

Peralta Community College District

STUDENT SERVICES ANNUAL PROGRAM UPDATE

Academic Year 2015-2016

This presents the common elements to be addressed by each student services unit/area in its annual program update. Depending on College preferences, elements may be formatted or addressed slightly differently.

I. OVERVIEW

		Date Submitted:	11/9/15
College	COA	Administrator:	Toni Cook
Unit/Area	Health Services		
Completed By:	Evan Schloss		
Mission/History and Description of Service Provided <i>Brief, one paragraph.</i>	<p>Mission: The mission of Health Services in the Peralta Community College District is to further the equality of the educational opportunity and success for all students by providing access to health services which promote the physical, emotional, social and spiritual well-being of its students. This well-being contributes to the educational aim of our community colleges by promoting student retention and academic success.</p> <p>History of Unit: When the college opened in 1970, health services were contracted out to the Alameda County Department of Health Services. Thirty hours per week of health services were available to staff and students. In 1972, a college nurse was hired to provide those health services. The current offices were built and occupied in the fall of 2006. Health Services on campus are required, as stated in Section 76355 (e) of Title V. Part-time mental health services were started in Fall 2012 and have been incorporated into the role of Health Services Coordinator. There are currently no nursing services on campus, though students can utilize the Peralta Wellness Center at Laney College. Acupuncture, massage, flu-shots, and a blood drive are coordinated through the Health Services Coordinator and the district Health Services Director.</p> <p>Description of Unit: Health Services offers: individual consultations, referrals, an annual health fair, health education programs, weight management counseling, immunizations, creating and implementing policies and procedures in accordance with state and federal regulations, involvement with campus safety, promotion of peer health-related presentations, violence and sexual assault workshops, and a state-wide recognized student crisis team.</p>		

Student Learning Outcomes (SLOs)

(or Service Area Outcomes-SAOs, or Program Learning Outcomes-PLOs)

For 2015-2016

1. Healthier decisions

Students will be able to identify and utilize the necessary information, resources, and options available for them to make sound educational, emotional, and health-related lifelong decisions.

Healthier choices:

- **Details/Description of the Assessment Method (please identify current data sources):** A survey will be distributed online to students who access health services
- **Criteria for Successful Performance:** At least 80% of students will answer affirmatively to a question that they are able to make healthier educational, emotional, or health related choices after utilizing services.
- **When will you collect this information?** Surveys will be sent out in December and May each year.
- **Who will be responsible for collecting this information?** Health Services Coordinator.

Resource identification:

- **Details/Description of the Assessment Method (please identify current data sources):** Students attending annual wellness fairs will complete forms that identify wellness resources.
- **Criteria for Successful Performance:** At least 80% of students who attend will be able to identify 4 or 5 new wellness resources.
- **When will you collect this information?:** At wellness fair events
- **Who will be responsible for collecting this information?:** Health Services Coordinator

2. Improved coping

Students will be able to identify and utilize healthier coping skills and strategies for maintaining wellness, managing stress, managing anger, or meeting personal goals.

Improved coping

- **Details/Description of the Assessment Method (please identify current data sources):** Students that have accessed wellness services will complete online surveys in December and May each year.
- **Criteria for Successful Performance:** At least 80% of students will respond affirmatively to a question asking if they feel that they are better able to cope with problems.
- **When will you collect this information?** December and May of each year.
- **Who will be responsible for collecting this information?:** Health Services Coordinator

Problem Management

- **Details/Description of the Assessment Method (please identify current data sources):** Students that attend campus wellness workshops/classes such as anger/stress management will complete surveys assessing student learning.
- **Criteria for Successful Performance:** At least 80% of students will identify that they have learned to respond to or better manage stress, anger, or other wellness issues.
- **When will you collect this information?** Immediately after campus events. Data will be reported in December and May each year.
- **Who will be responsible for collecting this information?** Health Services Coordinator.

Progress toward goals

- **Details/Description of the Assessment Method (please identify current data sources):** Students that access mental health services will be asked to complete feedback forms after each counseling session.
- **Criteria for Successful Performance:** At least 80% of students will report that their session was "Very Helpful" "Helpful" or "A little Helpful" with the student's life goals.
- **When will you collect this information?** Throughout the school year. Data will be analyzed in December and May each year.
- **Who will be responsible for collecting this information?:** Health Services Coordinator

