

Annual Assessment Report

EXECUTIVE SUMMARY

As the final step of the AES assessment process, each AES unit is required to submit an Executive Summary. The Executive Summary is a short document which provides an overview of the Unit, and the overall assessment process, highlights key findings and provides recommendation and next steps.

Unit name: Health Services, Wellness Center and Office for Students with Disabilities
Assessment year: 2019-2020

The unit's mission: The mission of the Health and Wellness Team is to support optimal physical and emotional health through literacy and accessibility utilizing a holistic approach for the purpose of retaining and graduating students.

Assessment results by goal and objectives

Goal 1: Equip students to complete their education by providing holistic support services

Supporting Strategic plan goal: Build Student Access and Success; Enrich the Student Experience

Objective/outcome 1.1: Students will be able to access and utilize health and wellness services

Measures:

- Wellness Center Student Satisfaction Survey (Appendix C)
- Wellness Center Referral data generated from Titanium System

Overview of findings:

Wellness Center Student Satisfaction Survey

The Wellness Center Student Satisfaction Survey was distributed to 449 students in the Spring semester. Of the 449, 30 clients responded (7% response rate) (Appendix A).

Of the total amount of students that participated in the survey (n=30), students who utilized the Wellness Center Services felt the front desk was helpful 86.7% (n=26) and made them feel comfortable 93.3% of the time (n=28). These same students indicated that they had a positive first meeting with their counselor (93.4%, n=28), felt respected and truly listened to (96.6%, N=29) and felt that their concerns were understood (86.7%, N=26). In addition, students indicated they felt better and the counselor helped with their problem (90%, n=27) and felt more confident completing academic tasks after coming to the Wellness Center (90%, n=27). 90% (n=27) Indicated they were satisfied overall with the assistance they received and that they would refer one of their classmates to the Wellness Center. A strong retention rate for services was indicated, with 73.3% of the students (n=23) attending 3 or more visits with their counselor.

There was a positive correlation with the front desk staff and the level of comfortability the student had (t=23.931, p=.000), as well as the first meeting with the counselor (t=29.846, SD=4.633 P<.000) and comfortability (t=25.77, SD=4.347 p<.000).

Recommendations:

Wellness Center Student Satisfaction Survey

Based upon the results of the survey and feedback received from students about their experience with front desk and counseling staff, the Wellness Center will continue to focus on creating a positive experience for students. There will be further investigation of the practices and policies that create an environment where students feel comfortable, understood and more confident in completing academic tasks. Specifically, the Wellness Center Staff

will meet to assess current practices and policies and discuss possible reason(s) students are having a positive experience.

Next steps:

Wellness Center Student Satisfaction Survey

The Wellness Center Student Satisfaction Survey may need to be updated in order to address the changes that have occurred since the COVID-19 Pandemic. Services are being offered via phone and video-conferencing, which may impact the student experience and satisfaction with services. A Committee will be formed to further discuss these concerns and whether updates will be made to the survey.

Overview of findings:

Referral Data (Appendix B)

The Wellness Center's Termination Form includes information about referrals made to mental health clinics for students. Of the 449 students that utilized counseling services in the fall semester, counselors completed termination forms for 118. Of the 118, 12% were given referrals to non-profit organizations, 11% private practices, 5% outpatient hospitals, 3% Hospital ER and 30% Other. The remaining 47% did not receive nor request a referral.

Recommendations:

Referral Data

The data shows that approximately 53% of the total number of students that terminated with a counselor received a referral and had additional mental health support available following the completion of counseling. The Wellness Center will continue to provide referrals to students and support their transition to a mental health professional.

Next Steps:

Referral Data

The referral data does not provide information about whether or not the student pursued the referral but only that it was given to them. Thus, a consideration is to conduct a follow-up survey once the referral(s) are given. This will enable the Wellness Center to know if there were barriers that prevented the student from successfully finding external mental health support.

Objective 1.2 Achieve accreditation through the International Accreditation of Counseling Services (IACS)

Measures:

- Achieving accreditation

Overview of findings, recommendations and next steps:

- In May 2020, the Wellness Center received accreditation from the International Accreditation of Counseling Services (IACS)
- We will continue to work on maintaining our accreditation and improving our services.

