



**STUDENT HEALTH CENTER
STUDENT SERVICES
COMPREHENSIVE PROGRAM REVIEW and PLAN
2010 to 2015**

Committee Members:

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Executive Summary (brief summary, commendations, challenges, and recommendations):

Brief Summary: Student health is an integral part of the college experience. Comparable to the Citrus College Mission, the purpose of the Student Health Center is to contribute to the wellbeing of educated and purposeful citizens. The Student Health Center's central focus is to provide preventive education, self-care and wellness skills to improve the quality of life for students. This access to healthcare knowledge can help students become active participants in upholding their own health, which directly influences academic success. Through its programs, the Student Health Center empowers individuals to achieve healthier lives and to create healthier communities through sustainable lifelong changes in diet, physical activity and personal health management. The primary elements of the Student Health Center are individual healthcare, healthcare education / health promotion, continuous quality improvement and lastly, to educate the entire Citrus College community about mental and physical health related issues.

Commendations: Although we have not received any formal commendations, the College Nurse and the Student Health Center staff frequently receive informal recognitions with frequent thank you cards from students helped at the Student Health Center.

Challenges: The most pressing challenge has been creating an on call list for nursing coverage. The Student Health Center is negatively impacted when a nurse calls out sick and there is no on call nurse to fill those hours. Competitive salaries and flexible scheduling within traditional health care industries makes this financially challenging to compete in the recruitment of nurses within health care industry.

Recommendations: The Student Health Center goals for the next five years are to use Healthy Campus 2020 to provide a framework for improving the overall health status on our campus. Healthy Campus 2020 health objectives provide Student Health Centers nationwide with a framework from which to develop goals strategically created to affect the health behaviors of college students. The Student Health Center staff will focus on the goals stated below over the next five years:

1. Increase the proportion of students who report receiving information on:
 - a) depression/anxiety
 - b) stress reduction
2. Adopt a smoke free campus policy.
3. Increase the proportion of students who report utilization of Student Health Center services.

1. Program Mission/Description:

Program Mission and Relationship to College Mission:

The mission of Citrus College is “to deliver high quality instruction that empowers students to compete globally and to contribute to the economic growth of today’s society.” Citrus College is dedicated to fostering a diverse educational community and cultural learning environment that supports student success in pursuit of academic excellence, economic opportunity, and personal achievement.”

The Student Health Center has a direct correlation with the mission of the College by providing access to quality health care services, which promotes positive health outcomes in the physical, mental and social well-being of the students to achieve their academic success. The objective of Citrus College is to provide a safe, friendly, accessible environment where all students and community members may optimize their academic, career, and cultural development.

Program Description:

The Student Health Center is solely funded by the Health Service Fee charged to enrolled students per semester as an incidental fee. The Health Services Fee is reduced for students whose enrollment fees are paid by the Board of Governors Waiver (BOGW). The health fee is not an insurance plan. Due to the means of funding, the Student Health Center services are primarily for actively enrolled students. The Student Health Center is located on the first floor of the Student Services Building. The Student Health Center operates five days a week with hours of service extended to accommodate evening students once a week. The Student Health Center is closed on weekends, school holidays, and non-instructional days.

The Student Health Center provides ambulatory care services including pap smears, laboratory services, immunization clinics, sexually transmitted infection testing, physical exams, mental health counseling, as well as prescription and over the counter medications. The Student Health Center does not offer treatment for chronic disease processes such as asthma, hypertension, diabetes, seizures or depression. Additionally, the Student Health Center does not provide managed care such as, emptying catheters, tracheostomy suctioning and the storage or dispensing of medications. An extensive list of referrals is available for those students whose illness prohibits treatment based on the Student Health Center protocols. Students are seen on a walk in and appointment basis. Appointments are necessary for physical exams, physician appointments and the Women’s Health Clinic.

A. Awards and special recognition

The College Nurse received a Community Health award from Aspires West, March 2014. Aspires West is a community based partnership that supports youth of Pasadena and the surrounding areas.

B. Students

- 1) Approximate numbers of students served annually (include student characteristics and trend data if available).
Refer to data in section 2. The Student Health Center provides service to an estimated 10,000 students per year. The students served are similar to the demographic population of the college. The largest groups served are Hispanic/Latino between the ages of 20-24.
See Appendix F and G
- 2) Describe eligibility requirements for participation in the program.
All actively enrolled students who pay the Health Service Fee are eligible to receive services from the Student Health Center by showing their student identification card with the current Student Fee Sticker or a copy of their current registration. Students under the age of 18 are required to have parental or guardian consent for treatment. Pursuant to Education Code 76355 students who depend exclusively upon prayer for healing in accordance with the teachings of a bona fide religious sect, denomination or organization may waive the Health Service Fee.

