vaccine to Cuesta College faculty and staff at both the NC and SLO campuses. This service, financially supported by the district benefits committee, provided an additional revenue source for student health and wellness activities.

Core Principle 2: College Culture

Core principle 2 challenges Cuesta College to continually assess its college culture and work cohesively in order to accomplish its mission and goals. To this end, the entire Health Services team collaborates regularly to identify areas in which we have been successful serving our diverse student body and areas of potential growth in the future. Notable Areas of Success include:

- Student Health Services has increased their involvement at campus wide events in an effort to increase student awareness of our services (e.g. Connect at Cuesta, Educate Si Se Puede Event, Stress Less Holiday Events, Veterans Orientation, Student Success Festival, and Safe Spring Break).
- Student Health 101 as a tool to reach all students at Cuesta College, not just those attending the SLO and NC campuses.
- Student Health Services has given considerable attention to updating our website and creating a Facebook page. This change helps us promote our services, outreach activities, and provide additional resources for students to learn about health, wellness and connecting with services both here at Cuesta College and in our surrounding community.
- Maximizing opportunities to engage students and encourage utilization of Health Services (Open House, Healthy Heart Month, Stress Free Finals, Winter Wellness, All things Love, Safe Spring Break and Welcome Kits provided at the SLO and NC campuses) and in our day-to-day activities (using more sensitive and inclusive language in our promotional materials and chart forms).
- Maximizing opportunities to connect and collaborate with our “Cuesta Family” – working with the Kinesiology, Nutrition, Athletics, Student Life and Leadership, and Nursing & Allied Health Departments to educate and serve students.

Core Principle 3: Innovation/Competitive Edge/Emerging Technology

Using the online magazine, Student Health 101, Health Services utilizes technology to improve the health and wellness of our students and increase student retention and successful completion of course requirements. Between July 2015 and June 2016, there were 3,036 visits to the Cuesta Student Health 101 site. Of these, 1,675 were unique visitors (unduplicated) accessing the site via their desktop, mobile or tablet devices.

Student Health 101 Year-to-Date Results for Cuesta College:

What Cuesta College students have learned and are applying to their daily lives

Below is a summary of the responses we've received about what your students have learned in *Student Health 101*.

Year-to-Date Results

77% of students polled responded that they learned something that they would apply to their daily life.

58% of students polled responded that they had seen or read something in *Student Health 101* that caused them to want to get involved on campus, ask for help, take advantage of campus resources, or otherwise improve their health. (n=455)

Issue	Student responses "I've applied Student Health 101 to my daily life"	Student responses "Student Health 101 has caused me to take action"	Sample size
Summer, 2015	97%	89%	30
September, 2015	62%	50%	34
October, 2015	65%	48%	46
November, 2015	89%	61%	61
December, 2015	93%	73%	61
January, 2016	86%	55%	53
February, 2016	81%	60%	104
March, 2016	62%	47%	68



Usage overview through March, 2016

Core Principle 4: Institutional Effectiveness

Core Principle 4 directs the college to support robust Professional Development across all college clusters. The Student Health Services Coordinator and staff have completed the following:

- 2017 NASPA Strategies Conference
- Mental Health First Aid USA certification course
- HSACCC Annual Conference
- SARS grid and SARS Anywhere training
- CPR and First Aid
- OU Campus Updates for Content Providers
- Cognitive Behavioral Therapy Training
- Myers Briggs Type Indicator Training
- Sex Trafficking Awareness Training
- Crisis Intervention Training

The Student Health Services Coordinator and staff have participated in the following:

- Cuesta College Wellness Committee
- Mental Health Services Act Advisory Committee
- SLO County Suspected Abuse Response team Advisory Board
- SLO County Suicide Prevention Forum
- Tenure Review Committee
- VPSS Hiring Committee

Core Principle 7: Student Access

- The Student Health Center provides direct medical and mental health services to students on the San Luis Obispo and North County campuses.
- Using the online magazine, Student Health 101, Health Services has ensured that all Cuesta College students have access to reliable health and wellness information.
- The Student Health Services Coordinator continues to participate in the planning for relocation of expansion of the Student Health Center on the North County campus.
- Student Health Services continually searches for new and innovative ways to serve our students and augment the services we directly provide by seeking relationships and collaborative opportunities with our community partners. These efforts have resulted in a half time staff member from SLO County Behavioral Health being assigned to Cuesta College to assist in outreach and education related to Mental Health and Drug and Alcohol prevention.

