

Q21. Welcome to COA's new, online portal for completing your Program Review. Your work will be saved at the end of each section. If you partially complete a section, *that* section's responses will not be saved. Prior sections will should you need to stop and leave the portal for a period of time and then come back to it. If you have any questions during the process, please email Interim Dean Karen Engel at kengel@peralta.edu. You may also contact Dean Cook or Dean Lee for additional support. Thank you!

Q1. Please select the discipline, department or program:

Health Services ▼

Q2. Please provide the name of the persons on the program review team participating in the Program Review process:

Evan Schloss, Ranjeet Rajan

Q3. College of Alameda Mission Statement:

The College of Alameda serves the educational needs of our diverse community by providing comprehensive and flexible programs and resources that empower students to achieve their goals.

College of Alameda Student Services Mission Statement:

College of Alameda Student Services is committed to guiding, empowering, and inspiring students to achieve their academic, career and personal goals through a student centered and caring approach.

Please provide your department or unit purpose statement in the box below. Also please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission statement.

College of Alameda is committed to furthering 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.

Health Services aligns with the greater college mission statement as it provides services that address barriers to equal access and ability to complete courses.

Q100. **Organizational Chart:** Please insert an organizational chart showing where the department, program or administrative unit is located within the college organizational structure.



[org chart.PNG](#)

33.5KB

image/png

Q101.

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and

how these relationships support the department, program or unit to meet its goals.

Health Services engages and works with many other departments and programs at College of Alameda. Most of these contacts are to ensure that students are well informed about the health services available to them. COA Health Services is dependent on funding from the district health services funding collected by the student health fees. We work closely with the Director of Health Services to ensure that our services are funded and are consistent with the services at the other Peralta schools. There is no guaranteed annual funding through the district and we rely on time consuming budget transfers, which can make budgeting a challenge as well as ensuring consistent staffing. Health Services also works closely with the office of student activities and SSSP to develop and promote wellness workshops.

Q102.

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have on the support services your department, program or administrative unit provides.

Health Services is bound by both FERPA and HIPAA, which demands a higher level of confidentiality and makes pulling data on student demographics and success more difficult. Additionally, the shifting political climate and changes to federal laws such as the threatened removal of DACA seem to have an impact on student mental health and create shifts in the demand for services.

Q104. Please attach student demographic data (number served by gender, age, ethnicity, foster youth status (current or former), veterans status (current or former) and students with disabilities. The data should be for the last three years and reflect an analysis of the percentage change from Year 1 to Year 3. Much of this data can be found in the [Data Dashboards](#) on the Program Review home page. Please contact Interim [Dean Engel](#) for supplemental data.

[Demographic data 3 yrs for Program Review.docx](#)

16.2KB

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Q106. Using the data attached or entered above, please briefly explain the changes in students served by your department or unit over the past three years.

Student demographic data varies significantly by semester depending on utilization of health services. Data on ethnicity shows that student utilization trends reflect the rates of the greater student population. Two populations identified in the COA equity report, African Americans and Latinos are represented at higher rates on average than in the general student population. Women outnumber men consistently in appointments at a rate of 2:1, which is a common discrepancy seen across mental health utilization. Unfortunately data was not collected sexual orientation/identity, veteran status, foster youth status, or other special populations. We are working on processes to collect this data. The vast majority of students seen in mental health qualify as having disabilities. We are looking into ways to capture additional data as the current information does not capture international students, refugees, or certain other students that are facing life challenges and challenges in accessing health services.

Q24. ASSESSMENT

Q20. Please attach the [TaskStream](#) "At a Glance" report, if applicable, for your department, program or administrative unit. Please review the "At a Glance" reports and answer the following questions:

[2016-17 overview.pdf](#)

583.3KB

application/pdf

Q14. How does your department, program, or unit ensure that students are aware of the learning or service area outcomes?

Provide in writing at first contact

