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Enter information for 2016-17 only. Prior years need to be entered in Word document and sent to Vice President of Student Services.

**Dept SS - (SD) Psychological Services**

**2018-19 Annual Program Review Update Submitted By:**

Michele LeBleu-Burns

**SS Program Review Reporting Year:** 2018-19

**SS 1a) Program Name:** Psychological Services

**SS 1b) Name(s) of the author(s) of this report:** Siew Kuek, William Firmender and Michele LeBleu-Burns

**SS 1c) Number students served annually & trend increasing, even, decreasing:** Individual face to face clinical hours:

- 2010/2011 = 239 hours
- 2011/2012 = 342 hours
- 2012/2013 = 397 hours
- 2013/2014 = 671 hours
- 2014/2015 = 806 hours
- 2015/2016 = 839 hours
- 2016/2017 = 989 hours (15% increase over 2015-16)

2017-2018 Face to Face Individual Sessions: 1138  
2018-2019 to date: 813

Group Workshops in Fall/Winter:  
Safezone = average 3 participants (3 sessions)  
Knit for a Cause = average 25 participants (4 sessions)

**SS 1d) Who are the typical students served by this program?**  
: Psychological Services serves currently registered De Anza students.

**SS 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.

**SS 2b) In what ways and to what extent does 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. Student Learning Outcomes (SLOs) will be conducted on an annual basis to ensure that service standards are met.

**SS 2c) In what ways and to what extent does program**

**support College Mission statement?:** 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. In addition, the provision of mental health services is in line with research that shows its importance for academic achievement and the enhancement of the college experience.

**SS 3a) In what ways and to what extent does the program assure equitable access for all students?:**

1. All currently enrolled students are eligible for services.
2. A maximum of 12 sessions are provided at no charge. The limit of sessions is to ensure breadth of care in terms of the number of students enrolled at the college.
3. Referral services are available for continuing care.
4. Regularly scheduled outreach events provide psycho-educational opportunities that complement individualized sessions.
5. Outreach events as publicity to highlight accessibility to care.
6. The recruitment of graduate interns who are accumulating hours towards licensure (with no monetary reimbursement of hours worked) greatly expanded the availability of clinical hours for De Anza students.

**SS 3b) State ways and extent that program encourages personal and civic responsibility.:** Students accessing services are:

1. Provided (at intake) with paperwork that spells out the terms under which services are provided and expectations of student responsibilities with regard the acceptance of services
2. The terms for treatment are then reiterated at the first face to face meeting where the opportunity exist for clarifications for any query related to the paper version with regards the parameters guiding treatment.

**SS 3c)State ways & extent program designs, maintains and evaluates counseling &/or academic advising:** 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. These interns work for no monetary reimbursement in exchange for hours earned towards graduation in their clinical psychology program. They are evaluated twice a year on their performance of psychological and therapeutic counseling skills.

**SS 3d)State ways & extent program support/enhances student understanding & appreciation of diversity:**

1. The training program for interns emphasizes a plurality of theoretical understanding of human psychology and behavior.
2. We are an equal opportunity recruiter of practicum interns of diverse ethnic, gender, socioeconomic, special needs and language backgrounds to meet the diverse needs of our De Anza students.

3. Outreach events encompass issues of concerns that relate to students of color, students from disenfranchised backgrounds, LGBTQAI communities, Veterans, International students etc.

**SS 3e) State ways & extent program regularly evaluates admissions & placement practices:** Not Applicable.

**SS 3f) State ways & extent program maintain student records securely & confidentially?:** All charts are kept in locked files in secured rooms. We adhere to the American Psychological Association standards for record keeping.

**SS 4a) Have there been any significant staffing changes since the last APRU?:** Yes. The department hired a part-time unlicensed clinician to provide evening counseling hours one day per week.

**SS 4b) Are there any significant staffing changes that will be needed?:** Psychological Services will need to hire at least one part-time licensed mental health provider for the 201-2020 academic year. The program is also scheduled to hire one Administrative Assistant I by the end of the academic year. The program can also benefit from a separate permanent location, not subjected to constant moving of the physical office facilities.

**SS 5a) Have there been any significant facility changes since the last APRU?:** The Psychological Services department moved into a new, share facility during the summer of 2016. The new center currently houses Psychological Services and Veteran's services. While it was appropriate to move Psych Services out of the general counseling center, the size of the current space is completely inadequate for the type and level of service the program is striving to provide. In order to have adequate private rooms to see clients, a storage room has been converted to therapy space. Even with this "room" the lack of space limits the number of students the center can serve per hour (only 3 to 4 students per hour). In addition, the space does not offer the level of privacy needed to ensure full confidentiality. Noise machines are used to reduce/ muffle the sound of clients and therapists speaking during counseling sessions, but this is just a stopgap and not always completely effective. In addition, there has been negative feedback from student Veterans about housing these two areas together due to the stigma Veterans face due to mental health issues.

