De Anza College

Program Review – Annual Update Form – Fall 2025

1. Department/Area Name: Student Health Services

2. Name of individual(s) completing the form: Dr. Rosafel Nogra, DNP, Clinic Director

3. **Briefly describe how your area has used the feedback from the Comprehensive Program Review and Annual Program Review Update provided by RAPP members over the past two years (if unsure, request the feedback form from your dean/manager).**

Over the past two years, Student Health Services has made strong progress in carrying out the strategies recommended by the RAPP members. These efforts have helped create a more supportive and culturally informed environment, improving equity and inclusion. As a result, students are more satisfied, and the overall quality of care continues to improve.

Student Health Services has achieved several key accomplishments. These include:
- **Expanded access to clinical services**, including increased availability of same-day appointments, on-campus phlebotomy services, and facilitation of referrals to specialists (i.e., women's health, dermatologist) and community providers (i.e., Bay Area Community Health (BACH), Covered CA) when additional care is needed.
- **Enhanced preventive health initiatives**, including the implementation of flu vaccine walk-in clinics; targeted vaccination campaigns within the ISP program and resident housing to improve compliance; campuswide health screenings and wellness fair events; and district Opening Day workshops. Additionally, Student Health Services expanded outreach to LGBTQ+ students by providing tailored information, resources, and support related to specific health concerns and recommended preventive screenings (e.g., STDs, safe sex practices). Lastly, partnered with the Pride Center and Bay Area Community Health to bring their Mobile Health Clinic to campus to offer free HIV testing for students, planned for Winter 2026.
- **Integration of equity-focused practices,** including the development and distribution of multilingual materials, access to language interpreter services tailored to international students, and enhanced support in navigating the ISP medical insurance coverage, billing procedures, and the referral process.
- **Strengthened collaboration with campus partners**, including the Basic Needs program to ensure equitable access to food for students utilizing Student Health Services; working with the Office of Equity to establish a structured referral process with Covered California Medi-Cal enrollment specialists; and actively participating in DASG Resource Fairs, and delivering classroom presentations to promote student resources and health education.
- **Increased student engagement** through targeted health education initiatives, including the Denim Day event and Substance Abuse Prevention workshops and Narcan Kit

training for district employees, as well as comprehensive campus activities such as student orientation, Welcome Day events, and coordinated social media campaigns.

4. **Describe any changes or updates that have occurred since you last submitted program review (program review submissions).**

   The following significant developments have occurred since the previous program review:
   - **Student Health Fee Adjustment**: Approval was granted to increase the student health fee of $21 to the maximum allowable amount of $22 projected to begin in Spring Quarter 2026. This outcome reflects a coordinated districtwide effort between De Anza College and Foothill College to ensure adequate resources for sustaining and enhancing student health services.
   - **Medi-Cal Certification for Family PACT**: De Anza College successfully obtained certification as a Medi-Cal site this Fall Quarter, a requirement for participation in the Family PACT program. This certification expands access to essential FREE reproductive and preventive health services for eligible students through this program.
   - **On-Campus Phlebotomy Services:** A formal collaboration was established with the Allied Health Lab Tech program to offer phlebotomy services on campus beginning in Winter Quarter 2025. Although service hours are currently limited to Tuesdays from 2 p.m. to 7 p.m., the program has demonstrated strong early impact, serving more than 200 ISP and domestic students since its launch.
   - **Staffing Improvement**: This Fall 2025, Student Health Services filled the open positions for a part-time Nurse Practitioner (NP) and an additional administrative assistant to help meet the growing demand for services. The NP, expected to start in Winter 2026, will increase appointment availability, including telehealth visits and timely follow-up care. The expanded administrative team will support scheduling and intake processes and immunization compliance, improving the overall efficiency and quality of administrative services.

