

# Ohlone College

## Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* Personal Counseling & Life Coaching
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review
- *Program/Departments:* Counseling (Includes Mental Health) (63100)
- *Authority Code:* 81-Dean, Counseling and Special Programs
- *External Regulations:* Yes\_ No X
- *Provide a brief narrative that describes the services provided.*

Personal Counseling and Life Coaching Services provide free, confidential, short-term personal counseling and life coaching for Ohlone College students. The mental health counselor provides crisis assessment and intervention, individual, or couples counseling and small group support. Services help the student address and manage personal concerns that affect academic success.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
  - Personal Enrichment
  - Support Services
- *State your program Mission/Purpose.*

Personal Counseling and Life Coaching Services aims to reduce the stigma associated with mental health and encourage students to get help and support. Personal Counseling and Life Coaching Services provides mental health support. Students discover how to best address and manage personal stress, depression, anxiety, and make positive change to enhance personal and academic

success, increase retention rates and transfer success. We build on personal strengths and promote emotional well-being, confidence, and resiliency. Our program educates, empowers, and supports student mental health.

- *Briefly describe program accomplishments.*

Implementation Interactive Screening Program

Support Out of the Darkness walk

Leadership role on Mental Health Advisory Committee

Production of Ohlone College Crisis Intervention Handbook

Mental Health Trainings

Attachment

- **Student/Program Achievement**

- *List area-specific outcomes.*

The provision of personal counseling to approximately 250 unique students for this academic year 2015-2016 will support student retention and increase the level of self-efficacy to respond to challenges in their personal and academic life.

- *Identify internal and/or external benchmarks and regulations.*

N/A

- *Enter assessment results for area-specific outcomes and analyze trends.*

A patient satisfaction survey will be administered during the last 3 weeks of Spring 2016 to measure the impact of personal counseling for students. Assessment will include the following: A. Student's ability to identify stressors in their lives which negatively impact academic success. B. Student's ability to identify at least 1 campus resource that they can utilize for support. C. Student's ability to identify one support person in their life whom they can rely on for support.

- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

The 2015-16 academic school year will leverage year 2 of Ohlone college SAMHSA Federal Grant.

- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*

- Year 2 SAMHSA Federal Grant provides additional resources in staff time

and supplies to promote student mental health.

- In-kind donation of staff time and resources from community based organizations (eg. Alameda County Crisis Support Services, AFSP)
- 4 i-pad kiosks to capture student mental health data on campus.

○ *Additional Program Table Files.*

- [Fact Sheet](#)
- [Fact Sheet](#)

○ *Future Actions*

Current levels of achievement indicators maintained.

● **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

#3 New PIO/Academic year 2015-16 By May 2016 Formalize the "Mental Health Advisory Committee" to be recognized as an essential element of the college infrastructure.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

Why? To heighten the level of recognition that mental health plays in the academic success of our students for the purpose of retention and matriculation. Guarantee the future recognition of the advisory committee.

*Program PIO will address the following:*

- Awareness of, and sensitivity to, diverse cultures and perspectives.
- Student Learning & Achievement
- Course Retention
- Course Completion
- Persistence

- Success Rates
- Increase Degrees/Certifications

*How will you assess the effectiveness of your PIO:*

1. Strengthen the advisory committee to ensure strong participation and a clear focus of the committee's purpose. 2. Raise the awareness of the committee's existence to various decision making bodies of the college. 3. Explore options on how to formalize the committee or its potential to be housed in the existing body. (Should this be a separate committee or a sub-committee of the college council?)

**PIO Action Plan:**

*How will you accomplish this?*

Year-end partnership surveys.

*What is your timeline?*

May 2016

*Who is going to do this?*

Rosemary O'Neill, MA, MFT Coordinator Personal Counseling Mental Health Services

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

This PIO has been discontinued for the time being. It is recommended that further research is needed as to the feasibility and viability for such a plan due to the limited space of the health center on the Newark campus. Typically, for confidentiality and liability issues, the preferred best practice is for face to face mental health counseling. Telephone or internet counseling could be possible on a person to person basis. In addition, with one 100% FTE mental health position, it is challenging to split presence at two campuses due to travel time and other

logistics. At present we are discontinuing this PIO.

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: No Resources Identified
2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

PIO #2 for Academic year 2015-2016. 1. By May 15th 2016, Disseminate the new Ohlone College Crisis Intervention Handbook to key audiences, as a strategy to promote further dialogue on mental health and the campus community's ability to respond appropriately.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Awareness of, and sensitivity to, diverse cultures and perspectives.
- Student Learning & Achievement
- Course Retention
- Persistence
- Success Rates
- Increase Degrees/Certifications

*How will you assess the effectiveness of your PIO:*

1. Post crisis intervention handbook on multiple platforms. 2. Incorporate the existence of handbooks in various workshops and presentations. 3. Compile lists of key audiences for dissemination.

**PIO Action Plan:**

*How will you accomplish this?*

Track the dissemination of the crisis intervention handbook (1. number of hard copies and PDF downloads.2. Number of announcements at departmental

meetings.)