**SS 5b) Are there any significant facility changes that will be needed over the next five years?:** The Psychological Services department will need a stand alone facility that is not shared with others areas and large enough to meet the space needs. This will allow for more privacy, adequate rooms to see several clients per hour and the creation of a peaceful and soothing space conducive to supporting student mental health. There are numerous concern about the impending move of Psychological Services back to general counseling. Psychological Services needs a permanent location not subject to moving every one to two years. The constant move of the physical office does not bode well for staff morale and student confidence in quality of services. In addition being housed in the counseling

quality of services. In addition being in housed in the counseling center will be problematic when there are major psychiatric emergencies.

**SS 6a) Have there been any significant equipment changes since the last APRU?:** None

**SS 6b) Are there any significant equipment changes that will be needed over the next year?:** Unknown

**SS 7a) Have there been any significant operational cost changes since the last APRU?:** None

**SS 7b) Will any significant operational cost changes be needed over the next year? :** New furniture, fixtures and equipment will be needed when the department is in its new facility.

**SS 8a) Have there been any significant organizational alignment changes since the last APRU?:** An Case management Coordinator is a new position that has been created to provide support to students with behavioral issues and mental health concerns.

**SS 8b) Are there significant organizational alignment changes that will be needed over the next year:** Yes. Another

part time licensed clinician.

**SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?:** The California State Legislature approved a one-time funding of \$10 million for California Community Colleges to support mental health services and training (Senate Bill #1004 Chapter 843.) De Anza College is allocated \$136,435.00.

**SS 9b) State significant changes in regulations/laws/policies affecting program over next year.:** In light of Senate Bill #1004 Chapter 843, program planning over the next five years will take into account this additional funding.

**SS 10a) State any significant professional development activities for the program since last APRU.:** Structured Interview for Violence Risk Assessment 35 (SIVRA 35) Training for Post-doctoral fellow.

**SS 10b) State any significant professional development needs for the program for the next year.:** Yes.

1. SIVRA 35: Training for every new faculty hire.
2. Mandated (by the California Board of Psychology) training in "Clinical Supervision" for clinicians in supervisory role.
3. Mandated training in "Law and Ethics" for clinicians in supervisory role.
4. Mandated training in "Suicide Intervention Skills" for clinicians in supervisory role.
5. One or two independently contracted licensed supervisors to augment weekly Group Case Conference and Didactic Training (as part of BAPIC contract agreement) for practicum-ship graduate interns.

**SS 11a) Have there been any significant curriculum since the last APRU?:** Not Applicable

**SS 11b) State any significant curriculum issues that will affect the program over the next year.:** Not Applicable

**SS 11c) State the aggregate student success rate in the instructional portions of the program?:** Not Applicable

**SS 11d) State gap of student success rates with targeted groups.:** Not Applicable

**SS 12a) Have there been any other significant program changes since the last APRU?:** None

**SS 2b) Are there any other significant issues that will affect the program over the next year?:** Two considerations:

1. Demand has been increasing year to year.
2. Demand for extended care (beyond the 12 session limit) has also increased.

In response to the above, the following may be offered in the coming year 2019-2020:

Weekly Group Therapy Sessions whether conducted by Psychological Services personnel ourselves or in collaboration to other departments on campus eg. Occupational Training Institute, The Tutoring Center etc.

**SS 13a) What are the current/active program outcome statements?:** Student Learning Outcome

1. Two forms (to be signed separately) created by the Psychological Services Department specifying the terms under which services are provided.
2. The Counseling Center Assessment of Psychological Symptoms-62 (CCAPS 62) was utilized as a tool to assess for three areas of concern with students at intake:  
Suicidality  
Homicidality  
Substance Abuse

**SS 13b) How many SSLO/SLO statements have been assessed since the last APRU?:** Four SSLO outcome statements have been assess since the last APRU. Granted that this program only started as a stand-alone department in 2013/2014.

**SS 13c) Summarize the outcomes assessment findings and resulting program enhancements since last APR:** 1. There are two intake forms that have to be signed separately attesting to the terms under which services are provided.

