



# **Program Review - Overall Report**

Student Services: Student Life

**Program Comparison**

**How does your program compare to the college in the following areas: gender, ethnicity, FT/PT enrollment status?**

The number of students who have participated in Student Life (e.g. Athletics, Associated Students, Clubs and Organizations, Basic Needs, Student Health and Psychological Services) needs to be measured in relation to gender, ethnicity, and enrollment status. Athletics and Associated Students have unit requirements for participation; whereas service programs don't require FT and/or PT status for students to access services.

Student Health Services: Current assessment data that supports our continued partnership is data that we can generate from our Electronic Medical Record (EMR). In 2020-2021, student health services had 1244 student encounters. We excluded data from 2021-2022 because the data collected included COVID-19 contact training. From 2022-2023, we had 1628 student encounters, including mental health and medical services.

Athletics: Requires FT status during season of competition. In addition, athletes must complete 24 units, including 18 units that must be degree/certificate and transfer applicable between seasons. Student-athletes only have 2 seasons to compete at a community college, and therefore are on a strict timeline to become transferable. Norco College athletics in the 2023-2024 season interacted with an estimated 92 athletes consistently throughout the academic year.

Basic Needs and Wellness: The BNW program is designed to support each student on campus, independent of enrolled units, gender, ethnicity, or any other identifying markers. However, we have identified trends in the students who frequent the program. Approximately 78% of all students were enrolled in average of 6 units or more and 82% identified as Hispanic. The program collected basic data during its first year and saw significant growth from Fall 2022 to Fall 2023 as represented in the chart below. An estimated 10-15% of the data was lost due to incomplete or incorrect student ID numbers. Each semeste the program has grown as awareness of the services has increased.

	Mustangs	Corral	CalFresh	Case Mgmt	Mental	Clothing	Total
	Eat	Cards	Events		Health	Hygiene	
Fall 2022	729	53	61	124	32	45	1044
Spring 2023	3530	90	112	89	210	241	4272
Fall 2023	4811	122	346	431	212	802	6724

**Program Comparison: Are there any gaps in demographic areas that need to be addressed?**

Historically, program review for the area of Student Life has focused on students involved in athletics and ASNC. During this next cycle, there needs to be a broader assessment of the students served and measurement of how the programs, services and activities meet the needs of students.

Regarding athletics, there needs to be more in-depth measurement of the number and type of interactions with student-athletes and collection of demographics within the population.

## Data Review

Basic Needs and Wellness: The program had low participation from African American students. Also, staff and faculty are unsure of the services provided and when to direct students to the program. This may be why some students are unaware of the support services for students and often access the program in crisis, ideally the program would like to provide more preventive services.

**Please add any relevant documents here.**

## Program Student Outcomes Comparison

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**How do student outcomes for your program compare to the college overall in Student Educational Planning, Success, and GPA?**

**Please add any relevant documents here.**

**Program Student Outcomes: Are there any gaps in student subgroups that need to be addressed?**

## Strategic - Clear, coordinated communication across units

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### Program/Unit Goal

Strategic - Clear, coordinated communication across units

### Goal Cycle

2024 - 2027

### What are you doing now in support of this goal?

Implemented inservice for Student Life staff (including student workers)

Pursuing, developing, and sustaining collaborative partnerships is critical to our ability to serve our campus community effectively. To provide relevant and timely services to our students, Student Health Services has partnered with outside resources to fill in gaps in our service system. One of the newest partnerships is with Riverside University Health System- Behavioral Health, where they assigned a specialized crisis counselor to our campus 5 days a week to provide increased options for responding to mental health crises. Another important partnership includes Operation Safehouse which provides timely, relevant, and participant-specific mental health services using the Stress and Your Mood Program (SAYM), Seeking Safety, and Peer to Peer services. These consultation services include outreach, psycho-education, prevention and early intervention treatment, and assistance in finding other outside resources. Student Health Services also participates in other committees and coalitions, one of which includes the Riverside County-Suicide Prevention Coalition. This coalition focuses on prevention and early intervention efforts to identify and effectively respond to community members who may be suicidal. Another collaborative partnership is with Riverside Area Rape Crisis Center (RARCC). RARCC provides culturally responsive and inclusive advocacy, support, and services to survivors and families affected by sexual violence. Our partnership with RARCC has brought resource-intensive services directly to students who may have been impacted by sexual violence. Because Student Health Services understands the importance and stress of sexual health, we have also partnered with Planned Parenthood of the Pacific Southwest to provide education and information on reproductive health care and sex education. Along with community partnerships, Student Health Services is also a Learning Site and has signed MOUs with Cal State University, San Bernardino, and La Sierra University to provide internships for their Bachelor and Graduate students.

### What are your plans (3-year) regarding this goal?

Implement regular Student Life meetings for staff

Implement regular Student Life Division meetings (e.g. Athletics, Basic Needs, Student Health and Psychological Services, Student Activities, and Student Life)

Coordinate communication plan for college community and students

Our 3-year plan/goal regarding these partnerships is to continue to maintain these important partnerships and pursue and expand partnerships with additional agencies to meet growing and changing needs. These community partnerships and resources we have obtained are of great value to students. Due to the limited staffing that Student Health Services has, we must ensure we continue to reach out to these partnerships to provide resources for our students. We plan on renewing our MOUs with these partnerships and continue to share them with our students. We also have an immediate plan/goal of utmost priority to obtain an adequate team of staff including a Registered Nurse and counselors to continue providing the most direct and basic services to our students, while seeking out partnerships with community resources to fill in specific service gaps/needs.

**Please add any relevant documents here.**

### Mapping

Educational Master Plan (2020-2025): ( )

- 2025 Objective 7.6 (Student Services):
- 2030 Goal 4: Professional Development:

## Sustained - Increase access to Student Health, Psychology Services and Basic Needs assistance

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### Program/Unit Goal

Sustained - Increase access to Student Health, Psychology Services and Basic Needs assistance

**Goal Cycle**

2024 - 2027

**What are you doing now in support of this goal?**

Mental Health Counseling services offered through various modalities and locations across the college.

Student Health programming offered across a variety of topics in various modalities

Basic Needs provides a variety of services across the college to meet the needs of the students.

**What are your plans (3-year) regarding this goal?**

Expand mental health counseling services on campus (dedicated space)

Identify strategies to provide services to the students with the greatest needs

Align basic needs programs and services with student needs

**Please add any relevant documents here.**

**Mapping**

Educational Master Plan (2020-2025): ( )

- 2025 Objective 7.6 (Student Services):

**Evidence**

**Evidence Date**

03/20/2024

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.**

Finding space to provide mental health counseling has been challenging. In the last year, services have been offered in the director's office and/or supervisor's office; Veterans Resource Center, faculty office, classroom, and former DRC testing space.

**Is there a resource request associated with this Goal?**

Yes

**If yes, please provide a short description.**

Dedicated space to provide 1:1 mental health counseling services to students.

**Please add any relevant documents here.**

**Integrated - Connect students to appropriate supports**

**Program/Unit Goal**

Integrated - Proactively connect students to support services

**Goal Cycle**

2024 - 2027

**What are you doing now in support of this goal?**

Student athletes are required to have a Student Educational Plan on file.

Students connect with a case manager through Basic Needs and Wellness.

**What are your plans (3-year) regarding this goal?**

Students take part in key activities such as counseling, completing the FAFSA, complete the Holistic Student Support Survey.

Increase access to the survey for students to completed throughout their academic journey as needed to address needs and provide resources when needed.

**Please add any relevant documents here.**

**Mapping**

Educational Master Plan (2020-2025): ( )

- 2025 Objective 7.6 (Student Services):

