

De Anza College

Student Services Planning and Budgeting Team (SSPBT)

2013-14 Comprehensive Program Review

PART 1 -	Program Information	
1a) Program Name:	Psychological Services	Enter the name of the program being reviewed.
1b) Name(s) of the author(s) of this report:	Siew Kuek and Michele LeBleu-Burns	Enter the name or names of those who authored this CPR.
1c) How many students are served by this program annually and is this number trending up, even, or down?	Academic Year 2010/2011 = 239 hours Academic Year 2011/2012 = 342 hours Academic Year 2012/2013 = 397 hours Fall 2013, Winter 2014 and Spring 2014 = 671 hours Clinical hours utilized is trending up.	Please discuss the number of students who are served in the program and explain whether the number of students is increasing, even, or decreasing. Are there any anticipated trends in the number of students served?
1d) Who are the typical students served by this program?	All currently registered De Anza student.	Please discuss the typical students who are served in the program. Does the program specifically address the college's goals to increase access and success of 'targeted' student populations (Latina/o, African Ancestry, Pacific Islander, Filipino)?
PART 2 -	MISSION and Accreditation Standard II.B.1	
2a) What is the program Mission Statement?	To be a viable support service to De Anza students to help them achieve success in their academic career as well as to develop their character and abilities to become socially responsible members of our community.	Cut/paste or type in the program's most current Mission Statement.
2b) In what ways and to what extent does the program assure the quality of its services to students?	All services provided by practicum interns are supervised by licensed clinicians. Student learning outcomes are also collected on an annual basis from students served and from each batch of practicum cohorts as means of program evaluation.	Please address part 1 of Accreditation Standard II.B.1 -The institution assures the quality of student support services
2c) In what ways and to what extent does the program demonstrate that its services support student learning and enhances the achievement of the College Mission?	Mental wellness is essential to student success so in this aspect our mission is in line with that of our college mission. By ensuring students have access to quality mental health care and support, Psychological Services provides opportunities for academic, personal and emotional growth and development.	Please address part 2 of Accreditation Standard II.B.1 -The institution ... demonstrates that these services, regardless of location or means of delivery, support student learning and enhance achievement of the mission of the institution. The college Mission Statement can be found at: http://deanza.edu/about/mission.html

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<p>PART 3 -</p>	<p>Accreditation Standard II.B.3</p>	<p>Accreditation Standard II.B.3 - The institution researches and identifies the learning support needs of its student population and provides appropriate services and programs to address those needs.</p>
<p>3a) In what ways and to what extent does the program assure equitable access for all students?</p>	<p>1. Any currently registered student has access to services. 2. The first five sessions are free of charge. 3. Each additional session (beyond the first five) is offered for a low administrative fee of \$10.00. This ensures continuation of services until a student is transitioned to access resources from outside mental health agencies or providers. 4. Outreach events every quarter to publicize our services. This include big events like “Art with Impact” (330 student attendance), Meet and Greet (100 information packets distributed to staff and faculty about resources to refer students), various tabling events as part of overall Health Services Outreach, training for students and staff about issues of concern from resources provided by the California Community College Chancellor’s Office for Student Mental Health. 5. Bilingual clinician(s) are available for students who are more comfortable communicating in languages other than English.</p>	<p>Accreditation Standard II.B.3.a - The institution assures equitable access to all of its students by providing appropriate, comprehensive and reliable services to students regardless of service location or delivery method. Please address how the program is, or plans on, incorporating universal design concepts into its operations (materials, processes, activities, professional development, etc.) to assure that the program's services are accessible and effective for all students regardless of personal demographics or background. Cite specific examples.</p>
<p>3b) In what ways and to what extent does the program provide an environment that encourages personal and civic responsibility?</p>	<p>Students who participate and receive services in Psychological Services are expected to adhere to program guidelines and make appropriate use of the services provided and take responsibility for working collaboratively with the therapist to enhance their mental health and wellness. These expectations are outlined for students during the intake process.</p>	<p>Accreditation Standard II.B.3.b - The institution provides an environment that encourages personal and civic responsibility, as well as intellectual, aesthetic and personal development for all of its students.</p>
<p>3c) In what ways and to what extent does the program design, maintain and evaluate counseling and/or academic advising programs?</p>	<p>Practicum Interns are recruited through the Bay Area Practicum Information Collaborative (BAPIC). This is a consortium of all the professional schools of professional psychology in the Bay Area. Practicum interns train with us for hours towards graduation per their Ph.D or Psy.D program. They are evaluated twice a year on their performances.</p>	<p>Accreditation Standard II.B.3.c - The institution designs, maintains and evaluates counseling and/or academic advising programs to support student development and success and prepares faculty and other personnel responsible for the advising function. (Answer only if applicable to the program under review)</p>