Core Principle 8: Student Success

Institutional Learning Outcome 1: Personal, Academic and Professional Development

- Because of information provided to students during the provision of direct care, through the online magazine Student Health 101, during class presentations and outreach

activities, students have an increased ability to recognize, assess, and practice lifestyle choices that promote personal health and mental well-being.

- The Student Health Center along with Student Life and Leadership and ASCC sponsor both a Stress-Less finals event and a Safe Spring Break event that incorporate community resources, literature distribution, and giveaways addressing personal health and wellness.

ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS

1. Data Summary

- Describe data collection tool(s) used – Student Health Services transitioned from using the Uniform Statistical Reporting Form to SARS grid as a tool for tracking utilization of services.
- Student Health Center Uniform Statistics Reporting Form. The San Luis Obispo Campus and North County Campus End of Year Report documents the Health Services contact (duplicated) history of student usage.
 - SARS grid
 - Student Health 101 Google Analytics
- Include updates to program data results from the previous year, if any.

Student Health Services Data from the Uniform Statistics Reporting Form:

Total Number of Student Served by All Provider Type (MFT, NP, RN)

Students Served	2012-2013*	2014-2015*	2015-2016#	Fall 2020 Target	Fall 2025 Target
District-wide	2,036	1,949	1,971	1,998	2,049
North County	320	168	175	172	177
SLO	1,716	1,786	1,796	1,831	1,877

*Student Health Services Data from the Uniform Statistics Reporting Form

Student Health Services Data utilizing SARS grid – data includes estimates for NC as SARS grid not utilized at that site until spring semester 2016.

Total Number of Students Served - Mental Health Therapy Only

Students Served	2012-2013	2013-2014	2014-2015	2015-2016 <i>*First Year utilizing MFT interns</i>	Fall 2016 only
District-wide	213	380	498	631	377

*Student Health Services Data from the Uniform Statistics Reporting Form and SARS grid.

➤ Student Health Services also participates in the HSACCC annual survey and the ACHA-NCHA survey triennially. This data is utilized for program planning and execution. Highlighted here is the impact of students' Mental Health on their academic success. During the spring of 2016, Health Services, in collaboration with Institutional Research, participated in the ACHA-NCHA survey utilizing a web-based survey method.

- According to the ACHA-NCHA II Cuesta College Spring 2016 data, students reported the following as the top five factors affecting their individual academic performance within the last 12 months:
 1. Stress (38%)
 2. Anxiety (33%)
 3. Sleep difficulties (26%)
 4. Work (24%)
 5. Cold/Flu/Sore throat (21%)

- According to the ACHA-NCHA II Cuesta College Spring 2016 data, students reported experiencing the following within the last 12 months:

Student Concerns	Male	Female	Total
Felt things were hopeless	50%	51%	51%
Felt overwhelmed by all you had to do	71%	89%	83%
Felt very lonely	56%	54%	55%
Felt very sad	61%	63%	63%
Felt overwhelming anxiety	55%	66%	63%
Felt so depressed that it was difficult to function	36%	38%	38%
Felt overwhelming anger	46%	43%	44%
Seriously considered suicide	13%	9%	11%

✓ These numbers reflect increases in all areas (*except for feeling overwhelmed by all you had to do*) when compared to spring 2013 data.

2. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.
 - After noting a serious need for additional Mental Health Services, the Health Services Coordinator applied for and received a Cuesta College foundation grant for the 2015-2016 to support a pilot MFT Intern program. In the first year of the program, there was a significant increase in the number of students served by a mental health practitioner (20%). In the second year of the program, the numbers continue to increase and if they continue, we will nearly double the

number of students we saw in during the 2-13-2014 academic year. In addition, mental health staff have been able to provide educational opportunities for faculty, staff and students including the following classes: Mental Health First Aid and All Things Love.