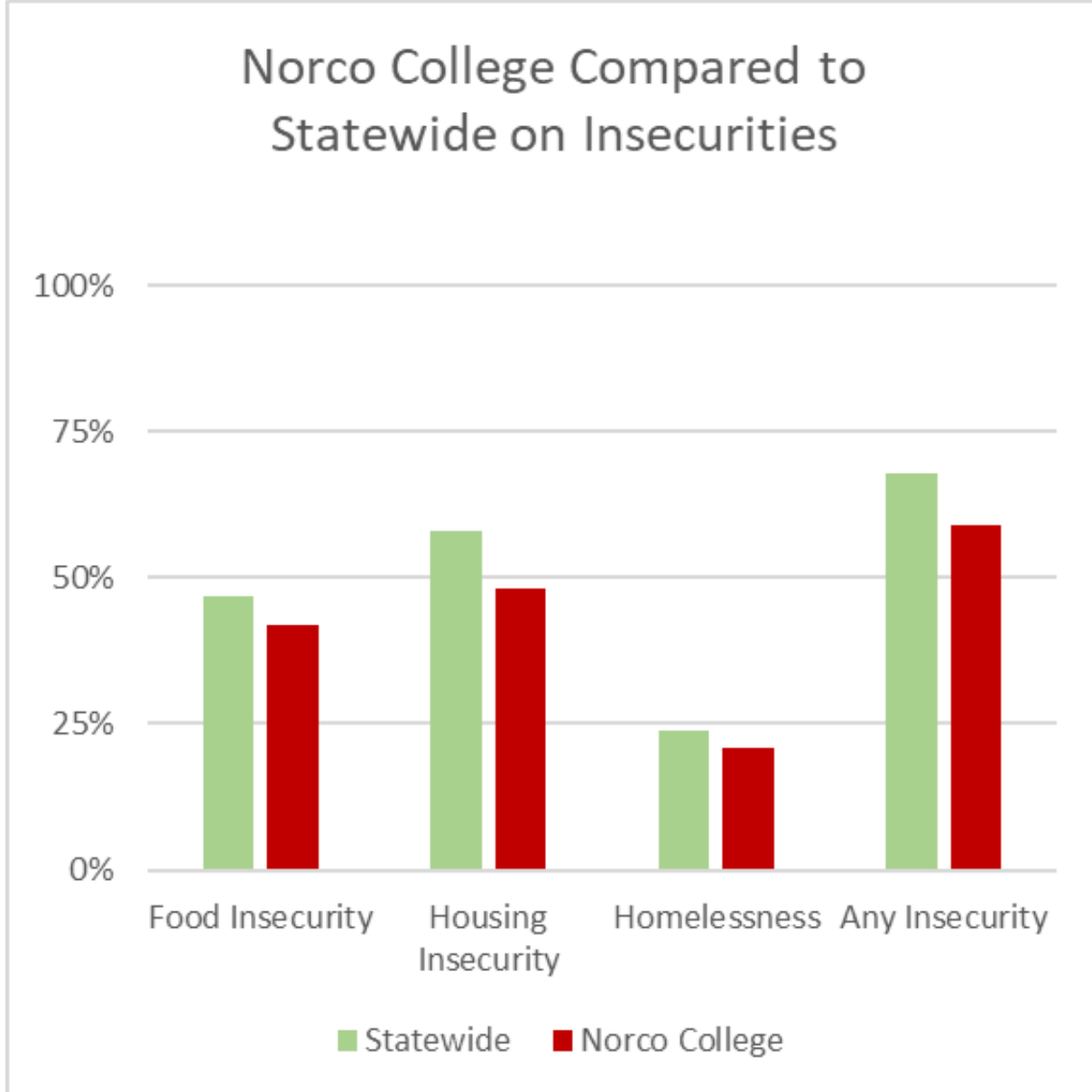
- 2030 Goal 2: Success:

**Evidence**

**Evidence Date**

03/22/2024

Please provide any assessment data or other evidence that supports this Program/Unit Goal.



The Hope Center administered the #RealCollege Survey in Spring 2023 and is the largest assessment in the nation to measure community college students’ basic needs. All three campuses participated. The assessment is a powerful tool to measure the needs of our students. Moreover, this survey was instrumental in securing funding for basic needs.

Topics included:

Basic needs insecurity (food, housing, homelessness)

Additional student needs and experiences (e.g., mental health, caregiving, technology and transportation)

Utilization of supports, barriers to utilization of supports

Demographics

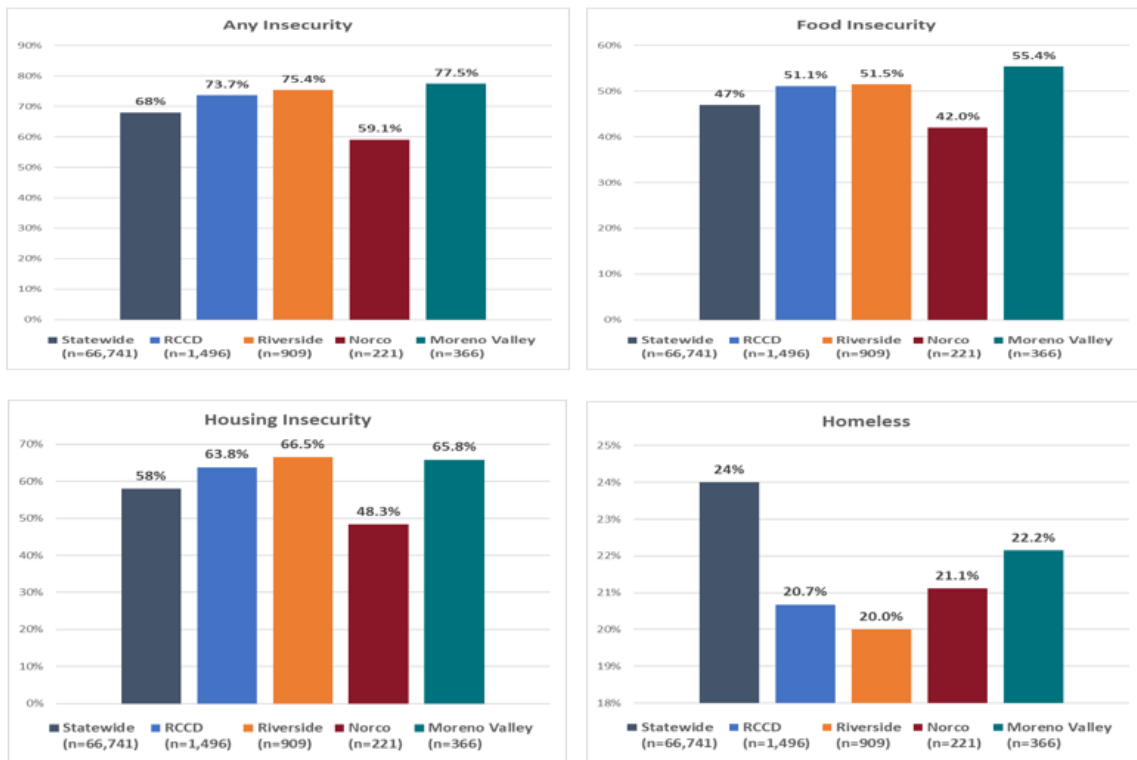
2 out of 3 students reported at least one basic need: food or housing insecurity or homelessness; Food insecurity is the limited or uncertain availability of **nutritionally** adequate and safe food, or the ability to acquire such food in a socially acceptable manner in 30 days

**Housing insecurity** includes a broad set of challenges such as the inability to pay rent or utilities, or the need to move frequently within the past 12 months.

**Homelessness** means that a person does not have a stable place to live. Students were identified as homeless if they responded affirmatively to a question asking if they had been homeless or if they identified living conditions that are considered signs of homelessness (e.g., couch surfing, living somewhere not meant for habitation) again, within 12 months

In California 47% of the overall students surveyed had food insecurity; 58% are Housing insecure and 24% were homeless. Also, 68% were receiving some type of Public Assistance, Food stamps, WIC, TANF, SSI, whereas, if a student reported not experiencing any of these insecurities only 31% were utilizing public assistance. Also, about a 1/3rd of these students are parents.

## Real College Basic Needs Data



Source: Data shared via The Research and Planning Group for California Community Colleges (The RP Group), San Rafael, CA. *Affordability, Food, and Housing Access Taskforce Report (Spring 2023).*

Is there a resource request associated with this Goal?

If yes, please provide a short description.

Please add any relevant documents here.

## Strategic: Targeted case management services and recognition of students

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### Program/Unit Goal

Strategic: Assess the holistic needs of students in underserved populations to develop and implement targeted services to address their unmet needs

### Goal Cycle

2024 - 2027

### What are you doing now in support of this goal?

Divisions under Student Life division have fostered collaborative partnerships to support programs across in Student Services.

Student Health Services has expanded workshop collaborations with Basic Needs and Wellness, Unity Zone, DEI committee, Disability Resource Center (DRC) and Learning Resource Center (LRC) to provide more workshops to educate and inform students that fall into these programs.

Athletics has begun collaborating and getting student-athletes in contact with Basic Needs, Health Services, and other Student Services departments to provide athletes with more complete wrap-around care.

Furthermore, Health Services and Basic Needs and Wellness utilizes statewide and college assessments to develop program services to address unmet needs.

Program currently use these methods to celebrate student successes:

- Identify students that are doing well academically in programs (e.g ASNC, athletics)
- Relationship building in programs and services between students and college staff
- Nominate student-athletes for state and national scholar athletes' awards.
- The Basic Needs and Wellness program will recognize Champions during End of the Year Celebration.

### What are your plans (3-year) regarding this goal?

- Monitor academic progress and flagging those students who need assistance?
- Work with Honors Program to plan and revitalize Phi Theta Kappa, offering student-athletes, honor students, and all academically qualifying students scholarship and professional development opportunities.
- Work with College Research team to track academic success over 3-year periods to identify trends in higher times of struggle for student-athletes.

