



Student Services Program Review Report Health Center

Manager: Marla McBride MSN, RN, FNP Director Student Health and Wellness Services

Names of people who contributed to this report: Dr. Ali, Medical Director; Dr. Rebecca Gomez, Dean of Health Science Dept.; Sharon Bataran, Administrative Assistant; Julie Vorathavorn, RN; and Yvonne Olive, FNP.

Date: May 15th 2019

Date of previous program review: 05/31/2016

Part 1. Satisfaction with Support Services Provided

The survey findings support the quality of all services provided to students. Staff knowledge, helpfulness, quality of materials and overall quality of service remain high, ranging from 95.5% to 97.7%. There are slight increases in all areas surveyed- especially hours of operation. These findings are significant because all respondents were patients in the Health and Wellness Center (H & W Center). The primary goal of the H & W Center is to provide high quality physical and mental health and wellness services to students and increase awareness of and access to services.

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in Last Review	% Difference
Hours of operation	61.4%	28.4%	89.8%	83.5%	6.3%
Timeliness of response	65.9%	27.3%	93.2%	92.3%	0.9%
Clarity of procedures	67.0%	26.1%	93.2%	90.0%	3.2%
Quality of materials	66.3%	31.4%	97.7%	96.2%	1.5%
Staff helpfulness	77.5%	19.1%	96.6%	94.9%	1.7%
Staff knowledge	75.3%	21.3%	96.6%	96.2%	0.4%
Overall quality of service	76.1%	19.3%	95.5%	92.5%	3.0%

Part 2. Changes since last Program Review and Evaluation of Previous Goals

Provide a brief summary of the survey results (see Appendix A) and comparative analysis of the survey results with the results from the previous cycle (see table in Part 1). Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has

faced since the last review, particularly in relation to the survey results. Additionally, describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.

Consistent survey responses showed increases in all areas from the last survey cycle. The important difference in 2019 is that all respondents had used services at the H & W Center- compared to the previous survey where not all respondents had been to the H & W Center.

Summary and Comparative Analysis of Survey Results:

The greatest difference from the last survey was in the “hours of operation”. In 2016 the “hours of operation” had the lowest response in the survey at 83.5%. The H & W Center focused on this topic by implementing in house student surveys with Survey Monkey to ask specific questions regarding care, services and hours. These internal survey results and staff input from H & W Center meetings directed modifications to scheduling and staffing. The H & W Center trialed overlapping breaks to remain open during lunch hours, blocking open hours for walk ins with urgent medical and mental health crisis complaints, and remaining open for phone calls when there were emergent closures due to staffing. These trials were successful and were fully implemented; the improved survey responses to “hours of operation” further reflect this positive change.

The survey results from 2016 and 2019 continue to show that 62% of the student body has health insurance compared to the state statistics showing college students insured at 30-40%. Cypress College has a higher number of insured students than the state and national statistics.

Comments on Previous Goals:

The H & W Center continues to be challenged with limitations of staff, space, location and financial resources. The first goal of the previous Program Review was to increase awareness and utilization of the H & W Center by 5%, which would be difficult to obtain given the current space and staffing limitations. The H & W Center consistently provides services to approximately one third of the campus population despite the limitations. This correlates to approximately 4,500 students in 2019 compared to 4,800 in 2016. The current numbers reflect actual individual visits with a HCP, not repeat or non-provider contacts.

A 2016 goal used an objective of implementing Student Health 101, an online service that was trialed with insufficient student participation to sustain the financial cost to continue. The most effective method of outreach was found to be classroom presentations, participation in campus events and providing events related to health and mental wellness for the campus.

The second goal of the 2016 Program Review was to establish a full time Mental Health Counselor position for the campus and this has not been met. Students, faculty and staff have supported the position and a job description has been completed but funding of this position remains an obstacle in establishing this much needed position for Cypress College. The ongoing increase in demand for counseling and the number of crisis visits to the H & W Center clearly support the need for more counseling hours and services. The total number of individual students receiving counseling in 2016 was 164 versus 243 in 2019- an almost 30% increase. The number of crisis visits went from 12 in 2016 to 45 in 2019- the visits have almost quadrupled. Mental Health is an ongoing public, community and college issue that needs to be addressed with more services than are currently available. There are currently 14,000+ students: 1 MH Counselor/36 hours per week at Cypress College. Mental health and wellness will continue to be a priority in the goals and objectives of the H & W Center.