- After the loss of reproductive health services during the 2015-2016 academic year, Student Health Services has been seeking a new community partner to provide these services directly to our students. As a result of these efforts,
 - Through our efforts to advertise services for students, we have seen an increase in the number of students attending outreach and wellness events. Student Health Services will continue to utilize a variety of tools, including Student Health 101 and Constant Contact, to inform students of the services provided on both the SLO and NC campuses.
- Identify areas if any that may need improvement for program quality and growth.
 - A continued focus on improving data collection methods and outreach efforts will allow Student Health Services to engage in a cycle of continuous improvement that focuses on and is responsive to student needs. In addition to utilizing SARS grid as a scheduling and data collection tool, Student Health Services is in the process of purchasing an iPad for data collection in all areas, including the waiting room, exam rooms and even at outreach events.
 - With decreasing revenue, we must continue to be vigilant with our budget and seek revenue from sources that might augment student fees. By collaborating with departments across Cuesta College, we continue to seek additional sources of revenue as was identified this year with the provision of Flu shots to faculty and staff. By collaborating with community agencies, we can seek opportunities for our students to receive care that we may not be able to provide.
 - Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the Resource Plan Worksheets.
 - Student Health Services will continue to work with our Institutional Research department to identify ways to improve data collection and management.
 - Student Health Services will continue to seek additional services of revenue to augment funding we receive from student health fees. In addition, Health Services will work to include our online only students as health fee paying.
 - Student Health Services will continue to seek funding for mental health services that adequately meet the needs of our students and college.

III. ANNUAL PROGRAM OUTCOMES (ASOs AND SSOs), ASSESSMENT AND IMPROVEMENTS

Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment

Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

The following Student Services Outcome (SSO) was assessed during the 2015-2016 and 2016-2017 academic years:

- Students who attend the Health Services presentation and lecture on Stress Management will demonstrate knowledge in the area of stress awareness and self-management and how stress impacts their academic success.

Students were assessed in the classroom setting and collection of data took place each semester. Assessment methods implemented each semester were student presentations and student feedback questionnaires. All reports were generated by the Coordinator of Health Services. The data is showing the SLO was successful.

Fall 2015: 3 Presentations, classroom setting, 47 participants

1. *After today's presentation, I am more knowledgeable about the services provided at the Student Health Center?*

Yes 46 (98%) No 1 (2%)

2. *List two of the FREE services that you are eligible to receive as a result of paying your student health fees:*

- 1) Over the counter medication
- 2) Personal Counseling

* 100% of students were able to identify two of the services that are available free of charge at the Student Health Center.

3. *How helpful was this presentation in providing information on how I can prepare myself for medical appointments?*

Very helpful 42 (89%) Somewhat helpful 5 (11%) Not helpful at all 0

4. *In this presentation, you learned that stress can have a negative impact on your health?*

True 46 (98%) False 1 (2%)

5. *Name two physical signs that your body is experiencing stress?*

- 1) Difficulty Sleeping
- 2) Sweating

* 100% of students were able to identify two physical signs of stress.

Spring 2016: 3 Presentations, classroom setting, 34 participants

1. *After today's presentation, I am more knowledgeable about the services provided at the Student Health Center?*

Yes 34 (100%) No 0

2. *List two of the FREE services that you are eligible to receive as a result of paying your student health fees:*

- 1) Personal Counseling
- 2) Over the counter medication

* 100% of students were able to identify two of the services that are available free of charge at the Student Health Center.

3. *How helpful was this presentation in providing information on how I can prepare myself for medical appointments?*

Very helpful 30 (88%) Somewhat helpful 4 (12%) Not helpful at all 0

4. *In this presentation, you learned that stress can have a negative impact on your health?*

True 32 (94%) False 2 (6%) *both noted that stress can be both + & -

5. *Name two physical signs that your body is experiencing stress?*

- 1) Upset stomach
- 2) Increased heart rate

* 100% of students were able to identify two physical signs of stress.

Fall 2016: 3 Presentations, classroom setting, 53 participants

1. *After today's presentation, I am more knowledgeable about the services provided at the Student Health Center?*

Yes 53 (100%) No 0

2. *List two of the FREE services that you are eligible to receive as a result of paying your student health fees:*

- 1) Over the counter medication/Medi-Bin
- 2) Personal Counseling

* 100% of students were able to identify two of the services that are available free of charge at the Student Health Center.