**Please add any relevant documents here.**

### Mapping

Educational Master Plan (2020-2025): ( )

- 2025 Objective 3.1 - KPI 8 (Student Services):
- 2025 Objective 3.2 - KPI 9 (Student Services):
- 2025 Objective 3.3 - KPI 10 (Student Services):
- 2025 Objective 3.4 - KPI 11 (Student Services):
- 2025 Objective 3.5 - KPI 12 (Student Services):
- 2025 Objective 7.6 (Student Services):
- 2030 Goal 3: Equity:

### Evidence

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#### Evidence Date

03/20/2024

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.**

**Is there a resource request associated with this Goal?**

Yes



**If yes, please provide a short description.**

Case Management software

**Please add any relevant documents here.**

## Personalized - Close student equity gaps

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### Program/Unit Goal

Personalized - Equity minded support

### Goal Cycle

2024 - 2027

### What are you doing now in support of this goal?

Symptoms of anxiety, depression, and stress remain common experiences for many college students as they confront various challenges of college life and the transition to adulthood. In recent healthcare surveys, more than 70% of students who responded identified untreated mental health concerns as a major factor getting in the way of their academic success. For BIPOC, LGBTQ+, and undocumented students, this phenomenon is even more acute as they often face additional stressors and are less likely to access needed services. For this reason, Student Health Services has worked to close the student equity gap to help strengthen support for mental health and emotional well-being for all students, with special attention and efforts towards these named communities. Historically, these marginalized groups have underutilized Health Services when looking for ways to support their academic success. Student Health Services hypothesized that stigma and the perceived lack of relevance may have been prominent barriers to accessing care. So, strategies needed to be intentional and needed to target specialized programming on campus that aim to serve these populations (i.e. Unity Zone, Men of Color, Puente, Umoja, etc.). Our strategies included increasing our presence and general support of these programs, to increase comfort and access to our staff, while reducing stigma. We increased our outreach events to twice a month and made a concerted effort to attend and support campus functions. Through customized workshops and personalized speaker engagements, we were able to deliver critical mental health support and information in more culturally relevant ways thus improving access and helping students understand the relevance of mental health in their academic and personal success.

In addition, Student Health Services has expanded workshop collaborations with Unity Zone, DEI committee, Disability Resource Center (DRC) and Learning Resource Center (LRC) to provide more workshops to educate and inform students that fall into these programs.

- Foster strong working relationships within Student Life division and across other Student Services offices.
- Athletics has begun collaborating and getting student-athletes in contact with Basic Needs, Health Services, and other Student Services departments to provide athletes with more complete wrap-around care.
- Student athletes are required to have a Student Educational Plan on file.

### What are your plans (3-year) regarding this goal?

Implement equity focused student leadership training for ASNC leaders and student clubs/organizations

Student Health Services 3-year plans to close student equity gaps includes 1) Identifying and promoting the mental health and well-being of students of color as a campus-wide priority; especially with focused efforts with African American and Latinx students 2) Destigmatizing mental illness by continuing to educate the campus community about the relevance of mental health in academic success 3) Develop specialized roles to support well-being and success of students of color through diversifying our unit staffing and pursuing training 4) Offer a range of supportive programs and services such as discussion groups, and workshops focused on supporting the mental and well-being of students of color 5) Have an adequate team of staff to achieve goal including filling the open Registered Nurse position and improving diversity and expanding capacity among counselors.

## Program/Unit Goals

- Implement equity focused student leadership training for ASNC leaders and student clubs/organizations
- Collect more precise data on number of student-athletes suffering from:
  - Mental health struggles
  - Academic struggles
  - Housing or food insecurities
- Develop and implement referral policies and procedures for student-athletes suffering from:
  - Mental health struggles
  - Academic struggles
  - Housing or food insecurities

### Basic Needs and Wellness 3-year plans

1. Promote student well-being in underrepresented groups as a campus-wide priority; especially with focused efforts with African American males and Latinx students.
1. Destigmatizing accessing support services with focused outreach to African American males, Latinx and justice involved students.
1. Partner with programs across campus to increase knowledge of services, to bring additional support services for parenting and justice involved students focused on well-being and healthy eating.
1. Staffing to support scaling the program and to address student well-being, housing insecurity and success for underrepresented groups, the LGBTQIA and undocumented students.

**Please add any relevant documents here.**

### Mapping

Educational Master Plan (2020-2025): ( )

- 2025 Objective 7.6 (Student Services):

### Strategic - Professional Development

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#### Program/Unit Goal

Strategic - Implement professional development around Guided Pathways and equity framework; foster a culture of ongoing improvement

#### Goal Cycle

2024 - 2027

#### What are you doing now in support of this goal?

Implementing a professional development plan includes efforts to educate ourselves and efforts to educate others. Some members of the Student Health Services team have received foundational and ongoing training regarding Guided Pathways and the equity framework. In light of the years-long pandemic, we continue to note a trend and increase in students reaching out for help, most of the time directly through their instructors. In support of professional development efforts aimed at the equity framework, and in the spirit of fostering a culture of ongoing improvement, Student Health Services has and will continue to offer Know the Sign training to educate our campus community about evidenced-backed suicide prevention strategies that focus on understanding how to recognize the warning signs of suicide, how to find the words to have a direct conversation with someone in crisis, and where to find professional help and resources. Our Mental Health Supervisor and counselors are also trained, in Known the Signs and in turn, they will be offering Suicide Prevention Summer Series for our staff and faculty which will equip

our faculty and staff to assist someone who may be suicidal by learning the practical skills to question, persuade, and refer (QPR).

In addition, Student Health Services has also purchased TimelyCare, a virtual care platform that offers students medical care and mental health support. Timelycare offers on-demand access and scheduled appointments 24/7 and for free. Additional support provides students care after-hours and really fosters a culture of ongoing improvement.

- Athletics lacks a solid framework for training and educating new coaches on the resources available on campus for student-athletes.

### Basic Needs and Wellness

Professional development and ongoing training regarding Guided Pathways and the equity framework will occur throughout the year, in-dept training during on-boarding of interns, Ambassadors and College Corps team.

### What are your plans (3-year) regarding this goal?

1. Implement appropriate NaBita training cycle for CARE team members.
2. The Student Health Services team will pursue foundational and ongoing professional development and training regarding Guided Pathways and the equity framework, especially seeking consultation about opportunities to align our services with these campus-wide efforts. Plans to continue to support our staff and faculty through implementing professional development around equity framework and to foster a culture of ongoing improvement includes hiring diverse and qualified staff that would allow us to realize our equity goals. Having a skilled Registered Nurse and counselors able to educate and guide staff/faculty will help us bridge the gap between students and the support services they need to achieve academic and personal success. Being staff appropriately would also enable our team to respond to unexpected health crises, and continue to pursue, develop, and sustain collaborations with our community partnerships. Appropriate staffing and strong partnerships provide critical resources for our students, staff, faculty, and management team. Our mission-critical goal is to become adequately staffed.
3. Hold training courses at least once a semester for head and assistant coaches on Athletic P&Ps and campus resources to provide smoother care for student-athletes.
4. Basic Needs and Wellness Strategic – The BNW department will train departments, programs and personnel across campus to ensure each employee has a basic knowledge of the services and when and how to refer students to the Center. Each employee/department will receive a program guide and a smaller pamphlet will be developed for students.
5. Professional development and training regarding Guided Pathways and the equity framework will occur throughout the year, in-dept training each Fall during on-boarding of interns, Ambassadors and College Corps team. As new team members are added, they will participate in a mini-online training until they can attend a campus-wide or conference training.

**Please add any relevant documents here.**

### Mapping

Educational Master Plan (2020-2025): ( )

- 2025 Objective 7.6 (Student Services):
- 2030 Goal 2: Success:

### Strategic - Student Training

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#### Program/Unit Goal

Strategic - Training modules/workshops for student leaders and employees

#### Goal Cycle

2024 - 2027

#### What are you doing now in support of this goal?

## 1. Student Leadership Development Series

### **What are your plans (3-year) regarding this goal?**

Expand training moduels/workshops for student leaders and employees to create a welcoming environment for peers.

**Please add any relevant documents here.**

### **Mapping**

Educational Master Plan (2020-2025): ( )

- 2025 Objective 7.6 (Student Services):

## **Strategic - Student Discipline Processes**

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### **Program/Unit Goal**

Strategic - Review and update the Student Discipline Process

### **Goal Cycle**

2024 - 2027

### **What are you doing now in support of this goal?**

### **What are your plans (3-year) regarding this goal?**

Train campus community on student discipline process.

Update new faculty handbook

Evaluate outcomes

**Please add any relevant documents here.**

## **Strategic - Data**

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### **Program/Unit Goal**

Strategic - Universal data collection process

### **Goal Cycle**

2024 - 2027

### **What are you doing now in support of this goal?**

Each area collects data in various methods

### **What are your plans (3-year) regarding this goal?**

Assess current data collection process for the areas within Student Life.

Implement one platform for collection of data

Document and track student participation in all Student Life events and activities.

**Please add any relevant documents here.**

## **Personalized - Student Safety**

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### **Program/Unit Goal**

Personalized - ensure easy access to ice and ice water at the Soccer Field.

### **Goal Cycle**

2024 - 2027

### **What are you doing now in support of this goal?**

Athletic trainer currently has to take time from patient interaction to take all water coolers from field to Corral. To properly prepare for heat during games (twice a week in Fall), athletic trainer has to fill four to five 10 gallon coolers with ice and water. In addition to prepare for for unforeseen heat illnesses, two to three 7 gallon coolers with ice.

### **What are your plans (3-year) regarding this goal?**

Install ice machine at field to increase accessibility to cooling and hydrating sources.

Please add any relevant documents here.

## Strategic - Communication

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### Program/Unit Goal

Strategic - deliver an effective and efficient social media platform that interacts with students throughout their journey and connects them to needed information, resources, and services throughout the campus

### Goal Cycle

2024 - 2027

### What are you doing now in support of this goal?

Creating videos for the Norco College YouTube channel, on the website, and on social media to inform students about college life, activities, their shared stories, academic journey, and college events.

Marketing campaigns are showcased on the Third street marquee sign to distribute information to the public for awareness.

### What are your plans (3-year) regarding this goal?

Creating social media posts and utilizing social media platforms to showcase student life and the campus culture, including student activities, clubs, academic programs, services, and college events.