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<p>3d) In what ways and to what extent does the program design and maintain practices and services that support and enhance student understanding and appreciation of diversity?</p>	<p>1. On the training of practicum interns, we offer a program that emphasizes a plurality of theoretical conceptualizations of human psychology in order that our practicum interns might be better equipped to help our De Anza students. 2. Our outreach is targeted at helping students of diversity (e.g. LGBTQQAI support group and training for helping Veterans transition to college). 3. Psych. Services has held events and activities targeted to educate a diverse student population about mental health issues and concerns.</p>	<p>Accreditation Standard II.B.3.d - The institution designs and maintains appropriate programs, practices and services that support and enhance student understanding and appreciation of diversity.</p>
<p>3e) In what ways and to what extent does the program regularly evaluate admissions and placement instruments and practices to validate their effectiveness while minimizing biases?</p>	<p>Not Applicable.</p>	<p>Accreditation Standard II.B.3.e - The institution regularly evaluates admissions and placement instruments and practices to validate their effectiveness while minimizing biases. (Answer only if applicable to the program under review)</p>
<p>3f) In what ways and to what extent does the program maintain student records permanently, securely and confidentially, with provision for secure backup of all files?</p>	<p>All charts are kept in locked files in secured rooms. We adhere to the American Psychological Association standards for record keeping.</p>	<p>Accreditation Standard II.B.3.f - The institution maintains student records permanently, securely and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.</p>
<p>PART 4 -</p>	<p>Staffing</p>	
<p>4a) Have there been any significant staffing changes since the last CPR in 2008-09?</p>	<p>Yes. 1. One full time licensed psychologist hired in Dec 2013. 2. One part-time TEA hired in Sept 2013. 3. Four Practicum Interns for academic year 2013/2014.</p>	<p>Please explain any significant changes in Classified, Faculty, and Administration positions that have occurred over the past five years.</p>
<p>4b) Are there any significant staffing changes that will be</p>	<p>One permanent Case Manager Position needed (licensed or license eligible). This individual would provide case management for Student Judicial Affairs and Psychological Services to provide</p>	<p>Please identify any anticipated changes in Classified, Faculty, and Administration positions that could occur over the next five years. (Explain why these changes may be</p>

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needed over the next five years?	support and follow up for students with mental health concerns.	needed i.e. new directions, retirements, policy issues, etc.) (Specifically identify any anticipated Student Success Support and Program (3SP) connections)
PART 5 -	Facilities	
5a) Have there been any significant facility changes since the last CPR in 2008-09?	The program is currently housed within the Counseling division located in the Student and Community Services Building.	Please explain any significant changes in program facilities that have occurred over the past five years. (Specifically identify any anticipated 3SP connections)
5b) Are there any significant facility changes that will be needed over the next five years?	Yes. A self-sufficient location where we can have additional space for program operations and set our own hours of operation to be in line with hours offered by Health Services and in response to student needs (e.g. later operating hours that can meet students who can only meet later in the evenings.)	Please identify any anticipated facility needs that could occur over the next five years. (Explain why these changes may be needed.) (Specifically identify any anticipated 3SP connections)
PART 6 -	Equipment	
6a) Have there been any significant equipment changes since the last CPR in 2008-09?	Yes. We procured three staff computers.	Please explain any significant changes in program equipment that have occurred over the past five years. (Instructional and non-instructional)
6b) Are there any significant equipment changes that will be needed over the next five years?	The program could benefit from having a laptop and projector to do workshops and training and sometimes the rooms obtained for these purposes does not have a projector.	Please identify any anticipated program equipment needs that could occur over the next five years. (Explain why these changes may be needed. Include both instructional and non-instructional needs) (Specifically identify any anticipated 3SP connections)
PART 7 -	Operational Costs	