Accomplishments, Improvements, Obstacles, and/or Challenges:

The ultimate accomplishment of the H & W Center is to provide high quality physical and mental health and wellness services to all; which is supported by the “overall quality” student ratings of 95.5%. The

ongoing challenge is to provide these services within the aforementioned limitations to all students who may be in need.

Part 3. Mission Statement and Student Services Student Learning Outcomes (SSSLOs)

Provide the mission statement of your department/program and summarize the student learning outcomes (SLOs) for the department/program.

Mission Statement:

The mission of the Cypress College Health and Wellness Center is to:

- Support student success through the delivery of quality physical and mental health and wellness services
- Promote lifelong wellness and healthy lifestyles
- Educate about access to community health resources
- Empower students to become responsible for their own health and wellness

SSSLOs:

1. Cypress College H & W Center will provide high quality health and wellness services, and wellness education, to allow students the opportunity to maximize their potential for success in achieving their educational goals.
 - a. After seeing Health Care Provider (HCP), students will be able to state 2-3 actions they learned during this visit they can use to care for themselves.
 - b. When students have visited the H & W Center, or outreach event/presentation sponsored by the H & W Center, they will be able to describe what services are offered in person, online and how to access community resources
 - c. After receiving STI (Sexually Transmitted Infections) screening and testing, students will be able to discuss two behaviors which will help to decrease their risk of acquiring STIs.
 - d. After informational presentations or events presented by the H & W Center on tobacco, students will be able to verbalize cessation services available on campus and in the community.
 - e. Subsequent to birth control education presented by a HCP, the student will state be able to describe 2 methods and how to access information.
 - f. After seeing a HCP for BMI/weight related issues, students will be able to state 2-3 physical activities and nutritional changes that would improve their health.
2. Cypress H & W Center will provide appropriate mental health services that deal with depression, stress, anxiety, and inter-relationship issues, and their effects of personal wellness related to feelings of being overwhelmed.
 - a. After seeing a Mental Health Counselor/NP, students will be able to state 2-3 actions discussed during this visit to reduce stress and/or anxiety in their lives.

Part 4. Student Services Student Learning Outcomes (SSSLO) and Program Student Learning Outcomes (PSLO) Assessment

SSSLOs are assessed annually and are mapped to the college's PSLOs and ISLOs. SSSLO assessment provides an opportunity for dialogue regarding best practices and challenges in achieving outcomes. Review and summarize the results of the last two SSSLO cycles. Please include highlights from your SSSLO results and action plans, including best practices and challenges. What changes will be made to your programs and services, and/or the SSSLO process as a result of this assessment?

The H & W Center SSSLOs target behaviors related to student health and wellness. The student survey matches the in house surveys students complete after services have been rendered. The objectives are being met on an individual basis; however, the access and utilization of services is an ongoing challenge. This will be a focus in the ongoing prioritization of goals and objectives for the H & W Center to increase awareness and access.

SSSLO Assessment Results from 2016-18 (theme: one-stop to non-stop) and 2018-20 (theme: guided pathways):

Changes as a Result of SSSLO Assessment:

The SSSLO are met on a daily and ongoing basis with each student. The access of services to a wider audience as previously stated is a challenge. The employment of a health educator to address outreach and event planning has assisted in the promotion of services to the larger campus community. The services provided support all students with health and mental health issues that research repeatedly shows are the most frequent obstacle to students academic success.

Part 5. Faculty/Staff Involvement

Summarize the involvement of faculty/staff in the review process.

The H & W Center staff are licensed professionals who utilize national guidelines and standards of care to provide current and safe medical and mental health services to all seeking care. Department meetings and trainings are provided to keep staff current on guidelines, best practices, and new research. There is transparency in the program review and SLOs at department meetings. Discussion, feedback and ideas are encouraged and implemented with group concurrence. The Medical Director is engaged in the program review and provides feedback in all Program Reviews, SSSLOs and ISLOs.

