Program Evaluation and Planning Verification Report

Napa Valley College Health Services
November 2007

Program Evaluation Chair: Charlene Reilly

Verification Team Members: Judy Heys, Physical Education Instructor
Amy Guan, Learning Resources Assistant
Marilynn Cole, Human Resources Analyst

Statement of Completion
The Health Services Program Evaluation and Planning Report was complete and detailed. The program met all elements of the Mission, Vision and Values of Napa Valley College. Since this is not a program of study, Student Learning Outcomes are not applicable.

Strengths of the Program
This program has greatly improved since their implementation in Fall 2001 as a pilot project sponsored by Community Health Clinic Ole. Services are provided to students and staff by only the nurse practitioner, a part-time nursing assistant, part-time office assistant, and a part-time volunteer mental health counselor. The department also provides health education activities college-wide. The results of student surveys show that the program is meeting or exceeding the needs of students and are doing a good job in educating students about their health and Napa Valley College Health Services. The program staff have done a good job in determining the students’ needs and making adjustments when possible, e.g., they hired a bilingual office assistant and have brochures available in Spanish to help with Spanish-speaking students. They also have a very detailed and informational website.

Areas of Program Improvement
The Student Health Services Department goes beyond expectations for the staff and equipment they have. As their report states, if they had a full-time nurse assistant and full-time receptionist, they could expand their clinical hours, a Health Educator could increase student education and community outreach and a Nutritionist could develop nutritional programs and counsel individuals in the promotion of health and control of disease.

Summary
The Student Health Services Program is doing a commendable job with limited resources. We recommend that the district survey the feasibility of increasing the student health fee to increase funding to the program. Additional staff, including bilingual staff, and additional technology needs are building with increasing enrollments.
Program Evaluation Summary

A. Program Achievements (major achievements, changes, implementations, progress)

Program Review 2007 is Student Health Services first program evaluation. Since initiation in the 2001 Fall Semester, Health Services accomplishments are:

1. Establishing a primary and urgent care medical clinic on campus despite limited personnel and limited financial resources.
2. Establishing a stable source of funding with the initiation of the student health fee and support of students and administration.
3. Providing psychological services on campus with addition of a Marriage and Family Therapist and two interns.
4. Expanding hours and services.
5. Creating and maintaining the Health Services website, with information about services, personnel, as well as community resources and health education.
6. Adding bi-lingual personnel.
7. Beginning to develop a CPR training outreach program for native Spanish speakers, as well as others.

B. Strengths (unique characteristics, special capacities)

Health Services is an example of collaboration at its best: collaboration between Napa Valley College, Community Health Clinic Ole, Health Services and students. The Campus Police/Student Health Center shared facility is the only example of such collaboration on any college campus in the state of California. In a time of increasing numbers of uninsured Californians, the Student Health Center is able to offer cost-effective, available health care at a nominal cost to students.

C. Challenges (concerns, difficulties, areas for improvement)

The physical facility for Health Services, while completely functional, still has a limited amount of space, which presents some difficulties with program expansion.

Since Health Services is not in a visible area of campus, there needs to be frequent outreach and publicity to inform new students of available services. With limited personnel, and no one specifically designated to this effort, any outreach takes away from clinical services time. It would be helpful to have a designated health educator who could include this as part of his/her objectives.

D. Briefly describe the process used to complete the PEP

- Meetings with Judie Walter-Burke, Jerry Somerville and Robyn Wornall.
- Attendance at Program Review and SLO workshops.
- Review of Program Reviews of other departments from previous years.
Program Review: Student Health Services  
October 17, 2007

1. Mission

   A. Program Mission Statement:

   The Napa Valley College Student Health Center is collaboration between Napa Valley College and Napa Community Health Clinic Ole. It is a part of Student Services and answers to the Vice President of Student Services and to the Assistant Executive Director of Clinic Ole.

   The mission of Health Services is to support Napa Valley College students in fulfilling educational and personal goals by promoting an optimal state of health, facilitating health awareness, and providing education about preventative and therapeutic care. In doing so, Health Services supports the college mission of promoting learning, enhancing individual development, and preparing life-long learners. As well, Health Services supports the Clinic Ole mission of serving the underserved.

   B. The program falls within both of the following categories:

   a. Student Services Program
   b. Academic Support Program

2. Accreditation and External Reviews

   A. Accreditation Planning Summary:

   There is no college accreditation process for Student Health Services. The Health Center operates as a satellite clinic of the Napa Community Health Clinic Ole, a federally designated community health center, and adheres to the medical protocols and standards set by Clinic Ole. It is part of Napa Valley College Student Services, and is under the supervision of the Vice-President of Student Services. The Director (Coordinator) of Health Services, the Nurse Practitioner, provides day to day direction and management of the Health Center. This is the first program review that has been done by Health Services.

3. Services, Curriculum and Instruction

   A. What specific services does the program offer?

   The Health Services Program began in Fall 2001, as a pilot project sponsored by Community Health Clinic Ole in Napa. Napa Valley College provided clinic space; Clinic Ole provided supplies and staff. The staffing consisted of a nurse practitioner and a medical assistant. Hours were limited. The student health fee was initiated in
Fall 2002 and has been the source of funding for the Health Center since that time. The Student Health Services provides, but is not limited to, the following list of services. Student Health Services programs include four basic areas, clinical care, mental health, health education and outreach, as well as special support services to the campus.

