



Student Services Program Review

Program: **STUDENT HEALTH & WELLNESS CENTER**

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Previous Program Review Date: **6/2023**

Part 1. Program Mission Statement

College Mission Statement

Cypress College transforms lives through lifelong learning with educational opportunities including transfer to four-year institutions, associate degrees, certificates, and a baccalaureate degree. We are dedicated to forging academic and career pathways to support the achievement of our students, enhancing their economic mobility, fostering equity, and enriching society.

Department Mission Statement

Cypress Student Health & Wellness Center (SHWC) strives to inspire hope and support the health, wellness, resilience and thriving of each student. Using an integrative approach, we provide outpatient care, collaborate with campus and community resources to educate and support students' ownership of health and well-being as a basic necessity. The Health & Wellness Center works with the ultimate goal to support greater health and well-being for all students and assist in creating equitable conditions to support healthier flourishing communities.

A. How does it align with Cypress College's mission?

The Cypress College SHWC mission aligns with the college's mission of transforming lives through lifelong learning, supporting student achievement, advancing equity, and enhancing economic mobility.

The SHWC supports student success by addressing health and wellness as foundational to academic persistence, completion, and well-being. Through accessible, integrated medical and mental health services, the Center reduces health-related barriers that impact engagement in transfer, degree, and certificate pathways.



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In alignment with the college's commitment to equity, the SHWC provides inclusive, student-centered care that reflects the diverse needs and experiences of the student population. Collaboration with campus and community partners expands access to resources and promotes health education, empowering students to take ownership of their well-being. The SHWC also advances the goal of fostering thriving communities by promoting resilience, prevention, and holistic wellness. Supporting students' physical, mental, and emotional health strengthens their ability to succeed academically, pursue career pathways, and improve long-term economic mobility and quality of life. In this way, the SHWC mission operationalizes the college's mission by ensuring equitable opportunities for all students to thrive academically and beyond.

Part 2. Program Overview

A. Briefly describe your program, including program components, function, and purpose.

The SHWC provides integrated medical and mental health services to enrolled students with the purpose of reducing health-related barriers, promoting well-being, and supporting academic success in alignment with the College's commitment to student access, retention, and completion.

Daily functions include delivery of direct clinical care, prevention services, health education, and care coordination. Core medical services include first aid and urgent care; assessment, diagnosis, and treatment of acute conditions; preventive/wellness screenings (e.g., blood pressure, BMI, STI testing, TB testing); well-person exams; immunizations; personal health counseling; and laboratory testing. The SHWC also provides referrals and care coordination with community providers for specialty and higher-level services.

The SHWC became a Family PACT provider through the California Department of Health Care Services, offering eligible students no-cost family planning services, including contraception, STI testing and treatment, pregnancy testing, and cervical cancer screening, ensuring equitable access to essential reproductive health care.

Mental health services are integrated into daily operations and include short-term counseling (in-person and virtual), crisis intervention, case management, and referrals. Additional activities include campus-wide outreach, classroom presentations, and health promotion initiatives designed to increase awareness, reduce stigma, and support student engagement. This also includes an Active Minds Chapter activities for Cypress students.



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The SHWC serves a diverse student population, including disproportionately impacted and underserved students, many of whom face financial, access, or systemic barriers to care. All services and activities are intentionally designed to align with the program mission by improving access to care, addressing whole-person health and wellness needs, and supporting students' ability to persist and succeed academically.

B. Describe how your program interacts or collaborates with other on and off campus programs.

The SHWC collaborates with campus and community partners to provide coordinated, equitable, and culturally responsive services that support student health, well-being, and academic success, in alignment with the College mission.

On-campus collaboration:

The SHWC partners with programs including Disabled Student Services (DSS), EOPS, Veterans Resource Center, ARISE, APIDA, PRIDE Center, and Classified Senate to increase student access to care, address diverse needs, and support shared equity and wellness goals.

The SHWC works with the Charger Assessment Team (ChAT) as a campus collaboration providing student support and wrap around services-crisis intervention support.

SHWC staff also participate in campus and district committees focused on health, wellness, and safety, contributing clinical expertise to multidisciplinary efforts.

The SHWC works closely with Active Minds to promote mental health awareness, suicide prevention, and peer support, reducing stigma and increasing help-seeking behaviors. In collaboration with Fullerton College, SHWC staff co-developed the RADCare resource tool to connect students, faculty, and staff to timely mental health and wellness services.

Off-campus collaboration:

The SHWC partners with community agencies—including the Orange County Health Care Agency (OCHCA), NAMI, Didi Hirsch, OCAPICA, Long Beach Trauma Recovery Center, OC Links, and 211—to expand access to prevention, mental health, and crisis resources. These partnerships support campus-wide initiatives such as flu vaccine clinics, resource fairs, Naloxone training, and health awareness events (e.g., Denim Day, Walk of Hope).

Through partnerships with organizations such as Waymakers, the SHWC provides victim advocacy services and awareness programming related to interpersonal and sexual violence.