C. Staffing

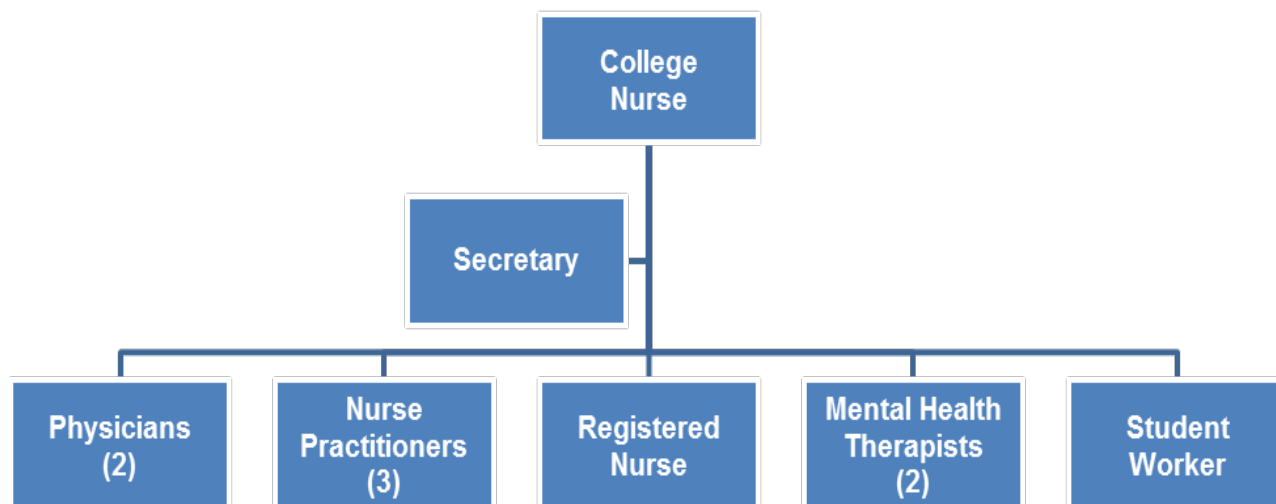
- 1) Staff preparation and training.
Registered Nurse, mental health and physician licensing boards require that each of the disciplines listed participate in a minimum number of continuing education hours for licensing renewals. The Student

Health Center staff are members of the Health Services Association of California Community Colleges (HSACCC) and American College Health Association (ACHA), which provides continual college health educational opportunities. Since college health care providers focus on such a unique population, attendance at annual and regional meetings specific to college health HSACCC and ACHA are crucial to continued program development and to the provision of best health care practices. The College Nurse provides continuous updates on protocols from health care regulatory agencies to provide quality care to students.

2) Faculty minimum qualifications, diversity, and credentials.

Under the supervision of the Dean of Students and the Vice-President of Student Services, the minimum qualifications for the College Nurse include possession of a valid, current California license as a registered nurse, Master’s Degree in Nursing and a California Public Health Certificate, or a Bachelor’s Degree in Nursing, a California Public Health Certificate, Degree in Health Education, Sociology, Psychology, Counseling, Health Care Administration, Public or Community Health or a California Community College LIFE credential. The current College Nurse exceeds the minimum qualifications for this position. The College Nurse holds a Doctorate in Nursing Practice and is a board certified family nurse practitioner who holds additional credentials as a nursing educator cleared by the Board of Registered Nursing to teach geriatrics, advanced medical surgical nursing, maternal health and pediatric nursing courses.

3) Organizational chart



D. Facilities/Location

The Student Health Center is located on the first floor of the Student Services Building in room 147 (SS-147), on the west side of campus.

2. Key Functions/Goals:

- To provide high-quality ambulatory care, mental health counseling, comprehensive disease prevention, and health care education to students.
- To increase student retention and success by providing health services that enhance student wellness.
- To promote the development of skills needed by students once they leave Citrus College to make optimum health care decisions as to how to use the health care systems resources.
- To promote positive health outcomes for students.
- To help students identify the Student Health Center as a place to receive health screening and preventive education.

Program Metrics:

The data collected by Medicat represents the number of students served annually from 2010-2015. These figures are based on the total number of daily student contacts, classroom presentations, and specialty clinics/events. Medicat is a college health care management system that is used to determine student eligibility for services and collect statistical data including, but not limited to, number of students served, hours of utilization, and reasons for visit.

Analysis of the data shows that the overwhelming majority of students visiting the SHC make appointments for issues related to head/ears/eyes/nose/throat (35%) with the next largest groups coming in for gastrointestinal and genitourinary/gynecology appointments (16% for each). Although the SHC offers four types of immunizations the majority of students come in for the influenza immunization (approximately 65%) followed by the Hepatitis B immunization (approximately 20%). The peak hours for the SHC are between 8:00 a.m. and 11:00 a.m. with appointments and foot traffic trailing down after 2:00 p.m. The data shows that the largest group of students served by the SHC by race are Hispanic/Latino (43%) followed by White/non-Hispanic (35%), then Asian (15%), then Black/African American (5%), and finally those who classified themselves as "other" (2%).

More detailed trend data can be found in Appendices A-G.

Academic Year	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Summer	688	630	715	772	820
Fall	3,614	3,503	3,749	4,010	4,430
Winter	512	498	562	590	670
Spring	3,453	3,138	3,305	3,765	4,280
Annual Total:	8,267	7,769	8,331	9,137	10,200

A. Explain how this program coordinates with Instructional and Student Services programs, Institutional Research, and TeC Services (TeCS).

The Student Health Center relies on TeC Services to provide e-mail, telephone and computer equipment support. For additional information please refer to section 3. Program Self Review, D.

