Program Review

Purpose

"Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices" **– Academic Senate for California Community Colleges**

Data Driven Decision Making

Continual improvement
Evaluation of program resource needs
Fiscal stewardship and transparency
Culture of evidence

Reporting Cycle

Program Review will be conducted every two years beginning Fall semester 2021.

Reporting Cycle Activities	Timeline
Program Review forms posted on the Program Review website:	August 22, 2023
Data is available on the ORPIE website:	
• Instructional Program Review Dashboard	Available now
• Student Services Program Review Dashboard	*Coming August 28, 2023*
• State comparison data may be found on Data Mart or Cal-Pass Plus	Available now
Program Review Office Hours and Data Support offered in a hybrid format in the Language Arts (LA) Room 115 and by zoom.	See the Program Review website schedule information.
Program Review draft due via Dynamic Forms.	Friday, October 6, 2023
Review and Feedback Steps to Finalize Program Review:	
• Step 1a: *Technical Review* by IEC (for all) and Academic Senate (for any that include a faculty request). • See the technical review rubrics.	Friday, October 6, 2023
• Step 1b: *Content Review* by Deans/Director. Feedback due to author.	Friday, October 6, 2023
• Step 2: *Completed Revisions* submitted by author for final approvals by Deans/Manager and Vice Presidents. Final draft will address technical and content review feedback.	Friday, November 3, 2023
• Step 3: **Final Program Review Approvals** by Deans/ Manager, Vice Presidents, and IEC. ORPIE will post final draft to the website.	Friday, December 1, 2023
• Step 4: Funding Requests proceed through governance structure.	
• Depending on the request either the Vice President or the IEC will assign the Program Review to the appropriate committee(s), including Planning Council for prioritization.	Friday, December 1, 2023
• Committees forward recommendations to the Budget Committee	Friday, December 1, 2023

• Faculty Hiring timeline:	
• Academic Senate Q&A	Tuesday, November 14, 2023
• Senator Ratings due	Friday, November 17, 2023
• Academic Senate – Special Meeting to Review Rankings	Tuesday, November 28, 2023
• Prioritized requests for faculty positions will be provided by the Academic Senate to the Executive Team	Wednesday, November 29, 2023
▪ President makes final faculty decisions and reports to Senate at Special Meeting. ▪ Based on approved faculty positions, faculty submit search committee membership and supplemental questions to HR and the Academic Senate.	Tuesday, December 5, 2023
• Hiring committee participants appointed by the Academic Senate.	Tuesday, December 12, 2023
• The Budget Committee forwards all recommended non-faculty requests to the Executive Committee	Tuesday, December 12, 2023
• President announces all funded recommendations campus-wide	Monday, April 1, 2024

AUTHOR INFORMATION

Employee ID (E# or C#): [   ]   First Name [Judy]   Last Name [Cheng-Chen]

Wing [Student Services ▾]   Email Address [jcheng@gwc.cccd.edu]   Office Phone [   ]

Dean/Manager First Name [Judy]   Last Name [Cheng-Chen]   Email [jcheng@gwc.cccd.edu ▾]

Vice President First Name [Claudia]   Last Name [Lee]   Email [clee243@cccd.edu ▾]

Program Review - Draft
*Student Services Program Review - Student Health Center_rvs.docx

Program Review - Final Submission
*Student Services Program Review - Student Health Center_rvs.docx

This Program Review includes the following: *[None ▾]
Pick all that apply.

Faculty Request [-- Choose -- ▾]

Facilities, Technology, Equipment Request [-- Choose -- ▾]

Classified Request [-- Choose -- ▾]

This Program Review includes the following: *[None ▾]
Pick all that apply.

Faculty Request [-- Choose -- ▾]

Facilities, Technology, Equipment Request [-- Choose -- ▾]

Classified Request [-- Choose -- ▾]

Faculty Requests (up to 3)
One upload per request
Faculty Upload1
Faculty Upload2
Faculty Upload3

Faculty Requests (up to 3)
One upload per request
Faculty Upload1
Faculty Upload2
Faculty Upload3

Facilities, Technology or Equipment Draft Requests (up to 5)
FTE Upload1
FTE Upload2

Facilities, Technology or Equipment Update Requests (up to 5)
FTE Upload1
FTE Upload2