The SHWC maintains a referral network and developed Memorandum of Understanding (MOU) with key partners- Waymakers SAV and Family Planning Associates (FPA). FPA ensures all



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students have access to specialized and higher levels of reproductive care, such as long-acting reversible contraception (LARC) services and treatment for abnormal cervical tests. Through these collaborations, the SHWC strengthens a comprehensive network of support that reduces barriers to care, promotes health equity, and enables students to persist and succeed academically.

C. How is your program funded? Please include sources of funds such as categorical (e.g., SEA, EOPS, DSS), general, or grant and briefly describe how those funds are utilized.

The SHWC is a **non-categorical program** and is primarily funded through student health fees, which support 100% of core operations, including medical and administrative salaries. To help offset rising costs for medications, vaccines, and medical supplies, the SHWC has become a Family PACT provider, to generate additional revenue to partially recover these expenses.

Student Equity and Achievement (SEA) funds are used to support hourly mental health counselors who provide in-person/online and evening virtual services to increase student access. There are *five* TEA Mental Health Counselors who in Fall 2025 and Spring 2026 saw **741 students** in 1:1 counseling appointment. This includes evening online Mental Health Counseling appointments that are also available in Spanish/English.

In addition, **Mental Health Allocation** funding, provided annually by the California Legislature, supports mental health personnel and services from 2021-2022. After district allocation adjustments, \$200,000–\$230,000 is available annually to support the Mental Health Manager and portion of the Health Education Coordinator salaries. These funds also support mental health events on campus, such as Walk of Hope, Active Minds speakers, and Suicide Awareness events. (See Part 5.A.11 for statistics on event/presentation participants).

Part 3. Student Satisfaction with Services

A. Summarize the survey results for the SSPR Survey (Appendix A). Please focus on trends and address student feedback/comments.



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The **Student Services Program Review online survey done Spring 2026** allowed the SHWC to customize questions and there were valuable insights into student awareness, preferences, and needs. (Note: 1500 surveys were sent and 118 students responded to SHWC questions). Overall, 76% of respondents were aware of SHWC services; however, 63% reported they did not feel they needed services or preferred to manage their own health. Students indicated a strong preference for communication via email (83%), followed by text (45%) and Canvas (29%). Service delivery preferences reflected a hybrid model (55%) with continued interest in in-person care (40%). Mental health remains a priority, with 83% identifying it as moderate to very high.

Over 61% of students expressed interest in/or learning more about Family PACT services. Students identified opportunities to strengthen mental health support through increased outreach (events, tabling), workshops, expanded staffing, and digital tools. Most student comments were positive (great staff, thank you, super nice) with a few negative comments about staff and wanting immediate care. These comments while few do point out the importance of students perception and how to handle communication in more student focused manner and improve communication.

To improve response rates and capture direct service feedback, the SHWC implemented post-visit **Survey Monkey Exit Surveys** were automatically sent to every patient seen in the SHWC starting in Fall 2023. The exit survey had six questions and took an average of three minutes to complete with an 82% completion rate. Results indicate high satisfaction, with 98% reporting their needs were met. Students commonly reported learning self-care strategies (53%) and receiving resources (23%). Most students were referred to the SHWC by Cypress faculty/staff (59%), then our website (11%), classroom/club presentations (9%) and SHWC events (5%).

Feedback was largely positive, highlighting staff quality and compassion, with limited concerns related to access to immediate care, specifically needing to do an intake form (#3), and previous space constraints (#2, since resolved). Additionally, 94% expressed interest in online appointment scheduling. Students also indicated interest in expanded services such as massage (35%) and nutritional workshops (19%).



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Healthy Minds Survey-Data

In Spring 2025, Cypress College students participated in the Healthy Minds Survey. Survey data demonstrates a clear and ongoing need for mental health services, showing:

- 6 in 10 reported at least one mental health condition.
- 64% symptoms of Depression
- 56% symptoms of Anxiety
- 52% symptoms of an eating disorder
- 36% symptoms of self-injury
- 26% symptoms of suicidal ideations
- Outreach is working-78% of students reported that if they needed professional help for mental health or emotional health, they know where to access resources on campus.

B. If applicable, compare these results with your previous Student Services Program Review survey results.

Compared to previous Student Services Program Review (SSPR) results, the Spring 2026 survey reflected meaningful insights due to the inclusion of targeted questions specific to SHWC services. Historically, SHWC-related responses in campus-wide surveys have been limited, and still are, making it difficult to draw actionable conclusions.

Current results continue to show consistent trends, including strong student prioritization of mental health, a preference for accessible and flexible hybrid service delivery (in-person and online), and interest in expanded services and resources. The other measures indicate an ongoing need for outreach and communication to inform students of SHWC location, services available, hours of operation, etc.

The addition of post-visit exit surveys has significantly enhanced the program's ability to capture direct student feedback, demonstrating consistently high satisfaction with services and identifying opportunities to improve access, communication, and service delivery.