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<p>7a) Have there been any significant operational cost changes since the last CPR in 2008-09?</p>	<p>Yes. Salaries of Director, part time TEA, stipends for practicum interns, printing costs, event costs, training costs.</p>	<p>Please explain any significant changes in program operational funding that have occurred over the past five years. (B budgets)</p>
<p>7b) Are there any significant operational cost changes that will be needed over the next five years?</p>	<p>Yes. Cost of Case Manager salary.</p>	<p>Please identify any anticipated changes to operational cost needs that could occur over the next five years. (Explain why these changes may be needed.) (Specifically identify any anticipated 3SP connections)</p>
<p>PART 8 -</p>	<p>Organizational Alignment</p>	
<p>8a) Have there been any significant organizational alignment changes since the last CPR in 2008-09?</p>	<p>Expansion of Health Services into four distinct areas: Health Education and Wellness, Clinical Health Services, Psychological Services, and Office Operations. This was needed to provide enhanced and more comprehensive services to students.</p>	<p>Please explain any significant organizational alignment changes that have occurred over the past five years.</p>
<p>8b) Are there any significant organizational alignment changes that will be needed over the next five years?</p>	<p>Yes. Originally a small integrated program where students with mental health needs were seen under the general umbrella of Health Services, Psychological Services has now branched off to become a sub-service under Health Services. This ensured that an under-developed program could expand to meet student needs, utilizing some of funds from Health Services. At this point, it is not anticipated that additional changes will be needed in the next few years</p>	<p>Please identify any anticipated changes to organizational alignments that could occur over the next five years. (Explain why these changes may be needed.) (Specifically identify any anticipated 3SP connections)</p>
<p>PART 9 -</p>	<p>Regulations/Laws/Policies</p>	
<p>9a) Have there been any significant changes in regulations/laws/policies since the last CPR in 2008-09?</p>	<p>Changes to federal Clery reporting in areas of Alcohol and Other Drugs (AOD) and Sexual Assault/Violence as well as laws preventing and addressing gender based violence, domestic violence, stalking and sexual assault.</p>	<p>Please explain any significant changes in regulations/laws/policies that have occurred over the past five years. (Federal, State, Local, District, college, etc.)</p>

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<p>9b) Are there any significant changes in regulations/laws/policies that will affect the program over the next five years?</p>	<p>Clery reporting and the Campus SaVE (Sexual Assault/Violence Elimination) law requires greater education and outreach on this topic and mandatory reporting for sexual assault, domestic violence, stalking and AOD offenses.</p>	<p>Please identify any anticipated changes in regulations/laws/policies that could affect the program over the next five years. (Federal, State, Local, District, college, etc.) (Specifically identify any anticipated 3SP connections)</p>
<p>PART 10 -</p>	<p>Professional Development</p>	
<p>10a) Have there been any significant professional development activities for the program (or others) since the last CPR in 2008-09?</p>	<p>Yes. Mental Health Conferences eg. NASPA, CCCMHWA, SAFE Zone Training provided through California Community College Student Mental Health Initiative.</p>	<p>Please explain any significant professional development activities that have occurred over the past five years. Include the nature, reason, significance, and outcomes of the activities.</p>
<p>10b) Are there any significant professional development needs for the program (or others) over the next five years?</p>	<p>Psych services interns can benefit from continued/updated training in the following areas: 1. Threat Assessment Training (protocols to determine if someone poses a threat to self or others) 2. FERPA Training (Confidentiality laws and regulations) 3. ADA Training (Federal laws and policies on the American with Disabilities Act) 4. Alcohol and other drugs</p>	<p>Please identify any anticipated professional development needs for the program over the next five years. Include the anticipated nature, reason, significance, and outcomes of the activities. (Specifically identify any anticipated 3SP connections)</p>
<p>PART 11 -</p>	<p>Curriculum, Student Success, and Equity</p>	<p>The 2012-13 course data is located at: http://deanza.edu/ir/program-review.12-13.html .</p>
<p>11a) Have there been any significant curriculum since the last CPR in 2008-09?</p>	<p>Curriculum training for our practicum interns. A year of clinical supervision and didactics on diagnosis and treatment of mental health issues.</p>	<p>Please explain any significant curriculum changes in that have occurred over the past five years.</p>