FTE Upload3	FTE Upload3
FTE Upload4	FTE Upload4
FTE Upload5	FTE Upload5

Classified Personnel Draft Requests (up to 3)
One upload per request

Classified Upload1

Classified Upload2

Classified Upload3

Classified Personnel Updated Requests (up to 3)
One upload per request

Classified Upload1

Classified Upload2

Classified Upload3

Supporting Materials (Optional)

Upload1

Upload2

Upload3

Supporting Materials (Optional)

Upload1

Upload2

Upload3

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Judy Cheng Chen
Author - Draft Signature

11/15/2023
Date

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Judy Cheng Chen
Author - Final Signature

11/15/2023
Date

Dean/Manager Draft Feedback

FileUpload2

IEC Feedback

Number of students eligible for services:
Summer 2022 (n=5,848)   Fall 2022   Spring 2023
(n=10,494)   (n=10,933)
Did not pay fee   5%   6%   6%
Paid Fee   95%   94%   94%

SAO data metrics should be described, e.g., 90% of all served students report a high or extremely high satisfaction level after the services in 2022-2023. Then, what changes or improvements have you made based on those outcomes. If you have not had an SAO that provides information to improve, what SAO can you collect data about this next year to help you improve services.

FileUpload4
Program Review Rubric Upload

Academic Senate Executive Board Feedback

FileUpload1
Program Review Rubric Upload

Dean/Manager Final Feedback

FileUpload2

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Judy Cheng-Chen   11/15/2023
Dean/Manager Signature   Date

Vice President Feedback

I agree with the IEC feedback regarding identifying ways to improve. Also, with new grants like AANHPI, there are more opportunities to increase awareness of mental health resources to our students. There are also more opportunities for partnership across campus. Recently, the mental health workshops for faculty and staff through the CIL have received very positive feedback.

FileUpload3

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Claudia Lee   11/16/2023
Vice President Signature   Date

Downloaded to the following Committee Teams folder on: [-- Choose -- ▼]   [   ]

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Lauren Davis Sosenko   11/22/2023
IEC Signature   Date

Dean/Manager - Feedback Signature	Electronically signed by Judy Cheng-Chen on 11/15/2023 2:12:08 PM
Academic Senate: Technical Review Signature	Signature not required
Academic Senate Signature	Signature not required
IEC: Technical Review Signature	Electronically signed by Lauren Davis Sosenko on 11/15/2023 1:17:18 PM

Program Review Purpose

"*Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices*" –Academic Senate for California Community Colleges, 2009

SUBMITTER INFORMATION

Submitter's First Name:	Judy
Submitter's Last Name:	Cheng
Submitter's Email:	jcheng@gwc.cccd.edu
Submitter's ID:	
Submitter's Phone Number:	714-895-8382
Who is your Dean/Supervisor?	Claudia Lee
Are you the Department Chair?	No

GENERAL PROGRAM QUESTIONS

Name of Program:
Student Health Center

Please provide a brief description and any significant change in your program since the last Program Review cycle.
Implemented TimelyCare mental health tele-therapy services, Completed Relaxation Room, Completed Remodel of mental health room #4, Hired Medical Assistant, Implemented GWC App-mental health addition (Ready Ed), Provided various mental health trainings for campus (Anger Management workshop, Social Anxiety, Stress reduction, Didi Hirsch Suicide Prevention, Cross-Cultural Communication in Workplace, Conflict Management, Opioid Awareness).

What are your program's strengths?
Provide exceptional medical services and mental health services to students.
Provide assessments and referrals for students in crisis.
Provide suicide prevention trainings for staff, faculty, and students.
Provide trainings on mental health topics to entire campus.

What are the challenges for your program? (If there are regulations or requirements for your program that require additional support, please note those here)

Difficulty hiring and retaining mental health therapists due to low pay rate.

Needing facilities improvements such as brighter outdoor entrance lighting, remodel of mental health therapy rooms.

How has your department/program utilized SAO (Student Activity Outcome) results to make changes or improvements to your services?

Completed patient satisfaction survey which showed very high satisfaction

How does your department/program support the goals of diversity, equity, inclusion, and accessibility?

Installed ADA front door. Implemented TimelyCare tele-therapy for all GWC enrolled students. Created a direct referral from DSPS to our lead nurse for Autistic students.

How does your department/program collaborate with other areas on campus to advance student success?

Collaborate with DSPS to assist students with higher level needs. Offer additional assistance to BAT referred students.

How does your department/program utilize technology to support student success?

Utilize electronic medical records system (PyraMED), Keep the Health Center webpage updated regularly, Utilize tele-therapy & crisis support (TimelyCare), Utilize Tele-health platform (Doxy).