	<p>Service Area Outcomes (Health Services)</p> <ul style="list-style-type: none"> • Hire a full time Health Services Coordinator and part time nurse. • Increase Acupuncture and massage availability. • Build mental health services provision capacity to meet increased student need.
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<p>SLO/SAO/PLO Mapping to Institutional Learning Outcomes (ILOs)</p>	<table border="0"> <tr> <td data-bbox="360 730 941 1558"> <p>1. Healthier Decisions Students will be able to utilize the necessary information, resources, and options available for them to make sound educational, emotional, and health-related lifelong decisions.</p> <p>2. Improved Coping Students will be able to identify and utilize healthier coping skills and strategies for maintaining wellness, managing stress, managing anger, or meeting personal goals.</p> </td> <td data-bbox="941 730 1555 1558"> <p>Institutional Learning Outcomes:</p> <p>Problem Solving Solve problems and make decisions.</p> <hr/> <p>Problem Solving and Decision Making Solve problems and make decisions in life and work using critical thinking, quantitative reasoning, community resources, and civic engagement.</p> <hr/> <p>Awareness and Diversity. Respectful interpersonal communications.</p> <hr/> <p>Interpersonal Skills Engage in respectful interpersonal communications, acknowledging ideas and values of diverse individuals that represent different ethnic, racial, cultural, and gender expressions.</p> <hr/> <p>Civic Responsibility Personal, civic, social and environmental responsibility.</p> <hr/> <p>Civic Responsibility Accept personal, civic, social and environmental responsibility in order to become a productive local and global community member.</p> </td> </tr> </table>	<p>1. Healthier Decisions Students will be able to utilize the necessary information, resources, and options available for them to make sound educational, emotional, and health-related lifelong decisions.</p> <p>2. Improved Coping Students will be able to identify and utilize healthier coping skills and strategies for maintaining wellness, managing stress, managing anger, or meeting personal goals.</p>	<p>Institutional Learning Outcomes:</p> <p>Problem Solving Solve problems and make decisions.</p> <hr/> <p>Problem Solving and Decision Making Solve problems and make decisions in life and work using critical thinking, quantitative reasoning, community resources, and civic engagement.</p> <hr/> <p>Awareness and Diversity. Respectful interpersonal communications.</p> <hr/> <p>Interpersonal Skills Engage in respectful interpersonal communications, acknowledging ideas and values of diverse individuals that represent different ethnic, racial, cultural, and gender expressions.</p> <hr/> <p>Civic Responsibility Personal, civic, social and environmental responsibility.</p> <hr/> <p>Civic Responsibility Accept personal, civic, social and environmental responsibility in order to become a productive local and global community member.</p>
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II. ASSESSMENT, EVALUATION AND PLANNING

Quantitative Assessments	
<p><i>Include service area data such as number of students served by your unit/area. Include data and recommendations from program review.</i></p> <p><i>Include data used to assess your SLO/SAO/PLOs.</i></p>	<p>Findings for Healthier Choices Summary of Findings: 16/17 or 94% of students that completed surveys in May 2015 responded that that they are able to make healthier educational, emotional, or health related decisions after utilizing services. Results: Acceptable Target Achievement: Exceeded Recommendations / Next Steps: Continue capturing data to assess service provision, trends, and to ensure quality work. Reflections/Notes :</p> <p>Findings for Resource identification Summary of Findings: Of 87 students that completed forms while participating in the wellness fair, 84 were able to identify 5 new wellness resources. 1 student identified 4 wellness resources, and 2 students identified fewer than 4. 98% of students were able to identify 4-5 resources. Results: Acceptable Target Achievement: Exceeded Recommendations / Next Steps: Continue capturing data after providing wellness services and events to ensure that students are benefiting from the activities. Reflections/Notes :</p> <p>Findings for Improved Coping Summary of Findings: 17/17 or 100% of students that completed surveys in May 2015 responded that that they are that they are better able to cope with problems after utilizing services. Results: Acceptable Target Achievement: Exceeded Recommendations / Next Steps: Continue capturing data to assess service provision, trends, and to ensure quality work.</p> <p>Findings for problem management Summary of Findings: 43/46 students, or 93% reported that they had learned to how to respond to or better manage stress or anger after attending related workshops. Results: Acceptable Target Achievement: Exceeded Recommendations / Next Steps: Continue providing wellness workshops and obtaining evaluation forms when desired by classes. Reflections/Notes: Evaluation forms may be easier to utilize if they are simplified to capture needed data only.</p> <p>Findings for Working toward goals Summary of Findings: 68 student feedback forms were collected during the Spring semester. 47 students reported that the session was "very helpful", 17 students reported that the session was "helpful", 4 students reported that the session was "a little helpful", and 0 students reported that the session was "not helpful". 100% percent of students reported that their session was "Very Helpful" "Helpful" or "A little Helpful" with the student's life goals. Results: Acceptable Target Achievement: Exceeded Recommendations / Next Steps: Continue collecting feedback after counseling sessions to ensure that students are benefiting.</p>

	<p>Service Area Outcomes</p> <ul style="list-style-type: none"> • A new Health Services Coordinator was hired and started 11/2/15 • A new nurse position description is being negotiated and we anticipate hiring a nurse through the district by early spring 2016. • Acupuncture and massage are now held weekly at College of Alameda and are provided through the district health services. These services were previously provided every other week. • Flu shots were provided on 10/22/15. Over 30 students received flu shots • A campus blood drive and smoking cessation workshop are currently being scheduled. • Regular (weekly) student run support groups are held that address student wellness and self-care strategies with over 200 students participating since the beginning of spring 2015. <p>Mental health</p> <ul style="list-style-type: none"> • Therapy, consultation, and crisis intervention are currently being provided at six times the rate of 2013. • The need for increased availability of mental health services has been assessed. Data has been collected on services provided including outreach, individual therapy, group therapy, crisis/walk-ins, waitlist. • A student Mental Health Center has been established, with appropriate space, furniture and equipment. • A sustainable mental health program has grown from the partnership of Argosy University, which will be able to address the growing demonstrated student need. <p>In Spring 2015 mental health services saw:</p> <ul style="list-style-type: none"> • 253 mental health appointments (anxiety, stress, depression, relationship problems, anger management) • 23 drop ins, • 18 one time appointments to manage a single problem or to learn a specific skill, • 8 students in crisis needing immediate intervention for suicidality or other decompensation (generally referred by faculty or staff), • 6 mental health assessments for DSPS. <p>Through summer and fall 2015 (through 11/9/15) mental health services has seen:</p> <ul style="list-style-type: none"> • 338 scheduled mental health appointments • 8 mental health assessments for DSPS or other verification needs • 6 students in crisis needing immediate intervention for suicidality or other decompensation (generally referred by faculty or staff), • 17 drop ins.
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Qualitative Assessments	
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Present evidence of community need based on advisory committee input, student surveys, focus groups, etc.