**Clinical Services**

a) Clinical services provided by the department include both acute care and health promotion services. First aid, minor injury treatment, acute illness and reproductive health care are available to students on a drop in basis. In addition, appointment services are available daily for such things as work, transfer, health occupation and sports physicals, occupational program health screenings and immunizations, screening exams and lab work. Health promotion services include sexually transmitted infection diagnosis and treatment, cholesterol and diabetes screening, nutritional consultations and wellness physicals. Over the counter medications and a dispensary of basic prescription drugs are available to students in the health center at no or minimal charge.

b) Nurse Practitioner services are provided for episodic care, within the scope of Standardized Procedures agreed upon on an annual basis by the Director of Health Services and the Medical Director of Community Health Clinic Ole. Included are specific parameters for use of laboratory work, approved procedures, and dispensing of prescription and non-prescription medications. Students needing services or materials not included in the Standardized Procedures are referred to other community services, and any associated costs are the responsibility of the student (*e.g.* casting, comprehensive eye exams, etc.). Ongoing clinical care for chronic, long-term conditions is not provided and appropriate referrals are made (*e.g.* diabetes, cancer, hepatitis C, etc.)

c) First aid and basic emergency care - The Campus Police are the first responders for medical emergencies on campus, and the Nurse Practitioner is able to accompany them when available and when requested. Basic life support and first aid are provided, as well as assessment of patient need for additional care, including emergency transport as necessary. All employees in Health Services are certified in CPR. Health Services provides consultation to staff regarding emergency procedures at off-campus sites. Advanced cardiac life support (paramedic) services are provided for the Napa area by the Napa Valley Fire Department. A district fire station with ACLS personnel is located less than one mile from the campus and estimated response time to the campus is less than 5 minutes.

d) Health appraisals: Health screenings are provided by health services personnel, including blood pressure checks, vision screenings, and simple laboratory tests. Health risk assessment services are provided with appropriate counseling and referrals.

e) Reproductive health care: The College provides disabled accessible facilities and outreach information to students, while Clinic Ole provides personnel, billing services, lab work, medical record management and liability coverage. Services
include diagnosis and treatment of sexually transmitted diseases, birth control, breast cancer screening and detection services, annual pap smears, pregnancy counseling and health education. These reproductive health care services can be provided to the majority of students at no additional cost, based on eligibility criteria, due to the state-funded Family Pact Program.

**Mental Health Care**

a) Crisis management: Health center staff, the nurse practitioner and the marriage and family therapists, respond to psychological emergency calls, as requested by police, staff or faculty, and assess the student need for further care either at the Health Services location, with the College MFT or an outside agency.

b) Short-term psychological counseling: Short-term treatment is provided by the MFT and MFT interns on campus. Students may self-refer or are referred by college staff/faculty. The students’ needs are evaluated; these may include suicide prevention, stress management, drug/alcohol treatment, help with an eating disorder and/or treatment of psychological difficulties which affect their ability to perform academically or remain in school. Length of treatment is considered a clinical decision that is based on the specific needs of each student, but usually will not exceed six sessions. Direct care for diagnosed chronic long term conditions (*e.g.* schizophrenia, bipolar disorder, personality disorder, etc) is not provided and students are referred to appropriate community resources.

**Health Education and Outreach**

a) The Health Services department integrates health counseling and education into all encounters between students and professional staff. Classroom presentations are offered each semester, on a variety of health related topics. Informal health education activities occur throughout the campus primarily by monthly information tables and participation in campus wide events, such as Club Rush, Career Day and Health Fairs. Health Services collaborates with the Napa County Department of Health and Human Services and other outside organizations, such as Clinic Ole, Napa Tobacco Control Program, American Cancer Sociey on integrating health education programs into the college community, with topics including, but not limited to, drugs and alcohol, tobacco, and HIV prevention. Consultation with the college on health related topics is provided, including integration of health issues into curriculum. Outreach health education activities college-wide are coordinated with various departments.

b) Flu Vaccine Clinic is offered every year at both the Napa and Upper Valley campus and is open to the college as well as the Napa Community as a whole.

c) A broad selection of health information pamphlets and referral information is available at the Student Health Center as well as in several kiosk stations scattered throughout the Napa Campus.

d) A department WEB page is maintained, with current hours of operation, program information, web resource links, current health topic information, and listings of
basic community resources. The Web site is used frequently during clinical
encounters with students as a source of current clinical information, peer support,
and patient education materials.