B. Describe how this program works with the business office to monitor budgets and fiscal reporting?

The Student Health Center works closely with the business office to monitor the Student Health Center budget on an annual and as needed basis.

C. List how this program is integrated with the student equity plan and strategic plan.

The Student Health Center is integrated with the Student Equity Plan by providing culturally sensitive care. Being sensitive to communication styles, health beliefs and culturally/religiously-influenced attitudes toward health care is crucial to the delivery of responsible care. The Student Health Center program is integrated with strategic planning through continued involvement in student learning outcomes (SLO's) assessment, student surveys, and annual Student Service Planning meetings.

- Student Success – The Student Health Center contributes to student success by providing culturally sensitive care and online access to services offered at both on and off campus community resources.
- Student Learning Outcomes – The Student Health Center has completed two cycles of SLOs during the 2011- 2012 and 2012- 2013 academic years.
- Fiscal Transparency – Fiscal transparency is accomplished through the published annual Student Health Center budget, published by the finance department.
- Communication – The Student Health Center provides communication through the District website, campus outreach, Student Health Center brochure, New Student Orientation, classroom presentations, flyers, health center bulletin/communication boards, and the District catalog.

3. Program Self Evaluation:

A. Access – Describe how this program is accessible to students.

- 1) Compare demographic data from the college to the program, including ethnicity, gender, age, and students with disabilities (provide trend data and analysis if available).

The Student Health Center is available to all eligible and actively enrolled students who pay their Health Services Fee. Student Health Center information is available on the District website, the District catalog, handouts, and in the Student Health Center brochure. The students that utilize the Student Health Center mirror the student population on campus. The largest groups served are Hispanic/Latino students between the ages of 20-24. See Appendix F and G

- 2) Describe the effectiveness of the program in enabling success for underprepared and underrepresented students.

There is no charge for students to see the registered nurse, nurse practitioner, physician, and/or for counseling services contingent upon paying their Student Health Service Fee and presenting their Student Fee Sticker or current registration. Laboratory tests, medications, immunizations and procedures require a nominal fee. An extensive list of community referrals are available for services that cannot be provided by the Student Health Center and many of these services are free of charge. The Student Health Center is the ideal resource for low socio-economic students who are traditionally underprepared and underrepresented students.

B. Student Success – Review how well the students are completing their educational goals compared to the total college population (provide trend data and analysis if available).

- 1) Number of degrees and certificates awarded. N/A
- 2) Number of transfer-prepared students. N/A
- 3) Number of transfers. N/A

C. Achievement of non-credit educational goals. N/A

D. List exemplary practices and services offered that could be shared with other departments.

The College Nurse collaborates monthly with other District Nurses/Nurse Directors from Pasadena Community College, Mt. San Antonio College and Chaffey Community College Student Health Centers in an effort to ensure that similar services are provided and best practices are implemented. The Student Health Center offers exemplary health education to the Citrus College community including information on pandemic responses and public health emergencies such as the Ebola outbreak, measles outbreak and pandemic flu information. The Student Health Center's relationship with the Public Health Department allows valuable information to be disseminated in "real time" regarding pertinent health issues to the District. Designated Student Health Center staff also participate and collaborate with Student Conduct Team and the Behavioral Intervention Team. These aforementioned endeavors have led to a seamless line of communication between "need to know" department personnel in identifying students of concern, assessing their questionable conduct, and providing appropriate assistance to these identified students with mental health issues.

The College Nurse collaborates with the Director of Health Sciences to facilitate the participation of nursing students in seasonal flu clinic, assists to ensure that the nursing program remains compliant with immunization requirements per the Center for Disease Control (CDC) and is a member of the Nursing Program, Veteran Success Center and Disabled Student Services Advisory Committee's since 2010. The Student Health Center has also collaborated with the Office of Student Life and Leadership and was charged with creating workshops that were presented during Sex 101 week since 2013 and Suicide Prevention Day since 2011.

In addition to campus collaborations, the Student Health Center has presented various topics to the campus community including: Mandated Reporter, Mental Health 101 and various health related seminars including information about diet/nutrition, diabetes and hypertension. These seminars were implemented in 2010.

The Student Health Center also provides bi-weekly health related lectures on topics that include: Negative Self Talk, Holiday Stress, Building a Great Life, Happiness, and Marijuana Do's and Don'ts. The Student Health Center also hosts an anxiety support group that meets bi-weekly. These lectures have been ongoing since 2010.

Beginning in 2012, the Student Health Center has also co-hosted several events from off campus entities including; The Joint Regional Intelligence Center, FBI Bi-Annual Meeting showcasing protocols for students of concern, Project Sister Self Defense Classes, Sexual Assault Awareness and Prevention Workshops and mental health trainings in collaboration with the Los Angeles Department of Mental Health. Lastly, Planned Parenthood has provided several sexual awareness workshops year round.

E. Compliance

- 1) Provide an overview of how this program meets applicable minimum requirements of law.
According to Title 5, Districts that offered student health services in 1986 are mandated to maintain the same level of care regardless of costs. The Student Health Center has expanded its services beyond a Registered Nurse's scope of practice. The Student Health Center offers services that require the licensure of advance practice nurses and medical doctors. These services include pap smears, diagnostic laboratory testing, and the prescribing medications. The Student Health Center also offers mental health services, which was not a requirement in 1986.