Include data used to assess your SLO/SAO/PLOs.

See attached COA mental health survey.

Each semester faculty, staff, and students express the need for increased wellness services, especially mental health services.

Mental Health mini intermittent surveys, Spring 2015:

- Of 68 brief anonymous mental health feedback surveys 64 clients reported that the session had helped with a problem that could have otherwise impacted the student's ability to succeed in school.
- When asked if the session was helpful in meeting the client's goals: 47 students reported that the session was "very helpful", 17 students reported that the session was "helpful", 4 students reported that the session was "a little helpful", and 0 students reported that the session was "not helpful".
- When asked how they would rate their counselor: 54 students rated their counselor as "very good", 10 rated their counselor as "good", 0 rated their counselors as fair or poor.

Mental Health end of semester surveys, Spring 2015:

How would you rate your counselor on a scale from 1-5?

Poor: 1	0	0%
2	0	0%
3	0	0%
4	1	5.6%
Excellent: 5	17	94.4%

Why did you decide to give your therapist the above rating?

She was helpful and understanding.

He's helped me work through the issues I have and has been accepting of what I talk to him about every week, which makes me feel supported.

He has really helped me progress forward with my life.

She was very patient and actually listened to me. She encouraged me to great things. She held me accountable for the I said I would do.

She was always polite, listened carefully, and cared about my feelings. She respected and encouraged me to let myself cry when I wanted. She believed what I said completely, even though I've had previous therapists (not from College of Alameda) who have taken some of my more "unconventional" beliefs and scoffed at them. Annie never made me feel stupid or crazy for thinking a certain way.

Incredibly patient and professional.

This semester was my most challenging, with my personal life and with school. I found myself at a vulnerable crossroads and finally realized I couldn't answer all my

questions. I was very overwhelmed and on the line of giving in and giving up. Annie help bring me back to thinking reasonable and had great points that curved my thinking into a positive form. She helped me help me. It has been a long time since I had felt so empowered with who I am and what I want. I am very grateful for her and hope very much that she will be there for me to talk with this fall semester!

He was very supportive and helpful.

He helped me a lot!

She heard what I needed and recommended a strategy that I agreed with.

He guided me into finding my own answers I had I inside myself. He was easy to talk to and very interactive as I spoke

The environment was easy to talk in and she helped me navigate/pinpoint things I might've not seen being on the inside instead of the out.

I feel better after seeing my counselor.

I decided to give Evan a rate of a five because he really helped me out.

Did seeing a mental health counselor help you to work through problems that could have otherwise negatively impacted your ability to stay in school or your academic performance?

94.4%

Yes 17

No 1

Yes **17** 94.4%

No **1** 5.6%

Will you be continuing as a student at College of Alameda or any Peralta campus?

No, because I am about to transfer or graduate this semester!

yes **16** 94.4%

No **0** 0%

No, because I am about to transfer or graduate this semester! **1** 0%

Other **1** 5.6%

Do you feel that you are better able to cope with problems after participating in counseling?

Yes **18** 100%

No **0** 0%

	<p>Do you feel that you are able to make healthier educational, emotional, or health related decisions after participating in counseling?</p> <p>Yes 17 94.4%</p> <p>No 1 5.6%</p> <p>Would you recommend College of Alameda Mental Health services to other students?</p> <p>Yes 18 100%</p> <p>No 0 0%</p>
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Identifying Strengths, Weaknesses, Opportunities, and Limitations