3. *How helpful was this presentation in providing information on how I can prepare myself for medical appointments?*

Very helpful 51 (96%) Somewhat helpful 2 (4%) Not helpful at all 0

4. *In this presentation, you learned that stress can have a negative impact on your health?*

True 48 (91%) False 5 (9%) *all noted that stress can be both + & -

5. *Name two physical signs that your body is experiencing stress?*

- 1) Increased Heart Rate
- 2) Headache

Spring 2017: 3 Presentations, classroom setting, 44 participants

1. *After today's presentation, I am more knowledgeable about the services provided at the Student Health Center?*

Yes 44 (100%) No 0

2. *List two of the FREE services that you are eligible to receive as a result of paying your student health fees:*

- 1) Personal Counseling
- 2) Medi-Bin

* 100% of students were able to identify two of the services that are available free of charge at the Student Health Center.

3. *How helpful was this presentation in providing information on how I can prepare myself for medical appointments?*

Very helpful 41 (93%) Somewhat helpful 3 (7%) Not helpful at all 0

4. *In this presentation, you learned that stress can have a negative impact on your health?*

True 44 (100%) False 0

5. *Name two physical signs that your body is experiencing stress?*

- 1) Increased heart rate
- 2) Fatigue

* 100% of students were able to identify two physical signs of stress.

The following Student Services Outcomes (SSO) were assessed during the 2016-2017 academic year:

- A majority of students polled will respond that they learned something in the online magazine Student Health 101 that they can apply to their daily lives.
 - Year to Date results (July 1, 2016-February 28, 2017): **YES** 69% **NO** 31%
 - A majority of students polled will respond that they had seen or read something in Student Health 101 that caused them to want to get involved on campus, ask for help, take advantage of campus resources, or otherwise improve their health.
 - Year to Date results (July 1, 2016-February 28, 2017): **YES** 47% **NO** 53%
- B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the Resource Plan Worksheets and review the Resource Allocation Rubric.

The Student Health Services program seeks to increase student knowledge of the services that are available and funded by their mandatory health fees while providing a program that is responsive and reflective to students' needs. In order to fulfill this mission, 2016-2017 SLOs were updated to reflect issues that are of greatest concern to our students based on local and national survey results. Student Health Services continues to refine their methods of data collection in order to make timely and responsive choices about program planning and execution. Changes in the last year include the introduction of SARS for appointment scheduling and data collection, utilizing Student Health 101 as a method for tracking quantitative and qualitative data, and working with Institutional Research to update data collection methods in the Health Center. We will continue to evaluate the effectiveness of our current SLOs as a program planning and evaluation tool and will look to SARS as a way to collect data on a larger scale.

Health Services continues to seek innovation methods to provide services to and for students in a cost effective way. As a result, we are currently in the process of negotiating a contract to bring reproductive and sexual health services to the SLO campus in collaboration with CAPSLO's The Center. This collaborative effort will bring a Nurse Practitioner to the Health Center to provide services to all fee-paying students. Student Health Services will also pilot a peer nutrition education program in collaboration with Cuesta College's nutrition department and the plant based nutrition club.

Student Health Services utilized a second year of Cuesta Foundation grant funds to continue a mental health intern program that has successfully increased the number of direct service hours for students seeking mental health care. As this funding source can no longer be utilized, we are actively seeking ways to fund this critical service component.

IV. ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

A. Regulatory changes

n/a

B. Internal and external organizational changes

- Cuesta College has had a number of key staff changes that have resulted in new and innovative ways to provide services and updated methods of tracking the services we provide. A key example is the introduction of Maxient as a tool to track student discipline as well as accident and injury information. There will likely be ongoing growth and development in this area with the hiring of a new VP of Student Services this spring semester.