5. **Provide a summary of the progress you have made on the goals (i.e., OKRs for Student Services) identified in your last program review (as included in the comprehensive program review or annual program review update).**

Goal title	Goal description	Responsible parties	Collaboration with….	What evidence have you used to monitor progress?	How have you assessed your goal?	What changes have been made based on the assessment?
OKRs Objective 2	To ensure that students have access to services by securing the necessary resources and	All team members of student health services	Dean of student development and EOPS	Seek the maximum increase in the student health fees as mandated by	Review the current budget of Student Health Services including staffing, supplies, and	No significant changes have been implemented pending approval of the proposed increase to the

Commented [RK1]: Wasn't this only approved by De Anza and Foothill will take it to the student government in the spring? Or was that a request for an increase to $23

Commented [RK2]: Have you given thought to claim denials and what will be the fiscal impact of them?

Commented [RK3]: Increased staffing is great, be mindful of adding additional services or support; these additional staff are add to make the current workload more manageable not to add on more.

	funding, efforts include increasing the maximum student health fee and seeking outside funding and other resources to support program services (e.g., the Medi-Cal Family PACT program).		office and DASG Foothill College	Education Code sections 76355, 76360, and 76361. Collaborate with the district, Foothill College, and DASG to support approval of an increase to the maximum student health fee. To obtain certification for De Anza College Student Health Services as an authorized Medi-Cal site provider.	preventive programs. Identify funding gaps or shortfalls that the fee increase is intended to cover. Presented the proposed increase of the maximum student health fee to DASG for approval. Ensure timely submission of all required documentation for Medi-Cal applications.	maximum student health fee. Approval was noted Fall Quarter 2025 with anticipated date of implementation Spring Quarter 2026. To support the submission of Medi-Cal applications, collaboration with the district Risk Management Office was strengthened to ensure a thorough review of all required documentation. Medi-Cal site certification was received Fall Quarter 2025 from CA Dept of Health Care Services.
OKRs Objective 2	Enhance and promote comprehensive clinical and health promotion services for the campus student body by emphasizing health education and preventive services, and by utilizing survey analyses and evaluations to identify risk factors that may impact students' academic performance.	Clinic Director (Retired) Wellness Coordinator – special projects	Director of Mental Health and Wellness Services; faculty and general student population	NCHA conducted in Spring Qtr. 2023 with 361 student responses to the survey.	Assessment of student health needs was conducted through analysis of data from the NCHA-ACHA survey. The survey identified several areas negatively affecting academic performance among students, including acute conditions such as upper respiratory illness/flu (41.7%) and muscle injury/concussion (40%), as well as mental health concerns including anxiety	Based on these data, changes implemented include enhancing collaboration and referrals with mental health and wellness services, including crisis support; increasing awareness, visibility, and utilization of 24-hour mental health telehealth support (Uwill); continuing outreach for flu vaccine clinics to improve immunization rates and hand hygiene information; raising awareness of electric scooter/bike/skateboard injuries on

				(47%) and depression (59%). Additional factors impacting student success included food insecurity (53.8%), sleep difficulties (46.5%), and experiences of sexual harassment (35.7%)	campus and promoting incident reporting; continuing Denim Day activities to increase sexual assault awareness; maintaining partnerships with Basic Needs to provide equitable food resources; and initiate student support groups for sleep improvement initiatives.

6. If your goals (i.e., OKRs for Student Services) are changing or you are adding a new goal(s), please include them below. If new goals require resources, please list requested resources that were not included in your last program review.

Goal title	Goal description	Responsible parties	Collaboration with….	What evidence will you use to monitor progress?	How will you assess achievement of the goal?
OKRs Objective (New)	Monitor, provide guidance on, and respond to trends in local and global public health issues that may impact the campus community, including ensuring vaccination compliance (TB, MMR, and Meningococcal) among students residing in campus housing.	Student health services team members Resident Housing Director	District; resident housing director and manager	Track Vaccination Compliance by: **Maintain a centralized database:** Record and maintain vaccination compliance for TB, MMR, and Meningococcal vaccines for students residing in campus housing. De Anza students will submit their documentation through the Pyramed Health Portal, while Foothill students will submit records via email until additional support from Foothill Student Health Services is established. **Flag non-compliance:** Automatically flag students missing	Provide housing staff a weekly or monthly compliance report. Conduct a timely follow up for incomplete and missing vaccine records. Track trends and persistent barriers (insurance issues, knowledge gaps, lack of access).