Overall, while core trends remain consistent with prior findings, the new data provides a more accurate and actionable understanding of student needs and experiences, supporting continuous program improvement.



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Part 4. Program Analysis and Planning

- A. Describe the population you serve and analyze the trends in enrollment, success, retention, etc. Consider the following questions. How many students are enrolled in your program? How do your students compare to the overall student population at Cypress College? Include other qualitative or quantitative information about your population. If necessary, contact the Office of Institutional Research and Planning to obtain data.**

The SHWC serves all enrolled Cypress College students by providing access to integrated medical and mental health services. Between Summer 2023 and Fall 2025, a total of 1,474 students who utilized SHWC services were successfully matched to institutional academic data and included in this analysis. This population represents a subset of the broader student body and reflects students who actively accessed health and wellness services.

Demographically, the SHWC serves a student population that is generally reflective of the overall college population, except for gender distribution. Female students are more likely to utilize SHWC services (63.1%) compared to the overall student population (55.6%), while male students are underrepresented (29.9% vs. 39.1%). This compares to the CDC survey data that females have substantially higher visit rates than males across all settings. Additionally, women are more likely to seek preventive care, reproductive services, and routine visits, while men are more likely to delay care or seek services less frequently.

Ethnic distribution is comparable to the broader student population, with no significant differences observed. These findings are consistent with the last program review period.

Students who accessed SHWC services demonstrated slightly stronger academic outcomes than those who did not. SHWC students achieved a course success rate of 74.8%, compared to 68.7% among other students, and a retention rate of 84.5%, compared to 82.5%. This trend was consistent across terms included in the analysis.

While these findings are correlational and do not imply causation, they suggest that students who engage with SHWC services may experience modestly improved academic outcomes. These results underscore the potential value of accessible health and wellness services in supporting student persistence, success, and overall academic achievement.



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Part 5. Program Accomplishments, Improvements, Challenges, and Obstacles

A. Document accomplishments and/or improvements since your last program review.

Accomplishments and/or improvements of the SHWC from 7/1/2023- 6/30/2026:

During this program review period, the SHWC implemented several key improvements that expanded access to care, strengthened service delivery, and advanced its mission to reduce health-related barriers and support student success. The prior program review was conducted immediately after the COVID-19 pandemic, which created unprecedented changes in healthcare delivery and significantly impacted service demand. As a result, the ability to make direct, meaningful comparisons across time periods is limited.

1. Department Transition and Facility Expansion

Successfully relocated the SHWC into a remodeled space after operating across multiple temporary locations from May 2024 through November 2025. The new space includes four dedicated mental health counseling rooms and an expanded waiting area to increase capacity for serving students. The space also provides storage and a designated break area for staff.

2. Increased Student Utilization

The SHWC has increased access to services since the last Program Review, which included the time of the Covid Pandemic. The global pandemic totally reframed care delivery and utilization by students.

3. A hybrid delivery of services has served a total of **4,981 total students** during this PR period. The numbers have increased annually with the most since the move to a remodeled space and there is an increase in the number of mental health counseling rooms available to see students. In the most recent FY 25-26 **2,271 students** received services which are evidence of a return to a more normal utilization of SHWC services.

4. Strengthened Mental Health Staffing

Hired a full-time Mental Health Manager to provide program oversight of mental health staff and services, support campus-wide mental health, advise the Active Minds student club, and enhance campus-wide coordination, and expand outreach. Increased counseling capacity by adding 2 new counselors, making a total of *five* hourly Mental Health Counselors this semester, improving appointment availability and service delivery.



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5. **Expanded Health Education and Outreach**

Hired a full-time Health Education Coordinator to lead strategic outreach and SHWC promotion to increase awareness of services and promote student engagement and well-being across campus. SHWC sponsored a successful Walk of Hope, to promote suicide prevention; Winter Wellness in collaboration with Classified Senate to provide flu vaccines, cold bags and treats; Grand Reopening "Spring into Health"; and a Ribbon Cutting for the new SHWC space took place during this program review.

6. **Data-Informed Planning**

Implemented the Healthy Minds Survey (Spring 2025) to assess student mental health needs and inform program planning, resource allocation, and continuous quality improvement.

7. **Improved Medical Access and Care Coordination**

Increased medical appointment availability by hiring a part-time Nurse Practitioner. Strengthened care coordination through formal partnerships, including MOUs with Waymakers (victim support services) and Family Planning Associates (FPA) for specialized and higher-level family planning care.

8. **Implementation of Family PACT Services**

Became an approved Family PACT provider following medical staff receiving 200+ training hours, expanding access to no-cost family planning services for eligible students and establishing a sustainable reimbursement-based funding stream.

9. **Public Health, Safety and Prevention Initiatives**

Expanded campus safety efforts through ongoing Naloxone training in partnership with Orange County Behavioral Health Services, distributing over 100 naloxone kits and 60 fentanyl test strips. Became a licensed Stop the Bleed training program through StoptheBleed.Coalition and StoptheBleed.org to train students, staff, and community members to respond to emergencies and prevent loss of life. Over #200 individuals have received the Stop the Bleed training.

