

# Peralta Community College District

## STUDENT SERVICES ANNUAL PROGRAM UPDATE

Academic Year 2013-2014

### I. OVERVIEW

		<b>Date Submitted:</b>	10/28/13
<b>College</b>	COA	<b>Administrator:</b>	Toni Cook
<b>Unit/Area</b>	Wellness Services		
<b>Completed By:</b>	Dr. Patricia Dudley/Evan Schloss/Dr. Dan Blum		
<b>Mission/History and Description of Service Provided</b> <i>Brief, one paragraph.</i>	<p><b>Mission:</b> 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><b>History of Unit:</b> 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. An additional mental health program, grant-funded, was begun in Fall 2012 and will continue to Spring 2014.</p> <p><b>Description of Unit:</b> 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>		
<b>Student Learning Outcomes (SLOs)</b> <i>(or Service Area Outcomes-SAOs, or Program Learning Outcomes-PLOs)</i>	<p>For 2013-2014</p> <p>Service Area Outcomes (Health Services)</p> <ol style="list-style-type: none"> <li>1. The position description for a new college nurse includes a requirement as nurse practitioner.</li> <li>2. The future of district Health Services and the student health fee has been explored with the Office of the Vice Chancellor of Education.</li> <li>3. A workshop on "Bills and Finance" has been held.</li> </ol> <p>Service Area Outcomes (Mental Health)</p> <ol style="list-style-type: none"> <li>1. Regular (weekly) support groups are held that address wellness strategies and techniques, events and workshops are held to raise awareness of campus mental health needs and services. A workshop series is held aimed at addressing many of the topics students have rated important in the research data.</li> <li>2. 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.</li> <li>3. A student Mental Health Center has been established, with appropriate space, furniture and equipment. There is available appropriate clerical staff.</li> <li>4. A sustainable mental health program has grown from the seed grant monies received in 2012-2013 and 2013-2014.</li> </ol>		

	<p>5. A workshop on yoga, meditation and alternate therapies has been held.</p> <p>6. A workshop on Domestic Violence has been held.</p>
<p><b>SLO/SAO/PLO Mapping to Institutional Learning Outcomes (ILOs)</b></p>	<p>COA ILO: "Solve problems and make decisions in life and work using critical thinking, quantitative reasoning, community resources, and civic engagement."</p>

## 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>The latest statistics are from 2009-2010. I am unable to access more recent data. This data is for health services (not mental health services) only.</p> <p>There were 437 visits involving Health Services 2009-2010. In the spring of 2010, the health services Coordinator was re-assigned on a part-time basis to the PCCD to assist with the administration of the health fee. 209 of these visits are undocumented, involving supplies, health information, referrals, health insurance information, etc. 228 of these visits were medical intervention visits and the following statistics refer to these visits only:</p> <p>There were 228 visits with documentation in Health Services this academic year.</p> <ol style="list-style-type: none"> <li>1. Type of client: Employees (66), students (162), visitors (0).</li> <li>2. Day of Week: Number of visits per day: Monday (56), Tuesday (41), Wednesday (63), Thursday (33), and Friday (35).</li> <li>3. Time of arrival: 8- 9 am. (8), 9 -11 am. (92), 11- 1 pm. (104), 1- 3 pm. (24).</li> <li>4. Referred by: Friend (2), other (6), self (51), teachers/administrators/staff (21), repeat visits (147).</li> <li>5. Types of Services: First aid (8), Health Evaluation (206), Other (9), RN Assessment (5).</li> <li>6. Complexity of Visit: Less than 5 minutes (51), 5-15 minutes (1244), 15-30 minutes (43), 30-45 minutes (4), 45-60 minutes (3), greater than 60 minutes (3).</li> </ol>

Qualitative Assessments	
<p><i>Present evidence of community need based on advisory committee input, student surveys, focus groups, etc.</i></p> <p><i>Include data used to assess your SLO/SAO/PLOs.</i></p>	<p>See attached COA mental health survey.</p>