Special Services to the Campus
a) Communicable disease control: Disease screening, treatment, case
management support services, immunizations and other prevention services are
provided in collaboration with the Napa County Health Department. Per
California Code of Regulations, Section 2500, clinicians are required to report a
case or suspected case of a communicable disease to the local public health
department. Confidential HIV testing is provided on campus. Immunization and
health screening requirement recommendations are made for various College
programs, based on public health and national college health standards, i.e. Allied
Health Programs, employee tuberculosis screening. Health Services provides
assistance to all students in meeting requirements and facilitating access to
specialized programs and transfer institutions.

b) Student Health Verifications: Health history forms, immunization requirements,
and immunity verifications are provided through the Health Center for
occupational program and clinical site placement requirements. Sports pre-
participation exams and pre-matriculation physicals for transferring students are
available throughout the year to enrolled students. Work physicals are
provided for Early Childhood Education caregivers, as well as for students
needing medical clearance for employment.

c) Incident Reports and Student Accident and Injury Insurance: Incident reports of
on-campus injuries or incidents are the internal communication device utilized for
risk reduction review, communication about potential liabilities, and to alert other
departments about ongoing issues. SHS initiates incident reports on all
student/staff/visitor injuries and incidents reporting to the Health Center, and
works with Risk Management in this area.

Student Health Fee revenue is used to purchase a portion of the College’s
Student Accident Insurance (SAI) policy. Health Service Staff provides
assistance to students with claim filing under the SAI policy.

d) Faculty and Staff Services: Tuberculosis skin testing is provided to staff members
as part of the Public Health services provided by Health Center Staff. Faculty
and staff are able to attend all health education and outreach events. All College
community members can access laboratory and immunization services on a fee-
for-service basis as a courtesy.

While Student Health Services is not the Worker’s Compensation Insurance
provider for Napa Valley College, the nurse practitioner will respond to all
emergencies on campus as requested, and will provide first aid to all on-campus
injuries, whether staff, students or visitors. The health center clinic is also available to everyone for first aid.

SHS professional staff is available as a resource for curriculum development, presentation, and consultation to faculty. Health Center educational material is available for use in the classroom as well.

B. How does the program ensure that these services are meeting the needs of students/clients? How do you evaluate how well the services are meeting the needs of students?

The Student Health Center provides services primarily to students, but also is available to the whole campus community. We have primarily looked at utilization to evaluate whether the services are meeting the needs of the students.

Health Services completed on-line surveys regarding hours of operation and quality of services. These were done several years ago and indicated, at that time, that Health Services was meeting the needs of the students both regarding hours and services. A questionnaire to evaluate student’s needs and satisfaction with the service, developed by the NVC Research department, was distributed in Fall 2007 semester. Results are below:
Results of Student Health Center Student Survey - Student Services Program Evaluation & Planning - 2007 PEP Cycle

- 86 surveys were completed for Student Health Center and were submitted to the Office of Institutional Research for processing. The results of the survey are summarized in the tables and charts below.

What brought you to the NVC Student Health Center today?

- **Sports Physical**
  - Sports physical (9)
  - Physical for basketball (7)
  - Softball (7)
  - Volleyball physical (5)
  - Physical for baseball (5)
  - Physical for soccer (4)
  - Physical for coach

- **Health Occupations Physical**
  - Physical for Psychiatric Technician program
  - Physical test for RT program
  - A physical needed for the psych tech program
  - Physical for PTEC program
  - Nursing Program
  - New RT student – physical exam, PPD, Tetanus, immunizations
  - I needed to get my vaccination shots for the RT program.
  - Vaccinations for clinical. I am a health oc student

- **Other Physical/Regular Exam/Vaccination**
  - Physical exam (13)
  - Physical (3)
  - To get checked up
  - Physical for job
  - An instructor it was mandatory
  - To get a vaccination (2)
  - Pap
  - Hep B

- **Recent Injury/Current Illness/Malady**
  - A cut on finger
  - have a rock in my foot
  - Migraine
  - I have a rash on my neck

- **Other**
- Birth control pills (3)
- Child Development Center
- Female issues
- I wanted to follow up on previous appointments with the nurse.
- Skip
- Stop smoking
- [person's name; identifying information removed]
- I'm a student at NVC and how clean the clinic is and how nice the individuals that work here are!

**Did you drop in or have a prescheduled appointment?**

![Bar chart showing the number of respondents who dropped in or had a prescheduled appointment.]

**Have you visited the NVC Student Health Center before?**

![Bar chart showing the number of respondents who have visited the NVC Student Health Center before.]

**How did you learn that Napa Valley College has a Student Health Center?**

<table>
<thead>
<tr>
<th>Source</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
</table>

- Drop In
- Appointment
- No response

- Yes
- No
- No response
I have seen signs around campus. | 11 | 13%
---|---|---
I have visited the Student Health information table at campus events. | 4 | 5%
I heard about it through another student. | 9 | 10%
I learned about it during orientation. | 15 | 17%
I learned about it during a campus tour. | -- | --
Other\(^A\) | 34 | 40%
No response | 13 | 15%

\(^A\)Other sources identified by respondents:
- Coaches/Sports
- Instructor/Administrator
- Other Sources: “Website,” “Immunizations,” “Physical,” “Physical last year,” “Had physical last year,” “I needed a physical”

**Which services have you received from the NVC Student Health Center? Include services you received today as well as those received during any previous visits. Mark all that apply.**

