

PORTERVILLE COLLEGE
PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAMS

Name of Program/Operational Area: Wellness Center

Contact Person: Marlis Brownfield

Submission Date: February 1, 2019

[Note: The information in this area will repeat on all pages.]

Porterville College Mission Statement:

With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, career and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

Program Mission Statement:

The mission of the Wellness Center is to promote wellness and provide care and assistance to students when illness or injury interfere with their academic and personal success, in addition to offering programs and activities that focus on the overall health and wellness of the individual.

The Wellness Center mission is linked to PC Mission statement #2

Services Area Outcomes:

- SAO#1 Students who attend the Porterville College Health Career Fair will be able to identify their careers goals as related to health care.
- SAO#2 Students who are served in the Wellness Center will be able to recognize knowledge of the purpose of the center and the services provided.
- SAO#3: Students who are served in the Wellness Center will cite knowledge that Health Insurance Portability and Accountability Act (HIPPA) (patient confidentiality) rights are followed.

Target Population

The Wellness Center provides a variety of health related services for Porterville College students including but not limited to the following:

- Basic first aid and nursing care for minor injuries and illness

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- Health screening and illness prevention services: blood pressure checks, weight, TB skins tests, sexually transmitted infection and other referrals, immunization clinics, and blood drives.
- Health and wellness information through class presentations, workshops, brochures, consultation, and Student Health 101 online magazine.
- Health Career fair

Service area outcomes are centered on student knowledge of services provided by the Wellness Center, knowledge of careers in healthcare, and knowledge of HIPPA.

Assessment Tools

- *Wellness Center Survey* is used to collect data regarding student knowledge of the purpose and services provide by the wellness center, knowledge of careers in healthcare, and understanding of HIPPA regulations.
- *Student Health 101 Survey* provides metrics on student engagement with the online magazine and student survey results related to which articles they read and which articles they've learned from.
- *Wellness Center Services* utilization is tracked by service provided. Services provided are reviewed monthly and annually for trends.

Assessment cycle

Data is collected and analyzed annually.

Results

Wellness Center Survey Results	2015-2016	2016-2017	2017-2018
# Surveys	41	81	60
SAO #1 – Health Careers	100%	100%	100%
SAO #2 – Wellness Center Purpose	100%	100%	80%
SAO #2 – Wellness Center Services	50%	50%	50%
SAO #3 – HIPPA	75%	66%	100%

Student Health 101 Metrics/Survey	2015-2016	2016-2017	2017-2018	07/18-12/18
Engagement Rate	13%	38%	19%	2%
Total Visits	693	2209	1023	82
Desktop Visits	448	1560	757	69
Tablet Visits	21	83	15	1
Mobile Visits	224	566	251	12

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Wellness Center Services	2015-2016	2016-2017	2017-2018	TOTAL
TB Skin Tests	227	195	183	605
OTC meds, condoms, fem products	270	200	238	708
Nurse visits illness/first aid	103	67	29	199
Accident/Injury/Emergency	1	1	5	7
Special Events	20	8	9	37
Pregnancy Tests	4	0	3	7
Record Request	28	16	11	55
First Aid Supplies Campus Wide	Several	24	18	42+
CDC Weight Check	1	2	0	3
TLC/Mental Health	10	9	1	20
Advice Health Information	18	7	6	31
Weight	49	66	106	221
TPR, BP	45	48	60	153
Hearing Test	0	1	4	5
Vision Test	0	0	1	1
Meetings	Several	3	6	9+
Massage chair	9	9	83	101
Referral MD	0	2	0	2
Blood Glucose	10	17	28	55
Referral to TB Clinic	3	2	1	6
Student to N/O rest	14	3	7	24
Student to N/O catheter check	17	6	0	23
Call to classroom	0	1	0	1
Referral for glasses	0	0	0	0
Help with medication	2	0	0	2
TOTAL SERVICES PROVIDED				2303+

Analysis

- Wellness Center Survey – Benchmark is 80% or higher. Results of survey indicate students have a good understanding of available careers in healthcare and the purpose of the wellness center. Students have a fair understanding of all the services available through the wellness center.
- Student Health 101 Engagement Metrics – Benchmark is 25% or higher student engagement. Data from Student Health 101 indicates a poor engagement past two years.
- Wellness Center Services Utilization – Data indicates marked decrease in use of wellness center for illness and first aid since move to new location. Increase in use for weight and massage chair.