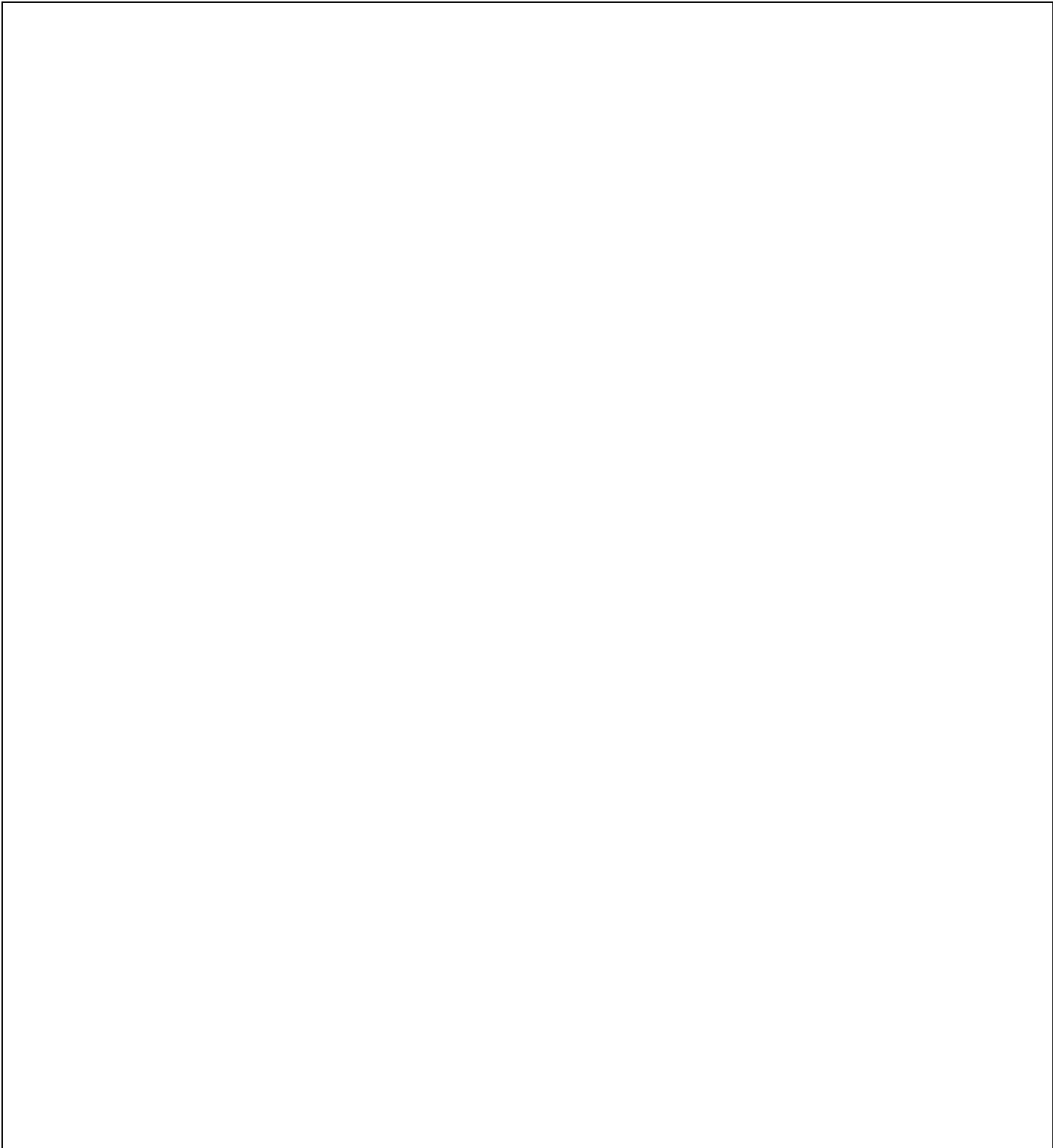
<p>Strengths <i>What are the STRENGTHS of your unit/area?</i></p>	<ol style="list-style-type: none"> 1. Health Services receives welcome support from other campus departments. 2. With support from Argosy University, Mental Health Services has quadrupled in size and continuously provide services to an increasing number of students each semester. 3. Health Services now has a full time Health Services Coordinator, is working on acquiring a nurse, and will soon be fully staffed.
<p>Weaknesses <i>What are the current WEAKNESSES of your unit/area?</i></p>	<ol style="list-style-type: none"> 1. Health Services is still in a transition period and is looking to stabilize. As demand for health services continue to grow, the department could use additional support.
<p>Opportunities <i>What are the OPPORTUNITIES in your unit/area?</i></p>	<ol style="list-style-type: none"> 1. District Health Services is willing to fund the COA nurse position which will save COA money. 2. Continued partnership with Argosy University will allow Health Services to grow our capacity to see additional students. 3. Partnerships with other agencies may allow us to provide additional services, such as free health insurance registration assistance.
<p>Limitations <i>What are the current LIMITATIONS of your unit/area?</i></p>	<ol style="list-style-type: none"> 1. Space is a potential limitation on the amount of services that can be provided. If we continue to expand services, additional space may need to be identified. 2. Availability of time of Health Services Coordinator is a limiting factor on service provision and coordination of outside services. A part time classified staff member would free up additional coordination time.

Action Plan for Continuous Improvement

Please describe your plan for the continuous improvement of your unit/area.

- A. Continue promotion of Health Services, both at COA and district:
 - 1. At COA: health screening, health counseling, free condoms, eye exam vouchers, dental care, fitness, the Affordable Care Act, Young Kings and Queens groups, mental health counseling (one-on-one and groups), pregnancy testing and first aid.
 - 2. At Peralta Wellness Center: urgent care, doctor's visits, sexually transmitted infection screening and treatment, HIV testing, immunizations (hepatitis B, flu shots, and tetanus shots), health education counseling, mental health counseling, tuberculosis testing, pregnancy testing, birth control and first aid.
- B. Concretize the mental health center and partnership with outside agencies.
 - 1) Purchase furniture, and equipment from Health Fee dollars
 - 2) Ensure expansion and retention of mental health trainees and interns and identify a sustainable amount of clinicians for student need.
 - 3) Get commitments from outside providers to ensure continued availability.
- C. Continue regular mental health and wellness workshops and training for the COA community. The mental health and wellness workshop series will address issues such as managing anxiety, anger management, depression, healthy relationships, and well-being techniques. These are areas that students stated they would like to see addressed. All attendees will complete workshop evaluations to determine their effectiveness and to tailor future presentations.
- D. The demand for increased hours for services for the mental health counseling have indicated the need for increased availability of mental health counseling for students at COA. Mental health services has dramatically increased availability but continues to maintain full caseloads and have a periodic waitlist. Additional options for increasing potential service provision will be explored.