Part 6. Connecting Department Goals to Strategic Planning and Major Campus Initiatives.

Identify general goals and specific, measurable objectives your department/program plans to achieve within the next four years and respond to the related questions for each goal. These goals must directly relate to at least one of our major campus initiatives (see list below). Departments/programs should identify at least one goal per year. If any of your goals require fiscal resources, please complete Part 7.

Major Plans and Initiatives: SSSLOs, District or College Educational Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, District or College Strategic Plan, Distance Education Plan, Technology Plan, Guided Pathways, Promise Program, NOCCCD Pledge, Dual Enrollment, Strong Workforce, College Outcome Assessment and Review Cycle Plan, or another plan or initiative.

Please modify the number of goals and objectives outlined below as needed.

Mental Health Counseling Program

Year 1: Goal 1: Actualize a **Mental Health Counseling Program** that supports students in need and promotes mental health and wellness. Students in need struggling with depression, suicidal thoughts, situational loss, anxiety, stress, interpersonal/relationship issues, and feeling overwhelmed would be provided services.

Supports plan(s) or campus initiative(s): H & W Center SSSLOs and ISLOs- IIID1, IVA1, IVB1, IVC1, Supports Guided Pathways, Student Success and Support Program

Objective 1: Establish a fulltime Mental Health Counseling position with ability to provide oversight to interns and act as a campus resource for mental health issues.

Person(s) responsible: Marla McBride, Director H & W Center, Rebecca Gomez Dean of Health Science

Timeframe: Project by end of Fall 2019.

Objective 2: Implement a student engagement program to support mental health, suicide prevention, and mental health trainings for students and staff. An example is Active Minds, a national student organization that provides structure for campus peer mental health organization.

Person(s) responsible: Marla McBride and future Mental Health Counselor

Timeframe: Estimate the end of Spring 2021

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response: The full time Mental Health Counseling position will require funding from general funds or other resources to support a position of \$100,000 -125,000 annually plus benefits. Funding to support promotional and educational programs related to mental health- such as: Movies4MentalHealth, Our bodies/Our Minds, Active Minds for students, Suicide prevention trainings, etc. Estimate \$10,000 for these services.

There is no space for these services in the current H & W Center. There is currently one room for counseling and no other space available at this site. The implementation of this program would require adequate space to provide services, staff work areas and meeting space to review with interns and staff. This would require office furniture, computers and equipment to be purchased to support this service.

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response:

The success of this goal will be measured by hiring a qualified Mental Health Counselor, increased number of students and staff participating in events and trainings offered, increased overall number of individual students participating in individual and group counseling, and the existence of a student mental health support group with active membership.

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

x	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
x	Retention and/or Persistence
	Student Engagement
x	Student Access
x	Student Support
	Student Learning
x	Student Advocacy

x	Accessibility/Universal Design
x	Other (please specify): Mental Health

Year 2: Goal 1: Collaborate with community mental health services to provide a referral system for students in need; and establish a student peer to peer mental health outreach program.

Supports plan(s) or campus initiative(s): H & W Center SSSLOs and ISLOs, Supports Guided Pathways, Student Success and Support Program

Objective 1: Formalize contract with community resources to provide therapy to students with mental health needs beyond the scope of the H & W Center.

Person(s) responsible: Marla McBride and Mental Health Counselor

Timeframe: 18 months after starting as fulltime mental health counselor

Objective 2: Implement a mental health internship program with community post- doc and certified programs in mental health counseling to provide mental health services under the supervision of the Mental Health Counselor and policies of the H & W Center.

Person(s) responsible: Marla McBride and fulltime mental health counselor

Timeframe: 24 months after starting fulltime position as mental health counselor

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response:

As above, these objectives will require space to provide counseling rooms for interns and an office for the fulltime mental health counselor to provide oversight and meet with outside agencies as needed. These offices would need furniture, computers, etc. to provide these services. There may be need of a financial stipend to pay Mental Health Interns.

