BASIC PROGRAM INFORMATION

Program Review is about documenting the discussions and plans you have for improving student success in your program and sharing that information with the college community. It is also about linking your plans to decisions about resource allocations. With that in mind, please answer the following questions.

Program/Department Name: Psychological Services and Personal Counseling

Division Name: Student Services

Please list all team members who participated in this Program Review:

Name	Department	Position
Alexis Donato	Psych Services	Full time faculty
Clifton Der Bing	Psych Services	Full time faculty
Lisa Slede	Psych Services	Full time faculty
Frances Respicio	Psych Services	Part time faculty
Laureen Balducci	Psych Services	Director/Associate VP of Student Services
Patricia Meza Parada	Psych Services	Administrative Assistant II

Number of Full Time Faculty: 3 **Number of Part Time Faculty:** 1

Please list all existing Classified positions: *Example: Administrative Assistant I*

Patricia Meza Parada, BA - Administrative Assistant II

SECTION 1: PROGRAM REFLECTION

1A. Program Update: Based on the program review data, please tell us how your program did last year. We are particularly interested in your proudest moments or achievements related to student success and outcomes.

Data reflects 9/26/16 to 07/31/17

Number of individual counseling sessions: **1,785 sessions**

Offering of "drop in" counseling services, total number of drop-ins: **73**

Number of crisis sessions: **119**

Number of visits to Psych Services Website: **6,084 visits**

Relationship with STEM center; workshops: **6 TOTAL**

Ongoing teaching of CNSL 72: **3 PER YEAR, I per academic quarter except summer**

Tabling; CNSL 5; wellness workshops, campus outreach; QPR as requested: **41 TOTAL EVENTS**

Number of attendees to campus outreach and other events: **930 TOTAL attendees**

Email reminders to students that decrease the number of 'no show' appointments.

1B. Program Improvement: What areas or activities are you working on this year to improve your program? Please respond to any feedback from the supervising administrator from last year's program review.

Implementing paperless records and text messaging to ease flow of students, maintain accurate records and remind students of appointments to minimize "no shows."

Referring to our last program review, one of the goals was to develop online training for faculty and

staff. Our program has a high focus on the needs of the students who come in for individual services, crisis management and suicide risk assessments. We would like to increase our outreach efforts and/or support for the general campus community regarding mental health awareness. Due to the high demand of individual appointments, we may need additional resources to equitably attend to the needs of both our individual students and the greater campus community. This would also address our need to provide prevention programs and outreach to the community. Additional resources (additional staff or interns) may also provide the opportunity to decrease the risk of burnout the nature of providing a high level of intense mental health services brings.

1C. Measures of Success: What data or information will you use to measure your success (e.g. student success rates, changes in student or program learning outcomes)?

BMS forms; data from MediCat, SAO's, SLO's

1D. EMP Goal: The 2015-2020 Educational Master Plan (EMP) includes the following goal:
"Create a culture of equity that promotes student success, particularly for underserved students."

Based on the program review data, tell us some of the things your program will be doing this year to support this goal. You will be asked to report on any accomplishments on your next comprehensive program review.

Individual counseling using brief therapy model is provided to registered students at Foothill College. Students are eligible for up to eight 50-minute counseling appointments, and counselor discretion is used in determining the need for additional sessions in cases of special circumstances.

In addition, we offer outpatient services through our continued partnerships with the following clinical services:

El Camino Hospital offers additional services to our students with the following programs:

- Adult Mood Program: Partial Hospitalization Program (PHP)
https://www.elcaminohospital.org/services/mental-health/specialty-programs/adult-mood
- Dual Diagnosis Program: https://www.elcaminohospital.org/services/mental-health/specialty-programs/dual-diagnosis
- Chemical Dependency: https://www.elcaminohospital.org/services/mental-health/specialty-programs/addiction-services
- Thought Disorder: https://www.elcaminohospital.org/services/mental-health/specialty-programs/continuing-care

Palo Alto University's Gronowski Center (GC) for psychological services
(https://www.paloaltou.edu/gronowski-center):

- Services are provided by doctoral level psychology students under the supervision of licensed psychologists
- Minimal cost to students
- Treatment of anxiety, depression, bipolar, etc.

La Selva Group: (https://www.thelaselvagroup.org/) offers the following:

- 2 psychiatrists (Spanish speaking) and 2 other per diems psychiatrists as needed
- 4 counseling clinicians (all Spanish speaking) 10-15 appointments for students, however, students can continue sessions with a psychiatrist as needed
- Meds management and case management. Students would still have to pay for medication (but Walmart supplies many medications to the general public for $4.00/month!)
- Students (including undocumented) that are uninsured (no medical benefits) and live in the Santa Clara county can participate in this program
- Assists with housing and food bank as well if the student has mental health issues

Stanford University - FAIR START program for students with bipolar disorder (http://med.stanford.edu/bipolar/Fairstart.html)
- Diagnoses and treats students with insurance who may have bipolar disorder who are seeking initial diagnostic clarity or a second opinion
Lastly, our FH College Psychological Services website (https://foothill.edu/psychservices/) offers many resources to students.