Part of the increased demand for services due to increased outreach to classrooms and students over the past year. Continue outreach regarding services to increase awareness of services and decrease mental health stigma on COA's campus.
- E. Hire a nurse utilizing District Health Services funds to increase medical and first aid availability, and to provide additional health related training and outreach.
- F. Connect with people or agencies that can allow COA to provide assistance with registration for various forms of health insurance and Cal-Fresh.



Additional Planned Educational Activities Towards FTES, Student Success, Persistence, and Completion

Describe your unit/area's plan to meet district FTES target and address student success, persistence, and completion, especially for unprepared, underrepresented, and underserved students. (see Student Success Scorecard-<http://scorecard.cccco.edu/scorecard.aspx>)

<p>Meet District FTES Target for AY2013-2014 of 18,830</p>	<p>n/a</p>
<p>Increase Student Success</p>	<p>Health Services is predicated on the assumption that students who utilize health services are more likely to succeed, to persist and to complete. However, analyzing data for this assumption is based on two factors:</p> <ol style="list-style-type: none"> 1. that data identifying the health services cohort is available, and 2. that comparative data is pulled from district statistics for purposes of analysis. <p>This was accomplished in the Program Review of 2007. Sadly, since data on student use of the health services for 2012-2015 does not contain student ID numbers, this year analysis is unavailable at this time. Health Services will be switching to a new Electronic Health Record system that may assist in capturing this data as it connects to PeopleSoft.</p> <p>Spring 2015 data: Students who access mental health services complete feedback forms and surveys. Of 68 brief anonymous feedback surveys in Spring 2015, 64 clients reported that the session had helped with a problem that could have otherwise impacted the student's ability to succeed in school.</p> <p>When asked if the session was helpful in meeting the client's goals: 47 students reported that the session was "very helpful", 17 students reported that the session was "helpful", 4 students reported that the session was "a little helpful", and 0 students reported that the session was "not helpful".</p> <p>Summer 2015 data: Of 18 brief anonymous feedback surveys 100% of clients reported that the session had helped with a problem that could have otherwise impacted the student's ability to succeed in school.</p> <p>When asked if the session was helpful in meeting the client's goals: 14 students reported that the session was "very helpful", 3 students reported that the session was "helpful", 1 students reported that the session was "a little helpful", and 0 students reported that the session was "not helpful".</p>

<p>Increase Persistence <i>Percentage of degree and/or transfer-seeking students who enroll in the first three consecutive terms. This metric is considered a milestone or momentum point, research shows that students with sustained enrollment are more likely to succeed.</i></p>	<p>Analysis for 2012-2015 is unavailable at this time.</p> <p>Of the students who completed an anonymous survey at the end of the Spring Semester, 16 (out of 18) stated that they would be continuing at a Peralta campus, 1 student was successfully transferring to a 4 year college, and one student was moving out of state.</p>
<p>Increase College Completion <i>Percentage of degree and/or transfer-seeking students who complete a degree, certificate or transfer related outcomes.</i></p>	<p>Analysis for 2012-2015 is unavailable at this time.</p>

III. RESOURCE NEEDS

Human Resource/Personnel

Please describe any human resource/personnel needs for your unit/area.

Current Staffing Level:		Headcount	FTE Equiv.
	Faculty (Permanent)	1	1.0
	Faculty (PT/Adjunct)	0	0
	Classified Staff (Permanent)	0	0
	Classified Staff (Hourly)	0	0
	Students	0	0
	ICC/Consultant/Other	0	0
<p>Narrative: <i>Describe the current staffing level in relation to the relative need for effective delivery of your unit/area's programs and services.</i></p> <p><i>Discuss any current position vacancies, the need for additional personnel, the need for permanent faculty/staff instead of adjunct/hourly personnel, etc.</i></p> <p><i>Describe implications of the current staffing level in your unit/area to overall service delivery.</i></p>	<p>The current staffing is one Health Services Coordinator (1.0 FTEF). Previously health services was staffed by one Health Services Coordinator (0.7 FTEF) one grant funded part-time Counselor (0.67 FTEF) and one outside consultant working 20 hours per week.</p> <p>The HSC position was recently filled at 1.0 FTEF, though there was a loss of other services providers.</p> <p>District Health Services has agreed to hire a 20 hr. /week nurse for COA, once a new BSN job description has been agreed upon.</p> <p>Wellness services are in need of these additional supports because we are currently staffed by a singular faculty member. In this role the Health Services Coordinator has been tasked with developing a sustainable mental health program, keeping track of medical supplies and providing referrals, intaking all students, running campus wellness groups and workshops, providing outreach, supervising intern clinicians, keeping track of the budget, obtaining student feedback, completing reports, ensuring Title IX, SaVE act, and Clery Act compliance, creating related websites, in addition to providing direct mental health services to COA students.</p> <p>A part time classified employee would help in assisting with initial intakes and referrals, welcoming students, outreach, assisting with scheduling appointments, ordering food or supplies, implementing wellness campaigns, and organizing campus wellness activities such as a wellness fairs, blood drives, and workshops. This would free up a significant amount of time for the Health Services Coordinator to provide needed training and supervision to clinicians, increase ability to conduct campus training and workshops, and to connect and coordinate with other service providers and agencies.</p>		

Human Resource/Personnel Requests

List your human resource/personnel requests in prioritized/ranked order.