Commented [RK4]: Do students sign a HIPAA release? I'm not certain what information is being shared, but we want to be sure we are protecting ourselves.

				required vaccinations or whose records are incomplete or expired. **Generate reports:** Produce monthly or quarterly reports to identify trends and ensure compliance rates are improving.	
OKRs Objective (New)	Provide high-quality, cost-effective clinical services through participation in the Family PACT Program, Spring Quarter 2026.	All team members of the student health services	General student population, DASG, Athletic Program	Timely completion of Family Pact training among all team members as a requirement of the application process. Integrate Family Pact Information into existing college processes such as student orientation, welcome week, resource fair, classroom announcements Leverage Digital and Online Platforms - create a dedicated Family PACT webpage with eligibility, covered services, and appointment instructions at the student health services website On-Campus Outreach & Visual Materials – posters, flyers, brochure racks at Student Health Services, counseling offices, Basic Needs Center, and ISP office. Partnerships With Key Campus Programs – Athletic Dept., Office of Equity & LGBTQ+ Resource Center, DASG, resident life, Guided pathways	Evaluating utilization helps determine whether students are accessing and benefiting from the reproductive health services available through the Family FACT program. The key methods and indicators to assess the utilization of Family PACT Program include: Evaluate Outreach and Awareness Impact - measure how outreach efforts affect program usage. Analyze Demographic and Equity Indicators - assess who is using the program: age, gender identity, race/ethnicity (without compromising privacy); International vs domestic students; Housing residents vs commuters. Track Reimbursement and Billing Data – review the number of claims submitted; number of claims approved or denied; total reimbursement amount received; trend of

> **Commented [RK5]:** This is a great initiative - just be sure we continue to work with the disproportionally impacted communities as identified in our equity plan.

				(villages); SSRS programs; EOPS and ISP.	reimbursement over time. Monitor Service Usage Through Visit Data - analyze the types and frequency of services provided under Family PACT: STI testing and treatment; contraceptive counseling and dispensing (pills, IUD referrals, condoms, emergency contraception); pregnancy testing and preventive services (Pap smears, breast exams). Assess the need for on-site phlebotomy services to support STI blood testing.

7. **Describe the impact to date of previously requested resources (personnel and instructional equipment, facilities/upgrades) including both requests that were approved and were not approved. For example, what impact have these resources had on your program/department/office and measures of student success or client satisfaction and what have you been able to and unable to accomplish due to resource requests that were approved or not approved?**

In the previous annual program review update, Student Health Services requested the position of a Health Promotion Specialist, which received a moderate ranking and was not approved. However, due to the increasing demand for laboratory testing among both international and domestic students, as well as the challenges related to reliable transportation, the need for fully functional on-site phlebotomy services has become increasingly critical. As noted in the previous program review, blood draw requests have continued to rise and are expected to grow further with the implementation of the Family PACT program. Currently, Student Health Services is collaborating with the Allied Health Lab Tech Program to provide one day of phlebotomy services to students that started Winter Quarter 2025. With the planned retirement of the lead lab technician in Winter Quarter 2026, the continuity of these services is uncertain. This poses a potential gap in the only on-campus resource available for phlebotomy services. To address this potential gap and ensure the continued provision of this critical service to students, the appointment of a part-time on-site phlebotomy technician is highly needed.

With the Family PACT program expected to launch in Spring 2026, hiring a part-time Medi-Cal Biller is essential. This role will help the clinic director manage complex billing tasks, verify student eligibility, submit accurate claims, and ensure timely Medi-Cal reimbursement. Without dedicated billing support, the team may face delays or errors that could affect the program's financial stability and reduce student access to free, confidential reproductive health services. This position will also help ensure regulatory compliance and accurate documentation, allowing Student Health Services to maintain high-quality care while serving a growing number of Family PACT students.