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response:

The success of this program would be measured by the number of students who are successfully referred to an outside mental health resource. This would include follow-up with the student per H & W Center policy. The number of interns and the number of students seen will verify the strength of this service.

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

x	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
x	Retention and/or Persistence
	Student Engagement
x	Student Access
x	Student Support

	Student Learning
	Student Advocacy
x	Accessibility/Universal Design
x	Other (please specify): mental health

Year 3: Goal 1: To be determined collaboratively with the fulltime Mental Health Counselor after the first year of employment.

Please modify the number of goals and objectives outlined below as needed.

Health and Wellness Promotion, Education and Services

Year 1: Goal 1: Health and Wellness Promotion, Education and Services

Promote the health and wellness of our students and to increase access and utilization of services by students in need. Focus will be placed on the health issues that cause students to alter their academic paths per the Health Services Association of CCC, American College Health Association and Orange County Health Care Agency (OCHCA): Sexually Transmitted Infections (STIs), birth control (all visits to obtain and refill birth control pills, pamphlets, Plan B, referrals), wellness screening (including lab work, vaccinations, PAP testing, BP and vision screenings, screenings such as Breast and Testicle Self Exams) and tobacco cessation.

Supports plan(s) or campus initiative(s): H & W Center SSSLOs and ISLOs- IIID1, IVA1, IVB1, IVC1, Supports Guided Pathways, Student Success and Support

Objective 1:

To promote personal health awareness by dissemination of health information by a focused campaign directed at the primary health concerns of STIs, birth control, wellness screenings and tobacco cessation. This would require input from campus participants to assist in development and implementation to distribute the information.

Orange County, California and the United States have experienced over a 100% increase in the number of STIs reported. Cypress College has also seen a 100% increase in STIs over the last three years. The H & W Center is pursuing a contract with “Family Pact” per the California Department of Health Care Services to support students without insurance or the financial means to pay for birth control, STI screening, and wellness screenings. If students qualify for Family Pact- a program through California Department of Health Care Services, the H & W Center would be reimbursed for services rendered.

Person(s) responsible: Marla McBride Director H & W Center, Julie Vorathavorn RN, and Krista Chavez-Camacho Health Educator

Timeframe: July 1st 2019 to June 30th 2022

Objective 2:

Promote tobacco cessation and prevention at Cypress College in collaboration with Orange County Health Care Agency (OCHCA) Tobacco Cessation Grant and Waymakers- Tobacco Prevention Grant. These Tobacco Grants were contracted with Cypress College to provide site support and interventions and will follow the grant guidelines for participation. The cessation grant will follow the protocols of the Orange County Tobacco Use and Prevention Program (TUPP). Utilize the Tobacco Survey results from

May 2019 to plan and implement strategies to engage all campus members in education, prevention and cessation related to tobacco.

To implement campus interventions and informational pathways to support the ongoing tobacco prevention and cessation for Cypress College.

Person(s) responsible: Marla McBride Director H & W Center, Rebecca Gomez Dena of Health Science, Health Educator to be hired per Tobacco Grant guidelines

Timeframe: July 1st 2019 to June 30th 2021.

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response:

The implementation of a focused campaign to address the listed health concerns will need the ongoing support of a fulltime Health Educator with work space, computer and phone access. Currently the part time position is utilizing space in the H & W Center as available, rotating with other staff and being paid TEA wages with a 9-week break in the summer months. This is challenging to manage communication on a part time basis with a 9-week break to organize and plan events and activities.

Significant challenge to pay for episodic events and items necessary to support these activities with the petty cash system in place instead of a H & W Center credit card paid monthly through a designated H & W Center account.

The OCHCA Tobacco Cessation Grant stipulates the use of \$50,000 each fiscal year (7/1/2019- 6/30/2020, 7/1/2020- 6/30/2021), 50% for the salary of a Health Educator to provide these services and 50% to provide outreach events, promotional supplies, etc. This will require office space for the Health Educator including computer and phone access. It will require increased office and staff support- which will involve more shared work space and sharing of computers/phones with multiple use.