10. **Enhanced Outreach and Engagement Efforts**

Expanded outreach activities and events to increase awareness of SHWC services and improve student engagement with SHWC and its services and resources. The following table A. shows the increase in promotion and outreach efforts for our services:

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A. Summary of all SHWC Promotion and Outreach Efforts

Year	OUT-REACH TA- BLING, CLASS- ROOM PRESE NTA- TIONS	##	SHWC EVENTS	##	TRAIN- INGS/WORK- SHOPS/GROUP S	##	Total ##s:
7/1/2023- 6/30/24		#73/ 4,181		#4/392		#14/359	#4,932 Par- tici- pants
7/1/2024- 6/30/25		#64/5,388		#5/852		#16/112	#6,352 Par- tici- pants
7/1/2025- 6/30/26		#66/5,213		#4/892		#25/#297	#6,402 Par- tici- pants
TOTAL		#203/14,782		#13/2,136		#55/768	17,686

B. Document program challenges and/or obstacles since your last program review. Program Challenges and Obstacles (7/1/2023 – 6/30/2026)



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Since the last program review cycle, the SHWC experienced several operational and strategic challenges that influenced its ability to fully meet growing student health needs and advance its mission of reducing barriers to care and supporting student health ownership and success.

1. **Facility Transition and Operational Disruptions**

The relocation to a newly remodeled facility required significant planning, temporary service relocations, and workflow redesign. Staff adapted to multiple service locations, re-established operations and addressed new space-related challenges while maintaining continuity of care. The hiring of *four* additional staff to increase direct care was also time-consuming.

2. **Meeting Diverse and Evolving Student Needs**

The SHWC serves a diverse student population with a broad range of medical and mental health needs. Continuous identification of student needs through data and feedback guides service delivery and ensuring equitable access, while remaining flexible and responsive continues to be a challenge.

3. **Awareness and Utilization of Services**

Consistent awareness of SHWC services, location, and scope of care among students, faculty, and staff remains a challenge. Despite ongoing outreach, gaps persist, particularly among students most in need of services. The “Inverse Care Law” of reaching the already reached, while missing the most vulnerable is a constant concern in planning SHWC promotions and outreach. To address this, the SHWC has expanded marketing, outreach events, campus partnerships, and communication strategies; however, increasing visibility and engagement remains an ongoing priority to ensure equitable access.

4. **Sustainable Funding and Resource Constraints**

The SHWC is primarily funded through student health fees, creating ongoing challenges in sustaining services amid rising costs for medications, vaccines, supplies, and staffing. This limits the ability to expand services, particularly mental health staffing capacity, despite increasing student demand. The program continues to seek supplemental funding and revenue sources while balancing current service levels.

Part 6. Ensuring Equity in Student Services

A. Describe how your program addresses the needs of underrepresented student populations and delivers equitable student services.



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The SHWC is committed to advancing equity by increasing access to inclusive, culturally responsive health and wellness services for all students. The Center works to reduce barriers through intentional outreach, education, and engagement across campus.

Efforts include classroom presentations, group support services, club collaborations, and both in-person and virtual workshops designed to reach diverse student populations. Weekly support groups and expanded programming specifically support disproportionately impacted students, including those in EOPS and first-generation students.

The SHWC collaborates with key campus programs and affinity centers to ensure services are responsive to diverse needs. Partnerships include the Veterans Resource Center (VRC) for Veteran-focused support, Legacy and Pride embedded Mental Health Counselors, the APIDA Center for culturally relevant programming, and Disability Support Services (DSS) and the ARISE Center to provide neurodivergent-affirming and sensory-focused workshops promoting greater awareness, inclusion, and accessibility across the institution.

To further expand access, the SHWC has increased mental health capacity through the addition of two mental health counselors, improving availability of services for students.

The SHWC as previously stated utilizes student feedback from surveys and program data to identify areas for improvement and continuously refine services, outreach, and delivery methods. These efforts support ongoing quality improvement and ensure services remain responsive to the evolving needs of the student population.

Student engagement with the SHWC remains lower than pre-Covid numbers, indicating a need for more intentional and structured efforts to incorporate the student voice into program planning and service delivery. As a student-centered health and wellness provider, it is essential that SHWC services align with the needs, preferences, and experiences of the students we serve. To address this gap, SHWC will establish a Student Advisory Committee as a goal to provide ongoing, direct input from students. This committee will inform program development, outreach strategies, and service enhancements, ensuring that SHWC remains relevant, responsive, and accessible. Through these coordinated efforts, the SHWC promotes equitable access to services and supports student well-being, belonging, and academic success across the campus community.

- A. How do you serve students regardless of service location or delivery method? (i.e. distance education, after hours)**



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The Student Health & Wellness Center (SHWC) provides services through multiple delivery methods to ensure accessibility for all students, regardless of location or schedule. Services are offered both in-person and through virtual platforms, including telehealth counseling and consultations and through informal group meetings. Offers crisis walk ins and referrals during operational hours with crisis hour with dedicated mental health counselor to immediately see students.