Action Plan/Target Date

- Increase student awareness of wellness center services

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Actions to increase student awareness include the following: consult with Public Information Officer (PIO) for marketing ideas, post Wellness Center services on social media, update wellness center webpage, and create flyers to post on campus.

Target Date: June 30, 2020

- Increase Student Health 101 engagement

Actions to increase student engagement with Student Health 101 online magazine include consulting with PC web manager and PIO and to implement previous strategies including distribution of monthly magazine by student email, updating monthly magazine on PC homepage banner, and post on social media sites.

Target Date: December 31, 2019.

Program Analysis and Trends

Changes in Program over Last Three Years

The program has implemented *Student Health 101* an online magazine that provides the latest updates on health and wellness for college students. Wellness Center new location. CLIA certification obtained and now wellness center can provide blood glucose and pregnancy testing along with TB skin testing services. An updated supply and inventory list is being created in response to crisis management planning.

Data Summary

Decrease wellness center survey and wellness center utilization indicate decreasing student awareness of Wellness Center services over the past three years. For students who utilize the wellness center data indicates increasing understanding of HIPPA regulations. Student Health engagement not meeting benchmark last two years related to sporadic use of website and social media.

Wellness Center new location now provides students with bathroom access. The new location needs renovation to improve student privacy, provide a clean prep area with a sink, increase storage for medications and medical supplies, improve security of student files and wellness center records, and to provide a designated place to display health education materials.

Program Strengths

The Wellness Center provides a variety of health and wellness services for college students as indicated on the survey summary. Student Health 101 supplements the promotion of health and wellness topics through an online format available to all students and staff on and off campus. The wellness center hosts on campus health related events for students, such as Health Careers Day, Blood Drives, and Immunization Clinics.

Areas of Improvement

Primary areas of needed improvement include the following:

- Increase student knowledge of Wellness Center services

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- Increase Student Health 101 engagement
- Policy and procedures related to Wellness Center and Crisis Response
- Renovate Wellness Center

Goals (This section is for you to report on progress on *previously established goals*. If your program is addressing more than 2 goals, please duplicate this page)

Goal(s)	Completion Date	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
1. CLIA Waiver Certification	May 6, 2016	Annual Renewal	Kim Behrens	NA

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___ Item 2___ Item 3___ Item 4___ Item 5___ Item 6___

Progress on Goal:

Completed (Date 05/06/15)
 Revised (Date)

Comments:

Goal(s)	Completion Date	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
2. Implement online comprehensive health educational resources.	January 1, 2016	Continued Categorical Funding	Marlis Brownfield	NA

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___ Item 2___ Item 3___ Item 4___ Item 5___ Item 6___

Progress on Goal:

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Completed (Date 01/01/16)

Revised (Date)

Comments: Student Health 101

Goal(s)	Completion Date	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
3. Relocate Wellness Center to location with restroom	01/01/2016	NA	Kim Behrens	NA

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___ Item 2___ Item 3___ Item 4___ Item 5___ Item 6___

Progress on Goal:

Completed (Date 01/01/16)

Revised (Date)

Comments:

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Goals (This section is for you to report *new goals* for your program. If your program is creating more than 2 goals, please duplicate this page)

Goal(s)	Timeline for Completion	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
1. Increase student awareness of wellness center services available a. 50% to 65% 1 st year b. 65% to 80% 2 nd year.	Summer 2021	Assistance with updating Wellness Center webpage. Funding for promotional items.	Marlis Brownfield PIO	None

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

Progress on Goal:

Completed (Date)

Revised (Date)

Comments: Program goal 80% of students are aware of services provided by wellness center.

Goal(s)	Timeline for Completion	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
2. Increase Student Health 101 engagement a. 2% to 15% first year b. 15% to 25% second year.	Summer 2021	Staff availability for management of Social Media, PC Webpage, Email promotion of Student Health 101	Marlis Brownfield	None

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Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

Progress on Goal:

Completed (Date)

Revised (Date)

Comments: Program goal 25% student engagement with Student Health 101.