The Student Health Center must adhere to federal and state regulated programs including the Occupational Safety and Health Act (OSHA), an infection control regulatory program, and Clinical Laboratory Improvement Amendments (CLIA). CLIA is a quality improvement program that governs quality standards for all laboratories testing to ensure the accuracy, reliability and timeliness of patient test results. A CLIA representative visits the District every two years to assess CLIA compliance. The Environmental Health and Safety Programs Director ensure that the Student Health Center is OSHA complaint.

Due to patient confidentiality laws the Student Health Center must also comply with the Family Educational Rights and Privacy Act (FERPA), the Americans with Disabilities Act (ADA) and the Health Insurance Portability and Accountability Act (HIPAA), a patient privacy act. In addition to complying with federal regulations, the Student Health Center must comply with mandatory communicable disease reporting issued by the Los Angeles County Department of Public Health, mandated by the State of California. Reportable diseases include but are not limited to syphilis, chlamydia, gonorrhea, whooping cough and tuberculosis.

- 2) Describe compliance initiatives undertaken since last program review.
The Student Health Center compiles the documentation requested by these mandates and maintains these aforementioned files for future review and audits. The College Nurse attends regular trainings and conferences that include up to date FERPA and HIPAA rules and regulations.

F. Environmental Impact How has the program contributed to a greener campus environment (i.e. increased awareness, impact on the campus footprint, strategies to reduce consumption and energy, waste reduction, recycling, sustainability)?

The Student Health Center participates in paper / plastic recycling and complies with the hazardous waste program through the Environmental Health and Safety Program on campus. The Environmental Health and Safety Program Director visits to the Student Health Center bi-weekly to pick up medical and needle waste.

G. Data Reporting

- 1) Describe data gathering and submission processes, including challenges in submission.
The Student Health Center is required to report communicable diseases to the Los Angeles Department of Public Health. This procedure is mandated by the State of California, further reporting or processing of records are not continued or retained by the Student Health Center.
- 2) Explain changes in data collection, access, and submission since last program review. N/A

H. Technology Needs

- 1) List technology needs that currently exist in the program (include justification).
Although the Student Health Center has no additional technology needs it currently utilizes Medcat, a college health care management system that prepopulates the database with students that have paid their Health Services fees. Medcat is also used to collect statistical data including the number of student

contacts, hours of utilization and classification of reason for visit. The Student Health Center also has access to Quest Laboratories, an outside laboratory service specializing in diagnostic blood testing.

- 2) Describe and list anticipated technology needs.
The Student Health Center has no technology needs at this time.

I. Explain how faculty, administrators, staff, and students interact with this program.

Due to HIPPA requirements, only the Student Health Center staff has access to the Mediat program.

Program Self Evaluation Recommendations

Using data, describe changes that need to be made to improve program services to students. Include timelines, resources needed, and personnel responsible for implementing the plans. All recommendations must be numbered and referenced in section 6.

Based on the information provided in this comprehensive program review, it is recommended that the Student Health Center hire additional on call nursing staff. However, college health employment (offering limited hours on scheduled days) coupled with the changes in health care reform have directly impacted the recruitment and retention of nursing staff. The increase in opportunities for registered nurses in the current market have created a competitive environment for salaries and flexible schedules, which has made it challenging to compete for experienced nurses.

In addition, during the time of this comprehensive review, the mental health therapist serves a dual role on campus. The mental health therapist also serves as the Director of the Veterans Success Center. Anticipating that with the growth of the director's role in the Veterans Success Center, the Student Health Center may need to hire a new therapist to fill those hours.

In response to recruitment and retention, it is recommended that the Student Health Center increase the advertisement of services, provide customer service seminars to faculty and staff, periodically host a table in the Campus Center to provide information regarding college health services offered, and provide information to faculty and staff regarding Student Health Center services.

4. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*

Result: *What was the product or consequence of your assessment?*

Change: *What will you do differently as a result of what you learned from the assessment?*

Populate with the existing Unit Outcomes				
	Outcome	Assessment	Result	Change
1	Student will increase self-awareness of both mental and physical health by participating in: <ul style="list-style-type: none"> a. Self-improvement workshops. b. Blood glucose and cholesterol screening. c. Sexually Transmitted Infection (STI) testing. CCSP 2.2.1	<ul style="list-style-type: none"> a. A one hour presentation on related topics will be provided to 100 students and a post presentation survey will be given b. Provide glucose and cholesterol testing and education regarding the results c. Provide STI testing and education regarding the results 	In analyzing the data of 100 students surveyed: <ul style="list-style-type: none"> a. Q#4: Seventy-five students responded that they are more aware about the services offered in the Student Health Center. Q#5: Eighty-two students responded that they learned something new about physical health and wellbeing. b. Fifty students received free cholesterol and glucose testing and follow up nutritional counseling by a Dietetic Intern from California State Polytechnic University, Pomona. 	<ul style="list-style-type: none"> a. No changes will be implemented b. We will continue to measure this Student Learning Outcome (SLO) and further implement a cholesterol challenge with retesting in two to three months for those with elevated numbers. c. No changes will be implemented. The Student Health Center administered the same questionnaire annually to measure student self – awareness of both mental