Assessed by social media metrics from Sprout Social (e.g. engagement, impressions, views, audience demographics, etc.)

Deploying social media platform that focuses on enrollment that is on-brand.

Collaborate with programs/departments to include a social media question on their post-survey to determine effectiveness of the post.

This is a strategic delivery mode that is most effective and efficient in the communication format on Norco College social media. It includes a sustainable awareness for students towards eliminating barriers to student success. It provides an integrated approach towards building the bridge for departments to communicate their programs and services to students on social media.

Please add any relevant documents here.

## Mapping

Educational Master Plan (2020-2025): ( )

- 2025 Objective 1.3 (Student Services):
- 2025 Objective 7.6 (Student Services):
- 2030 Goal 1: Access:

## Sustained: Provide on-going Case Management support Services

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### Program/Unit Goal

Sustained: Develop systems to target the students with the greatest needs to connect them to Case Management services in Basic Needs and Wellness

### Goal Cycle

2024 - 2027

### What are you doing now in support of this goal?

Basic Needs and Wellness has developed an template for Ally Training that can be taylored to specific groups within the college. The program has presented the training and it was well received. Also, mini trainings and presentatons have been given during Flex and Departmental meetings.

An informational video is available with three different iterations that can be shared on a variety of platforms to include social media, classroom presentations and video displays.

### What are your plans (3-year) regarding this goal?

## Program/Unit Goals

Basic Needs and Wellness will increase awareness of programs and services to the campus community to connect students to the services.

A variety of touchpoints throughout the semester will be utilized to engage students, with a goal of reaching those in need of support. Flyers with QR Codes and contact information will be placed in CAP centers, strategic campus areas, social media departments, the ASNC app and Faculty lounges.

Students with on-going needs will be partnered with trained Peer Mentors, Care Coordinators or Program Ambassadors to build relationships and when the relationship needs to transition to another team member a 'warm handoff' will be initiated to connect the student.

**Please add any relevant documents here.**

### Mapping

Educational Master Plan (2020-2025): ( )

- 2025 Objective 7.6 (Student Services):

**Please discuss any publications or published information that require regular updates for your area.**

Student Health Services consistently updated our Student Health webpage on a weekly basis. We conduct daily workshops and workshop information are updated regularly. Student Health Services also updates all the new community partnerships and resources on a regular basis. The department also sends nor-all and student blast emails bi-monthly. Student Health Services wants to offer as many resources and support to our students as much as possible, so we have utilized different modalities of communication to reach out to our staff, faculty, and students utilizing as many avenues as possible including utilizing social media platforms such as Facebook and Instagram. The department is also very consistent with Regular College Updates.

Student Health Services consistently updated our Student Health webpage on a weekly basis. We conduct daily workshops and workshop information are updated regularly. Student Health Services also updates all the new community partnerships and resources on a regular basis. The department also sends nor-all and student blast emails bi-monthly. Student Health Services wants to offer as many resources and support to our students as much as possible, so we have utilized different modalities of communication to reach out to our staff, faculty, and students utilizing as many avenues as possible including utilizing social media platforms such as Facebook and Instagram. The department is also very consistent with Regular College Updates.

- Releases on athletic website
- Multiple social media posts per week
- Have started submitting to Regular College Updates

**Please add any relevant documents here.**

## Equity



**Strategic - Clear, coordinated communication across units**

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**Continuous Improvement Goal**

Implement clear and coordinated communication across units

**Area/Program**

**SSIPP Framework**

Strategic

**Sustained - Increase access to Student Health, Psychological Services and Basic Needs**

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**Continuous Improvement Goal**

Sustained - Increase access to Student Health, Psychological Services and Basic Needs

**Area/Program**

Student Life

**SSIPP Framework**

Sustained

**Mapping**

Educational Master Plan (2020-2025): ( )

- 2025 Objective 10.10 (Business Services):
- 2025 Objective 7.6 (Student Services):

**Assessment Method**

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**How do you plan to assess this Continuous Improvement Goal?**

Observation

**Method used to assess:**

Qualitative (Observation, summary of status, etc.)

**Author**

Kaneesha Tarrant

**Date**

03/22/2024

**Please add any supporting documents here:**

**Integrated - Connecting students to appropriate supports**

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**Continuous Improvement Goal**

Integrated - Connecting students to appropriate supports

**Area/Program**

Student Life

**SSIPP Framework**

Integrated

**Mapping**

Educational Master Plan (2020-2025): ( )

- 2025 Objective 2.6 (Student Services):
- 2025 Objective 7.6 (Student Services):

**Assessment Method**

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**How do you plan to assess this Continuous Improvement Goal?**

Count services students participate in

**Method used to assess:**

Quantitative (Survey, count, measure, etc.)

**Author**

Kaneesha Tarrant

**Date**

03/22/2024

**Please add any supporting documents here:**

**Proactive - Identify, Assist, Celebrate and Strategize**

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**Continuous Improvement Goal**

Proactive - Monitor academic progress and identify/flag students who need assistance

**Area/Program**

Student Life

**SSIPP Framework**

Proactive

**Personalized - Close Student Equity Gaps**

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**Continuous Improvement Goal**

Personalized - Close Student Equity Gaps

**Area/Program**

Student Life

**SSIPP Framework**

Personalized

**Mapping**

Educational Master Plan (2020-2025): ( )

- 2030 Goal 3: Equity:

**Assessment Method**

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**How do you plan to assess this Continuous Improvement Goal?**

Utilize patient data to compare demographics of students served in Student Health Services to the general campus and region to examine similarities/differences in prevalence rates.

Ensure that Student Health Services is adequately covered in the New Student Orientation.

Offer at least one customized engagement activity (workshop, informational session, guest attendance) to all major special programs on campus to help destigmatizing mental health

Offer a range of supportive programs and services such as discussion groups and workshops focused on supporting the mental and well-being of students of color

Achieve adequate staffing including diversity of staff members, training, and appropriate ratio of staff to student population (1:1500)

**Method used to assess:**

Quantitative (Survey, count, measure, etc.)

**Author**

Cathleen Chou

**Date**

03/22/2024

**Please add any supporting documents here:**

**Proactive - Training/Professional Development**

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**Continuous Improvement Goal**

Proactive - Training/Professional Development

**Area/Program**

Student Life

**SSIPP Framework**

Proactive

**Mapping**

Educational Master Plan (2020-2025): ( )

- 2025 Objective 7.6 (Student Services):
- 2030 Goal 2: Success:

**Assessment Method**

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**How do you plan to assess this Continuous Improvement Goal?**

Track completion of trainings, track attendance, measure learning pre/post assesment

**Method used to assess:**

Quantitative (Survey, count, measure, etc.)

**Author**

Kaneesha Tarrant

**Date**

03/22/2024

**Please add any supporting documents here:**

## Funding for permanent confidential space for counseling

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**Resource Year**

2024 - 2027

**What resources do we already have?**

None permanent

**What resources do you need?**

Funding for department build-out or allocated permanent counseling space, 3 additional office spaces

**\$ Amount Requested**

150,000

**Resource Type**

BUDGET: Facilities Building, Remodel

**Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.**

EMP Goal 10, EMP Goal 3, EMP Goal 4

**This request for my area is Priority #:**

2

**Is this request**

New

## Funding for a Full-Time Registered Nurse

---

**Resource Year**

2024 - 2027

**What resources do we already have?**

none

**What resources do you need?**

none

**\$ Amount Requested**

156,000

**Resource Type**

STAFF: Classified Professional, Confidential, Mgr

**Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.**

EMP Goal 3, EMP Goal 4, EMP Goal 6, EMP Goal 9

**This request for my area is Priority #:**

1

**Is this request**

New

## Mental Health Counselors

---

**Resource Year**

2024 - 2027

**What resources do we already have?**

none

**What resources do you need?**

Funding for Mental Health Counselor

**\$ Amount Requested**

156,000

**Resource Type**

STAFF: Classified Professional, Confidential, Mgr

**Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.**

**This request for my area is Priority #:**

3

**Is this request**

New

**NaBita Training**

---

**Resource Year**

2024 - 2027

**What resources do we already have?**

NA

**What resources do you need?**

Funding to pay for NaBita Training - Basics and Case Management

**\$ Amount Requested**

20,000

**Resource Type**

STAFF: Professional Development

**Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.**

Provides critical training to members of the CARE team to properly manage students in crisis.

**This request for my area is Priority #:**

**Is this request**

New

**Sustained - Commencement Budget**

---

**Resource Year**

2024 - 2027

**What resources do we already have?**

College funds and ASNC Funds

**What resources do you need?**

Dedicated budget to keep pace with inflation and costs of commencement ceremony

**\$ Amount Requested**

135,000

**Resource Type**

BUDGET: Request Ongoing Funding (Support, Mktg)

**Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.**

Commencement is the culmination recognition event for our students and is the result of the work in our access and equity efforts.

**This request for my area is Priority #:**

**Is this request**

New

## Strategic - Communication

---

### Resource Year

2024 - 2027

### What resources do we already have?

### What resources do you need?

Reflector set \$500, New Panasonic 4K Video Cameras (2) with cards & accessories \$14,000, Digital Camera with lenses \$6,000, Backdrops \$300, New monitor to the camera \$300, Teleprompter \$310, Headphones \$350, Wireless microphone kit \$500, AVID software \$200 annually, Graphic software (Canva Pro \$120 annually, Envato Elements \$200 annually)

### \$ Amount Requested

22,780

### Resource Type

ITEM: Equipment, Services, Software, Furniture

### Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.