*What is your timeline?*

May 2016

*Who is going to do this?*

Rosemary O'Neill, MA, MFT Coordinator Personal Counseling Services

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

This PIO has been discontinued for the time being. It is recommended that further research is needed as to the feasibility and viability for such a plan due to the limited space of the health center on the Newark campus. Typically, for confidentiality and liability issues, the preferred best practice is for face to face mental health counseling. Telephone or internet counseling could be possible on a person to person basis. In addition, with one 100% FTE mental health position, it is challenging to split presence at two campuses due to travel time and other logistics. At present we are discontinuing this PIO.

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: No Resources Identified

3. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Develop and implement the Crisis Intervention Protocol Handbook as a resource tool for faculty and staff.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Awareness of, and sensitivity to, diverse cultures and perspectives.
- Institutional Effectiveness
- Student Learning & Achievement
- Persistence
- Success Rates
- Service Impacts

*How will you assess the effectiveness of your PIO:*

**PIO Action Plan:**

*How will you accomplish this?*

*What is your timeline?*

May 2016

*Who is going to do this?*

Mental Health Counselor/Program Coordinator Rosemary O'Neill MA, MFT

*PIO Status:*

- Completed

*Closing the loop - Describe the results of your PIO implementation or completion:*

This PIO has been discontinued for the time being. It is recommended that further research is needed as to the feasibility and viability for such a plan due to the limited space of the health center on the Newark campus. Typically, for confidentiality and liability issues, the preferred best practice is for face to face mental health counseling. Telephone or internet counseling could be possible on a person to person basis. In addition, with one 100% FTE mental health position, it is challenging to split presence at two campuses due to travel time and other logistics. At present we are discontinuing this PIO.

*Conclusion: Complete if PIO has been completed*

PIO achieved - worked

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: People Time  
Description: counselors meeting time to discuss and create the document
  - Resource: Other Budget Related Resources Needed  
Description: possibly printing costs for hardcopies--SAMHSA grant?  
Est. Cost: \$200.00
4. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

PIO #2: By May 31, 2015, establish the availability of mental health services at the Newark Ohlone Campus (NOC), via telemedicine, for up to four client slots per week.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Student Learning & Achievement
- Persistence
- Success Rates
- Increase Program Enrollments
- Service Impacts

*How will you assess the effectiveness of your PIO:*

Evaluate the first three actual mental health counseling sessions to determine its feasibility and acceptability by client and counselor. Evaluation instrument will include assessment on technology, privacy, level of comfortable, ease, and effectiveness of meeting student needs.

**PIO Action Plan:**



*How will you accomplish this?*

a. Meet with E-Counseling staff to gain a better understanding of how the use of technology is applied to counseling sessions. b. Explore the type of technology or portal (e.g. GoTo Meeting, Skype, etc.) that would be most appropriate to ensure confidentiality in receiving mental health counseling. c. Redesign the patient intake room at NOC to accommodate the use of telemedicine technology for mental health counseling. d. Pilot test the use of technology and several mock mental health counseling sessions to ensure the process meets ethical standards. e. Develop protocols and procedures to conduct mental health telemedicine services. f.

*What is your timeline?*

May 2015

*Who is going to do this?*

Coordinator Personal Counseling/Mental Health Program. Rosemary O'Neill

*PIO Status:*

- Discontinued

*Closing the loop - Describe the results of your PIO implementation or completion:*

This PIO has been discontinued for the time being. It is recommended that further research is needed as to the feasibility and viability for such a plan due to the limited space of the health center on the Newark campus. Typically, for confidentiality and liability issues, the preferred best practice is for face to face mental health counseling. Telephone or internet counseling could be possible on a person to person basis. In addition, with one 100% FTE mental health position, it is challenging to split presence at two campuses due to travel time and other logistics. At present we are discontinuing this PIO.

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: People Time  
Description: mental health counselor to determine best practices, ethics, and viability of teleservices
  - Resource: Computer Related Equipment  
Description: skype (or similar) enabled computer in private room
5. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

#1 PIO for May 2016 Serve more students.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Student Learning & Achievement
- Persistence
- Success Rates
- Increase Program Enrollments
- Increase Degrees/Certifications
- Service Impacts

*How will you assess the effectiveness of your PIO:*

a. Gather supporting documents from campus surveys indicating the support to serve more students.

**PIO Action Plan:**

*How will you accomplish this?*

Use faculty prioritization process to request additional FT licensed mental health faculty, and in the meantime, hire an adjunct faculty as a bridge.

*What is your timeline?*

May 2016

*Who is going to do this?*

Mental Health Program Coordinator,

*PIO Status:*

- In-Progress 05/15/2016
- Revised 11/12/2015

*Closing the loop - Describe the results of your PIO implementation or completion:*

This PIO has been discontinued for the time being. It is recommended that further research is needed as to the feasibility and viability for such a plan due to the limited space of the health center on the Newark campus. Typically, for confidentiality and liability issues, the preferred best practice is for face to face mental health counseling. Telephone or internet counseling could be possible on a person to person basis. In addition, with one 100% FTE mental health position, it is challenging to split presence at two campuses due to travel time and other logistics. At present we are discontinuing this PIO.

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: No Resources Identified

**Attached Files:**

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- [Program REview Accomplishments.docx](#)
- [Results of counseling post tests 2014-15AY.pptx](#)
- [Campus Climate Factsheet - Final Factsheet.pdf](#)