C. Student and staff demographic changes

- An overall decrease in the number of enrolled students and an increase in the number of enrolled students that are not required to pay the mandatory Student Health fee (online only and South County only) has decreased the revenue of Student Health Services. This decrease in revenue coupled with an increase in demand for mental health services requires careful planning and evaluation to provide services that are responsive to student needs. After deficit spending during the 2013-2014 academic year, Health Services has creatively sought ways to provide services utilizing additional funding sources and as a result has avoided using carryover dollars for direct service. As the health center is increasing the type and number of services provided, we will continue to utilize carryover dollars as needed to update our space and make it more efficient. We will also continue to seek out the technological tools necessary to provide care that is relevant to our students' needs.

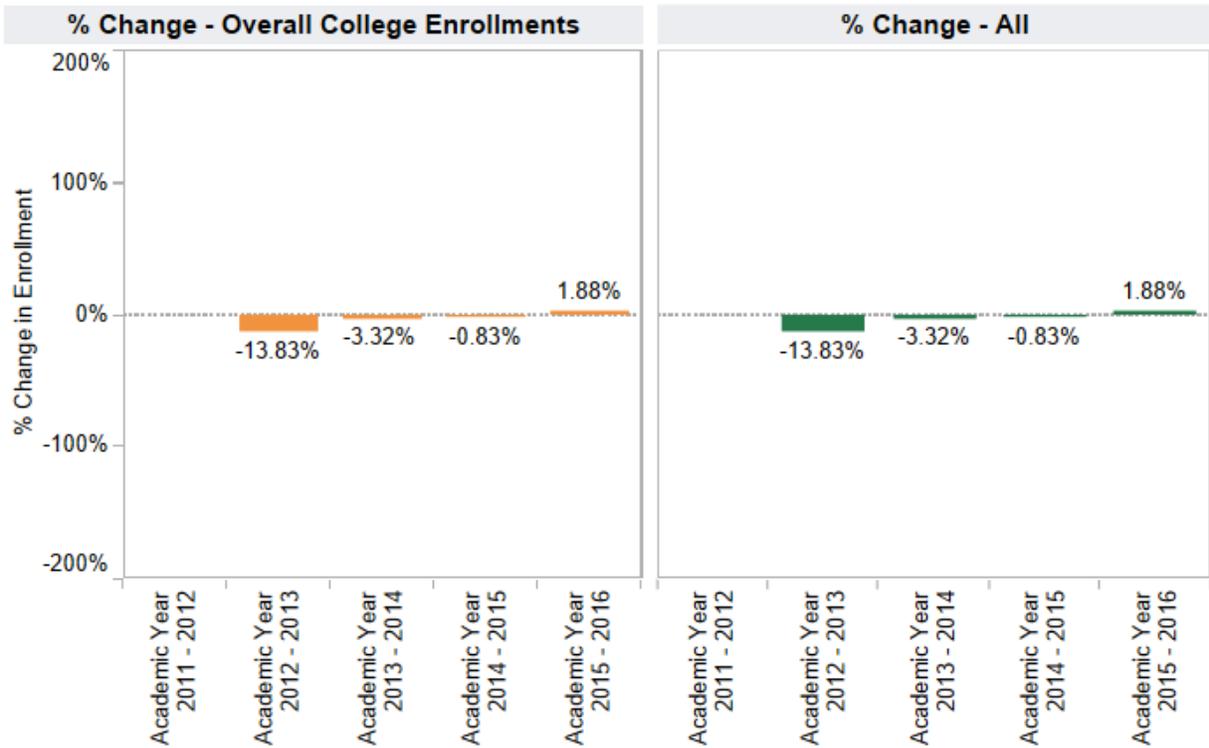
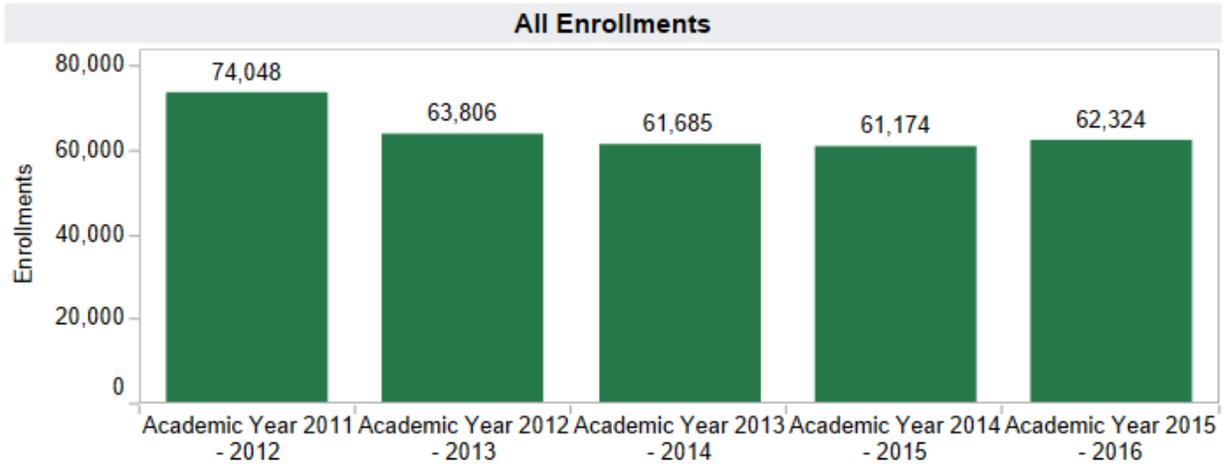
Cuesta College Distance Education Unduplicated Headcounts – Fall 2016