Integrated approach towards building the bridge for departments to communicate their programs and services to students on social media

### This request for my area is Priority #:

### Is this request

New

### Program Review Reflections

---

**What would make program review meaningful and relevant for your unit?**

Program review would be more meaningful and relevant for our department if we were able to apply EMP goals more specific to Health Services. Health Services is a very specific department and a lot of the EMP goals that pertained to Student Life, still did not pertain to Health Services.

?Program review would be more meaningful for athletics with more complete and consistent data. ?

**What questions do we need to ask to understand your program plans, goals, needs?**

**What types of data do you need to support your program plans, goals, needs?**

??Data pertaining to successful completion or graduation statistics on students that obtain services at Student Health Services, particularly mental health counseling services. We are unable to obtain that data currently and be HIPAA compliant at the same time. ?

Data pertaining to the successful transfer of athletes and more importantly the number of athletes we lose due to being ineligible. Athletics should try to complete exit surveys for all athletes.

**If there are any supporting documents you would like to attach, please attach them here.**

### Submission

---

**All parts of my Program Review have been completed and it is ready for review.**

## Frequencies

### Notes

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<b>Comments</b>		
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	<b>N of Rows in Working Data File</b>	<b>221</b>
<b>Missing Value Handling</b>	<b>Definition of Missing</b>	<b>User-defined missing values are treated as missing.</b>
	<b>Cases Used</b>	<b>Statistics are based on all cases with valid data.</b>
<b>Syntax</b>		<b>FREQUENCIES VARIABLES=q2 Food_Category_Yes_No Housing_Insecurity Homeless_Any Homeless_SelfID Any_Insecurity /ORDER=ANALYSIS.</b>
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	<b>Elapsed Time</b>	<b>00:00:02.00</b>

[DataSet1] /Users/steve/Library/CloudStorage/GoogleDrive-kbrohawn@rpgroup.org/.tmp/32022/Clients and Partners/CCLC/#realcollege Basic Needs Survey/#RealCollegeCA2023\_Data Files/RealCollegeCA2023\_FINAL.sav



**Statistics**

		As of today, which community college do you attend?Note: If you attend more than one, please indicate the community college where you take the majority of your classes. If that college is not listed, please indicate the name of the college you received th	Food_Category_Yes_No	Housing Security (Must have answered at least one question)	Homelessness of Any Type (Self ID, Couch Surfing or Location-Based) (Must have answered at least one question)	Homelessness - Self Identified (based on question 17 'In the past 12 months, have you ever been homeless?')
<b>N</b>	<b>Valid</b>	<b>221</b>	<b>176</b>	<b>180</b>	<b>180</b>	<b>179</b>
	<b>Missing</b>	<b>0</b>	<b>45</b>	<b>41</b>	<b>41</b>	<b>42</b>

**Statistics**

		Any_Insecurity
<b>N</b>	<b>Valid</b>	<b>181</b>
	<b>Missing</b>	<b>40</b>

**Frequency Table**

**As of today, which community college do you attend?Note: If you attend more than one, please indicate the community college where you take the majority of your classes If that college is not listed, please indicate the name of the college you received th**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Norco College	221	100.0	100.0	100.0

**Food\_Category\_Yes\_No**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Food Secure	102	46.2	58.0	58.0
	Food Insecure	74	33.5	42.0	100.0
	Total	176	79.6	100.0	
Missing	System	45	20.4		
Total		221	100.0		

**Housing Security (Must have answered at least one question)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Housing Secure	93	42.1	51.7	51.7
	Housing Insecure	87	39.4	48.3	100.0
	Total	180	81.4	100.0	
Missing	System	41	18.6		
Total		221	100.0		

**Homelessness of Any Type (Self ID, Couch Surfing or Location-Based)  
(Must have answered at least one question)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Homeless-Any Definition	142	64.3	78.9	78.9
	Homeless-Any Definition	38	17.2	21.1	100.0
	Total	180	81.4	100.0	
Missing	System	41	18.6		
Total		221	100.0		

**Homelessness - Self Identified (based on question 17 'In the past 12 months, have you ever been homeless?')**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Homeless-Self Identified	170	76.9	95.0	95.0
	Homeless-Self Identified	9	4.1	5.0	100.0
	Total	179	81.0	100.0	
Missing	System	42	19.0		
Total		221	100.0		

**Any\_Insecurity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Insecurities	74	33.5	40.9	40.9
	At Least One Insecurity	107	48.4	59.1	100.0
	Total	181	81.9	100.0	
Missing	System	40	18.1		
Total		221	100.0		

## Data Review

How does your program compare to the college in the following areas: gender, ethnicity, FT/PT enrollment status?

The number of students who have participated in Student Life (e.g. Athletics, Associated Students, Clubs and Organizations, Basic Needs, Student Health and Psychological Services) needs to be measured in relation to gender, ethnicity, and enrollment status. Athletics and Associated Students have unit requirements for participation; whereas service programs don't require FT and/or PT status for students to access services.

Student Health Services: Current assessment data that supports our continued partnership is data that we can generate from our Electronic Medical Record (EMR). In 2020-2021, student health services had 1244 student encounters. We excluded data from 2021-2022 because the data collected included COVID-19 contact training. From 2022-2023, we had 1628 student encounters, including mental health and medical services.

Athletics: Requires FT status during season of competition. In addition, athletes must complete 24 units, including 18 units that must be degree/certificate and transfer applicable between seasons. Student-athletes only have 2 seasons to compete at a community college, and therefore are on a strict timeline to become transferable. Norco College athletics in the 2023-2024 season interacted with an estimated 92 athletes consistently throughout the academic year.

Basic Needs and Wellness: The BNW program is designed to support each student on campus, independent of enrolled units, gender, ethnicity, or any other identifying markers. However, we have identified trends in the students who frequent the program. Approximately 78% of all students were enrolled in average of 6 units or more and 82% identified as Hispanic.

Program Comparison: Are there any gaps in demographic areas that need to be addressed?

*Historically, program review for the area of Student Life has focused on students involved in athletics and ASNC. During this next cycle, there needs to be a broader assessment of the students served and measurement of how the programs, services and activities meet the needs of students.*

*Regarding athletics, there needs to be more in-depth measurement of the number and type of interactions with student-athletes and collection of demographics within the population.*

Basic Needs and Wellness: The program had low participation from African American students. Also, staff and faculty are unsure of the services provided and when to direct students to the program. This may be why some students are unaware of the support services for students and often access the program in crisis, ideally the program would like to provide more preventive services.

# Program Review-Program Unit Goal /Assessment

## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Close student equity gaps

### Program/Unit Goal:

EMP Goal 3

### Goal Cycle: 2024-2027

**SSIPP:** Personalized

### What are you doing now in support of this goal?

Symptoms of anxiety, depression, and stress remain common experiences for many college students as they confront various challenges of college life and the transition to adulthood. In recent healthcare surveys, more than 70% of students who responded identified untreated mental health concerns as a major factor getting in the way of their academic success. For BIPOC, LGBTQ+, and undocumented students, this phenomenon is even more acute as they often face additional stressors and are less likely to access needed services. For this reason, Student Health Services has worked to close the student equity gap to help strengthen support for mental health and emotional well-being for all students, with special attention and efforts towards these named communities. Historically, these marginalized groups have underutilized Health Services when looking for ways to support their academic success. Student Health Services hypothesized that stigma and the perceived lack of relevance may have been prominent barriers to accessing care. So, strategies needed to be intentional and needed to target specialized programming on campus that aim to serve these populations (i.e. Unity Zone, Men of Color, Puente, Umoja, etc.). Our strategies included increasing our presence and general support of these programs, to increase comfort and access to our staff, while reducing stigma. We increased our outreach events to twice a month and made a concerted effort to attend and support campus functions. Through customized workshops and personalized speaker engagements, we were able to deliver critical mental health support and information in more culturally relevant ways thus improving access and helping students understand the relevance of mental health in their academic and personal success.

In addition, Student Health Services has expanded workshop collaborations with Unity Zone, DEI committee, Disability Resource Center (DRC) and Learning Resource Center (LRC) to provide more workshops to educate and inform students that fall into these programs.

- Foster strong working relationships within Student Life division and across other Student Services offices.
- Athletics has begun collaborating and getting student-athletes in contact with Basic Needs, Health Services, and other Student Services departments to provide athletes with more complete wrap-around care.
  - Student athletes are required to have a Student Educational Plan on file.

## Program Unit Goal (1<sup>st</sup> Tab) - Basic Needs and Wellness

### Program/Unit Goal Title:

College Transformation

### Program/Unit Goal:

2025 Objective 7.6 Build and support student services to foster student engagement, wellness, and success in the classroom and outside the classroom.

Strategic – The BNW department will train departments, programs and personnel across campus to ensure each employee has a basic knowledge of the services and when and how to refer students to the Center. Each employee/department will receive a program guide and a smaller pamphlet will be developed for students.

Sustained – BNW will provide support to students in a variety of methods, at multiple touchpoints throughout the semester using all communication tools available. Student worker training will be offered every semester for new work-study employees.