			<p>c. Seventy-eight students tested for HIV. 100% tested negative.</p> <p>The Student Health Center surveys approximately 100 students annually with 75% to 80% of students consistently stating that they learned awareness about the services offered by the Student Health Center and 73% to 85% of student's consistently stating that they learned something new about physical health and wellbeing.</p> <p>In addition, the Student Health Center provides just over 350 students with diagnostic blood tests annually.</p>	<p>and physical health.</p> <p>Additional programs have been implemented based on the results of this survey including an Anxiety Support Group, Grief Support Group, and mental health workshops on various topics.</p> <p>We will continue to utilize this questionnaire and add additional questions specific to mental health.</p>
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A. Describe your progress in the development and implementation of Student Learning Outcomes.

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (CCSSE, ARCC, surveys) to address this topic. Use existing data or document with a survey.

- 1) What process was used to develop the SLOs?
The College Nurse attended meetings and workshops held by campus committees to develop SLOs as well as discussions held with staff members within the Student Health Center. Meetings with the Dean of Students and the SLO Coordinator were also held to develop and refine SLOs.
- 2) What activities are used to achieve the SLOs?
Outreach campaigns, student surveys, and statistical data were used to achieve the SLOs.

B. How is the program assessing the outcomes?

Diagnostic testing results were used to determine glucose, cholesterol and STI testing results. Individualized health education was delivered based on results and specific student needs. In addition, a survey was utilized to determine student's awareness of Student Health Center Services. See Appendix E.

C. How is the assessment information used to improve services?

Given extended satisfactory performance results and SLO findings, the Student Health Center will consider revising data collection and assessment tools in the future. The Student Health Center will also re-assess Citrus College students by way of survey to determine student needs and interests for the Annual Program Review. The Student Health Center will continue to offer health screening and preventive education as this is significant to student health.

5. Previous Recommendations/Goals:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

	Previous Recommendations/Goals	Person(s) Responsible	Status/Progress	Completed
1	Due to the anticipated growth in the number of student contacts, the Student Health Center will move from a pencil and paper system to a	District Nurse and Secretary	In 2013, the Student Health Center purchased Medicat, a medical information management system.	Completed

	computerized appointment management system which will also assist in data management. CCSP 2.3.8			
2	The Student Health Center should continue to assess and evaluate the effectiveness of the mental health program. Emphasis should be focused on utilization and the increase of student counseling hours and types of services offered. CCSP 2.2.1	Student Health Center Therapist	In 2010, the Student Health Center increased its counseling hours from one therapist providing eight counseling hours per week to four therapists providing 40 counseling hours per week with additional hours provided on an as needed basis. The Student Health Center also offers self-improvement workshops twice per month and hosts an anxiety support group twice per month.	Completed
3	The need for the reclassification of the current Secretary to a Health Center Operations Coordinator. The Secretary provides direct support to the District Nurse by organizing and coordinating complex secretarial duties including legally/time sensitive clerical duties. Duties include facilitating complex coordination of health center contracts with community partners that provide our students access to services such as x-rays, minor outpatient surgical procedures, and treatment of chronic illness. CCSP 2.3.8	Dean of Students and District Nurse	To date there has been no reclassification.	In progress needs district approval

6. New Recommendations/Goals:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendations/Goals	Person(s) Responsible	Estimated Completion	Budget Priority
1	Increase the number of students who report receiving information on: a) depression/anxiety b) stress reduction CCSP 2.2.1	Student Health Center Therapist and District Nurse	2020	1
2	To adopt a smoke free campus policy. CCSP 2.2.1	District Nurse/ Professional Expert Physician	2020	1
3	Increase the number of students utilizing Student Health Center Services CCSP 2.2.1	District Nurse/ Student Health Center Staff	2020	1
4	To expand Professional Expert Registered Nurse hours and hire additional health center operational support in the event of absence or illness.	District Nurse/Dean of Students	2020	1

7. Resources Requested:

Prompt: All requests should be linked to new recommendations (above). Include the reference number in the "Discuss impact on goals / SLOs" field below. Use the Link to Planning Key found on the General Budget Guidelines page below to complete the Link to Planning column.

Certificated Personnel (FNIC)

Position	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Professional Expert Registered Nurse	Goal: Expand Professional Expert Registered Nurse hours, not to exceed 35 hours per week. Impact: Expanding Registered Nursing hours will allow for a more efficient utilization of Student Health Center advanced practice provider time. New recommendation #3	Salary \$1,330 (per week X 49 weeks) Benefits-0- Health -0- <hr/> Total \$65,170 (\$38 hr. X 35 hours = \$1,330 X 49 weeks = \$65,170)	2	CCSP 2.2.1
Professional Expert Registered Nurses On Call – Two (2)	Goal: To continue to provide Student Health Center operation support in the event of illness or absence of nurse providers Impact: Adequate Student Health Center coverage in the event of absences. New recommendation #3	\$40 to \$45 per hour	2	CCSP 2.2.1

Classified Personnel

Position	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Staff Development (Division)

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
American College Health Association and Health Services of California Community Colleges annual conference	Goal: To stay abreast on regional and national best health practices. Impact: To continue providing current information to students. New recommendation #N/A	\$3,000	1	CCS.P 2.3.2