The Waymakers Tobacco Prevention Grant stipulates the support of outreach events and engagement activities supported by the H & W Center. This will engage our current staff in extra duties.

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response:

The success of the Objective #1 is measured by the number of students participating in events, clicking on websites for information, receiving STI screenings and visits- including Family Pact participants, birth control visits and number of birth control products supplies (including birth control pills, Plan B and condoms provided), wellness visits (including lab work, flu vaccines, Tdap and Hepatitis B vaccines, TB screening, nutritional and weight management visits, BP screenings, vision screenings).

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

x	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
x	Retention and/or Persistence
	Student Engagement

x	Student Access
x	Student Support
x	Student Learning
	Student Advocacy
x	Accessibility/Universal Design
	Other (please specify):

Year 2: Goal 1:

Health and Wellness Promotion, Education and Services- ongoing from Year 1

Promote the health and wellness of our students and to increase access and utilization of services by students in need. As discussed in Year 1 above.

Supports plan(s) or campus initiative(s): H & W Center SSSLOs and ISLOs, Supports Guided Pathways, Student Success and Support Program

Objective 1: Ongoing from Year 1

To promote personal health awareness by dissemination of health information by a focused campaign directed at the primary health concerns of STIs, birth control, wellness screenings and tobacco cessation. This would require input from campus participants to assist in development and implementation to distribute the information.

Person(s) responsible: Marla McBride Director H & W Center, Krista Chavez-Camacho Health Educator, Julie Vorathavorn RN

Timeframe: July 1st 2020- June 30th 2021

Objective 2: Ongoing from Year 1

Promote tobacco cessation and prevention at Cypress College in collaboration with Orange County Health Care Agency (OCHCA) Tobacco Cessation Grant and Waymakers- Tobacco Prevention Grant. These Tobacco Grants were contracted with Cypress College to provide site support and interventions and will follow the grant guidelines for participation. The cessation grant will follow the protocols of the Orange County Tobacco Use and Prevention Program (TUPP).

Person(s) responsible: Marla McBride Director H & W Center, to be announced health educator

Timeframe: July 1st 2020- June 30th 2021

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response: The same as above under Year 1.

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response: The same as above under Year 1.

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

x	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
x	Retention and/or Persistence
	Student Engagement
x	Student Access
x	Student Support
	Student Learning
x	Student Advocacy
x	Accessibility/Universal Design
	Other (please specify):

Year 3: Goal 1:

Health and Wellness Promotion, Education and Services- ongoing from Year 1

Promote the health and wellness of our students and to increase access and utilization of services by students in need. As discussed in Year 1 above.

Supports the same plans and initiatives and responsible persons.

Objective 1: Ongoing from Year 1.

To promote personal health awareness by dissemination of health information by a focused campaign directed at the primary health concerns of STIs, birth control, wellness screenings and tobacco cessation. This would require input from campus participants to assist in development and implementation to distribute the information. Supports the same plans and initiatives and responsible persons.

Timeframe: July 1st 2021- June 30th 2022

Objective 2:

To maintain the promotion of tobacco prevention and cessation at Cypress College as established in the previous two years with the OCHCA and Waymakers Grants. Continue to reassess the campus interventions and informational pathways to support services.

Person(s) responsible: Marla McBride Director H & W Center, current Health Educator

Timeframe: July 1st 2021- June 30th 2022

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response: The materials and support needed to maintain outreach and informational systems to provide services.

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response: Same as Year 1.

Part 7. Student Services Program Review Committee Comments

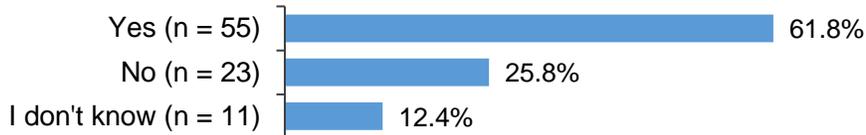
Reviewer Comments:

Appendix A: Student Services Program Review Survey Results

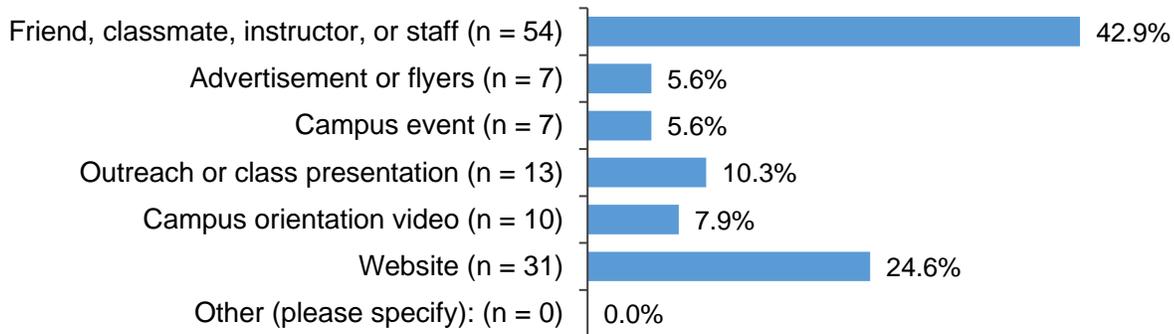
Health Center

A survey was administered to 89 students after they completed a visit at the Health Center. The results are summarized below.

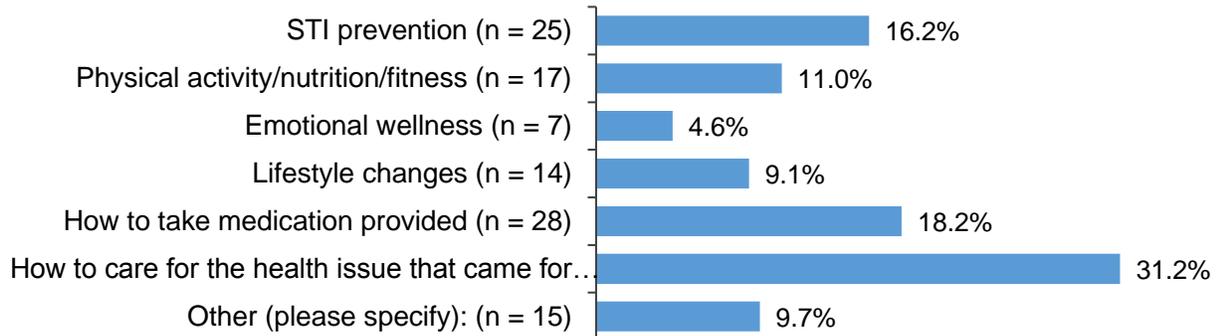
1. Do you have health insurance?



2. How did you hear about the Health Center?

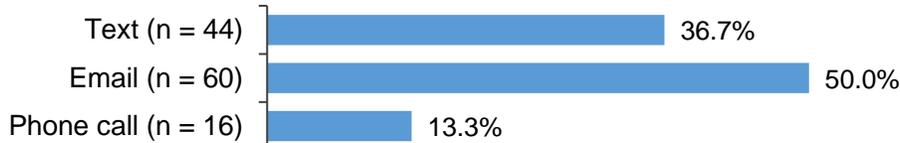


3. What health related information did you learn from your visit to the Health Center today?

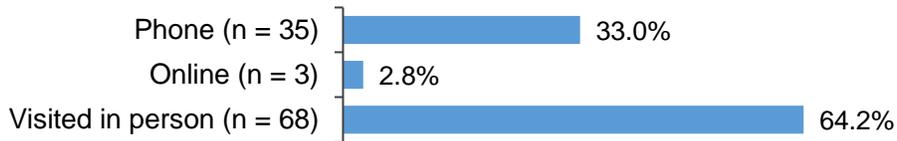


Other included birth control (8x), flu shot (3x), and various follow-up care (4x)