Integrated – An approved syllabus and canvas statement will provide to instructional staff

Proactive – A variety of touchpoints throughout the semester will be utilized to engage students, with a goal of reaching those in need of support. Flyers with QR Codes and contact information will be placed in CAP centers, strategic campus areas, social media departments, the ASNC app and Faculty lounges. The BNW program will recognize individuals, departments and campus organizations that refer students for services.

Personalized – Students with on-going needs will be partnered with Peer Mentors, Care Coordinators or Program Ambassadors to build relationships and when the relationship needs to transition to another team member a ‘warm handoff’ will occur when time permits.

### What are your plans (3 years) regarding this goal?

Student Health Services 3-year plans to close student equity gaps includes 1) Identifying and promoting the mental health and well-being of students of color as a campus-wide priority; especially with focused efforts with African American and Latinx students 2) Destigmatizing mental illness by continuing to educate the campus community about the relevance of mental health in academic success 3) Develop specialized roles to support well-being and success of students of color through diversifying our unit staffing and pursuing training 4) Offer a range of supportive programs and services such as discussion groups, and workshops focused on supporting the mental and well-being of students of color 5) Have an adequate team of staff to achieve goal including filling the open Registered Nurse position and improving diversity and expanding capacity among counselors.

- Implement equity focused student leadership training for ASNC leaders and student clubs/organizations
- Collect more precise data on number of student-athletes needs related to:
  - Mental health
  - Academic achievement
  - Housing insecurity
  - Food insecurity
- Develop and implement referral policies and procedures for student-athlete needs related to:
  - Mental health

- Academic achievement
- Housing insecurity
- Food insecurity



#### Basic Needs and Wellness 3-year plans

1. Promote student well-being in underrepresented groups as a campus-wide priority; especially with focused efforts with African American males and Latinx students.
2. Destigmatizing accessing support services with focused outreach to African American males, Latinx and justice involved students.
3. Partner with programs across campus to increase knowledge of services, to bring additional support services for parenting and justice involved students focused on well-being and healthy eating.
4. Staffing to support scaling the program and to address student well-being, housing insecurity and success for underrepresented groups, the LGBTQIA and undocumented students.

## Evidence (3<sup>rd</sup> Tab)/ Method

### **How do you plan to assess this Continuous Improvement Goal?**

1. Utilize patient data to compare demographics of students served in Student Health Services to the general campus and region to examine similarities/differences in prevalence rates.
2. Ensure that Student Health Services is adequately covered in the New Student Orientation.
3. Offer at least one customized engagement activity (workshop, informational session, guest attendance) to all major special programs on campus to help destigmatizing mental health
4. Offer a range of supportive programs and services such as discussion groups and workshops focused on supporting the mental and well-being of students of color
5. Achieve adequate staffing including diversity of staff members, training, and appropriate ratio of staff to student population (1:1500)

1 and 5 apply to athletics except for ratio

### **Method used to assess:**

1. We need to identify a method for safe/secure patient data analysis by working with EMR platform and/or college research team.
2. Track number of engagement activities offered and basic demographics of attendees.
3. Achieve adequate staffing including appropriate ratio of staff to student population (1:1500)

1-3 apply to athletics except for ratio

### **Method used to assess: Basic Needs and Wellness**

1. Exit survey for students participating in Case Management Services
2. Utilize program data to compare demographics of students served in BNW to the general campus and to persistence rates, GPA and Financial Aid support.
3. Ensure that Basic Needs and Wellness is represented in student orientations, syllabus and official social media platforms.
4. Partner or sponsor campus activities to address well-being, ensure the BNW is recognized and listed as a supporter.

According to the Health Services Research study, students of color have similar or lower rates of common mental health disorders than whites, but mental health disorders are more severe, persistent, and disabling. Students of color are also less likely to utilize psychiatric services. Our team has recently begun to collect data on race and gender to better understand how our services are being accessed and utilized. Early evaluation of this information suggests that we may be experiencing similar equity gaps as are seen campus-wide which provides us the opportunity to target our strategies at these known equity gaps.

### **Is there a resource request associated with this Goal? Yes**

**If yes, please provide a short description.**

Request for Registered Nurse and additional counseling space

PT Academic Counselor specializing in athletic eligibility and transfer rules



**Is there a resource request associated with this Goal? Yes**

**If yes, please provide a short description.**

BNW needs to scale services to meet student needs. Currently, we are utilizing Bachelor level interns. This requires significant training and supervision. Also, the interns are unpaid. Our first request would be to provide a paid stipend to the interns, this will provide access to skilled interns and make our placement more desirable.

The long-term goal is to for a shared Resource Specialist. This position would support equity programs, CTE (Career Technical Education), dual enrollment, athletics, international and noncredit students. A dedicated staff member would increase the campuses reach in the community and allow for more specialized services, especially related to housing insecurity.

**Program Unit Goal (1<sup>st</sup> Tab)**

**Program/Unit Goal Title:**

Implement professional development around Guided Pathways and equity framework; foster a culture of ongoing improvement

**Program/Unit Goal:**

EMP Goal 4

**SSIPP:** Proactive, Personalized

**Goal Cycle: 2024-2027**

**What are you doing now in support of this goal?**

Implementing a professional development plan includes efforts to educate ourselves and efforts to educate others. Some members of the Student Health Services team have received foundational and ongoing training regarding Guided Pathways and the equity framework. In light of the years-long pandemic, we continue to note a trend and increase in students reaching out for help, most of the time directly through their instructors. In support of professional development efforts aimed at the equity framework, and in the spirit of fostering a culture of ongoing improvement, Student Health Services has and will continue to offer Know the Sign training to educate our campus community about evidenced-backed suicide prevention strategies that focus on understanding how to recognize the warning signs of suicide, how to find the words to have a direct conversation with someone in crisis, and where to find professional help and resources. Our Mental Health Supervisor and counselors are also trained, in Known the Signs and in turn, they will be offering Suicide Prevention Summer Series for our staff and faculty which will equip our faculty and staff to assist someone who may be suicidal by learning the practical skills to question, persuade, and refer (QPR).

In addition, Student Health Services has also purchased TimelyCare, a virtual care platform that offers students medical care and mental health support. Timelycare offers on-demand access and scheduled appointments 24/7 and for free. Additional support provides students care after-hours and really fosters a culture of ongoing improvement.

- Athletics lacks a solid framework for training and educating new coaches on the resources available on campus for student-athletes.

### Basic Needs and Wellness

Professional development and ongoing training regarding Guided Pathways and the equity framework will occur throughout the year, in-dept training during on-boarding of interns, Ambassadors and College Corps team.

#### What are your plans (3 years) regarding this goal?

The Student Health Services team will pursue foundational and ongoing professional development and training regarding Guided Pathways and the equity framework, especially seeking consultation about opportunities to align our services with these campus-wide efforts. Plans to continue to support our staff and faculty through implementing professional development around equity framework and to foster a culture of ongoing improvement includes hiring diverse and qualified staff that would allow us to realize our equity goals. Having a skilled Registered Nurse and counselors able to educate and guide staff/faculty will help us bridge the gap between students and the support services they need to achieve academic and personal success. Being staff appropriately would also enable our team to respond to unexpected health crises, and continue to pursue, develop, and sustain collaborations with our community partnerships. Appropriate staffing and strong partnerships provide critical resources for our students, staff, faculty, and management team. Our mission-critical goal is to become adequately staffed.

- Hold training courses at least once a semester for head and assistant coaches on Athletic P&Ps and campus resources to provide smoother care for student-athletes.

### Basic Needs and Wellness

Professional development and training regarding Guided Pathways and the equity framework will occur throughout the year, in-dept training each Fall during on-boarding of interns, Ambassadors and College Corps team. As new team members are added, they will participate in a mini-online training until they can attend a campus-wide or conference training.

### Evidence (3<sup>rd</sup> Tab)/Method

#### How do you plan to assess this Continuous Improvement Goal?

1. Track team members' completion of foundational training in Guided Pathways
2. Consider if Guided Pathways and equity framework is included in project management.

1. Track coaches' attendance at trainings

### Basic Needs and Wellness

1. Track attendance in training sessions
2. Measure learning with pre/post assessment

**Method used to assess:**

1. Track staff professional development activities
2. Review project documentation, meeting notes, etc. to determine if these concepts are utilized and/or considered.

1-2 apply to athletics

**Basic Needs and Wellness**

Review project documentation, meeting notes, etc. to determine if these concepts are utilized and/or considered

According to the Healthy Minds Survey, which collected data from 373 campuses nationwide including Norco College, during the 2020-2021 school year, more than 60% of college students met the criteria for at least one mental health problem. At Norco College Student Health Services, the number of mental health counseling appointments increased by 30%, from 2021-2023. We have had 214 Norco participants attend Know the Signs Trainings to date.

**Is there a resource request associated with this Goal? Yes**

**If yes, please provide a short description.**

Registered Nurse, counselors, additional counseling space.

Office space for coaches, year-round stipends for assistant coaches

**Basic Needs and Wellness**

1. Confidential office space
2. Stipend for professional interns

**Program Unit Goal (1<sup>st</sup> Tab)**

**Program/Unit Goal Title:**

Pursue, develop, and sustain collaborative partnerships

**Program/Unit Goal:**

EMP Goal 6

**SSIPP:** Strategic, Sustainable, Integrated

**Basic Needs and Wellness**

2025 Objective 6.3 Expand partnerships with regional veterans' services and support organizations  
Strategic – Our students' needs are vast, and there are community programs and support services they can use through our expanded partnerships, especially for veterans and other special populations.