<table>
<thead>
<tr>
<th>Services</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth control</td>
<td>10</td>
<td>12%</td>
</tr>
<tr>
<td>Prescription medication</td>
<td>7</td>
<td>8%</td>
</tr>
<tr>
<td>First aid or treatment for an injury</td>
<td>5</td>
<td>6%</td>
</tr>
<tr>
<td>Treatment for an illness</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>General physical (including wellness check, blood pressure check)</td>
<td>34</td>
<td>40%</td>
</tr>
<tr>
<td>Sports physical</td>
<td>44</td>
<td>51%</td>
</tr>
<tr>
<td>Laboratory testing</td>
<td>6</td>
<td>7%</td>
</tr>
<tr>
<td>Health education/information</td>
<td>5</td>
<td>6%</td>
</tr>
<tr>
<td>Referral</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Psychological counseling</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>Smoking cessation support</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>STD or/and HIV testing</td>
<td>4</td>
<td>5%</td>
</tr>
<tr>
<td>Vision acuity exam</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td>Testicular exam</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Women’s health services (including breast exams, Pap smears, pregnancy testing)</td>
<td>6</td>
<td>7%</td>
</tr>
<tr>
<td>Other(^A)</td>
<td>7</td>
<td>8%</td>
</tr>
</tbody>
</table>

Note: The percentages reported in this table sum to more than 100% because students were asked to select all services that they have received.

\(^A\)Other sources identified by respondents: “Vaccine,” “Vaccination shots,” “Hep B shots,” “Shots,” “Physical test,” “Pregnancy test,” “Physical,” “TB test”
Please indicate whether you agree or disagree with the following statements, based on your visit to the NVC Student Health Center today. If you disagree with any of these statements, please elaborate in the comments section at the end of this survey.

The table below contains the percent of respondents that selected each response.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
<th>No Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Student Health Center staff members were welcoming.</td>
<td>92%</td>
<td>8%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>I felt comfortable seeking help from the Student Health Center staff.</td>
<td>86%</td>
<td>14%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>The office provided the appropriate level of privacy for me.</td>
<td>88%</td>
<td>9%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>The Student Health Center's hours of operation are convenient for me.</td>
<td>80%</td>
<td>17%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>The service I received was provided in a timely manner.</td>
<td>85%</td>
<td>10%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>The Student Health Center was easy to locate.</td>
<td>77%</td>
<td>15%</td>
<td>6%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>I received the answers/help that I needed.</td>
<td>87%</td>
<td>10%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>I would come to this office for help again.</td>
<td>90%</td>
<td>10%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>The psychological services offered by the Student Health Center are sufficient to cover my needs.</td>
<td>71%</td>
<td>12%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>12%</td>
<td>2%</td>
</tr>
<tr>
<td>Overall, I was satisfied with the help/services I received.</td>
<td>88%</td>
<td>12%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Have you used the NVC Student Health Center website?

Number of Respondents

- 6 Yes
- 71 No
- 9 No response

If you have used the website, please share your impressions with us:

- Easy to use
- Very easy to understand
- Felt very comfortable
- It was nice

The NVC Student Health Center is exploring alternative ways to educate students about health and address students’ questions about their health. Please indicate your preferred method of learning about health-related issues or asking personal questions about your health.
## RESPONDENTS' BACKGROUND

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>36</td>
<td>42%</td>
</tr>
<tr>
<td>Male</td>
<td>40</td>
<td>46%</td>
</tr>
<tr>
<td>No response</td>
<td>10</td>
<td>12%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 years or younger</td>
<td>46</td>
<td>53%</td>
</tr>
<tr>
<td>20 to 24 years</td>
<td>19</td>
<td>22%</td>
</tr>
<tr>
<td>25 to 29 years</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>30 to 34 years</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>35 to 39 years</td>
<td>5</td>
<td>6%</td>
</tr>
<tr>
<td>40 to 49 years</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>50 years or older</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>No response</td>
<td>8</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Predominant Racial/Ethnic Background</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>6</td>
<td>7%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>Filipino</td>
<td>5</td>
<td>6%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>16</td>
<td>19%</td>
</tr>
<tr>
<td>Native American</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>White</td>
<td>42</td>
<td>49%</td>
</tr>
<tr>
<td>No response</td>
<td>11</td>
<td>13%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Marital Status</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>71</td>
<td>83%</td>
</tr>
<tr>
<td>Married</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>Divorced/Separated</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>No response</td>
<td>9</td>
<td>10%</td>
</tr>
</tbody>
</table>
Do you have any of the following disabilities? Mark all that apply.

<table>
<thead>
<tr>
<th>Disability</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hearing</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Learning</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>Mobility</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Psychological</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Speech/Language</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Vision</td>
<td>4</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

Note: Respondents were asked to select all disabilities that apply.

How many academic units are you taking this semester?

<table>
<thead>
<tr>
<th>Number</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 3.0 units</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>3.0 to 5.9 units</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>6.0 to 8.9 units</td>
<td>6</td>
<td>7%</td>
</tr>
<tr>
<td>9.0 to 11.9 units</td>
<td>5</td>
<td>6%</td>
</tr>
<tr>
<td>12.0 units or more</td>
<td>57</td>
<td>66%</td>
</tr>
<tr>
<td>No response</td>
<td>15</td>
<td>17%</td>
</tr>
</tbody>
</table>

What is your primary language?

- English (64)
- Spanish (7)
- Armenian
- German

Do you have medical insurance?

