



# SACRAMENTO STATE

## Student Health & Counseling Services

ACADEMIC YEAR 2017-2018

The WELL  
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## Executive Summary

Student Health and Counseling Services (SHCS) provides an array of health services, counseling services, as well as wellness promotion for students at Sacramento State. It has its own pharmacy, vision center, and demonstration kitchen.

This academic year, thirty-seven students participated in the Peer Health Education (PHE) Internship program. Students learned topics related to health and wellness, and obtained skills such as leadership, listening, presentations, and public speaking. Students rated their satisfaction with internship at 8.72 (out of 10 being the highest score) and 97% of them have made healthy lifestyle changes.

SHCS offered different classroom presentations and workshops, including Stigma Fighter 101, Limit Stress Worry Less, 7 Dimensions of Wellness, and Working Out Your Stress. More than 2,200 students attended these workshops and presentations. More than ninety-two percent of respondents either agreed or strongly agreed that the sessions met learning objectives, and more than 80% of respondents either agreed or strongly agreed that they intended to make a healthy lifestyle change as a result of participating.

Thirteen percent of appointments were scheduled via web compared to 87%. More than 938 total hours were web-booked appointments.

There were 9,397 unduplicated students made appointment at SCHC. Twenty-nine percent of them were Hispanic/Latinx, followed by Caucasian/White at 29%.

Finally, Sacramento State teamed up with Partnership for a Healthier America and is recognized as a “Healthy Campus.”

## **Mission**

To promote lifetime wellness through collaboration, education, and innovation.

Student Health & Counseling Services (SHCS) aims to enhance students' educational experience by addressing health-related barriers to learning, enabling students to make informed health decisions, and promoting the seven dimensions of wellness – Intellectual, Emotional, Environmental, Physical, Career/ Financial, Spiritual, and Socio-Cultural. SHCS embraces a holistic and collaborative approach to healthcare by offering urgent care, primary care, preventive services, wellness education, violence support services, and mental health services to the Sacramento State campus community.

SHCS offers quality healthcare provided by a multidisciplinary team of medical and mental health professionals dedicated to making healthcare accessible and affordable for students through ethically sound practice, confidentiality and integrity. SHCS is committed to quality care and service delivery and is accredited through the Accreditation Association for Ambulatory Health Care (AAAHC):

- Acute Illness and Injury Care (non-work related)
- After-Hours Nurse Advice
- Birth Control Methods
- Health Education
- Individual Counseling
- Insurance & Referral Assistance
- Immunizations
- Group Counseling
- Pharmacy
- Reproductive Health
- Sexual Violence Support
- STD/STI Testing
- Vision Care Center
- Well-Woman exams
- Wellness Workshops
- X-ray and lab services

## **Vision**

The vision of Student Health & Counseling Services (SHCS) is to nurture the development of a student community that is flourishing intellectually, physically, and psychologically – empowered by the acquisition of knowledge, skills and healthy lifestyles.

## **Core Values**

Integrity, Compassion, Accountability, Respect, and Excellence (ICARE)

## Department Outcomes

This academic year, the Vice President of the Division of Student Affairs decided to align department goals with the university's goals, Student Affairs Divisional Goals, and Baccalaureate Learning Outcomes. The structure of this section will include the goals, the strategies to achieve those goals, and the outcomes.

**Department Goal 1: Students participating in the PHE Internship program will learn topics related to health and wellness.**

**University Strategic Goal:** Enhance student learning and success

**Student Affairs Divisional Goal:** Enhance student engagement, health, and wellness promotion

**Baccalaureate Learning Goal:** Integrative learning

***Standard of Achievement: Maintain or increase overall experience of PHE students with internship program compared to prior year***

SHCS offers the Peer Health Educator internship program, a year-long academic and hands-on learning program. Peer Health Educators (PHEs) actively promote health and wellness at Sac State, with the opportunity to work in one or more of the following areas:

- Active Minds (Mental Health)
- Alcohol, Tobacco, and Other Drugs
- Healthy Relationships
- Nutrition