Sustained – This will maximize program funds by partnering with other organizations, especially related to housing and food insecurity. Also, ensuring students are aware of community and institutional resources as they exit Norco College for any reason.

Integrated – Students participating in Case Management will receive on-going information related to community resources at each visit and a printed list as they conclude services

Proactive – BNW will participate in community meetings, partnerships and other activities related to Region 9 and Riverside Ward 2

Personalized – BNW will outreach to organizations, service providers and government programs related to program goals and gaps in service.

### **Goal Cycle: 2024-2027**

#### **What are you doing now in support of this goal?**

Pursuing, developing, and sustaining collaborative partnerships is critical to our ability to serve our campus community effectively. To provide relevant and timely services to our students, Student Health Services has partnered with outside resources to fill in gaps in our service system. One of the newest partnerships is with Riverside University Health System- Behavioral Health, where they assigned a specialized crisis counselor to our campus 5 days a week to provide increased options for responding to mental health crises. Another important partnership includes Operation Safehouse which provides timely, relevant, and participant-specific mental health services using the Stress and Your Mood Program (SAYM), Seeking Safety, and Peer to Peer services. These consultation services include outreach, psycho-education, prevention and early intervention treatment, and assistance in finding other outside resources. Student Health Services also participates in other committees and coalitions, one of which includes the Riverside County-Suicide Prevention Coalition. This coalition focuses on prevention and early intervention efforts to identify and effectively respond to community members who may be suicidal. Another collaborative partnership is with Riverside Area Rape Crisis Center (RARCC). RARCC provides culturally responsive and inclusive advocacy, support, and services to survivors and families affected by sexual violence. Our partnership with RARCC has brought resource-intensive services directly to students who may have been impacted by sexual violence. Because Student Health Services understands the importance and stress of sexual health, we have also partnered with Planned Parenthood of the Pacific Southwest to provide education and information on reproductive health care and sex education. Along with community partnerships, Student Health Services is also a Learning Site and has signed MOUs with Cal State University, San Bernardino, and La Sierra University to provide internships for their Bachelor and Graduate students.

#### **Basic Needs and Wellness**

To provide comprehensive services to our students, BNW partners with outside organizations to increase knowledge of community services and opportunities for partnership. Along with community partnerships, BNW partnered with Student Health Services as a Learning Site and has signed MOUs with Cal State University, San Bernardino, and La Sierra University to provide internships for their Bachelor and Graduate students.

#### **What are your plans (3 years) regarding this goal?**

Our 3-year plan/goal regarding these partnerships is to continue to maintain these important partnerships and pursue and expand partnerships with additional agencies to meet growing and changing needs. These community partnerships and resources we have obtained are of great value to students. Due to the limited staffing that Student Health Services has, we must ensure we continue to reach out to these partnerships to provide resources for our students. We plan on renewing our MOUs with these partnerships and continue to share them with our students.

We also have an immediate plan/goal of utmost priority to obtain an adequate team of staff including a Registered Nurse and counselors to continue providing the most direct and basic services to our students, while seeking out partnerships with community resources to fill in specific service gaps/needs.

### **Basic Needs and Wellness**

Our 3-year plan/goal is to increase partnerships with an emphasis on housing insecurity and to expand partnerships with additional agencies to meet growing and changing needs. These community partnerships and resources have increased critical services to students, especially in housing insecurity. We plan to expand our MOUs with these partnerships to provide additional resources and address program gaps.

### **Evidence (3<sup>rd</sup> Tab)/Method**

#### ***How do you plan to assess this Continuous Improvement Goal?***

1. Monitor and evaluate the number and types of collaborative partnerships Student Health Services maintains.
2. Grow the number of partnerships in key areas of service.

#### ***Method used to assess:***

1. Track the number of collaborative partnerships.
2. Identify the type/service the collaborative partnership provides.
3. Identify how often we interact in collaboration by tracking the number of referrals to each partnership.

Please provide any assessment data or other evidence that supports this Program/Unit Goal. Current assessment data that supports our continued partnership is data that we can generate from our Electronic Medical Record (EMR). In 2020-2021, student health services had 1244 student encounters. We excluded data from 2021-2022 because the data collected included COVID-19 contact training. From 2022-2023, we had 1628 student encounters, including mental health and medical services.

#### **Is there a resource request associated with this Goal? Yes**

#### **If yes, please provide a short description.**

Resource request for Registered Nurse and additional space for counseling services.

## Basic Needs and Wellness

### *How do you plan to assess this Continuous Improvement Goal?*

1. Monitor and evaluate the number and types of collaborative partnerships
2. Grow the number of partnerships in key areas of service.

### *Method used to assess:*

1. Track the number of collaborative partnerships.
2. Identify the type/service the collaborative partnership provides.
3. Identify how often we interact in collaboration by tracking the number of referrals to each partnership.
4. Ask program participants if they have unmet needs by our program

Please provide any assessment data or other evidence that supports this Program/Unit Goal. [Click here to enter text.](#)

**Is there a resource request associated with this Goal? Yes---**

**If yes, please provide a short description.**

Comprehensive program assessment.

## Program Unit Goal (1<sup>st</sup> Tab)

### **Program/Unit Goal Title:**

Implement professional, intuitive, and technology-enhanced systems

### **Program/Unit Goal:**

EMP Goal 11

**SSIPP:** Strategic

**Goal Cycle:** 2024-2027

### **What are you doing now in support of this goal?**

Since the return of students to campus, 10-15% of students still request or prefer virtual medical and mental health counseling support accessible through various technological platforms. We know that telehealth services improve accessibility and create new opportunities to support our students and their physical health and well-being. Technology enhanced systems include remodeling our current Electronic Medical Records (EMR) system to include easier 24/7 access to make appointments and a substantial increase in individualized emails and phone call communications. In addition, we are consistently revamping our health services website to include “self-serve” options for students as well as informing them about credible community resources. Of course, our student health services staff members have and will continue to maintain a high level of support to mitigate the negative effects of public health issues and beyond.

Student Health Services has also purchased a time-limited contract with a new platform, TimelyCare. TimelyCare provides 24/7, free clinical medical care and mental health support via telehealth for our

Norco College students. The platform also provides resources students can use anytime, like wellness tools and referrals to local agencies.

In addition, Student Health Services also increased our outreach to students through strategic use of social media campaigns on Facebook and Instagram. We have also been using the text messaging technology offered through the college to connect with students. Utilizing these platforms has allowed us to reach and inform a wider audience. For example, we have been able to share information pertaining to our daily wellness workshops and have seen an increase in attendance over the previous semesters.

- Switched to a new EMR for athletic training, Healthy Roster, to help track, schedule, and connect with student-athletes.
- Increased outreach on social media campaigns, Instagram focused

### **Basic Needs and Wellness**

The program is in its 2<sup>nd</sup> year of comprehensive services. In our first year, we developed a variety of services and in the 2<sup>nd</sup> year we have refined services and scaled to meet students' needs. We have identified a need to have an integrated check-in system that will allow the program to ensure we are servicing prospective and currently enrolled Norco students. In addition, the program needs a comprehensive case management system that will allow other departments to access basic information but will limit access to confidential case notes.

### **What are your plans (3 years) regarding this goal?**

BNW plans to continue to implement professional, intuitive, and technology enhanced systems to meet program and reporting needs. Furthermore, it has to have tier access to limit availability to confidentiality Case Management services and meet FERPA requirements.

### **Evidence (3<sup>rd</sup> Tab)/Method**

#### ***How do you plan to assess this Continuous Improvement Goal?***

1. Consider and evaluate student use of EMR system
2. Consider and evaluate student use and response to social media campaigns
3. Consider and evaluate student use and response to text messaging technology

1-2 apply to athletics

### **Basic Needs and Wellness**

1. Assess the current student service programs available on campus to see if they will meet program needs (SARS, Mediat, Salesforce)

2. Implement a system for tracking in 2024/25
3. Evaluate system

**Method used to assess:**

1. Evaluate and analyze utilization data from Medica
2. Review analytics from social media platforms
3. Track the rate of response/reply when using text messaging technology

1-2 apply to athletics, with the exception of the specific EMR, (Healthy Roster instead of Medica).

**Basic Needs and Wellness**

1. Evaluate case management system by users
2. Review reports for accuracy
3. Evaluate security of system and ease of accessibility

Tracking from our Electronic Medical Record, from 2021-2023 we have had an increase of 30% in students seeking services.

**Is there a resource request associated with this Goal? Yes**

**If yes, please provide a short description.**

Registered Nurse, counselors, additional therapy spaces.

**Basic Needs and Wellness**

**Is there a resource request associated with this Goal? No**Choose an item.

**If yes, please provide a short description.**

N/A



## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Strategic-Clear, Coordinated communication across units

### Program/Unit Goal:

Strategic-Clear, Coordinated communication across units

### Goal Cycle: 2024-2027

### What are you doing now in support of this goal?

Implemented in-service for Student Life staff (including student workers)

### What are your plans (3 years) regarding this goal?

Implement regular Student Life meetings for staff Implement regular Student Life Division meetings (e.g. Athletics, Basic Needs, Student Health and Psychological Services, Student Activities, and Student Life)  
Coordinate communication plan for college community and students

## Evidence (3<sup>rd</sup> Tab)

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.** Click or tap here to enter text.