<table>
<thead>
<tr>
<th>Response</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>52</td>
<td>60%</td>
</tr>
<tr>
<td>No</td>
<td>17</td>
<td>20%</td>
</tr>
<tr>
<td>No response</td>
<td>17</td>
<td>20%</td>
</tr>
</tbody>
</table>
**Have you paid the college health fee?**

<table>
<thead>
<tr>
<th>Response</th>
<th>Number of Respondents</th>
<th>Percent of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>40</td>
<td>47%</td>
</tr>
<tr>
<td>No</td>
<td>25</td>
<td>29%</td>
</tr>
<tr>
<td>No response</td>
<td>21</td>
<td>24%</td>
</tr>
</tbody>
</table>

**Additional comments/suggestions:**

- Staff is very helpful!
- I am really impressed with the cleanliness, discrete, professional atmosphere of this Student Health Center. I would definitely come back to use the services they provide. The staff was very warm, kind, and informative. I would recommend other students to use this center. Thank you.
- Charlene is a very good nurse practitioner. I’ve asked if she can be my regular nurse to see me. The others staff too made me feel welcome. Pleasant to talk with. I am glad Charlene was caring & was concern about my health & health questions that I had.
- The Health Center has been very helpful and accommodating!
- I love the Student Health Center. Like I said I would choose it over my health insurance. I hope my kids have this when they go to college.
- Everyone was very kind to me
- Just got dropped …working on it. (RE: Do you have medical insurance?)
C. Prepare the Student Learning Outcome Matrix

a. Health Services participated in the Student Services SLO mapping exercise and the development of the six major outcomes.

b. Student Learning Outcome Matrix below:

D. Review the course outlines of record:

Student Health Services does not offer coursework to students.

E. If you have not developed or revised the program SLOs and course outlines for every course in your program, complete the Curriculum Action Plan. Follow the instructions provided by the Curriculum Committee.

The Student Learning Outcomes utilized were developed for Student Services as a whole.

F. Assess Student Learning Outcomes

Data is still being processed and will be made available on our website.

G. How does this program/service support student learning in NVC instructional programs?

Student Health Services supports student learning in NVC instructional programs by modifying or removing health related barriers to successful learning, promoting
wellness, encouraging students to make informed health care decisions and to be well-informed consumers of health care services and information.

H. What future trends are likely to impact the program?

a) The increasing use of technology will require Health Services to develop a capacity for electronic medical records, patient self-scheduling, and, possibly, telemedicine consultation.

b) The Health Services budget is dependent on the student health fee, which is a function of numbers enrolled in credit classes. Therefore, the budget could theoretically decrease if the numbers of credited students decreased.

I. Are services being offered on-line?

Student Health Services maintains a website with information on services, staff, location, hours, as well as a list of community resources and health education websites. The website address is: http:www.napavalley.edu/hs

Schedule A: Changes or improvements

4. Community Outreach

A. What recruitment and/or community outreach activities has the program engaged in or initiated?

a) The Health Services Director was a board member of the Tobacco Control Board for two years, collaborated with Tobacco Control in providing tobacco cessation classes on campus and still maintains a professional relationship.

b) The Health Services Director participates in the Emergency Response Planning for Pandemics meetings sponsored by the Napa County Health Department.

c) Health Services sponsors a Flu vaccine clinic every year at the Napa and Upper Valley campus open to the whole community.

d) Health Services has hired a part-time bi-lingual (Spanish) office assistant who has also been trained as a Basic Life Saving (CPR) instructor and will be offering bilingual CPR classes through community education.

e) Health Services participated in the planning committee for the establishment of Peer Support on the Napa campus.
B. What has the program done to establish relationships with secondary schools?

The nurse practitioner and marriage and family therapist have spoken in classes at both Napa High School and New Technology High School. They have also appeared on the Napa Valley College Channel 28 TV program.

C. What has the program done to establish relationships with businesses and community organizations?

a) Health Services has regular contact with Clinic Ole, the Napa County Health Dept, Tobacco Control, the American Cancer Society, Planned Parenthood.

b) The nurse practitioner served on the Tobacco Control Board for two years.

D. How has the involvement of the advisory committee helped in improving or promoting the program?

Health Services had an advisory committee consisting of the Dean of Special Services, the assistant Executive Director of Clinic Ole, the Associate Dean of the ADN program, and the director of Health Services. This met monthly for the first two years of the program’s existence. This has been replaced by monthly meetings with the Vice-President of Student Services and by telephone consultations with the assistant Executive Director and the Medical Director of Clinic Ole. This has been working well.

E. Reflections on Community Outreach; See Schedule A.
PART 2

5. Student Success and Equity

A. Review the data that is available. Discuss program/services trends relative to college-wide trends. Identify areas where disparity exists for any demographic group (ethnicity/race, gender, age, disability).

While the health services registration form does have a demographics section relating to ethnicity/race, gender, age, marital status and health insurance, health services has not tracked these statistics. Health Services is looking into college health software programs that could accomplish this.

B. Identify strategies used to identify and assist students at risk.

The strategies used in the health center to identify risk are related to health, mental health and social behaviors and conditions. This is done primarily by individual interviews at the time of encounter. We have previously done both alcohol use and abuse assessments, in a classroom, and as an outreach. Once again, it was primarily individual assessment.