- 1.1 Target for success: 90% of all forms will have signatures attesting to an understanding of the terms under which services are provided.
- 1.2 Date Added: 03/04/2015
- 1.3 Active: Yes and ongoing until end of academic year 2018/2019.
- 1.4 Result: Less than 2% did not fill out paperwork and these were mainly students who arrive in crises and paperwork did not get completed in a timely manner. The inconsistency in administrative help meant that documents were not properly completed or collected

due to deficient administrative coverage.

2. A Counseling Center Assessment of Psychological Symptoms-62 (CCAPS-62) was utilized at intake to assess for three areas of concerns:

- Suicidality
- Homicidality
- Suicidality

2.1 Target for success: 80% of all intakes will complete the CCAPS-62

2.2 Date Implemented: 07/01/2016

2.3 Active: Yes and ongoing until the end of the academic year 2018/2019.

2.4 Results: We have exceeded the 80% target.

2.5 Comment: The CCAPS has allowed us to better flag students with issues of concerns that are potentially lethal and to provide treatment appropriate to the seriousness of symptom presentation.

**SS 13d) What are the program outcome assessment plans for the next year?:** Permission for usage of the CCAPS-62 was given on a goodwill basis by the developer of the instrument. The terms for use specified that we were allowed to use the instrument but to not publish our results in any form.

Recently (since Fall 2018), the CCAPS-62 has been offered as a licensed online data collection and processing service that will, for a small fee, generate information for a variety of mental health functioning for each protocol scored.

We, at the Psychological Services Department, would like to adopt the online service to track pre and post treatment results of students accessing our services. This will help generate data attesting to the quality of services provided. The plan is to collect information over a three-year period.

- Date of Implementation: Fall 2019
- Projected Activity: 2019/2020
- Projected Activity: 2020/2021
- Projected Activity: 2021/2022
- Target: As a result of treatment, there will be an improvement in symptoms as evidenced through a comparison of pre and post treatment results on the CCAPS-62.

**SS 14) Analysis of the program from last APRU, now, and anticipate over next year.:** 1. There has been an increase in demand and provision of clinical services as evidenced by the increase in clinical hours provided to meet those demands.  
2. There is limited space for expansion for the department as evidenced by the constant move that the department has been subjected to in order to accommodate overall campus support service needs. This does not bode well for staff morale nor quality of care.  
3. There is a need for a more permanent location to ensure continuity

of care that ethically prioritizes the mental health of our students.

4. The main factor that contributed to our department meeting our

SLO targets was the hiring of a qualified and dependable administrative assistant who ensured that all intake paperwork were distributed in a timely fashion, and collected appropriately. The target rate for meeting documentation standards could be increased with the hiring of a permanent administrative assistance as opposed to a TEA who could only work a limited number of hours. Without the assistance of reliable administrative support, the department suffers in meeting ethical documentation standards. It is imperative that the position of a TEA for Psychological Services be converted to a permanent position, which should be accomplished by the end of the current academic year.

5. The dependence on one full time faculty member licensed to supervise a cohort of 5-6 interns providing care is untenable. Another part-time permanent licensed clinician should be hired to provide supervisory support for the department.

**SS 15a) Name of the Division and the names of the programs.:** Student Development Division:

- 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)

- Americans with Disabilities Act (ADA)/504 Compliance

- Unlawful Harassment and Discrimination Coordination

Guardian Scholars (Foster Youth)

**SS 15b) Who wrote the Divisional Perspective?:** Michele Lebleu-Burns, Dean of Student Development and EOPS/CARE

**SS 15c) Summarize the CPRs written by the programs of the Division.:** The Student Development Division, which is comprised of Extended Opportunities Programs and Services, the Office of College Life, Health Services, Student Judicial Affairs and ADA/504. Has continued to grow over the past several years as program areas have been added or developed to address the educational, social, learning and development needs of a diverse student population, by cultivating strategic partnerships with other student services and instructional departments/divisions, faculty, staff and administrators. Due to the length of tenure of the division employees, changes in the form of employee retirements will be a challenge over the next several years. In addition, declining enrollment has and will potentially have a continued negative effect on department revenues. This is specifically true for College Life, which relies on student body card sales and Flea Market revenues to support clubs and student government and the

many campus programs funded by the student body senate including student tutoring, athletics, Vasconcellos Institute for Democracy in Action (VIDA) and the Honors Program to name a few. Health Services, which includes Clinical Health Services, Health Education and Wellness and Psychological Services have also seen declining revenues from the health fee as a result of the decrease of enrollment college-wide. Despite these challenges, the division has consistently provided high quality, student centered services to De Anza College Students.