

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: 2020-21

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 168 students in the Spring 2021 semester. Of the 168, 17 clients responded (10% response rate).

Of the total number of students that participated in the survey (n=17), there was an overall satisfaction of 4.75 out of 5 regarding services at the Wellness Center. 95.56% of the respondents responded favorably to the question about receiving clear direction about getting started with services when initially reaching out to the Center. 97.78% of respondents also reported that their first meeting with a counselor was a positive experience, felt their counselor understood their concerns (96.67%) and felt their assigned counselor was respectful and truly listened to them (97.78.6%). In addition, students indicated that they felt their counselor helped with their problem (93.33%) and felt more confident completing academic tasks after coming to the Wellness Center (88.89%). 96.67% indicated they were satisfied overall with the assistance they received and 97.78% stated that they would refer one of their classmates to the Wellness Center. Lastly, the survey was updated to include a new question about respondent's level of comfort with counseling services being conducted by video and/or phone. 92.22% indicated that they felt comfortable receiving services by video and/or phone.

A strong retention rate for services was indicated, with 61% of the students (n=117) attending 3 or more visits with their counselor for Spring 2021.

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 was updated to include an additional question that inquires about a student's level of comfort with counseling services being conducted via video-conferencing (Zoom) and/or by phone. Tele-counseling services have been an option for students since the start of the COVID-19 Pandemic and when the College transitioned to remote learning. This service will continue to be available for students who prefer remote over in-person counseling. Perhaps, in the next academic year, additional questions about student's experience with tele-counseling will be added to better understand the experience of virtual versus in-person counseling.

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 396 students that utilized counseling services in the 2020-2021 academic year, counselors completed termination forms for 117 students. Of the 117, 16.7% were given referrals to non-profit organizations, 3.3% to private practices, 4.2% to outpatient hospitals, 3% Hospital ER and 29.2% to other referrals not indicated. The remaining 17.5% did not receive nor request a referral.

In regards to the client's status upon termination, 8.3% of clients referred started treatment or scheduled appointments with off-campus providers, 23.35% were still considering off campus treatment in the near future, 13.35% were not interested in an off-campus referral, and 22.5% did not feel they needed additional services at this time.

Recommendations:

Referral Data

The data shows that approximately 54.9% 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 when needed.

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. There is consideration to conduct a follow-up survey once the referral(s) are given as this will allow the Wellness Center to know if there were barriers that prevented the student from successfully finding external mental health support. However, there is concern that the response rate to a follow-up survey may be low (based upon low response rate for other surveys). The senior administrative staff will continue to discuss this topic and decide if it is an action item to pursue in the upcoming academic year.

Objective 1.2 Create self-assessment tool to ensure that standards are being met

Measures:

- Maintain accreditation

Overview of findings: Maintain accreditation

- In May 2020, the Wellness Center received accreditation from the International Accreditation of Counseling Services (IACS)

- The IACS has provided a set of (8) recommendations that provide feedback on areas that require improvement. Recommendations from IACS report and as a result created action items in response and a strategic plan (Appendix D) for addressing them.
- We will continue to work on maintaining our accreditation and improving our services.

Recommendations:

For each of the 8 recommendations, the Wellness Center has developed a "response" to address the area that requires improvement. These responses can be reviewed in the attached document titled IACS assessment. The responses have also been developed into actions items and are included in the Wellness Center's 2021-2022 Strategic Plan (Appendix D). Specifically, Goal 3, Action Item 1, Goal 5, Action items 11, 12 are directly connected to the IACS recommendations.

Next steps:

Also utilized IACS Mid-Year Report as a midpoint evaluation tool to assess progress on action items. With available grant funding expected for the Wellness Center, additional staff will be hired. Consideration will be made to recruit and hire diverse candidates.

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 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.
- Wellness Center Event Evaluation-assesses student knowledge and skills gained following workshops, programs and events.
- Student Mental Health Survey

Overview of findings: *Wellness Center Event Evaluation*

Due to poor attendance, virtual events were cancelled. Thus, the evaluation was not administered.

Recommendations:

Wellness Center Event Evaluation

The survey will be utilized when the Wellness Center resumes in-person events.

Next steps:

Wellness Center Event Evaluation

Awaiting permission to hold events in-person.

Overview of findings: *Student Mental Health Survey*

The Student Mental Health Survey was created and administered to students in July 2021. The 20-question survey assessed student's help-seeking behaviors and coping skills, impact of stress on academic performance, impact of the COVID-19 Pandemic on emotional and psychological health, familiarity with Wellness Center services, preference on how services should be delivered (in-person or virtual) and interest in wellness programming. Thus far, 263 students have responded to the survey.

Recommendations:

Student Mental Health Survey

The data from the survey will provide a better understanding of student's mental health and well-being and familiarity with available services at the Wellness Center. Based upon this information, delivery of services, programming and marketing will be updated.

Next steps:

Student Mental Health Survey

Data will be analyzed when survey is closed in December 2021

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 2020-2021 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.

The 2020-2021 survey was updated to include an additional question that inquires about a student's level of comfort with counseling services being conducted via video-conferencing (Zoom) and/or by phone. Tele-counseling services have been an option for students since the start of the COVID-19 Pandemic and when the College transitioned to remote learning. Based upon the survey results, students have responded favorably to virtual counseling. Thus, this service will continue to be an available option for students who prefer remote over in-person services.

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 allow 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. While there is concern that there will be a low response rate to a follow-up survey, senior administration will continue to discuss whether it is a viable option.

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. Once events are reintroduced on campus, the evaluation will be utilized.

Student Mental Health Survey

The Student Mental Health Survey was created to understand the mental health and well-being of students, their help-seeking behaviors and familiarity with available services. Once the survey is closed, the data will provide a robust understanding of the needs of students. The feedback will inform the Wellness Center and support the improvement of services, programming and marketing.

Appendices

- Appendix A. Data Charts and Summary-Student Satisfaction Survey
- Appendix B. Referral Data-2020-2021
- Appendix C. Student Satisfaction Survey 2021
- Appendix D. 2021-2022 Wellness Center Strategic Plan