Goal(s)	Timeline for Completion	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
3. Create Wellness Center Emergency Preparedness Plan	Summer 2020	Policies/Procedures Employee Training Supplies	Marlis Brownfield Kim Behrens	

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

Progress on Goal:

Completed (Date)

Revised (Date)

Comments: To include policies and procedures for Wellness Center Emergency aligned with PC Crisis Response Plan. Identify first aid team members. Create inventory list of actual and needed supplies. Obtain emergency cart and stock with needed supplies. Provide employee training as needed.

Goal(s)	Timeline for Completion	Needed resources	Person(s) Responsible	Obstacles to completion (if any)

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4. Fully implement stop smoking campaign in collaboration with student services.	Summer 2020	PC Policies/ Procedures Educational Materials for Students/Staff	Marlis Brownfield	None
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Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 ___ Item 2 X Item 3 ___ Item 4 ___ Item 5 ___ Item 6 ___

Progress on Goal:

___ Completed (Date)

___ Revised (Date)

Comments:

Goal(s)	Timeline for Completion	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
5. Update Wellness Center physical space.	Summer 2022	Funding for renovation.	Kim Behrens	Availability of funding.

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 ___ Item 2 X Item 3 ___ Item 4 ___ Item 5 ___ Item 6 ___

Progress on Goal:

___ Completed (Date)

___ Revised (Date)

Comments: Refurbish Wellness Center to fully meet health and safety requirements of a health clinic.

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STAFFING REQUEST

Staff Resources:				
<u>Current Staffing Levels</u>				
<u>Full-time Staff</u>		<u>Part-time Staff</u>		
Faculty		Faculty		
Temporary		Temporary		
Classified	1	Classified		
Management		Management		
<p>Project dates of temporary staff:</p> <p><u>Request for New/Replacement Staff</u> Use one line for each position requested. Justify each position in the space below.</p>				
	Title of Position	Classification (Faculty, Classified, or Management)	Full or Part Time	New or Replacement
Position 1	College Nurse	Classified	Full Time	Replacement
Position 2				
Position 3				
<p>Justification: College Nurse to retire within 1-3 years.</p>				

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TECHNOLOGY REQUEST

Use this section to list any technology needs for your program. It is not necessary to put a price on these items; that will be done by the IT department. If you have more than two technology needs, add rows below.

<u>Technology Need</u>	<u>Justification</u>
Item 1 Printer	Printer with copy and scanning capability. Fax machine currently used to make copies. Scanning ability needed for e-storage of student medical records.
Item 2	

FACILITIES REQUEST

Use this section to list any facilities needs for your program. It is not necessary to put a price on these items; that will be done by the Maintenance & Operations department. If you have more than two facility needs, add rows below.

<u>Facilities Need</u>	<u>Justification</u>
Item 1 Renovation of Wellness Center	Renovation of Wellness Center to assure patient confidentiality The new location needs renovation to improve student privacy, provide a clean prep area with a sink, increase storage for medications and medical supplies, improve security of student files and wellness center records, and to provide a designated place to display health education materials.
Item 2	

SAFETY & SECURITY REQUEST

Use this section to list any safety & security needs for your program. It is not necessary to put a price on these items; that will be done by the Safety and Security Program Manager. If you have more than two safety & security needs, add rows below.

<u>Safety & Security Need</u>	<u>Justification</u>
Item 1 Renovation of Wellness Center	Renovation of Wellness Center to provide a clean prep area with a sink, increase storage for medications and medical supplies, and improve security of student files and wellness center records.
Item 2	

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**BUDGET REQUEST
(Do not include staff increases in this section)**

	Current Budget	Amount of Change	Revised Total
2000 (Student Worker Only)			
4000	3,400	0	
5000	5,205	0	
6000	0	\$1,200	\$1,200
Other Renovation	0	\$30,000	\$30,000

Justification:

Goal #4 - Estimate of cost for renovation of Wellness Center to include cabinets, sink, desk with hutch, stretcher, file cabinets, wheel chair, paint, light fixtures, ceiling tiles.