### Identifying Strengths, Weaknesses, Opportunities, and Limitations

<p><b>Strengths</b></p> <p><i>What are the STRENGTHS of your unit/area?</i></p>	<ol style="list-style-type: none"> <li>1. Health Services receives welcome support from other campus departments.</li> <li>2. With two mental health services providers, Health Services has tripled in size, and enjoys input from several professionals.</li> </ol>
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<p><b>Weaknesses</b>  <i>What are the current WEAKNESSES of your unit/area?</i></p>	<p>1. All three professionals work part-time.</p>
<p><b>Opportunities</b>  <i>What are the OPPORTUNITIES in your unit/area?</i></p>	<p>1. There are ample funds in district Health Services for projects for COA.</p>
<p><b>Limitations</b>  <i>What are the current LIMITATIONS of your unit/area?</i></p>	<p>1. The Health Services office is small. Facilities need to be found for growth.</p>

## 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, HIV testing, Veteran's Center support services, fitness, the Affordable Care Act, WRAP 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. Develop a mental health center
  - 1) Locate space
  - 2) Utilize existing resources
  - 3) Purchase furniture, and equipment from Health Fee dollars
- C. Work with administrator and human recourse to write a new position description which includes qualification as nurse practitioner. Have District Health Services hire a physician for oversight for nurse practitioner. Officially get name of COA College Nurse changed to Health Services Coordinator.
- D. Have the soon-to-be vacant Health Services Coordinator position listed in the Faculty Priority List for new hires.
- E. Consider the use of mental health interns for low-cost additional therapy hours for students, as part of a sustainable low-cost mental health program.

### F. Mental Health:

Based on the results from the Preferences for Personal Counseling and Support Services survey completed in Spring 2012 the College Of Alameda (COA) WRAP program and mental health coordination will be shifting focus to meet the stated needs of the students at COA. Our goals are to provide regular (weekly) support groups that address wellness strategies and techniques, events and workshops to raise awareness of campus mental health needs and services, and a workshop series aimed to address many of the topics students have rated important. Additionally we have created a Facebook page to promote student wellness and campus mental health activities.

Our weekly Wellness Recovery Action Plan (WRAP) groups aim to increase students' coping skills, self-awareness, overall wellness, and crisis prevention and planning. These groups have periodic evaluations from participants to determine their effectiveness.

Events to challenge mental health stigma will take place both in classroom settings and as campus wide activities. These often involve the use of outside facilitators and presenters. All events will have participants complete evaluation forms to determine if the learning objectives were met and if students found them useful.

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.

The increased hours for services for the mental health counselor have indicated the need for increased availability of mental health counseling for students at COA. The mental health counselor has increased hours from 16 to 20/week but continues to maintain a full caseload and have a waitlist. In order to serve more students, weekly mindfulness-based stress reduction (MBSR) groups will be facilitated by the current mental health clinician. Additionally, the viability of interpersonal process groups will be evaluated to increase the number of students served.

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.

Upon review of the mental health survey (2010) the following new workshops will be developed and presented:

1. Yoga, meditation and other alternative therapies
2. Bills and Finance
3. Domestic Violence

**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><b>Meet District FTES Target for AY2013-2014 of 18,830</b></p>	<p>n/a</p>
<p><b>Increase Student Success</b></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"> <li>1. that data identifying the health services cohort is available, and</li> <li>2. That comparative data is pulled from district statistics for purposes of analysis.</li> </ol> <p>This was accomplished in the Program Review of 2007. Sadly, since data on student use of the health services for 2012-2013 does not contain student ID numbers; this year analysis is unavailable at this time.</p>
<p><b>Increase Persistence</b>  <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 2012-2013 is unavailable at this time.</p>
<p><b>Increase College Completion</b>  <i>Percentage of degree and/or transfer-seeking students who complete a degree, certificate or transfer related outcomes.</i></p>	<p>Analysis for 2012-2013 is unavailable at this time.</p>