4. How would you prefer to be contacted by the Health Center?



5. How did you access the staff of the Health Center?



6. Please rate the following aspects of the Health Center based on your experiences.

	Excellent	Good	Fair	Poor	N/A or I don't know	Total
Hours of operation	60.7% 54	28.1% 25	10.1% 9	0.0% 0	1.1% 1	100.0% 89
Timeliness of response	65.2% 58	27.0% 24	5.6% 5	1.1% 1	1.1% 1	100.0% 89
Clarity of procedures	66.3% 59	25.8% 23	6.7% 6	0.0% 0	1.1% 1	100.0% 89
Quality of materials	64.8% 57	30.7% 27	2.3% 2	0.0% 0	2.3% 2	100.0% 88
Staff courtesy	75.3% 67	16.9% 15	3.4% 3	0.0% 0	0.0% 0	100.0% 89
Staff helpfulness	77.5% 69	19.1% 17	3.4% 3	0.0% 0	0.0% 0	100.0% 89
Staff knowledge	75.3% 67	21.3% 19	3.4% 3	0.0% 0	0.0% 0	100.0% 89
Overall quality of service	76.1% 67	19.3% 17	3.4% 3	1.1% 1	0.0% 0	100.0% 88

7. What services provided by the Health Center have been most helpful to you?

Frequent Comments:

- STD/STI screening (18x)
- Birth control (15x)

Other Comments (verbatim):

- Walk in appointments and meeting with the correct nurse who would know best about concern has been helpful/
- Vaccination availability and analysis of symptoms. Nurse Olive is amazing and front desk staff make me feel comfortable in an environment that can cause me a little bit of stress/anxiety.
- Urinary test and consultation.
- This was my first visit to the center, so today's visit as well as the opportunity to have the blood panel done is very beneficial.
- They provided medicine and excellent service to me, I felt comfortable the whole time.
- The staff who answer the phone helps me make an appointment is very patient and very thorough. The Doctor I saw today was very kind and patient with me today. She was also very courteous with my eye pain and giving me time to adjust to the light.
- The staff is very understanding of one's situation and are very helpful. I do like that they ask every question I have for them even if I have like 100 questions, they answer everything, which then gives me peace of mind.
- The staff here did well to put me at ease with the problem that I came in for. This was also my first time visiting in the three years I have attended Cypress, and I was very pleased to see how well organized and orderly everything was. The staff here is amazing!
- The medications are very helpful
- The doctor's patience and knowledge towards my health issues.

- The counselor provided at no cost. It is nice to know you can get 5 free session and that someone is here to help you.
- Staff helpfulness and staff knowledge
- Reasonable wait time.
- Availability of walk ins is great
- Being able to get blood work done
- Pap smear. Breast exam. Pee sample. Blood Tests.
- Answering any questions I've had about what is going on health wise has been great.
- Not having health insurance and be able to be seen by a doctor and get prescriptions for no charge, only paying the health fee is so helpful
- Ms. Yvonne and Ms. Julie were extremely friendly and helpful. They are willing to walk an extra mile to support and help their student.
- Medical services and counseling/therapy
- Helping with taking care of my seasonal allergies
- Helping with ear issue
- Helping to get rid of headaches
- Health exams and therapy
- Getting my questions answered and getting the right information
- Everything about the Health Center was helpful. They were quick to get me into an appointment and my doctor was very helpful in diagnosing my medical issue as well as other issues I had.
- Came to get flu shot and it was fine
- being able to visit a physician when it's needed
- Being able to get help while I am at school
- basic needs for problem brought to the health center
- Assistance in health, kindness

8. What else can the Health Center do to help you be successful?

Frequent Comments:

- Nothing, everything is great (25x)
- More information to students about what services are available (17x)

Other Comments (verbatim):

- Stay friendly and helpful
- Return my calls.
- Offer more forms of birth control.
- People don't know where to go, so better signage or something to help
- It would be helpful to have other payment methods but the overall experience was great.
- I wish the lab results came in quicker but I understand it takes time.
- Help me get more knowledge of my diet.
- Find a way to let students know all the services that are provided such as counseling, how to cope with anxieties and stressors, and letting students know that most stuff offered is free of cost besides a few services that may cost a few dollars.
- Email everyone the benefits of paying the health fee.
- Continuing its services.
- Let people know where this is