8. **How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients? If you have not requested or received resources, still describe how your area has been able to serve disproportionately impacted students/clients.**

   Consistent in-house phlebotomy services are essential for Student Health Services. The lack of these resources can lead to student inconvenience, longer wait times, and barriers to care, especially for ISP students. Students must go off-campus for important lab tests—such as STI screenings, TB blood tests, vaccine titers, and other diagnostics—which often causes delays in diagnosis, treatment, and meeting required health clearances for housing, ISP, transfer, and allied health programs. These off-site referrals especially impact students with transportation, financial, or scheduling challenges, reducing their access to care and compliance with health requirements. Relying on external labs also increases administrative work and the risk of delayed results, miscommunication, or lost paperwork. These issues lower student satisfaction and engagement with preventive services. Without consistent on-site phlebotomy, it is also harder to fully implement and sustain programs like Family PACT, which depend on timely lab testing for reimbursement and continuity of care.

   With the anticipated increase in demand for free reproductive health services through the Family PACT program once implemented, the need for a part-time Medi-Cal Biller is essential. A dedicated Medi-Cal biller will assist the clinic director to ensure all services rendered through Family PACT program are billed correctly and reimbursed on time. This ensures that students will continue to receive FREE reproductive and sexual health services without delays or unexpected costs. Without a dedicated biller, mistakes or delays in billing could reduce funding, limit available services, and lead to longer wait times. The biller also helps keep the program compliant with state requirements, allowing Student Health Services to maintain and expand these free services to all qualified students.

9. **Refer back to your Comprehensive Program Review and Annual Program Review Update from the past two years under the section titled Assessment Cycle or the SLO website (https://www.deanza.edu/slo/. In the table below, provide a summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and**

equity. If your area has not undergone an assessment cycle, please do so before completing the table below.

Table 1. Reflection on Learning Outcomes (SLO, AUO, SSLO)

Learning Outcome (SLO, AUO, SSLO)	Redesigning and restructuring health services program-adopting strategies to improve quality of care, operational procedures, workflow processes, reducing costs, and increase patient satisfaction.
Method of Assessment of Learning Outcome (please elaborate)	For this program review, the focus of this learning outcome is to enhance the workflow processes and operational procedures for tracking, documenting, and verifying vaccine compliance among students residing in campus housing. The methods of assessment include: • **Centralized Digital Submission Platform:** require all students to submit vaccine records through a secure, centralized portal (e.g., Pyramed Student Health Portal); provide clear step-by-step instructions, including acceptable forms of documentation; and allow upload of official records, and immunization certificates. • **Reminder and notification system:** resident housing manager to configure the system to notify the students regarding upcoming deadlines, or any missing or incomplete documentation. • **Integrate compliance tracking:** generate real-time reports showing compliant, noncompliant, and pending students for follow-up. • **Consistency:** Ensure consistent enforcement and follow-up for all students. This is the first quarter in which vaccine compliance data will be evaluated.
Summary of Assessment Results	Students residing in the campus housing community are required to meet immunization requirements for the TB test, measles, mumps, and rubella (MMR) vaccines, and the meningococcal vaccine, as outlined by the California Department of Public Health Immunization Recommendations and Screening Requirements for California Colleges & Universities. Vaccine compliance data was collected at the start of Fall Quarter 2025. All residents were formally notified by the housing manager to submit the required immunization documentation for verification. The most recent compliance data noted this month of December indicates that fewer than 5% of students residing in the campus housing community have met the required immunization standards. The report was provided to the resident housing director and manager to facilitate consistent enforcement (i.e., Maxient reporting) and ensure timely follow-up with all students. Student Health Services is consistently meeting with the campus housing director and manager to streamline the notification process, review the submission timelines, establish firm deadlines, and enforce compliance measures. Since this is a new process, resident housing vaccine compliance data will be further evaluated in Winter Quarter 2026. This evaluation will assess the

	effectiveness of the streamlined submission procedures, adherence to deadlines, and overall improvement in student compliance rates. Findings from this assessment will inform any necessary adjustments to ensure continued efficiency and full compliance with immunization requirements.
Reflection on Results	One of the primary factors contributing to the low vaccine compliance rate is the delay in notifying students of the immunization requirements and in establishing a firm deadline for submitting vaccine records. Some students, particularly international students (ISP), have misunderstood the distinction between ISP vaccine requirements and resident housing requirements, which has further delayed submission.