### III. RESOURCE NEEDS

#### Human Resource/Personnel

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

<b>Current Staffing Level:</b>		<b>Headcount</b>	<b>FTE Equiv.</b>
	<b>Faculty (Permanent)</b>	1	0.7
	<b>Faculty (PT/Adjunct) Grant-funded</b>	1	0.67
	<b>Classified Staff (Permanent)</b>	0	0
	<b>Classified Staff (Hourly)</b>	0	0
	<b>Students</b>	0	0
	<b>ICC/Consultant/Other</b>	1	0.67

  

<p><b>Narrative:</b>  <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/areato overall service delivery.</i></p>	<p>The current staffing is one Health Services Coordinator (0.7FTEF), one grant funded part-time Counselor (0.67 FTEF) and one outside consultant working 20 hours per week.</p> <p>The HSC coordinates health services and does program planning. The grant funded MH specialist coordinates student activities for mental health programs, and the MH consultant provides one-on-one therapy.</p> <p>The HSC should be filled at 1.0 FTEF. The current HSC will be retiring in May 2014, and a replacement will need to be found. It is recommended that a nurse practitioner fill the vacancy.</p> <p>The consultant has a waiting list for services. Full-time one-on-one services are indicated. If a mental health center is stated, there will be need for confidential clerical services.</p>
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<p><b>Human Resource/Personnel Requests</b>  <i>List your human resource/personnel requests in prioritized/ranked order.</i></p> <p><i>Human resource/personnel requests will go through the established College and District planning and budgeting process.</i></p>	<ol style="list-style-type: none"> <li>1. Filling the 1.0 HSC position for 2014-2015.</li> </ol>
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**Facilities/Infrastructure**

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

<p><b>Narrative:</b>  <i>Describe the current facilities/infrastructure of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of facilities/infrastructure in your unit/area to overall service delivery.</i></p>	<p>Currently, HS is one office with two rooms (office, exam room) and a waiting area. There is no room for clerical support. Limited one-day clinics can be run from the exam room while the HSC is in attendance in the office area. Currently, the MH consultant works in the exam room, making it unavailable to the HSC for student health care and emergencies. The grant funded MH specialist works in another area of the F-building.</p> <p>The implications of this arrangement is that health care needs of students cannot be addressed (students cannot lie down, there is not access to certain supplies and equipment). The MH consultant needs his own space, to be shared with the grant funded MH specialist. It will be impossible to add more hours for MH until adequate facilities are found.</p>
<p><b>Facilities/Infrastructure Requests</b>  <i>List your facilities requests in prioritized/ranked order.</i></p> <p><i>Facilities requests will go through the established College and District planning and budgeting process.</i></p>	<p>The suite of rooms F-212 is requested as a permanent mental health center, in addition to F-105 for health services.</p>

**Technology**

*Please describe any technology needs for your unit/area.*

<p><b>Narrative:</b>  <i>Describe the technology needs of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of technology in your unit/area to overall service delivery.</i></p>	<p>Hardware has been ordered from Health Fee funds.</p> <p>Future need may be for Medical Record Technology, if the new Health Services Coordinator wishes.</p>
<p><b>Technology Requests</b>  <i>List your technology requests in prioritized/ranked order.</i></p> <p><i>Technology requests will go through the established College and District planning and budgeting process.</i></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	Morning 100%	Afternoon 0%	Evening 0%
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services?					
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 0	College of Alameda 100% (n~57; variable per	Laney College 0	Merritt College 0
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question)

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. <b>If you answered "Yes" to the question above (#20),</b> would you describe your previous experience with mental health services, as overall positive or overall negative?	Overall positive 69%	Overall negative 31%			
22. What is your preferred source of health information?	Physician or health care provider 74%	Family or friends 19%	Internet 8%	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 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. <b>If you answered "Yes" to the question above (#20)</b> , 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%