Facilities (Facilities)

Describe repairs or modifications needed and location*	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

* Include building and room number

Computers / Software (TeCS)

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Equipment

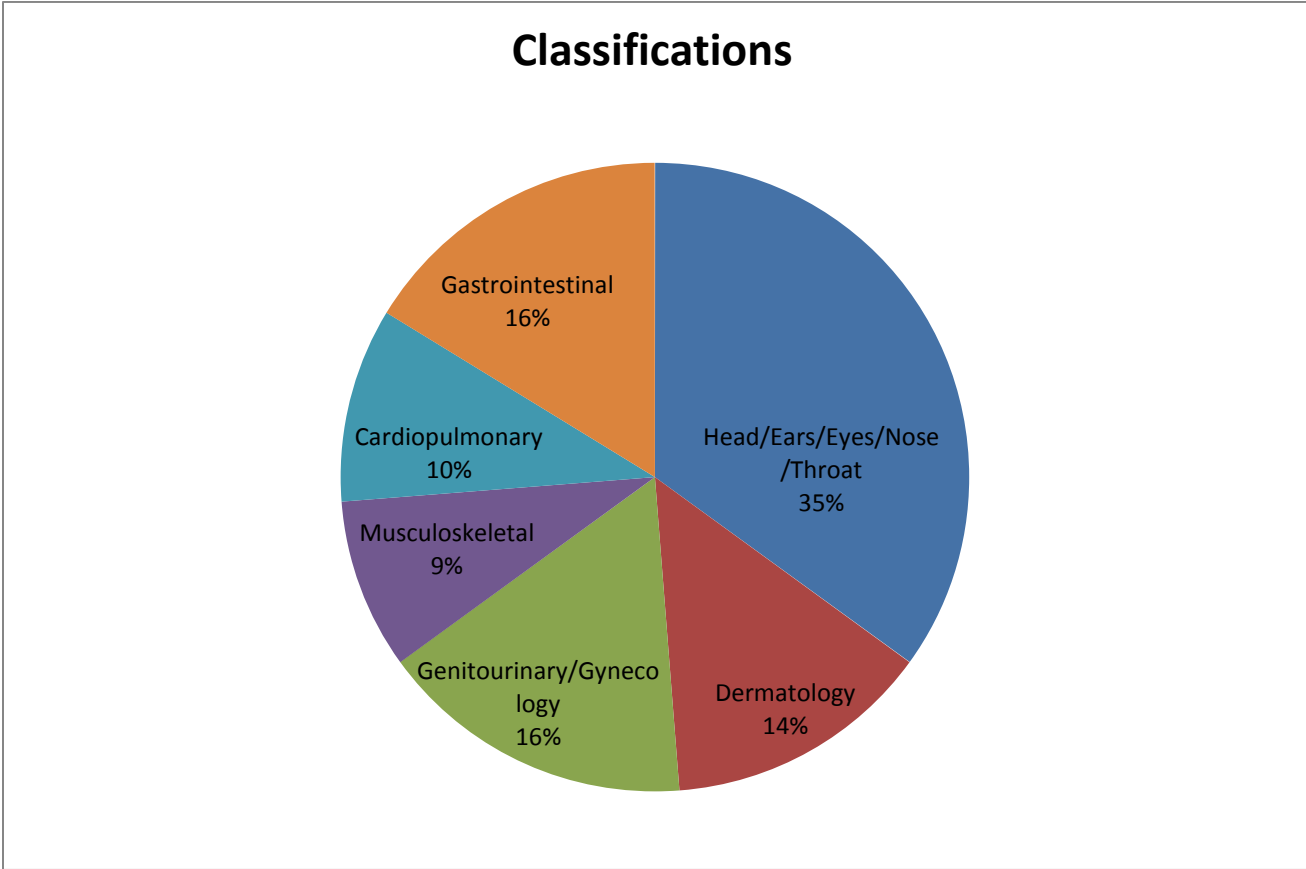
Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Supplies (Division)