To increase access, the SHWC offers extended service options such as evening virtual mental health appointments and flexible scheduling. Outreach, education, and workshops are also delivered in a variety of formats, including classroom and online presentations and campus-wide events and health related workshops. SHWC portal on our website and a link in the Canvas Shell provides medical and mental health information and resources, the SHWC portal is always available for students and staff to access forms, test results, and specific records.

Through these approaches, the SHWC ensures students can access timely, convenient, and equitable health and wellness services regardless of service location or delivery method.

B. Do you receive funding from Student Equity and Achievement (SEA)? If so, explain its usage and effects on your program/department. (SEA funding allocation should also be included in Part 2C.

Yes, the Student Health & Wellness Center (SHWC) receives Student Equity and Achievement (SEA) funding to expand access to mental health services and reduce barriers to care. SEA funds support **five hourly Mental Health Counselors** who provide in-person and virtual counseling, including evening appointments and bilingual (Spanish/English) services. **During Fall 2025 and Spring 2026**, these counselors served **741 students** through individual counseling appointments.

SEA funding has significantly increased service capacity, improved timely access to care, and enhanced the SHWC's ability to meet student mental health needs, directly supporting equitable access, student retention, and academic success.

Part 7. Student Services Learning Outcomes (SSSLOs) and Assessment

- A. Programs must assess SSSLOs annually. Provide your SSSLOs, assessment methods, results, and changes you will make based on your assessment results. (At least four SSSLOs should be listed.)

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	SSSLO	Assessment Method	Assessment Result	Change
1	Students will be aware of and increase access to mental health (MH) services available to them on campus and online and in the community. (Previous Goal #1)	Based on number of mental health appointments (unduplicated and duplicated) and participation of students at SHS events, training, class presentations, and workshops.	From 2023 to 2026, the SHWC significantly expanded promotion and outreach efforts: which have increased MH visits: 23-24: #562 24-25: #634 25-26: #741	Visits have been increasing since the move into the new SHWC space on 11/2025 and with increased promotion and outreach. SHWC plans to continue MH support with additional FT/PT clinical MH staff. Plan to grow and support the Active Minds Chapter, a student peer support club to increase student engagement and awareness of suicide prevention, reducing stigma and MH resources on and off campus. Will continue support groups such as Vets, PRIDE, EOPS, DSS/Arise and plan on growing this type of support.
2	Students will increase awareness of the SHWC resources by utilizing services, participating in health-related events, activities and presentations; or completing online training or screenings	Enumeration of: SHWC visits; participation in events; activities and presentations.	There were #1,642 SHWC visits in last PR cycle: compared to #4,981 this PR cycle. Outreach & promotion this cycle showed: • #203 tabling events, presentations, orientations • #13 SHWC events • #55 Trainings, workshops, groups	The hiring of a FT Health Education Coordinator and additional SHWC staff has increased participation and support of all SHWC outreach and promotion events. SHWC plans to continue outreach and focus on how to reach the most vulnerable with barriers to SHWC services and how to best reach and serve them.

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	(Previous Goal #2)		For a total of #17,768 students/staff reached at these activities. This is a substantial increase from the last PR cycle. The last PR had #2,465 participants in events and presentations.	
3	Students accessing SHWC services will score a minimum of 70% in course success rates.	The SHWC Electronic Medical Record (EMR) processed an audit of all student Banner ID numbers seen from 7/1/23-12/15/2025 because the Spring 2026 is currently ongoing; Provided this to Institutional Research and Planning to audit the course success rates of other Cypress College students.	The success rate of students who received SHWC services was 74.8% and the success rate of other students was 68.7%.	The success rate exceeded the minimum 70% of the objective. Comparatively the success rate of students seen in the SHWC was approximately 6% higher than other students. Continue to support students seen in SHWC.
4	Students accessing SHWC services will score a minimum of 80% in course retention rates.	The SHWC EMR processed an audit of all student Banner ID numbers seen from 7/1/23-12/15/2025 because the Spring 2026 is currently ongoing; Provided this to Institutional Research and Planning to the course success retention rates of other Cypress College students.	The retention rate of students who received SHWC services was 84.5% and the retention rate of other Cypress students was 82.5%.	The retention rate exceeded the 80% and was 2% above other Cypress students who did not receive SHWC services. Continue to support students seen in the SHWC.
5. NEW SLO	After receiving information about Family PACT, 75% of eligible students will demonstrate intent to access reproductive services	Measure success by number of students screened and if eligible then make appointments to receive Family Pact services.	Expect that >75% eligible students access Family Pact to cover their family planning needs.	Spring 2026=first semester we started Family Pact services to CC students. We assisted approximately 38 students in enrolling with

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	by requesting enrollment assistance, scheduling an appointment, seeing a provider, or accepting a referral."			28 being eligible for services and receiving services.
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Part 8. Evaluation of Previous Goals

- A. List your goals and objectives from your last program review. Did you meet your goals? If not, please explain.