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<p>11b) Are there any significant curriculum issues in that will affect the program over the next five years?</p>	<p>Not Applicable.</p>	<p>Please identify any anticipated curriculum issues in that could affect the program over the next five years. (Specifically identify any anticipated 3SP connections)</p>
<p>11c) What is the aggregate student success rate in the instructional portions of the program?</p> <p>Has the 60% requirement been met or exceeded?</p>	<p>Not Applicable.</p>	<p>In accordance with ACCJC requirements, the college has adopted an institutional standard for successful course completion at or above 60% http://www.deanza.edu/ir/deanza-research-projects/2012_13/ACCJC_IS.pdf</p> <p>If student success rates in the program are below 60%, what plans are there to bring course success rates up to this level?</p>
<p>11d) What are the student success rates between groupings of students?</p> <p>Is there a success rate gap that exceeds 5% between any of these groupings?</p>	<p>Not Applicable.</p>	<p>The college equity goal is to have no more that a 5% student success gap between any groupings of students.</p> <p>Please explain any gaps exceeding 5% and what plans are in place, or are being made, to address closing this gap</p>
<p>PART 12 -</p>	<p>Other</p>	
<p>12a) Have there been any other significant program changes since the last CPR in 2008-09?</p>	<p>No.</p>	<p>Please explain any other significant program changes that have occurred over the past five years.</p>
<p>12b) Are there any other significant issues that will affect the program over the next five years?</p>	<p>No.</p>	<p>Please identify any other anticipated issues in that could affect the program over the next five years. (Specifically identify any anticipated 3SP connections)</p>

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PART 13 -	Student Success and Support Programs (3SP)	
<p>13a) How will the new 3SP orientation requirements affect the program over the next five years?</p>	<p>Not Applicable.</p>	<p>Summarize any orientation issues/items that are new or that have already been identified above under staffing, facilities, equipment, operational costs, organizational alignment, regulations/laws/policies, professional development, curriculum, and/or other.</p>
<p>13b) How will the new 3SP assessment requirements affect the program over the next five years?</p>	<p>Not Applicable.</p>	<p>Summarize any assessment issues/items that are new or that have already been identified above under staffing, facilities, equipment, operational costs, organizational alignment, regulations/laws/policies, professional development, curriculum, and/or other.</p>
<p>13c) How will the new 3SP student education planning requirements affect the program over the next five years?</p>	<p>Not Applicable.</p>	<p>Summarize any student education planning issues/items that are new or that have already been identified above under staffing, facilities, equipment, operational costs, organizational alignment, regulations/laws/policies, professional development, curriculum, and/or other.</p>
PART 14 -	Student Services Learning Outcomes and Accreditation Standard II.B.4	<p>Accreditation Standard II.B.4 - The institution evaluates Student Support Services to assure their adequacy in meeting identified student needs. Evaluation of these services provides evidence that they contribute to the achievement of student learning outcomes. The institution uses the results of these evaluations as the basis for improvement.</p>
<p>14a) What are the current/active program outcome statements?</p>	<p>#1 Students will increase their awareness of counseling services available to them by De Anza Psychological Services.</p> <p>#2 Student will demonstrate an understanding of how to access psychological counseling and other mental health promotion resources on campus.</p>	<p>Please list all of the Student Services Learning Outcomes (SSLO) statements for the program. (Cut/paste from TracDat, APRU or other documents.)</p>