Human resource/personnel requests will go through the established College and District planning and budgeting process.

1. Hiring a part time, 20 hr./week nurse paid through district health services.
2. Hiring a part time, 20 hr./week program specialist or staff assistant.

Facilities/Infrastructure

Please describe any facilities/infrastructure needs for your unit/area.

<p>Narrative: Describe the current facilities/infrastructure of your unit/area in relation to the relative need for effective delivery of programs and services.</p> <p>Describe implications of the current state of facilities/infrastructure in your unit/area to overall service delivery.</p>	<p>Currently, Health services is run out of a suite of two rooms connected by a small waiting room. Mental health Services are provided in a similar setup of rooms in a nearby area of the F-building. There is room for a part time classified staff position in the reception room of mental health services. Currently this meets the needs of Wellness services as a whole, however, if health services continues to expand, there may be the need for additional space.</p> <p>Wellness services as a whole could benefit from additional artwork, and artificial plants for the mental health center.</p> <p>All of wellness services have had to deal with an on and off problem with rodents.</p>
<p>Facilities/Infrastructure Requests List your facilities requests in prioritized/ranked order.</p> <p>Facilities requests will go through the established College and District planning and budgeting process.</p>	<p>Regular cleaning and pest control. Finish painting of Room F-115, which was started, but not finished.</p>

Technology

Please describe any technology needs for your unit/area.

<p>Narrative: Describe the technology needs of your unit/area in relation to the relative need for effective delivery of programs and services.</p> <p>Describe implications of the current state of technology in your unit/area to overall service delivery.</p>	<p>A new computer, monitor, accessories and printer will be needed for the campus nurse once one is hired.</p> <p>The reception room for the mental health center will need a printer.</p> <p>Room f-115 could benefit from a newer computer. The current computer is very slow.</p>
<p>Technology Requests List your technology requests in prioritized/ranked order.</p> <p>Technology requests will go through the established College and District planning and budgeting process.</p>	<p>A new computer, monitor, accessories and printer for F-105B.</p> <p>A printer for F-116.</p> <p>A newer computer for F-115.</p>

IV. OTHER

Please feel free to provide any additional information about your unit/area below.

Results: Preferences for Personal Counseling and Support Services COA Morning Students Spring 2012

1. Which college do you attend most frequently? (Please check one only)

Berkeley City College 0%	College of Alameda 100% (n~22; variable per question)	Laney College 0%	Merritt College 0%
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Below are some services that we may offer. Please choose whether you would NEVER USE [A] PROBABLY WOULDN'T USE [B], MIGHT USE [C], PROBABLY WOULD USE [D], or WOULD DEFINITELY USE [E] each option for services listed below.

	I WOULD NEVER USE	I PROBABLY WOULDN'T USE	I MIGHT USE	I PROBABLY WOULD USE	I WOULD DEFINITELY USE
2. One-on-one personal counseling	0%	0%	0%	0%	100%
3. Support groups that meet regularly	0%	40%	30%	0%	30%
4. Workshops on stress/anxiety issues & self-care	0%	36%	45%	18%	0%
5. Awareness campaigns for mental health issues	36%	18%	0%	18%	27%
6. Psychiatric medication prescribed by a doctor	67%	33%	0%	0%	0%
7. Website with stress/anxiety & well-being resources	40%	20%	0%	10%	30%
8. Group support for alcohol & drug abuse (such as AA or NA)	71%	29%	0%	0%	0%
9. Peer-to-peer counseling	20%	10%	30%	40%	0%
10. Workshops on meditation, yoga & other well-being techniques	0%	0%	33%	0%	67%

Would you like to see workshop(s) on:

11. Stress Management	Yes 85%	No 15%
12. Healthy Relationships	Yes 89%	No 11%
13. Anger Management/Emotions Management	Yes 76%	No 24%
14. Suicide Prevention	Yes 64%	No 36%
15. Test Anxiety Management	Yes 76%	No 24%
16. Time Management	Yes 81%	No 19%
17. Violence in Relationships/Community	Yes 90%	No 10%
18. Coping with Grief & Loss	Yes 88%	No 12%

19. What time of day would you most prefer to access services?	Morning 100%	Afternoon 0%	Evening 0%
20. Have you had previous experience with personal counseling or mental health services before? (These includes working with physicians, therapists, case managers, counselors)	Yes 60%	No 40%	
21. <i>If you answered "Yes" to the question above (#20),</i> would you describe your previous experience with mental health services, as overall positive or overall negative?	Overall positive 100%	Overall negative 0%	
22. What is your preferred source of health information?	Physician or health care provider 77%	Family or friends 23%	Internet 0%
		Radio or television 0%	Other 0%

Many people experience stress in their lives. Which of the following is/are a source of stress in your life:

23. Relationships	Yes 56%	No 44%
24. Bills/finances	Yes 84%	No 16%
25. Violence/crime	Yes 11%	No 89%
26. Family problems	Yes 63%	No 37%
27. Health problems	Yes 47%	No 53%
28. Housing problems	Yes 21%	No 79%
29. Exams/schoolwork	Yes 90%	No 10%
30. Too many responsibilities	Yes 58%	No 42%