**Is there a resource request associated with this Goal?** Choose an item.

**If yes, please provide a short description.**

Click or tap here to enter text.

## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Sustained- Increase access to Student Health, Psychology Services and Basic Needs assistance

### Program/Unit Goal:

Sustained-Increase access to Student Health, Psychology Services and Basic Needs assistance

### Goal Cycle: 2024-2027

### What are you doing now in support of this goal?

Mental Health Counseling services offered through various modalities and locations across the college. Student Health programming offered across a variety of topics in various modalities Basic Needs provides a variety of services across the college to meet the needs of the students.

### What are your plans (3 years) regarding this goal?

Expand mental health counseling services on campus (dedicated spaces). Identify strategies to provide services to the students with the greatest needs. Align basic needs programs and services with student needs

## Evidence (3<sup>rd</sup> Tab)

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.** Click or tap here to enter text.

**Is there a resource request associated with this Goal?** Choose an item.

**If yes, please provide a short description.**

Click or tap here to enter text.

**Program Unit Goal (1<sup>st</sup> Tab) : For athletics, I tied a lot of this part in to the first Goal “Close Student Equity Gaps”**

**Program/Unit Goal Title:**

Integrated-connecting students to appropriate supports

**Program/Unit Goal:**

Integrated-Connecting students to appropriate supports

**Goal Cycle: 2024-2027**

What are you doing now in support of this goal?

Student athletes are required to have a Student Educational Plan on file. Students connect with a case manager through Basic Needs and Wellness

**What are your plans (3 years) regarding this goal?**

Students take part in key activities such as counseling, completing the FAFSA, complete the Holistic Student Support Survey

**Evidence (3<sup>rd</sup> Tab)**

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.** Click or tap here to enter text.

**Is there a resource request associated with this Goal?** Choose an item.

**If yes, please provide a short description.**

Click or tap here to enter text.

## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Proactive-identify, assist, celebrate and strategize

### Program/Unit Goal:

Proactive-identify, assist, celebrate and strategize

### Goal Cycle: 2024-2027

### What are you doing now in support of this goal?

Identify students that are doing well academically in programs (e.g ASNC, athletics) Relationship building in programs and services between students and college staff

- Nominate student-athletes for state and national scholar athletes' awards.

### What are your plans (3 years) regarding this goal?

Monitor academic progress and flagging those students who need assistance

- Work with Honors Program to plan and revitalize Phi Theta Kappa, offering student-athletes, honor students, and all academically qualifying students scholarship and professional development opportunities.
- Work with College Research team to track academic success over 3-year periods to identify trends in higher times of struggle for student-athletes.

## Evidence (3<sup>rd</sup> Tab)

Please provide any assessment data or other evidence that supports this Program/Unit Goal. Click or tap here to enter text.

Is there a resource request associated with this Goal? Choose an item.

If yes, please provide a short description.

Click or tap here to enter text.

## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Strategic-Training of CARE team members

### Program/Unit Goal:

Strategic-Training

### Goal Cycle: 2024-2027

### What are you doing now in support of this goal?

Identify current training completed by team members

### What are your plans (3 years) regarding this goal?

Implement appropriate NaBita training cycle for CARE team members.

Allocate a budget to fund trainings

Access to Maxient

## Evidence (3<sup>rd</sup> Tab)

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.** Click or tap here to enter text.

**Is there a resource request associated with this Goal?** Choose an item.

**If yes, please provide a short description.**

Click or tap here to enter text.

## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Strategic-Student Training

### Program/Unit Goal:

Strategic - Training modules/workshops for student leaders and employees

### Goal Cycle: 2024-2027

### What are you doing now in support of this goal?

1. Student Leadership Development Series

### What are your plans (3 years) regarding this goal?

Expand training modules/workshops for student leaders and employees to create a welcoming environment for peers.

## Evidence (3<sup>rd</sup> Tab)

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.** Click or tap here to enter text.

**Is there a resource request associated with this Goal?** Choose an item.

**If yes, please provide a short description.**

Click or tap here to enter text.

## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Strategic-Student Discipline Processes

### Program/Unit Goal:

Strategic - Review and update the Student Discipline Process

### Goal Cycle: 2024-2027

### What are you doing now in support of this goal?

Click or tap here to enter text.

### What are your plans (3 years) regarding this goal?

Train campus community on student discipline process. Update new faculty handbook Evaluate outcomes

## Evidence (3<sup>rd</sup> Tab)

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.** Click or tap here to enter text.

**Is there a resource request associated with this Goal?** Choose an item.

**If yes, please provide a short description.**

Click or tap here to enter text.

## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Strategic-Data

### Program/Unit Goal:

Strategic - Universal data collection process

### Goal Cycle: 2024-2027

### What are you doing now in support of this goal?

Each area collects data in various methods

### What are your plans (3 years) regarding this goal?

Assess current data collection process for the areas within Student Life. Implement one platform for collection of data Document and track student participation in all Student Life events and activities.

## Evidence (3<sup>rd</sup> Tab)

**Please provide any assessment data or other evidence that supports this Program/Unit Goal.** Click or tap here to enter text.

**Is there a resource request associated with this Goal?** Choose an item.

**If yes, please provide a short description.**

Click or tap here to enter text.



## Program Unit Goal (1<sup>st</sup> Tab)

### Program/Unit Goal Title:

Safety and Heat Concerns

### Program/Unit Goal:

Personalized- Easy access to ice and ice water at field

### Goal Cycle: 2024-2027

### What are you doing now in support of this goal?

Athletic trainer currently has to take time from patient interaction to take all water coolers from field to Corral. To properly prepare for heat during games (twice a week in Fall), athletic trainer has to fill four to five 10 gallon coolers with ice and water. In addition to prepare for for unforeseen heat illnesses, two to three 7 gallon coolers with ice.

### What are your plans (3 years) regarding this goal?

Install ice machine at field to increase accessibility to cooling and hydrating sources.

## Evidence (3<sup>rd</sup> Tab)

Please provide any assessment data or other evidence that supports this Program/Unit Goal. [Click here to enter text.](#)

1. 3C2A (California Community College Athletic Association) Constitution and Bylaws require hosting teams to provide water to both teams based on safety and medical bylaws.
2. Track how much time is spent completing filling ice and water from the Corral on a daily, weekly, and seasonal basis.

Is there a resource request associated with this Goal? Yes

If yes, please provide a short description.

Hoshizaki ICE MACHINE MN: KM-420MAJ Approximately \$5,500

## **Program Review: Information/Publications (Admin/Student Services)**

**Please discuss any publications or published information that require regular updates for your area.**

Student Health Services consistently updated our Student Health webpage on a weekly basis. We conduct daily workshops and workshop information are updated regularly. Student Health Services also updates all the new community partnerships and resources on a regular basis. The department also sends nor-all and student blast emails bi-monthly. Student Health Services consistently updated our Student Health webpage on a weekly basis. We conduct daily workshops and workshop information are updated regularly. Student Health Services also updates all the new community partnerships and resources on a regular basis. The department also sends nor-all and student blast emails bi-monthly. Student Health Services wants to offer as many resources and support to our students as much as possible, so we have utilized different modalities of communication to reach out to our staff, faculty, and students utilizing as many avenues as possible including utilizing social media platforms such as Facebook and Instagram. The department is also very consistent with Regular College Updates.

- Releases on athletic website
- Multiple social media posts per week
- Have started submitting to Regular College Updates

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- Releases on athletic website
- Multiple social media posts per week
- Have started submitting to Regular College Updates

## Program Review-Equity (All Unit Types)

### Equity

- 1. Which equity-related professional development trainings have members of your area participated in to improve student learning, student support, and/or college support?** Enter here: What has been done.
- 2. What knowledge or skills/techniques have members in your area implemented from these trainings, and what changes have you seen?**  
Enter here: How has it been used?
- 3. What additional equity-related professional development/trainings do you seek to better support your area?**

Currently athletics is a bit siloed and needs a better understanding and interaction with other groups on campus and the resources that can be utilized for student-athletes in an effort to use what is already in place at Norco COLlege

### Resource Requests

(Add your own for your department)

### Reflections/Submissions

## **Program Review Reflections:**

### **What would make program review meaningful and relevant for your unit?**

Program review would be more meaningful and relevant for our department if we were able to apply EMP goals more specific to Health Services. Health Services is a very specific department and a lot of the EMP goals that pertained to Student Life, still did not pertain to Health Services.

Program review would be more meaningful for athletics with more complete and consistent data.

### **What questions do we need to ask to understand your program plans, goals, needs?**

What are the strengths of Student Health Services and what are the weakness? What types of resources, staff, support do you need to improve the weaknesses?

Same for athletics

### **What types of data do you need to support your program plans, goals, needs?**

Data pertaining to successful completion or graduation statistics on students that obtain services at Student Health Services, particularly mental health counseling services. We are unable to obtain that data currently and be HIPAA compliant at the same time.

Data pertaining to the successful transfer of athletes and more importantly the number of athletes we lose due to being ineligible. Athletics should try to complete exit surveys for all athletes.

(Documents can be added)