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<p>14b) How many SSLO/SLO statements have been assessed since the last CPR in 2008-09?</p>	<p>None. We are doing our first one for 2013/2014.</p>	<p>Please identify the SSLO statements that have been assessed over the past five years. (Cut/paste from TracDat, APRU or other documents.)</p>
<p>14c) Summarize the outcomes assessment findings and resulting program enhancements made since the last CPR in 2008-09.</p>	<p>Ongoing. Results available end of Summer 2014.</p>	<p>Please summarize the outcomes assessment findings and resulting program enhancements made over the last five years. (Cut/paste from TracDat, APRU or other documents.)</p>
<p>14d) What are the program outcome assessment plans for the next five years?</p>	<p>SLOs will be conducted every quarter beginning Fall 2014.</p>	<p>Please indicate which SSLO/SLO statements will be assessed over the next five years and when. (Include any plans to create new outcome statements.)</p>
<p>Part 15 -</p>	<p style="text-align: center;">CPR SUMMARY</p>	<p>Part 15 is intended to be a brief yet thorough overarching summary of Parts 1 through 14.</p>
<p>15) Where has the program come from since 2008-09, where is it now, and where does it anticipate or need to go over the next five years?</p>	<p>The Psychological Services Program has come a long way over the last few years. The program started out with one adjunct counselor seeing students four hours per week. Now there is one Full-time Psych Services Director/Counselor, four Counseling Interns and a PT Case Manager. In the future, these services will need to be maintained to continue to serve students who experience mental health issues and concerns while enrolled on campus.</p>	<p>Based on the information provided in Parts 1 through 14 above, please summarize: 1) Where the program has come from since the last CPR (2008-09), 2) Where the program is now (2013-14), and 3) Where the program anticipates or needs to go over the next five years (up to 2018-19).</p>
<p>Part 16 -</p>	<p style="text-align: center;">DIVISIONAL PERSPECTIVE</p>	<p>Applicable to Divisions that have multiple programs that are writing CPRs</p>
<p>16a) Name of the Division and the names of the programs.</p>	<p><u>Student Development Division</u></p> <ul style="list-style-type: none"> • Health Services (Health Education and Wellness, Psychological Services, Clinical Services) • Extended Opportunities Programs and Services • College Life (DASB and ICC, Student ID, Eco Pass, Flea Market) • Student Judicial Affairs • HEART (Harm Evaluation Assessment Reduction Team) 	<p>Write the name of the division and the names of the programs that are submitting CPRs</p>

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	<ul style="list-style-type: none"> Americans with Disabilities Act (ADA)/504 Compliance Unlawful Harassment and Discrimination Coordination 	
16b) Who wrote the Divisional Perspective?	Michele LeBleu-Burns	Enter the name or names of those who authored this Divisional Perspective.
16c) Summarize the CPRs written by the programs of the Division.	<p>The comprehensive program reviews for the Student Development Division indicate that the numbers of students being served within the division is steadily increasing. In some cases the increase has been dramatic since the 2008-2009 academic year and is expected continue to increase over the next five years. This will mean that additional staffing, program facilities and funding will be needed to meet the needs of a growing and ever changing population of students who will come to the college with very diverse and complex social, educational, psychological and financial needs. Staff will also need continued staff development and training to remain current in their fields to ensure they are equipped with the appropriate skills and effective practices to support student success.</p>	<p>Please summarize all the CPRs to be submitted in the Division. Provide a Division wide perspective on the CPRs explaining how they all fit or work together into a cohesive division plan.</p>