	Goals	Objectives	Accomplish Goals? (Y/N)	If goal was not met, please explain
1	Support and expand the Mental Health (MH) Program at Cypress College with a FT Mental Health Counselor Manager/Coordinator to address the mental health of students; provide oversight of peer-to-peer student Active Mind members; initiate and provide oversight of graduate Mental Health Interns for the HC. Salary range \$158,345-\$199,729/ year with benefits projected at 30%	1- Yes. FT MH Services Manager was hired in June 2024. 2- Yes. MH peer-to-peer student support through ongoing Active Minds training and MH supervision was done and will continue. 3- Yes. Collaborated with Didi Hirsch/OCBHS to provide suicide and Mental Health First Aid training, worked with Connect OC and Partners for Wellness for the annual Walk of Hope and provided community resources and referral information. 4- Provided by a FT MH Counseling Manager. This involves recruitment of local MH Grad and Post Doc candidates, training and oversight.	Yes-with exception of MH Intern goal.	4- MH intern program with oversight did not have the space or staffing during this PR 23-26 to accomplish this objective.

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2	Ongoing outreach and promotion of the Health Center to increase awareness, access and utilization of medical and mental health services.	1- Yes, FT Health Education Coordinator was hired 9/2025 to provide and have oversight of all HC promotional activities. The campus survey showed 76% of students were aware of the SHWC. 2- Collaborated with multiple community agencies to assist educational campus activities to support H&W of students. 3- Increased participation in SHWC events but not clear if cause was online tools/social media. See Part 5.A.11 for data.	Yes	3-The updating of the SHWC website, social media and Canvas Shell are an ongoing and annual project. The HEC position has been in place for less than one year but has begun to address an update of Canvas, website, and social media.
3	Promote educational campaigns to address public health issues affecting college age students- STIs, Naloxone Training, Vaccine screening and updating. (The Health Educator is essential for this ongoing goal of the HC).	1- STI Education and Awareness: STI education was integrated across multiple campus events and clinical services during the PR period, including the annual Clothesline Project for Sexual Assault Awareness Month and related outreach events. Students were screened for STIs and abuse during Health Center visits, with treatment or referrals provided as appropriate. Resources were strengthened through an MOU with Waymakers, and they collaborated on the Sexual Assault Flowsheet outlining interventions and referral resources was shared via the campus website and ChAT trainings. 2- Naloxone Education and Harm Reduction: Naloxone education and in-person training were offered multiple times each semester in collaboration with OCBHS and were open to all students and staff. More than 100 doses of naloxone were distributed on campus through the CDPH Naloxone Distribution Project and OCBHS. Additionally, fentanyl test	Yes	Ongoing need for STI, public health issues, vaccine coverage, etc. as student population and health risks develop and change. Adapting to the changing student health and wellness needs are ongoing.

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		strips were introduced as part of harm reduction efforts, with over 60 distributed. 3-Vaccine Promotion and Flu Clinics: Annual flu vaccine clinics were conducted in partnership with OCHCA. Vaccine education was provided at campus events and incorporated into every Health Center intake screening. Educational materials were consistently available at vaccine clinics and through partnerships with OCHCA and local agencies.		
4	Update Health Center best practice guidelines, protocols, and policies.	1-All medical guidelines with national government agencies-CDC, CDPH and OCHCA <i>were updated</i>. 2- Update all Health Center protocols, policies and resources; <i>this is an ongoing and important part of providing medical services.</i> 3- Start Adverse Childhood Experiences (ACEs) training and education of all Health Center Staff- <i>not started at this time.</i>	Yes- with exception of ACEs training and implementation.	ACEs training was delayed due to extended time required for relocation to temporary space and subsequent return to permanent facilities. This goal will continue into the next Program Review cycle.
5	5/ Increase access to health and wellness products by participating in the Wellness Vending Machine (WVM) Pilot with the California Community College Chancellors Office (CCCCO)- starts 7/1/24.	1- Yes, student feedback was used to provide OTC meds and products they recommended and location of WVM. 2- Yes, community partners did provide products and state, and national agencies provided products and medications. 3- No, marketing and promotion was held until the WVM is operational.	No	Implementation of the Wellness Vending Machine (WVM) was delayed following the departure of the Vice President of Administrative Services, who had been supporting procurement and implementation. This resulted in delays in purchase, delivery, and setup. Additional barriers included the need for specialized programming of the credit card reader, which required training due to lack of on-campus resources. Progress was further impacted by the relocation of the SHWC, which shifted operational priorities. This goal will continue into the next

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				Program Review cycle, with revised timelines targeting implementation in Summer/Fall 2026 and expanded marketing and student engagement in Fall 2026.
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Part 9. New Program Goals