We also utilize educational pamphlets and information tabling to the campus as a whole.

Napa Valley College Health Services is an institutional member of the American College Health Association, which provides national college health statistics in general. Also, NVC is a member of the Health Services Association of California Community Colleges, which provides statistics related to CCC Health Services and student health.

C. What has the program/service done to formalize links with instructional programs?

Health Services is available for consultations to staff and faculty. However, there is no formalized link with instruction.

D. How does this program/service support other student services within the college?

a) Health services is available to all other programs and student services on campus.

b) Health services is a member of the Student Service Council which meets monthly.

E. How does the program/service enhance student development and success?
F. Describe programs, practices, and services that support and enhance student understanding and appreciation of diversity.

Brochures re: GLT etc, tattoos, brochures for mono-lingual students (Spanish)

G. What methods are being used by faculty and staff to address the differences in learning styles and to encourage retention and persistence of the program’s students?

Not applicable.

H. Reflect on your responses to Section 5. Student Success and Equity.

Schedule A

6. Enrollment Trends and Student Satisfaction

A. Review the participation rate data and describe recent trends.

Put in utilization numbers for 2001-2007

1) Have there been significant fluctuations in the number of students served? If so, explain

No, the number of students served continues to increase yearly.

2) Are there external factors such as community demographics or the economy that have affected the program?

As the number of mono-lingual or limited English students increases, there may be increased need for bilingual staff. There is the assumption that inclusion of bilingual staff would increase the utilization by mono-lingual students. Health Services has been unsuccessful, so far, in attempts to hire a bilingual, bicultural therapist. Attempts will be ongoing. The present nurse practitioner, while not fluent in Spanish, speaks well enough to be able to conduct a medical interview, exam, diagnosis and treatment in Spanish.

3) Are there internal factors that have affected the program?

What are the plans to address these factors.

a. Lack of space: Health Services moved into temporary portable building quarters in January 2006. The facility is shared with the college police. While functional, it is not optimal. A second
therapy room, a triage exam room and a health education room would improve delivery of services greatly.

b. The Certified Medical Assistant also serves as the police dispatcher, office manager and receptionist. The duties became too many for one person. This was alleviated by the hiring of a part-time office assistant/receptionist.

c. New position: bilingual receptionist/office assistant. This position was implemented in Fall 2007.

**B. How does the program/service impact student enrollment and retention?**

Health Services contributes to student retention by providing ready access to health care and to psychological services.

**C. Review the hours of operation for the program/service and the results of the satisfaction survey. Discuss whether the program/service hours are scheduled appropriately to meet student/client needs.**

The Health Center is open Monday through Friday, 9:00am to 3:00pm, and Wednesdays until 7:00pm. A student survey was conducted online two years ago to assess need for change of hours. At that time, the current hours were meeting the need. Psychological Services are available part-time on Tuesday, Wednesday and Thursday. We also have interns who work flexible hours, up to 10 hours per week. We can consider expanding the hours to full-time 9am-5pm. Another nurse practitioner would be needed to work 8-10hrs/week in order to do this. The current staff is not adequate to meet the need, but we have added a receptionist/office assistant which will be very helpful. A designated health educator position is being considered.

**D. Discuss the results of the satisfaction surveys, identifying areas for improvement and continued success.**

a) A student survey was conducted in Fall 2007. There were 86 participants. The limiting factor to distributing and collecting the surveys was lack of designated staff for this task. The health center personnel were primarily involved with patient care at a very busy time of the semester. Every student asked to complete a survey did so. However, there were many missed opportunities because the nurse practitioner and medical assistant were focused on their primary duties. The results that were obtained, however, indicate that students rated their experience at the health center very highly. We plan to continue the survey by posting it online on the Health Center website.

b) Karen, talk to me about this section. I want to put in a section similar to the one Ken did for the police
E. Review student/staff ratios and financial data and describe recent trends.

The current staffing is inadequate. Health Services and the College Police have an arrangement to share the services of Karen Travis, who works as the certified medical assistant and police dispatcher. This works because of Karen Travis’ abilities. Eventually, the positions will need to be separated, and Health Services will need a full-time medical assistant and full-time receptionist. The current student health fee is $12/semester for students taking more than 3 units and $5/semester for students taking 3 or fewer units. One dollar of this amount applies to the student accident insurance. The current maximum student health fee according to the Chancellor’s office is $16/semester for all credited students. Therefore, as need develops, there is opportunity to increase the student health fee.