Additionally, Foothill College students have experienced challenges submitting their vaccine records because the college does not have a designated department to review and verify these submissions. Foothill administrators are currently determining which department will assume this responsibility. In the interim, the De Anza Student Health Services team is temporarily reviewing Foothill students' records via secure email. |
| Strategies Implemented or Plan to be Implemented (aka: enhancements) | The planned strategy to streamline the review of vaccine records for students in the housing community is to continue implementing the methods outlined under "Methods of Assessment," while ensuring that consistent notifications and enforcement measures are clearly communicated to students. |

Please email this form to your dean/manager.

10. Dean Manager Comments:

The Student Health Services program has provided a thoughtful review that highlights both the impressive work accomplished this year and the significant pressures shaping the department's future. I want to begin by acknowledging the hard work, professionalism, and compassion demonstrated by the entire team. Their ability to sustain high quality care, expand access, and respond to the complex needs of students reflects an extraordinary commitment to service and to the mission of De Anza College.

This review makes clear that Student Health Services is not only a medical resource but a central part of our student success infrastructure. The connections between physical health, academic performance, retention, and completion are well documented, and we see those realities on our campus every day. When students cannot access timely healthcare or preventive services, their academic momentum and sense of stability suffer. In this way, Student Health Services directly advances our Strategic Plan's goals related to equitable engagement, holistic support, and community well-being.

At the same time, the review identifies concerns that require urgent institutional attention. Rising compliance expectations, expanded clinical responsibilities, and the increasing complexity of student needs have placed significant strain on a small and overstretched team. These demands include managing immunization compliance for student housing, supporting international student health verification, and assuming clinical responsibilities for Foothill College students who do not have access to an on-campus health center. These expanded responsibilities have real implications for public health and institutional risk.

The issue of international student health compliance is particularly concerning. Based on current data, compliance does not appear to be an institutional priority, even though international students may arrive with varied vaccination histories and may be more vulnerable to communicable infections. One outbreak in housing or among international populations would carry serious academic, financial, and reputational consequences for the college and the district. While we remain committed to partnership, this model is not sustainable without additional resources. Health compliance and communicable disease prevention must be understood as shared college-wide responsibilities, not tasks delegated to one program operating without adequate infrastructure, authority, or support.

A central theme throughout this review is the inadequacy of the current funding model. Reliance on the student health fee alone is no longer sufficient to support the clinical care, compliance work, preventive education, and public health responsibilities that define Student Health Services today. If we expect this program to meet the needs of a diverse, high-need student population, we must expand its fiscal base. This includes exploring general fund support, district-level investment, revenue recovery through billing, and targeted grant opportunities. Without broader institutional financial support, the program will remain in a reactive posture despite its essential role in advancing student success and protecting campus health.

The recommendations offered by the team are thoughtful and forward-looking. Expanding embedded clinical support in high-need student communities, improving after-hours and digital access, strengthening compliance infrastructure, and developing a more integrated wellness ecosystem are all strategies that align closely with our Strategic Plan. The request for a dedicated and modern facility is also well justified. A trauma-informed, clinically appropriate space is essential for student dignity, privacy, safety, and effective crisis response.

I want to again express my appreciation for the depth of reflection and honesty in this review. The Student Health Services team continues to demonstrate resilience, compassion, and a deep commitment to equity and well-being. As Dean, I fully support the vision outlined in this program review and will work with college and district leadership to explore sustainable funding models, staffing structures, and facilities planning that reflect the essential role Student Health Services plays in the success and safety of our students.

11. Vice President/Associate Vice President Comments:

Student Health Services is a program with many complex regulatory requirements, funding challenges and less than optimal facilities and number of staff. The dedicated, professional staff members provide high-quality, student-centered health services to meet the varied needs of our diverse student populations. However, as pointed out in the dean's comments, the department's available human and fiscal resources are far less than adequate to support the programs and services provided to the students it serves. In addition, the location is not well suited for providing Cal OSHA HIPAA compliant spaces to meet the students' unique medical needs. It is recommended that the department request a more appropriate facility space/location. An additional general fund position would also greatly help the department to improve staffing levels.

Email the form to RAPP tri-chairs.