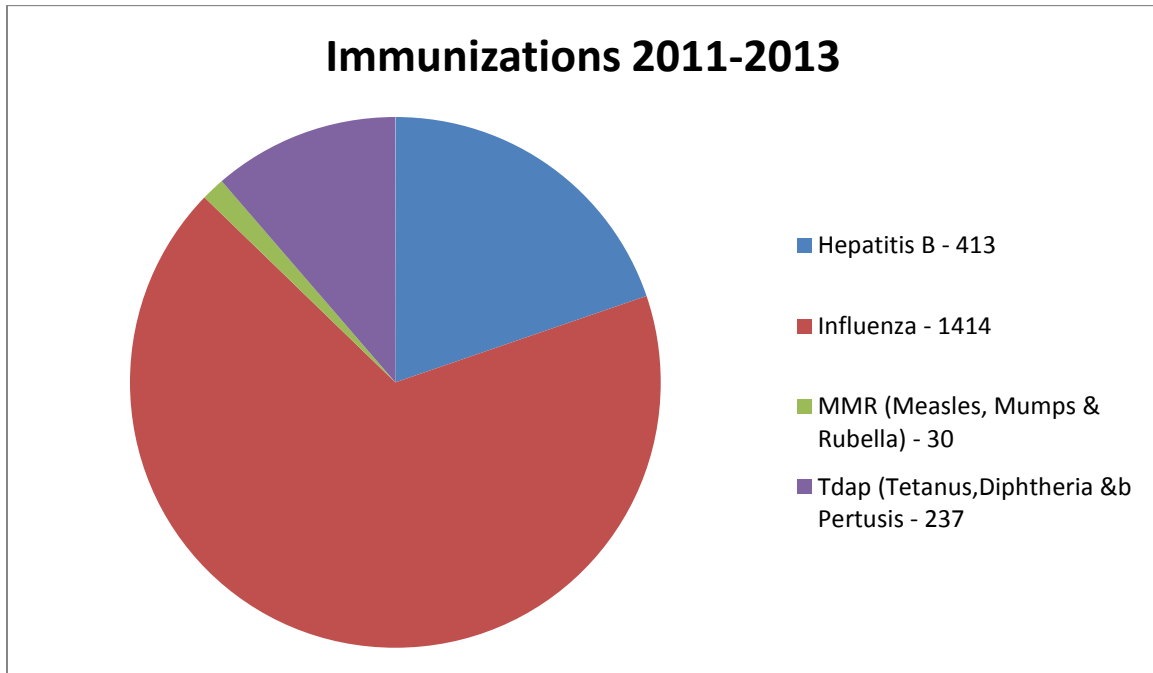
Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Appendix A