Goal 2: Train faculty/staff to effectively identify, respond to, and support diverse student needs

Supporting Strategic plan goal: Build Student Access and Success; Enrich the Student Experience; Build Inclusive Community to Achieve the College Mission

Objective/outcome 2.1: Faculty and staff will be able to demonstrate an ability to address student concerns and refer students in order to receive appropriate care

Measures:

- Faculty Guide will be available on the Health Services Website with a satisfaction feedback survey. Hard copies will be distributed through Outlook and inter-office mailboxes.
- Wellness Center-Adult Mental Health First Aid Course Evaluation

Overview of findings:*Mental Health First Aid Training*

Training is on hold due to a change in funding as per the announcement from NYC Thrive Program

Recommendations:*Mental Health First Aid Training*

Training offerings are on hold until funding becomes available

Next steps:*Mental Health First Aid Training*

Training offerings are on hold until funding becomes available

Goal 3 Provide opportunities for students to explore and discover basic knowledge, skills, and tools to help make healthy life choices

Supporting Strategic plan goal: Build Student Access and Success; Enrich the Student Experience; Strengthen Learning for Students - and for Faculty, Staff and the College

Objective/outcome 3.1 Students will be able to demonstrate an ability to identify and address their health concerns

Measures:

- Co-Curricular Feedback Survey demonstrating if Learning Objective were met (SLO).
- Wellness Center Event Evaluation-assesses student knowledge and skills gained following workshops, programs and events.

Overview of findings:*Wellness Center Event Evaluation*

Survey was not administered due to a cancellation of events including the Wellness Center Open House and FYS workshops.

Recommendations:*Wellness Center Event Evaluation*

The survey will be utilized when the Wellness Center resumes their Open House event and FYS workshops.

Next steps:*Wellness Center Event Evaluation*

Awaiting the rescheduling of the Open House event and FYS workshops.

Overall summary*Student Satisfaction Survey*

The Student Satisfaction Survey assesses students' satisfaction with the level of service received at the Wellness Center. Although a small sample size, the 2019-2020 data indicates an overall positive experience with services including working with a counselor, interaction with front desk support staff and counseling services. The data also indicated a positive correlation between counseling services received and confidence in academic performance and feeling supported with a personal problem.

Since the start of the COVID-19 Pandemic (March 2019) and LaGuardia Community College adjusting to remote learning, the Wellness Center has altered its delivery of services. Thus, the survey will need to be updated to address these changes. For instance, services are now being offered via phone and video-conferencing, which is a new service offering that may impact the student experience. Students also no longer have face-to-face

interactions with front desk support staff, which is also a change to services. A Committee will be formed to discuss these changes to services and how the survey will be updated.

Referral Data

The referral data provides information about where a clinician referred a client for mental health services following the completion of counseling services at the Wellness Center. However, there is no data currently collected from students that indicates whether or not they pursued the referral(s). Thus, a future consideration is to conduct a follow-up survey once the referral(s) are provided. This will enable the Wellness Center to know if the student pursued the referrals and whether or not there were barriers that prevented the student from successfully connecting with mental health support.

Mental Health First Aid Training

Mental Health First Aid (MHFA) training is a program sponsored by NYC Thrive and one that has been offered by the Wellness Center since 2016. Due to a recent funding freeze by NYC Thrive, MHFA training is suspended on the LaGuardia Community College campus until further notice. Our intention is to resume training once it becomes available or perhaps develop a training that mimics MHFA training.

Wellness Center Event Evaluation

The Wellness Center Event Evaluation was to be conducted as a pre and post evaluation for student events. It was developed to assess the knowledge and skills gained following events, workshops and programs. Due to the COVID-19 Pandemic, the evaluation was not administered as all events were cancelled in the 2019-2020 academic year. Once events are reintroduced to campus, the evaluation will be utilized.

Appendices

- Appendix A. Data Charts and Summary-Student Satisfaction Survey
- Appendix B. Referral Data-2019-2020
- Appendix C. Student Satisfaction Survey 2020