Goals	Objectives	Timeline	Campus Plans and Initiatives Highlight plan/initiative to which your goal relates.
1-Increase student awareness, access, and utilization of SHWC services to empower students to take ownership of their health, well-being, and academic success.	Awareness- Integrate SHWC into new student orientations; maintain updated Canvas, website, and social media; increase student awareness to $\geq 70\%$ in surveys; implement universal screening with all intakes and promotions. Maintain or increase outreach/promotion events and assessed by numbers attending these. Access- Maintain same-day/walk-in availability when possible and ≤ 7 day wait time; expand access through Canvas/web links, start self-scheduling for students/staff; and presentations on SHWC portal and Family Pact enrollment. Utilization/(Engagement)- Increase unduplicated student utilization of SHWC services by $\geq 15\%$ annually; Increase participation in prevention and early intervention services (e.g., workshops, screenings, brief interventions) by $\geq 40\%$; Improve follow-through rates for referred students (visits completed after referral) to $\geq 70\%$.	Initiate in 2026-through next PR cycle of 2030	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other

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2- Develop and implement a layered, campus-wide Wellness and Mental Health System in which students/staff/faculty understand their role in the continuum of care to improve student identification and access to SHWC services and support.	Requires a FT/PT Mental Health Counselor to assist in implementing and sustaining a comprehensive wellness and mental health system for Cypress College. 1. Awareness & Shared Responsibility a. Provide trauma-informed care and response training to faculty and staff (e.g. how to approach and converse with students/staff in need). Increase participation to ≥50%. b. Ensure 100% of new employees receive onboarding on the wellness/mental health continuum and referral expectations. 2. Strengthen Early Identification & Referral Pathways a. Address groups with highest risk and barriers who access SHWC the least, focus outreach and topics identified by these groups as highest priority in their lives. b. Deliver targeted outreach and training for faculty, staff, and students focused on recognizing/identifying and referring students in need for early intervention. 3. Access & Layered Care Improve Access Through a Layered System of Care a. Broader integration of standardized screening and wellness practices across key student touchpoints. b. Increase utilization of prevention/Tier 1 and early intervention/Tier 2 services by ≥40%. 4. Integrate Wellness into Institutional Practices	Implementation will occur over the PR cycle (2026–2029), with phased rollout of training, outreach, screening protocols, and integration into institutional practices.	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other
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	a. Increase the percentage of faculty and staff who understand their role in the mental health/wellness continuum b. Embed wellness and mental health strategies into at least 5 campus-wide initiatives (e.g., syllabus statements, Canvas, student success programs). 5. Student Success Outcomes a. Track and compare retention and success outcomes for students engaged in SHWC services. b. Reduce retention gaps for disproportionately impacted students engaged in services by $\geq 10\%$.		
3. Enhance <i>financial sustainability</i> of the SHWC by expanding revenue-generating services and implementing cost-recovery strategies to support ongoing student health services.	1. Increase Family PACT utilization and revenue generation: a. At least 50% of eligible students identified through screening will utilize Family PACT services, as tracked through clinical data. b. Achieve a minimum 20% increase in billable Family PACT visits by June 2027 compared to FY 2025–2026 baseline. c. Conduct quarterly audits of documentation and billing practices to verify compliance and maximize reimbursement. 2. Educate and increase awareness of Family Pact to students/staff per outreach/presentations/website and Canvas shell 3. Apply for LEA-BOP to become a billable provider for medical and mental health services for students who qualify.	Timeline: Phased implementation 2026–2029 with development, rollout, and ongoing evaluation of cost-recovery strategies and revenue-generating services.	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other

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	4. Maximize cost recovery for medical services by: a. Initiate medication co-pays of \$5 per prescription medication for students and lab fees for lab tests, prices vary based on test provided. Options to be offered are checking eligibility for Family Pact and if eligible provide services in SHWC or provide referral to outside service provider/agency. Note- if referral needed for higher level of reproductive care to use Family Planning Associates per MOU. 5. Optimize use of Mental Health Allocation and SEA funding to provide mental health providers to see students and support Goal #1 and #2.		
4- Establish and implement a Student Health & Wellness Center Advisory Committee to elevate the student voice in identifying needs and guide responsive, measurable improvements in SHWC services. Goal to address equitable access to services and support student ownership of their health and well-being to accomplish academic success	1. Committee is composed of students representing diverse groups/clubs, SHWC staff, faculty and classified employees as well as community MOU partners. Maintain ≥80% of members participation at biannual meetings. 2. Initiate listening sessions each semester with student/group partnership to hear what diverse audience shares 3. Action: Implement one main improvement per year based on identified student needs. 4. Evaluate implemented changes using utilization data and student	Start with introduction Fall 2026 and hope to organize and implement by the following Fall 2027.	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other