When you are faced with moments of difficulty or stress, who of the following do you turn to for support:

31. Spouse or partner	Yes 89%	No 11%			
32. Other family members (parents, siblings, etc)	Yes 79%	No 21%			
33. Friends	Yes 89%	No 11%			
34. Church, temple or other spiritual community	Yes 32%	No 68%			
35. Physician, therapist or other health provider	Yes 21%	No 79%			
36. Faculty or academic counselors	Yes 0%	No 100%			
37. Peer or group programs on college campus	Yes 0%	No 100%			
38. Gender:	Male 22%	Female 78%	Transgender 0%	Decline to state 0%	
39. Age:	18 – 20: 22%	21 – 26: 78%	27 – 35: 0%	36 – 45: 0%	45+: 0%
40. Race/ethnicity:	White 20%	African American 80%	Latino/Hispanic 0%	Asian/Native Hawaiian or Pacific Islander 0%	Other 0%
41. Sexual orientation:	Heterosexual 100%	Gay 0%	Lesbian 0%	Bisexual 0%	Decline to state 8%
42. Do you currently live at home with your parents or guardians?	Yes 39%	No 61%			
43. Do you have health insurance?	Yes 58%	No 42%			
44. Highest level of education you have completed?	Middle school or less 0%	Some high school/vocational school 0%	High school graduate/GED 13%	Some college (or currently in college) 87%	College graduate 0%
45. Current employment status	Full-time 7%	Part-time 29%	Unemployed 64%	Retired 0%	

**Results: Preferences for Personal Counseling and Support Services
COA Afternoon Students
Spring 2012**

1. Which college do you attend most frequently? (Please check one only)

Berkeley City College	College of Alameda	Laney College	Merritt College
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0	100% (n~57; variable per question)	0	0
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Below are some services that we may offer. Please choose whether you would NEVER USE [A] PROBABLY WOULDN'T USE [B], MIGHT USE [C], PROBABLY WOULD USE [D], or WOULD DEFINITELY USE [E] each option for services listed below.

	I WOULD NEVER USE	I PROBABLY WOULDN'T USE	I MIGHT USE	I PROBABLY WOULD USE	I WOULD DEFINITELY USE
2. One-on-one personal counseling	2%	18%	16%	24%	41%
3. Support groups that meet regularly	18%	35%	25%	10%	12%
4. Workshops on stress/anxiety issues & self-care	18%	30%	26%	18%	8%
5. Awareness campaigns for mental health issues	25%	51%	14%	6%	4%
6. Psychiatric medication prescribed by a doctor	37%	35%	16%	2%	10%
7. Website with stress/anxiety & well-being resources	20%	24%	29%	8%	20%
8. Group support for alcohol & drug abuse (such as AA or NA)	61%	29%	8%	0%	2%
9. Peer-to-peer counseling	25%	24%	20%	24%	8%
10. Workshops on meditation, yoga & other well-being techniques	4%	18%	29%	20%	29%

Would you like to see workshop(s) on:

11. Stress Management	Yes 57%	No 43%
12. Healthy Relationships	Yes 67%	No 33%
13. Anger Management/Emotions Management	Yes 57%	No 43%
14. Suicide Prevention	Yes 46%	No 54%
15. Test Anxiety Management	Yes 57%	No 43%
16. Time Management	Yes 72%	No 28%
17. Violence in Relationships/Community	Yes 64%	No 36%
18. Coping with Grief & Loss	Yes 49%	No 51%

19. What time of day would you most prefer to access services?	Morning 0%	Afternoon 100%	Evening 0%		
20. Have you had previous experience with personal counseling or mental health services before? (These includes working with physicians, therapists, case managers, counselors)	Yes 45%	No 55%			
21. <i>If you answered "Yes" to the question above (#20), would you describe your previous experience with mental health services, as overall positive or overall negative?</i>	Overall positive 69%	Overall negative 31%			
22. What is your preferred source of health information?	Physician or health care	Family or friends	Internet 8%	Radio or television 0%	Other 0%

	provider 74%	19%			
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Many people experience stress in their lives. Which of the following is/are a source of stress in your life:

23. Relationships	Yes 66%	No 34%
24. Bills/finances	Yes 80%	No 20%
25. Violence/crime	Yes 77%	No 23%
26. Family problems	Yes 54%	No 46%
27. Health problems	Yes 48%	No 52%
28. Housing problems	Yes 36%	No 64%
29. Exams/schoolwork	Yes 79%	No 21%
30. Too many responsibilities	Yes 54%	No 46%

When you are faced with moments of difficulty or stress, who of the following do you turn to for support:

