

2020 Student Services Program Reviews



CAN Program Review (Student Services) - Personal Counseling Center (Fall 2023)

STEP 1: Annual Updates

2020-2021

1. Major Accomplishments & Challenges (500 Word Limit): Accomplishments as of Nov 2, 2020: Due to the COVID 19 pandemic, the PCC also created an online referral form and continued to provide mental health services through zoom HIPPA compliant tele-health sessions; Updated the PCC website to make sure all resources and information are up to-date and accurate.

Challenge: Since the mental health grant funds will run out before the end of the fall semester, the PCC will lose a counselor. And the only full-time counselor position is currently vacant. This will leave the department with only ONE counselor who can work no more than 10 hours a week.

Within the first semester, the PCC had over 210 referrals, which is 50% more referrals than the total number of students seen in 2019-2020 school year (125 students). The number of students needing mental health services are increasing but the number of counselors are decreasing. This causes a barrier to resources on campus.

2. Proposed Changes: 1) Hire one adjunct personal counselor in order to ensure a stable mental health services program during the growing need of support (due to the COVID 19 stresses of the new remote learning environment).

2) Hire a full-time office assistant to support the growing management needs of the personal counselors.

3. Impact of Resource Allocations Process: The impact of sharing funds with the Health Center has made it difficult for the PCC and the Health Center to manage the spending of funds.

4. SAOs and SLOs: Service Area Outcome Goal:

Provide remote screening services to students through tele-health sessions and accessible online request forms for PCC services.

5. SAO/SLO Assessment Results and Impact: Pending

Annual Update Status: In Process

Goal Description: Improve the accessibility of personal counselors to students.

Provide more opportunities to meet with personal counselors:

- 1) Offer evenings appointments
- 2) drop in hours on Fridays and evenings

Provide culturally appropriate mental health outreach by partnering with:

1. STEM (GANAS)
2. ESO! Adelante
3. Puente
4. Disability Resource Center
5. CARES
6. Veterans Resource Center
7. Men's Minority Group initiative

CAN Program Review (Student Services) - Personal Counseling Center (Fall 2023)

Goal Status: 1 - New (PR)

Estimated Start Date: 07/01/2020

Estimated Completion Date: 06/30/2022

Who's Responsible for this Goal?: Director of PCC

Please select the college goals with which your program goal aligns.: Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Promote a Climate of Inclusivity

Resource Requests

One adjunct personal counseling position

Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 55000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: The resource request will provide access to free mental health services regardless of income, race, or gender.

Critical Question: How does this resource request support Latinx and AANAPISI students?: The PCC has one Spanish speaking counselor. This request will give the college an opportunity to hire another personal counselor whose background reflects the demographic of our diverse student population, which our students desperately need.