F. Reflect on responses

5. Current Budget
   A. The Health Services program is supported by the student health fee, as approved by the Napa Valley College Board of Trustees in 2001. The Board is allowed by California Education Code (76355) to charge a Health Fee to students to fund this service. The Health Fee is applied to all credit enrolled students at Napa Valley College, regardless of class location, and currently is $11 per semester for Fall and Spring for full-time students and $5 per semester for Fall and Spring for students taking 3 or fewer units. The maximum amount of the Health Fee is determined by the Education Code. Title 5 (Division 6, Chapter 5, Subdivision Chapter 7) of the California Community Colleges Administrative Code includes regulations that broadly outline services that may be provided, based on a public health model. The maximum amount is presently $16 per semester. At Napa Valley College, students also pay $1 per semester for Student Accident Insurance.
   Insert latest Budget figures
   B. Since the last review, what percentage increase or decrease has occurred in the budget.
   The budget has always been dependent on numbers of students who pay the student health fee, a number which fluctuates depending on enrollments and credits. The biggest increase in the budget occurred in Spring, 2006 after Assembly Bill AB 982 (the Laird Bill) removed the Health Fee Waiver for BOG waiver students. This increased the health services available resources by approximately 20%.
   C. What progress has been made by the program to obtain funds or donations to enhance the budget?
   By participation in the Health Services Association of California Community Colleges, the director has stayed current with the legislative changes to the Education Code regarding the health fee.
Also, ongoing collaboration with Community Health Clinic Ole and with the Napa County Health Department has enabled Health Services to be the recipient of equipment and medication purchases and donations from both sources.

Health Services is currently participating with Clinic Ole and the Napa Valley College CPR Training Center in seeking a grant from the American Heart Association to fund a training program and equipment for Spanish speaking community members to be offered as a Napa Valley College non-credit class. We have previously trained a bilingual, bicultural CPR instructor who will be teaching the courses.

8. Planning and Budget Requests

A. Program Plan:

   Needs
   Health Educator
   Nurse Practitioner
   Nutritionist
   Optometrist

   Facilities: Office space: director’s office, office for health educator/nutritionist, 2 therapy rooms, 2 exam rooms, one triage room. Health education room
## STUDENT SERVICES & ACADEMIC SUPPORT

### PROGRAM/DISCIPLINE PLAN

<table>
<thead>
<tr>
<th>NVC Strategic Goal #1, 2 &amp; 4</th>
<th>Program Evaluation Section</th>
<th>Objectives</th>
<th>Priority In Rank Order</th>
<th>Program Activities/Actions</th>
<th>Resources*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.27 – Monitor community and students needs and adjust programs and services accordingly.</td>
<td>3</td>
<td>1. Increase student access to health services by expanding clinical hours of operation.</td>
<td>2</td>
<td>1. Add 8-10 hrs. additional nurse practitioner hours/week to enable clinic hours from 9am to 5pm Monday –Friday.</td>
<td>Funding dependent on student health fees/budget.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Increase student access to psychological services by expanding clinical hours.</td>
<td></td>
<td>2. Add MFT intern hours, up to 30hrs/week.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Create Health Educator position for student education and campus and community outreach, preferably bi-lingual</td>
<td>1</td>
<td>Hire an RN or Health Educator for 8-10 hours/week</td>
<td></td>
</tr>
<tr>
<td>5. Improve Facilities</td>
<td>3</td>
<td>1 Create Nutritionist position</td>
<td>3</td>
<td>Hire nutritionist for 4-8 hrs/wk</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 Add a triage exam room</td>
<td></td>
<td>Facilities</td>
<td>Bond related</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Add a second therapy office.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 Add a health education room.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Effectively Use Appropriate Technologies.</td>
<td>3</td>
<td>1. Provide computer for student health education use in health center lobby or education room.</td>
<td>1</td>
<td>IT</td>
<td>Bond related May be funded by Health Center budget.</td>
</tr>
</tbody>
</table>
2. Have computer station in each exam room for electronic medical records and charting.
3. Develop Health Services website to include podcasting, streaming video.
4. Obtain college health center management software.

<table>
<thead>
<tr>
<th>Health Services staff, IT assistance</th>
<th>Survey HSACCC members to assess recommendations for software.</th>
</tr>
</thead>
</table>

* New requests should be defined on resource forms and included in the unit budget.

**Program Evaluation Section**

2. Accreditation & External Reviews
3. Services, Curriculum & Instruction
4. Community Outreach
5. Student Success & Equity
6. Enrollment Trends & Student Satisfaction
REQUEST FOR NEW PERMANENT FACULTY AND STAFF

Accreditation reference: Human resource planning is integrated with institutional planning. The institution systematically assesses the effective use of human resources and uses the results of the evaluation as the basis for improvement.

Project additional needs above and beyond the current status. Please include in your projected needs any known position that will be vacated due to retirement. List in priority order. Replacement positions are not guaranteed. Information will be used in the faculty and staff prioritization processes.

<table>
<thead>
<tr>
<th>Job Title and Justification</th>
<th>N/R*</th>
<th>FTE</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. FT Medical Assistant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The present medical assistant works halftime for Health Services and halftime for the College Police Department as a dispatcher. Eventually, this will need to be a FT position.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. FT Health Center Receptionist</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The present health center receptionist works part-time. Eventually, this will need to be a FT position.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Health Educator</td>
<td>New</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Health Educator: Promote, maintain, and improve individual and community health by assisting individuals and communities to adopt healthy behaviors. Help to collect and analyze data to identify community needs prior to planning, implementing, monitoring, and evaluating activities designed to encourage healthy lifestyles, policies and environments. May also serve as a resource to assist individuals, other professionals, or the college community.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This new position would be a contracted position supported by the student health fee.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Nutritionist</td>
<td>New</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Nutritionist: Plan and conduct nutritional programs or individual counseling to assist in the promotion of health and control of disease.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This new position would be a contracted position supported by the student health fee.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Budget Center Manager ________________________ President/Vice President ________________________

- 26 -
SCHEDULE C

REQUEST FOR OPERATING BUDGET AUGMENTATION

Budget Center: _________________________ Activity __________________________

Accreditation Reference: Financial planning is integrated with and supports all institutional planning.