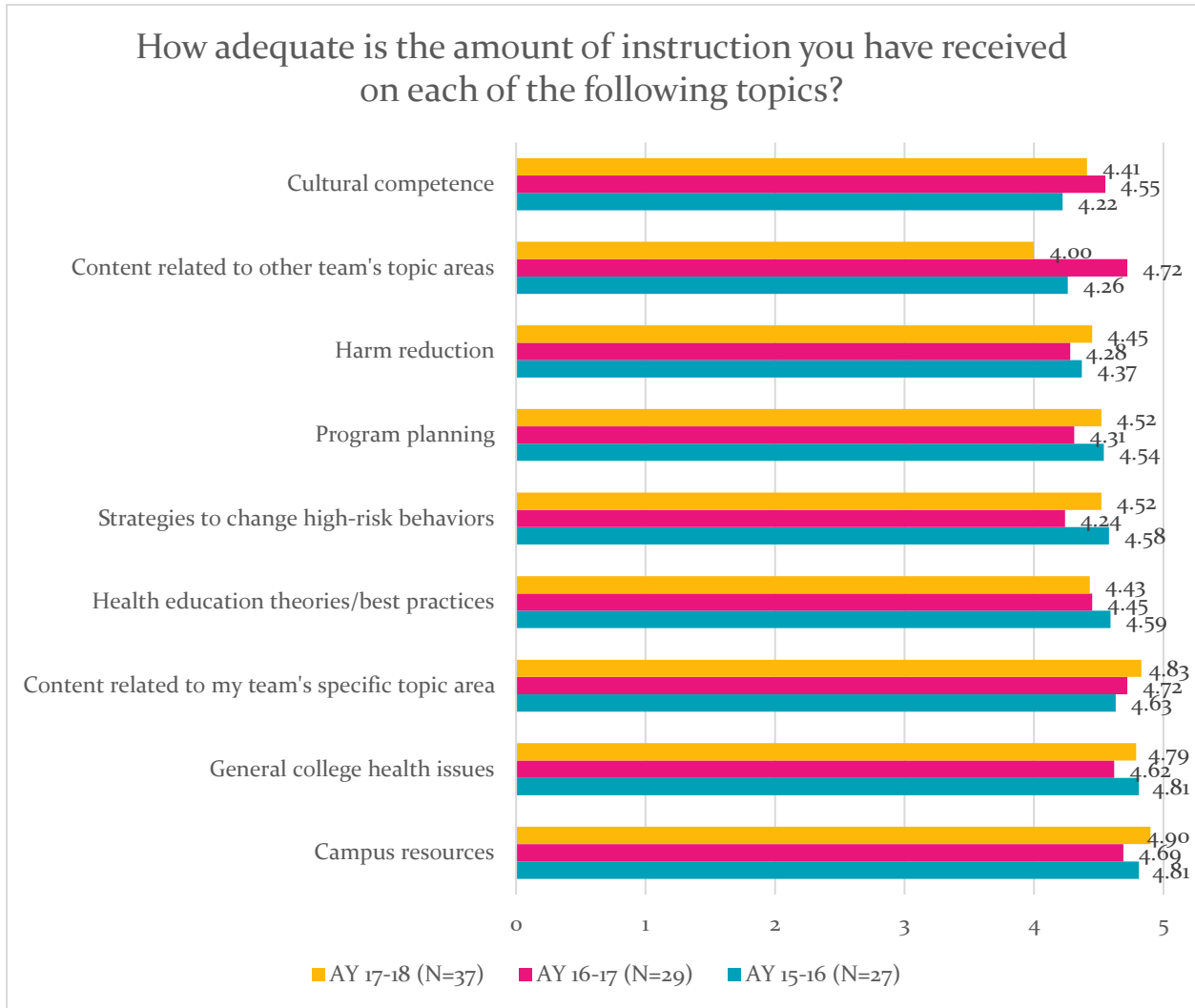
The PHE internship provides students with an opportunity to:

- Receive training in a variety of health and wellness topics.
- Earn academic units.
- Build leadership and communication skills.
- Explore careers related to health and wellness.
- Work with a team to build skills in planning and implementing educational programs, special events, publicity and public relations.
- Have fun!

Thirty-seven students participated in the PHE Internship program for 2017-2018 academic year.

Figures 1 and 2 shows the mean score for each item in the PHE program evaluation for 37 participants who completed the survey for 2017-2018 academic year compared to the prior year.