**TOP SIX CLASSIFICATION OF VISITS
2011-2013**

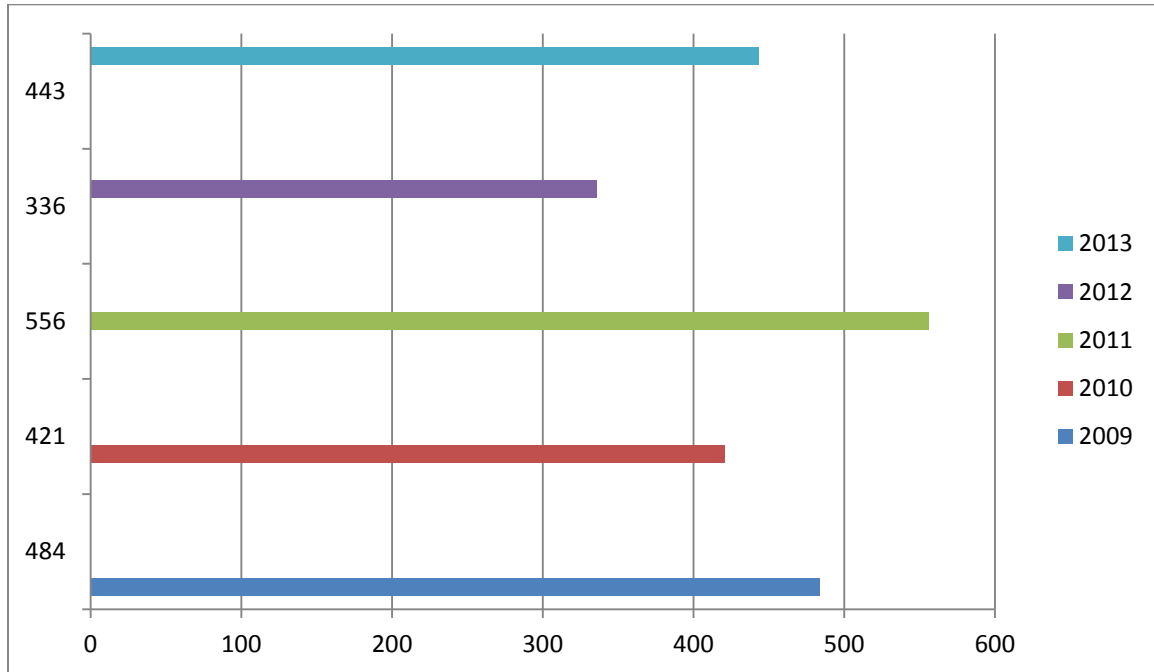


Appendix B



Appendix C

TUBERCULIN TESTS ADMINISTERED 2009-2013

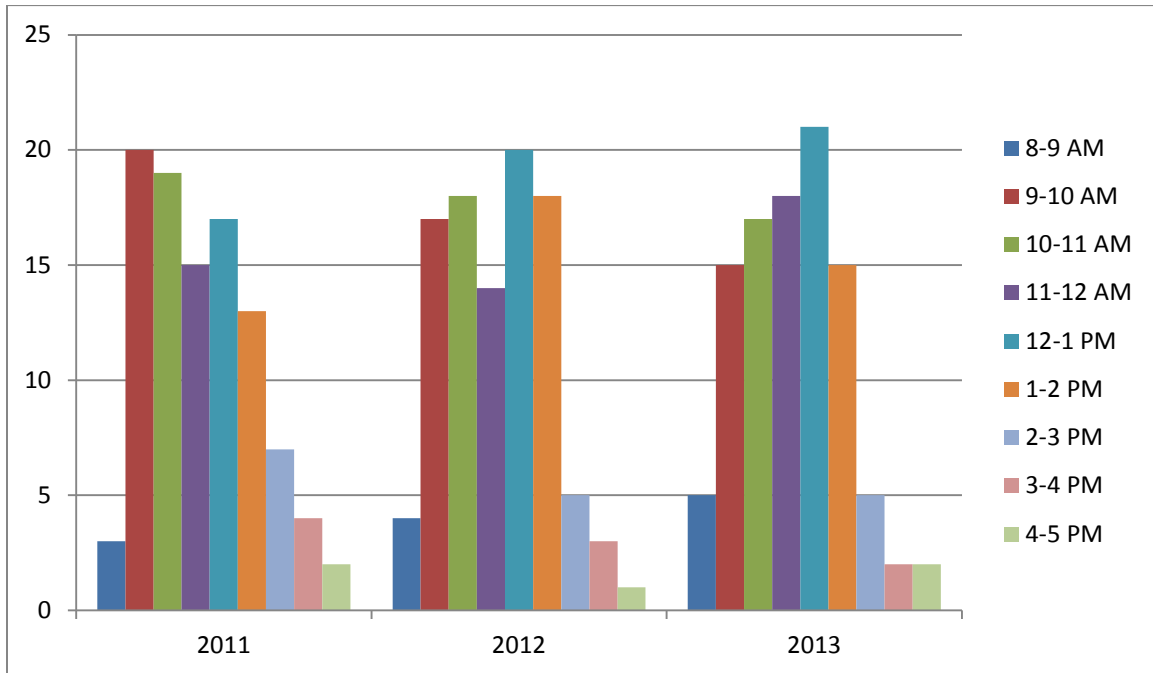


Appendix D

HOURLY STATISTICS

2011-2013

Percentage of Students Seen During Hours of Service



Appendix E

Citrus College Student Health Center Assessment Survey

Please take a few minutes to complete this survey. Your responses are confidential and will help us to improve our outreach measures. Thank you for your time!

1. Gender
 - Male
 - Female
 - Transgender
 - Other

2. Ethnicity
 - Asian
 - Black/African American
 - Latino
 - Middle Eastern
 - Native American
 - Pacific Islander
 - White Caucasian
 - Other

3. Age _____

4. Did you have an increase in awareness about the services offered by the health center following today's presentation?
 - Yes
 - No

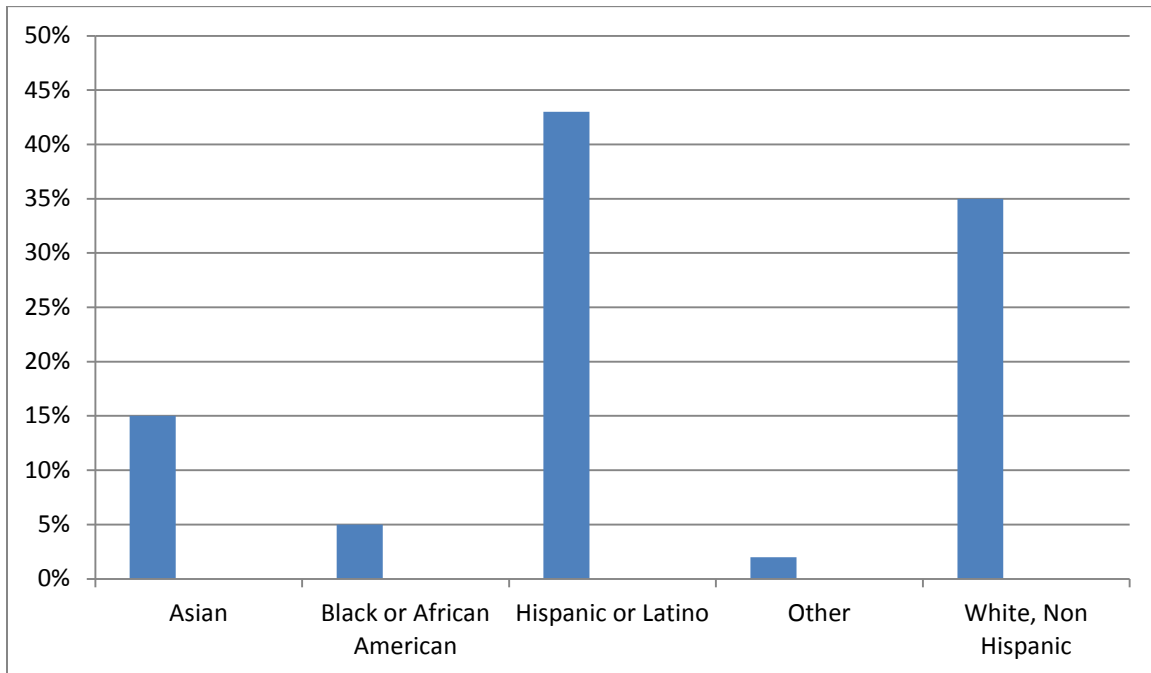
5. Did you learn something new about physical health and wellbeing following today's presentation?
 - Yes
 - No

6. Have you ever missed a day of school due to illness?
 - Yes
 - No

Appendix F

STUDENTS SERVED BY ETHNICITY

2009 – 2013



Appendix G

STUDENTS SERVED BY AGE 2009 – 2013