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	satisfaction exit surveys to measure outcomes and assess if changes are necessary.		
5. Launch, promote and evaluate a Wellness Vending Machine (WVM) as part of pilot from CCCCO.	1. Fully operationalize the WVM with cashless payment functionality and student access. 2. Stock WVM with a minimum of essential health/wellness items- OTC medications, harm reduction supplies, hygiene products. Conduct annual review of product mix based on student feedback and sales data. 3. Track and report monthly sales/utilization data. Goal: make the WVM sustainable and ongoing. 4. Increase student and staff awareness by providing information and education at all SHWC events; engage Office of Communications to market WVM; updating websites and Canvas sites with information about the WVM.	Complete by Fall 2026 and ongoing maintenance and stocking month to month.	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other
6. Ensure SHWC clinical services remain compliant with current legal requirements and aligned with state and national <i>best practice</i> standards of care for medical and mental health providers through ongoing staff education and skills training.	1. Achieve 100% completion of required annual clinical compliance training courses by all SHWC clinical staff 2. Attend at least one clinical practice review or update per year to align with changes in laws or accrediting standards. 3. Initiate Adverse Childhood Experiences (ACEs) training and screening in the Electronic Medical Record (EMR). 4. Conduct monthly quality review chart audits, reviewing a defined sample of charts each month, and identify and address documentation or compliance issues, with 100% of findings tracked and corrective actions implemented within 30 days.	Fall 2026- ongoing	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other

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Part 10. Resources/Needs Assessment

- A. Please link all requests to the goals above. Include the goal reference number in the “Justification” section below. Prioritize your requested resources within each category. (Example: If you have three resources listed under Personnel, then you will prioritize #1, #2, and #3, with #1 being the most important.)

Personnel			
Position	Justification and Impact on Goals	Cost	Priority #
FT Mental Health Counselor- Goal #1 & 2	Responsible for assisting in campus wide mental health support by providing clinical services, assisting in implementing a campus wide wellness culture with training, workshops, outreach, oversight of mental health clubs and mental health interns and peer health educators.	\$150,000 +benefits	#1
Professional Development			
Activity	Justification and Impact on Goals	Cost	Priority #
Educational and skills training/workshops- Goal #6	The clinical services provided by the SHWC staff require ongoing medical and mental health education and skills training to keep current in best practice and legal updates that affect services provided.	\$5000-10,000	#3
Facilities			

Student Services Program Review

Repair or Modification	Justification and Impact on Goals	Cost	Priority #
Wrap or mural on exam and counseling room hallways. (aligned with goals- #1,# 2, and #4)	This space is utilized by students who may be experiencing stress, anxiety, or health concerns. Currently, the hallways are visually sterile and clinical, which can contribute to increased anxiety and discomfort. Incorporating thoughtfully designed wall wraps or murals will help create a more welcoming, calming, inclusive and supportive environment aligned with best practices in healthcare design.	\$4,000-5,000	#2
Technology/Equipment/Supplies			
Item	Justification and Impact on Goals	Cost	Priority #
FAX Line (Aligned with goals #1, #3, #6)	A dedicated fax line is required to ensure compliance with reporting requirements established by the Orange County Health Care Agency (OCHCA). The clinic is mandated to report certain "reportable diseases" using secure transmission methods, which explicitly include fax or postal mail.	TBD- There is an existing FAX line in the building that could be connected.	#1



Student Services Program Review

Part 11. Program Review Involvement

A. List the names of faculty and staff who participated in the program review process.

Medical Team Members: Alisha Watts- Administrative Assistant; Julie Vorathavorn, SHWC Nurse; Nancy Pinedjian- NP; Yvonne Olive- NP; Elise Burlace- Health Education Coordinator and Dr. M. Wasif Ali- Medical Director

Mental Health Team Members: Anna Spencer-Lonett- MH Services Manager; Catherine Obrien- MH Counselor; Ezra Lim- MH Counselor; Flory Alvarado- MH Counselor; Natalia Duarte- MH Counselor; Raylan Camarena

Outside experts: Retired CCC Health Center Director- Beth Hoffman; Retired DNP Program Director- Maryellen McBride; and practicing Clinical Psychologist Sloane Rickman.

B. Describe the involvement of faculty and staff in the program review process.

Key topics were addressed through monthly department meetings, including participation by the Dean, as well as individual discussions with staff on priorities, goals, financial sustainability, and outreach efforts.

Part 12. Publication Review

As part of the program review process, please conduct a review of your department webpage and other publications to ensure all information is accurate. Please note any inaccuracies identified as a result of the review, and provide an action plan for implementing the corrections. To request changes to your webpage, contact the Office of Campus Communications, Cari Jorgenson, Web Content Specialist at cjorgensen@cypresscollege.edu

The SHWC reviews all publications each semester and updates materials as needed when services, fees, or operational information change, ensuring accuracy and consistency in communication. This is an ongoing process.



Student Services Program Review

Part 13. Evaluation and Approval from Immediate Management Supervisor

Comments

<i>Immediate Management Supervisor Signature:</i>			
	06/25/2026	06/29/2026	06/29/2026
<i>Date Approved:</i>			

Anthony Ruelas (Jun 29, 2026 13:17:11 PDT)

2026 PR SHWC.final

Final Audit Report

2026-06-29

Created:	2026-06-25
By:	Alisha Watts (awatts@cypresscollege.edu)
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