Distance Headcount to Date	2016	2015	% Change
Current Headcount	2534	2366	7.1%
First Time College Student	230	214	7.5%
Continuing Student	1587	1485	6.9%
Distance Only	1012	908	11.5%
Distance and SLO	1191	1139	4.6%
Distance and North	186	190	-2.1%

SLOCCCD Program Review Data - Enrollment

Department:
All

Course:
All



Enrollment: Duplicated count of students who completed greater than 0 units in positive attendance courses or were present on census for all other accounting methods.

D. Community economic changes – workforce demands

- Potential changes in health insurance coverage options for Cuesta College students will likely affect our ability to refer students for needed services in our surrounding community. We will continue to seek ways to assist our students to access care and promote their health and wellness. In addition, we will continue to seek new and innovative ways to provide direct services to our population with the limited funding we receive from student health fees.

E. Role of technology for information, service delivery and data retrieval

- Student Health Services will continue to replace outdated methods of service delivery and data collection to better evaluate and respond to student needs and to provide services in a cost effective, efficient manner. Current plans include the following:
 - Continued utilization of SARS Grid on the SLO and NC campuses
 - Updating methods of data collection utilizing iPads to replace paper and pen tracking methods that will augment data collected on SARS Grid.
 - Continued use of the online magazine, Student Health 101, as both a service delivery tool and data collection method.

F. Providing service to multiple off-campus sites

- Health Services will continue to participate in planning for the future relocation of the NC Health Center.
- Health Services will continue to adjust the health center schedule on both the NC and SLO campuses to meet the needs of our evolving student population.
- Services provided on the SLO campus will be replicated when possible and/or modified to meet the needs of the NC campus.
- Health Services will continue to research ways to offer resource and referral information to students that may not benefit from attending the SLO or NC campuses (e.g. updated website links, Student Health 101, participation in community based events).

G. Anticipated staffing changes/retirements

- Student Health Services will continue to respond to staffing changes and retirements with creative staffing formulas, thoughtful program planning and innovative care delivery methods.

V. OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your Resource Plan (formerly called the Unit Plan). These elements will be reflected in the District planning and budget process.

Elements:

A. Personnel

- As the Cuesta College Foundation grant program has limitations on continued funding, Student Health Services is requesting funding to continue utilizing mental health interns to provide cost effective services for students. This program has proven to be a cost effective method of providing excellent mental health care for our students.
- Student Health Services is also requesting funding to support the continued development of a peer nutrition education funding. We are seeking approximately 12-15 hours a week of a Student Worker to assist with outreach, service delivery and ongoing program development.

B. Equipment/furniture (other than technology)

- Student Health Services is requesting, through the Resource Plan process, the replacement of outdated office equipment in the NC health center.

C. Technology

- Student Health Services is requesting ongoing support of the online magazine, Student Health 101.

D. Facilities

- Student Health Services is requesting renovation and sound proofing of the two therapy rooms in the SLO health center to address privacy concerns related to student care and protected personal information.

SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
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Name	Signature	Date
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