Operating Budget

This section is used to request and justify non-capital outlay additions to your department’s budget. This form applies only to Account Codes 113XX, 114XX, 523XX, 524XX, 54XXX and 55XXX. **List in priority order.**

<table>
<thead>
<tr>
<th>Account No. &amp; Description</th>
<th>Additional Amt Requested</th>
<th>Justification (Link to Plan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fulltime Medical Assistant</td>
<td></td>
<td>See Schedule B</td>
</tr>
<tr>
<td>Fulltime Receptionist</td>
<td></td>
<td>See Schedule B</td>
</tr>
<tr>
<td>Part-time Health Educator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Part-time Nutritionist</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Submitted By: _________________________
Approved By: _________________________

Budget Center Manager
President/Vice President
PROGRAM SPECIFIC EQUIPMENT REQUEST

Accreditation rationale: Equipment supports student learning programs and services and improves institutional effectiveness.

Examples of program specific equipment include maps, skeletons, microscopes, artifacts, etc. They may be located in each classroom or centrally located in a workroom. For this request, consider equipment with a value greater than $200. All technology requests should be listed on Schedule E. List in priority order.

<table>
<thead>
<tr>
<th>Description</th>
<th>Estimated Cost</th>
<th>Estimated Annual Maintenance Cost</th>
<th>Justification (Link to Plan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Instructional: Costs to be determined</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Computer/software for student health education</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Non-instructional: Costs to be determined</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Audiometer: Staff will be able to conduct hearing evaluations on-site</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Electronic blood pressure machine: Vital signs will be more accurate.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Replacement electronic thermometers: self-evident</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Cholesterol testing device: Additional on-site service for students</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Self-dispensing medication device. Students can self-dispense needed over-the-counter medications when health center is closed.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Submitted By: ____________________________  Approved By: ____________________________

Budget Center Manager  President/Vice President
TECHNOLOGY REQUEST

Accreditation reference: Technology planning is integrated with institutional planning. The institution assures that any technology support it provides is designed to meet the needs of learning, teaching, college-wide communications, research, and operational systems.

In order to determine the feasibility of your idea, it is necessary to consult with the Information Technology (IT) Department. It is important that all computer related technology be centrally coordinated. This will allow the IT Department to know the full picture of the need, to plan for adequate capacity of equipment and infrastructure, and to ensure standardized equipment is purchased, if possible. It is equally important that all technology requests are consistent with the NVC Technology Plan.

List in priority order.
Provide a general description of the project that includes:
1. The equipment needed, students and/or staff who will be served, and how often it will be used.
2. Will installation and maintenance support be required?
3. Where will the equipment be located? Will space need to be modified?
4. Describe the infrastructure requirements (i.e. network, power, connectivity, security, etc.)
5. Software support needed (i.e. new licenses, upgrades, system integration, ongoing support)
6. Is additional furniture necessary?
7. Useful life of equipment – when will the equipment need to be replaced?

1. Exam room computer stations (2): networked to health center computers.
2. Computer: student health education (1) located in health center waiting room or future designated health education room.
3. College health scheduling and data management software.
4. Network link for health center staff: director, medical assistant, therapist

Health Services has already discussed technology needs with IT and is included in the future college technology design and implementation.

Cost estimates will be provided for priority projects only.

Submitted By:                                  Approved By:

Budget Center Manager                             President/Vice President
PROFESSIONAL DEVELOPMENT NEEDS

Accreditation reference: The institution provides all personnel with appropriate opportunities for continued professional development, consistent with the institutional mission and based on identified teaching and learning needs.

Please identify the professional development needs required for faculty and staff to stay current in the discipline, office technology, diversity, safety, instructional methods, and other areas. Specific training and estimated number of attendees are requested.

<table>
<thead>
<tr>
<th>1. What training needs have been identified from your program review?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding for professional development for the nurse practitioner is adequate at the present time. Attendance by the nurse practitioner at a language institute in Mexico for one week as a refresher would enhance Spanish language skills. No designated funding is currently set aside for medical assistant continuing education. Additional training in website development and management, vaccine handling and administration, phlebotomy, CPR instructor training would be advantageous.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. What pedagogical training needs have been identified in your program review?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Educator Nutritionist Health Education computer and software</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. What types of technology does your program use? What technology training needs have you identified?</th>
</tr>
</thead>
</table>
| a. Staff needs website development and maintenance training  
 b. Staff will need training to use new college health management software.  
 c. Staff will need training for health center computer network |

<table>
<thead>
<tr>
<th>4. What are the leading publications specific to your discipline and/or program?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Journal of the American College Health Association American Family Physician: Journal of the American Association of Family Physicians Clinician Reviews Nurse Practitioner Various Medical and Nursing Journals</td>
</tr>
</tbody>
</table>