Psychological Services will continue to provide culturally sensitive brief therapy, crisis intervention, suicide assessments, faculty and staff consultations and general student wellness counseling. In addition, we will continue to provide mental health prevention, awareness and outreach to the greater campus community.

SECTION 2: PROGRAM OBJECTIVES & RESOURCE REQUESTS

2A. New Program Objectives: Please list any new objectives (do not list your resource requests).

Program Objective	Implementation Timeline	Progress Measures
Example: Offer 2 New Courses to Meet Demand	*Winter 2016 Term*	*Course Enrollment*
Outreach; prevention; meeting needs of campus community	Once per academic year	Stress Less Fest
Consider intern(s) to meet the demand of student needs		
Cont. development of course curriculum		
Consider part time employee in lieu of interns		
Laptops for student check in		
Offering CNSL 72 every quarter	Ongoing	To meet need of student demand in taking the course.

2B. Resource Requests: Using the table below, summarize your program's <u>unfunded</u> resource requests. Refer to the Operations Planning Committee (OPC) <u>website</u> for current guiding principles, rubrics and resource allocation information.

Resource Request	$	Program Objective (Section 2A)	Type of Resource Request			
			Full-Time Faculty/Staff Position	One-Time B-Budget Augmentation	Ongoing B-Budget Augmentation	Facilities and Equipment
Stress Less Fest	$1,000	Outreach	☐	☐	☒	☐
			☐	☐	☒	☐
Salary for part time faculty position	$40,000	Part-time counselor	☐	☐	☒	☐
Laptops student check in	$2,000	Student Check-in	☐	☒	☐	☐
Marketing materials	$1,000	Outreach	☐	☐	☒	☐
			☐	☒	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐

2C. Unbudgeted Reassigned Time: Please list and provide rationale for requested reassign time.

N/A

SECTION 3: LEARNING OUTCOMES ASSESSMENT SUMMARY

3A. Attach 2015-2016 Course-Level Outcomes: Four Column Report for CL-SLO Assessment from TracDat. Please contact the Office of Instruction to assist you with this step if needed.

3B. Attach 2015-2016 Program-Level Outcomes: Four Column Report for PL-SLO Assessment from TracDat. Please contact the Office of Instruction to assist you with this step if needed.

SECTION 4: FEEDBACK AND FOLLOW-UP

This section is for the <u>Dean/Supervising Administrator</u> to provide feedback.

4A. Strengths and successes of the program as evidenced by the data and analysis:

Strengths of the Psychological Services Program include:
- Accessibility to the campus community (information and referral source to students, faculty and staff)
- Drop-in service from 12-1 PM daily
- "Same day" consultation and safety checks for students who may be at risk for suicide and/or are experiencing severe emotional trauma
- Positive impact on student retention – in many cases, counselors have prevented students from withdrawing from classes or leaving college since they have helped students with personal issues which have prevented them from wanting to continue in school
- Positive outreach and collaboration to the campus community (through tabling at events, workshops, class presentations, website information, etc.)
- Strong ties and collaboration to FH Campus Police, and with community based mental health programs and agencies for referral options to students: El Camino Hospital (psych services), Stanford FAIR Start program (bipolar treatment), La Selva Group (counseling), and Gronowski Center at Palo Alto University (counseling), County mental health programs.

4B. Areas of concern, if any:

The number of trauma cases and severe psychological stress cases has increased over the past few years. This trend is not just indicative at FH, but also at colleges and universities nationwide. Staffing for the number of student cases has improved, yet with potential budget concerns, we need to maintain our counselor status at Psychological Services.

4C. Recommendations for improvement:

Hire an additional part-time licensed counselor in order to better serve the growing number of students needing psychological services. Hiring psychology interns is not the answer to this issue, as this takes away from counselor's valuable time in order to teach interns and have required clinical meetings with them per their program requirements.

Build curriculum in order to generate more WSCH in classrooms.

4D. Recommended Next Steps:
☒ Proceed as Planned on Program Review Schedule
☐ Further Review / Out-of-Cycle In-Depth Review

Upon completion of <u>Section 4</u>, the Program Review document should be returned to department faculty/staff for review, then submitted to the Office of Instruction and Institutional Research for public posting. Please refer to the Program Review timeline.