31. Spouse or partner	Yes 38%	No 62%			
32. Other family members (parents, siblings, etc)	Yes 68%	No 32%			
33. Friends	Yes 71%	No 29%			
34. Church, temple or other spiritual community	Yes 23%	No 77%			
35. Physician, therapist or other health provider	Yes 15%	No 85%			
36. Faculty or academic counselors	Yes 11%	No 89%			
37. Peer or group programs on college campus	Yes 9%	No 91%			
38. Gender:	Male 36%	Female 64%	Transgender 0%	Decline to state 0%	
39. Age:	18 – 20: 29%	21 – 26: 35%	27 – 35: 27%	36 – 45: 0%	45+: 8%
40. Race/ethnicity:	White 27%	African American 17%	Latino/Hispanic 17%	Asian/Native Hawaiian or Pacific Islander 33%	Other 6%
41. Sexual orientation:	Heterosexual 86%	Gay 0%	Lesbian 0%	Bisexual 0%	Decline to state 0%
42. Do you currently live at home with your parents or guardians?	Yes 50%		No 50%		
43. Do you have health insurance?	Yes 59%		No 41%		
44. Highest level of education you have completed?	Middle school or less 0%	Some high school/vocational school 6%	High school graduate/GED 18%	Some college (or currently in college) 49%	College graduate 27%
45. Current employment status	Full-time 6%		Part-time 53%	Unemployed 40%	Retired 0%

**Results: Preferences for Personal Counseling and Support Services
COA Evening Students
Spring 2012**

1. Which college do you attend most frequently? (Please check one only)

Berkeley City College 0	College of Alameda 100% (n~36; variable per question)	Laney College 0	Merritt College 0
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Below are some services that we may offer. Please choose whether you would NEVER USE [A] PROBABLY WOULDN'T USE [B], MIGHT USE [C], PROBABLY WOULD USE [D], or WOULD DEFINITELY USE [E] each option for services listed below.

	I WOULD NEVER USE	I PROBABLY WOULDN'T USE	I MIGHT USE	I PROBABLY WOULD USE	I WOULD DEFINITELY USE
2. One-on-one personal counseling	19%	6%	19%	28%	28%

3. Support groups that meet regularly	28%	28%	25%	14%	6%
4. Workshops on stress/anxiety issues & self-care	25%	19%	39%	6%	11%
5. Awareness campaigns for mental health issues	39%	31%	17%	8%	6%
6. Psychiatric medication prescribed by a doctor	50%	28%	6%	8%	8%
7. Website with stress/anxiety & well-being resources	17%	17%	33%	22%	11%
8. Group support for alcohol & drug abuse (such as AA or NA)	58%	22%	8%	8%	3%
9. Peer-to-peer counseling	22%	31%	39%	3%	6%
10. Workshops on meditation, yoga & other well-being techniques	38%	6%	17%	15%	25%

Would you like to see workshop(s) on:

11. Stress Management	Yes 61%	No 39%
12. Healthy Relationships	Yes 57%	No 43%
13. Anger Management/Emotions Management	Yes 49%	No 51%
14. Suicide Prevention	Yes 55%	No 45%
15. Test Anxiety Management	Yes 60%	No 40%
16. Time Management	Yes 59%	No 41%
17. Violence in Relationships/Community	Yes 53%	No 47%
18. Coping with Grief & Loss	Yes 50%	No 50%

19. What time of day would you most prefer to access services?	Morning 0%	Afternoon 0%	Evening 100%		
20. Have you had previous experience with personal counseling or mental health services before? (These includes working with physicians, therapists, case managers, counselors)	Yes 42%	No 58%			
21. If you answered "Yes" to the question above (#20), would you describe your previous experience with mental health services, as overall positive or overall negative?	Overall positive 84%	Overall negative 16%			
22. What is your preferred source of health information?	Physician or health care provider 76%	Family or friends 6%	Internet 18%	Radio or television 0%	Other 0%

Many people experience stress in their lives. Which of the following is/are a source of stress in your life:

23. Relationships	Yes 56%	No 44%
24. Bills/finances	Yes 79%	No 21%
25. Violence/crime	Yes 21%	No 79%
26. Family problems	Yes 44%	No 56%
27. Health problems	Yes 41%	No 59%

28. Housing problems	Yes 35%	No 65%
29. Exams/schoolwork	Yes 68%	No 32%
30. Too many responsibilities	Yes 65%	No 35%

When you are faced with moments of difficulty or stress, who of the following do you turn to for support:

31. Spouse or partner	Yes 55%	No 45%				
32. Other family members (parents, siblings, etc)	Yes 64%	No 36%				
33. Friends	Yes 85%	No 15%				
34. Church, temple or other spiritual community	Yes 36%	No 64%				
35. Physician, therapist or other health provider	Yes 32%	No 68%				
36. Faculty or academic counselors	Yes 18%	No 82%				
37. Peer or group programs on college campus	Yes 12%	No 88%				
38. Gender:	Male 32%	Female 65%	Transgender 0%	Decline to state 3%		
39. Age:	18 – 20: 14%	21 – 26: 52%	27 – 35: 0%	36 – 45: 19%	45+: 14%	
40. Race/ethnicity:	White 32%	African American 18%	Latino/Hispanic 6%	Asian/Native Hawaiian or Pacific Islander 35%	Other 9%	
41. Sexual orientation:	Heterosexual 88%	Gay 6%	Lesbian 0%	Bisexual 0%	Decline to state 6%	
42. Do you currently live at home with your parents or guardians?				Yes 29%	No 71%	
43. Do you have health insurance?				Yes 79%	No 21%	
44. Highest level of education you have completed?	Middle school or less 0%	Some high school/vocational school 0%	High school graduate/GED 9%	Some college (or currently in college) 44%	College graduate 47%	
45. Current employment status			Full-time 38%	Part-time 25%	Unemployed 38%	Retired 0%