Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## BACKGROUND:

**Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.**

**Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.**

## SUBMISSION:

**Program:**

Behavioral Health Services

**Principal Author(s):**

Theresa Ullrich

**Manager:**

Naomi Abesamis

**Submission Date:**

11/27/2024 10:04:37 AM

**Author Signature:**

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| Electronically signed by Theresa Ullrich on 11/25/2024 4:39:52 PM |

**Manager Signature:**

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| Electronically signed by Naomi Abesamis on 11/27/2024 10:04:37 AM |

# Part 1: Review of Data

1. **List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year?**

We assessed the outcome to decrease the no show rate for mental health appointments. We started to utilize the Cadence texting system and the no show rate dropped from 29% to 22%. We noticed some trends in that the no show rate increase when the wait times for appointments increase. We are currently down to 2 in person therapists at 16 hrs a week each and 3 remote therapists that work 6 hour days just 1 day a week each. This is has impacted our no show rate for the current year and it has increased to 29% again. Our students prefer in person sessions and we are having difficulty accommodating that at this time.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

Outcome number 2 was to decrease the no show rate for MH appointments. We were able to implement utilization of Cadence to text appointment reminders. This helped decrease the no show rate t show rate from about 30% to 22% since the 2022 self study.

Outcome 4.2 (1) Reinstitute campus wide programming- with the addition of the health education coordinator and the use of peer health educators we were able to contribute to Mellow into Midterms, Rest and Relaxation for finals week as well as AIDs week and a Spring Health Fair. We participated in Dia de Los Muertos and every other program that we were asked to help with.

We implemented 2 ongoing weekly groups- RAD care which provided a space for socialization and provided lessons on various topics- such as anger management, setting boundaries, and managing relationships. Thes weekly sessions were attended on average by 12-15 students.

We implemented Beyond the Spectrum a processing group for our neurodiverse students. This was very popular and attended by about 15 students a week on average.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

We continue to utilize our electronic medical record to collect student data of those seen in the Student Health Center.

We can track data of those being seen by our SSRT team through the Maxient program.

The health education arm of our outreach is tracking numbers in general of students served.

# Part 2: Additional Resource Request Reasoning and Support

**We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

**We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

We are requesting $120,000 to fund 2 TEA therapist positions. Our mental health allocation from the Chancellor's office has decreased over the years while our students needs for mental health services have increased. The amount that NOCE takes has also increased leaving us with few funds for both mental health therapists and SSRT case managers. Our last MH allocation from the Chancellor's office was $451,582. NOCE took $63,598 leaving the MH fund with $387,984. Due to position control reserves- we are currently running in the red and are unable to replace 2 in person therapists that have left and one SSRT resource manager that left. This is causing delay in students being seen for therapy and a delay in responses for student support in Maxient. We feel strongly the need to continue the process groups of RAD and neurodiversity as we are benefitting multiple students in the hour or hour and half period.

1. **Is this request related to an essential safety need?**

Yes

**Please explain how this resource will help your program meet an essential safety need.**

Given the increase in mental health crises and students overall decreased capacity to cope- it is essential to have resources available in a timely manner. We are working on developing stronger ties in the community to help provide these services and resources, but it takes time and students prefer a warm handoff rather than a list of phone numbers or websites.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Professional Expert |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $120,000 |

|  |
| --- |
| **Is the funding requested ongoing or one-time funding?**  One-time funding |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  No |