KEY PERFORMANCE INDICATORS

Unduplicated headcount:	1622
Number of students eligible for services:	No access to this data
Duplicated headcount served:	3046
Duplicated headcount served with medical services:	1667
Duplicated headcount served with mental health services:	1379

Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more students.

Increase promotion of medical services, particularly STI awareness, testing, and treatment.

PROGRAM-SPECIFIC QUESTIONS:
Student Health Center

How is the Student Health Center addressing mental health needs for students?
We provide psychotherapy via on-site individualized therapy and TimelyCare tele-therapy. We also continue to provide   QPR Suicide Prevention training for the campus   & Mental Health topic workshops

What are the most common health services requested by students? Is the Student Health Center able to address these needs?
Anxiety, Depression, COVID-19 Screening, Physicals. Yes, the SHC is able to address these needs.

How do you determine the student health needs of GWC students and how to serve these needs?
We utilize patient satisfaction surveys and patient feedback forms. We plan to survey all GWC enrolled students to determine what they perceive as desired services.

GOALS AND REQUESTS FOR FUNDING

Requests – If you are requesting any of the following, they MUST be addressed within your Department goals. These forms must be submitted separately from the Program Review.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

GWC Strategic Plan Goals Legend
1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of the College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

Please refer to your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review) including resource requests and if they were funded or not.
1. Improve SHC services by collecting consistent student satisfaction data via patient surveys every semester—completed. Survey showed very high student satisfaction of services received.
2. Expand mental health services by adding another mental health therapy room and implementing GWC app-mental health addition—completed. The therapy room is currently being utilized. The GWC app-mental health addition was used for 1 year then discontinued due to lack of interest from students. We implemented TimelyCare tele-therapy to expand our mental health services to our student.
3. Increase student utilization of SHC services by educating students on available services. This is currently ongoing due to interruption of student utilization by 2 years of COVID-19 causing student to be off campus.

GOALS FOR CURRENT PROGRAM REVIEW CYCLE

Current goals should be connected to GWC's Strategic Plan Goals.

GOAL 1 (Required)

Description of goal:
Explore increasing community partnerships including adding low cost resources for students

What actions will be taken to accomplish the goal?
Reach out to community groups and explore access and fees for their services

What metric will you use to measure your goal?
Evaluate the number of new partnerships formed

Which of the College's missions and goals does this goal support? (check all that apply)

☐ Enrollment

☒ Equity and Success

☒ Completion

☐ Workforce Preparation

☐ Facilities

☐ Professional Development

GOAL 2 (Required)

Description of goal:
Provide new campus wide trainings/education on health issues, in particular STI awareness, testing, and treatment.

What actions will be taken to accomplish the goal?
Will promote medical services and offer special promotions to encourage students to utilize SHC services especially STI prevention & testing & treatment.

What metric will you use to measure your goal?
Will track increase in medical service utilization.

Which of the College's missions and goals does this goal support? (check all that apply)
☐ Enrollment
☒ Equity and Success
☒ Completion
☐ Workforce Preparation
☐ Facilities
☐ Professional Development
☐ Communication

GOAL 3 (Required)

Description of goal:
Increase promotion of TimelyCare tele-therapy services

What actions will be taken to accomplish the goal?
Utilize wide spread flyers, banners, and promotions during ongoing events such as Therapy Dog Events, Fall Kick off, Club Expo, Hispanic Heritage events, Consent Fair, Domestic Violence Resource Fair, etc. TimelyCare was recently implemented in April 2023 and we will need time to fully promote the services available to GWC students.

What metric will you use to measure your goal?
Compare utilization data provided by TimelyCare monthly

Which of the College's missions and goals does this goal support? (check all that apply)
☐ Enrollment

☒ Equity and Success

☒ Completion

☐ Workforce Preparation

☐ Facilities

☐ Professional Development

☐ Communication

OTHER INFORMATION

What additional information would you like to share about your program?
Click or tap here to enter text.

Submitter's Signature: *Judy Cheng*	**Date: 10/2/2023**

Supervisor's Review
As the supervisor of this program, I have reviewed this request.   ☐ No concerns   ☐ I have concerns
Comments: Click or tap here to enter text.

Supervisor's Signature: Click or tap here to enter text.	**Date:** Click or tap to enter a date.

Vice President's Signature: Click or tap here to enter text.	**Date:** Click or tap to enter a date.