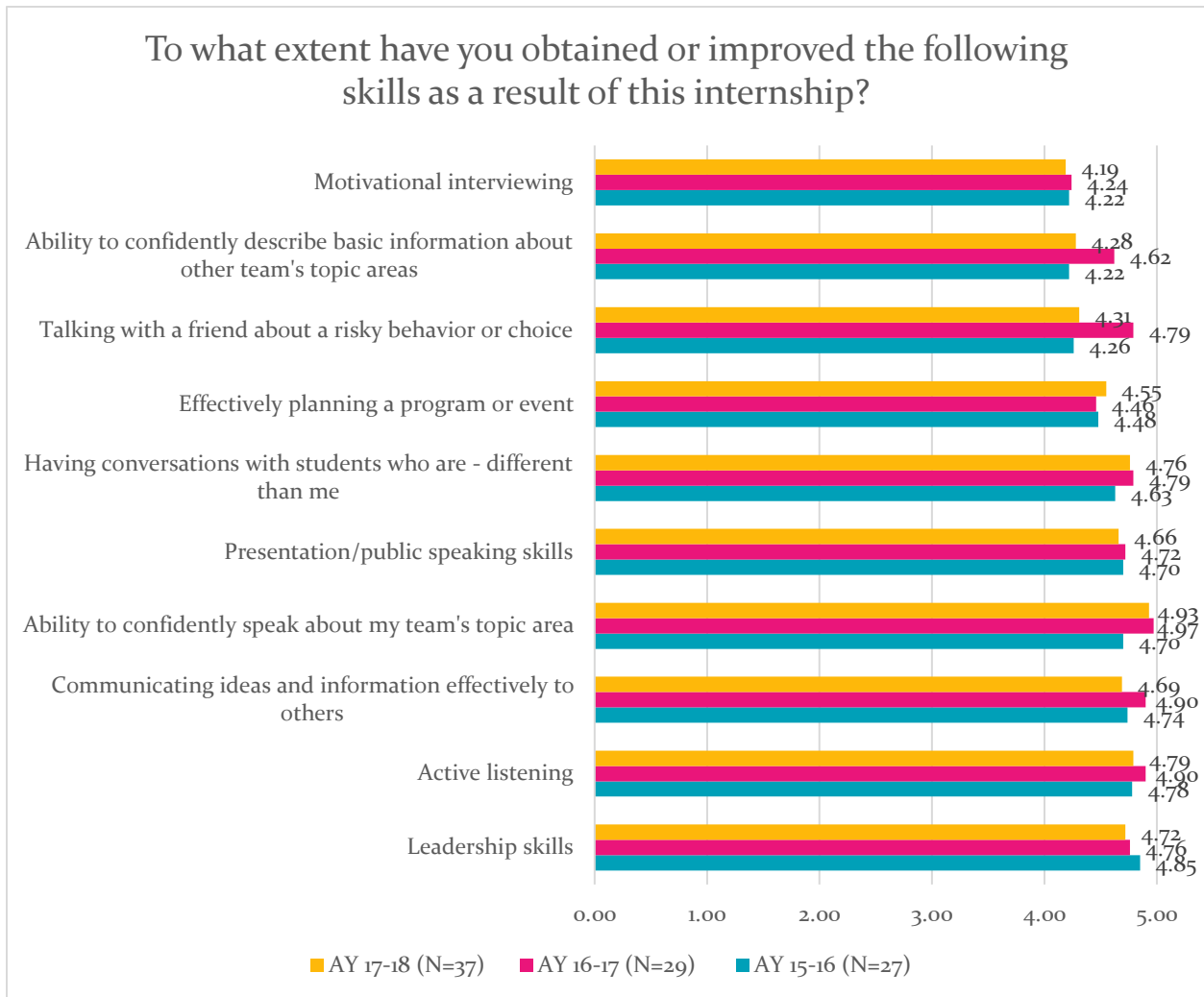
Figure 1



Source: Evaluation Data PHE Program Spring 2017 and Spring 2018

The mean scores for harm reduction, content related to the team's specific topic area and campus resources increased this academic year compared to the prior years.

Figure 2



Source: Evaluation Data PHE Program Spring 2017 and Spring 2018

There was an increase of mean score in skills related to effectively planning a program or event.

- Thirty-one out of thirty-two (97%) students have made healthy lifestyle changes as a result of their internship including self-care, eating healthier, exercising, reducing stress, and positive thinking (compared to 96% in 2016-2017, and 100% in 2015-2016).
- On a scale of 1 (low) – 10 (high), the average response for the satisfaction with the internship was 8.72.

**Department Goal 2: Students will participate in pro-social and/or wellness-focused programs and activities**

**University Strategic Goal:** Enhance student learning and success

**Student Affairs Divisional Goal:** Enhance student engagement, health, and wellness promotion

**Baccalaureate Learning Goal:** Intellectual and practical skills

**Standard of Achievement: At least 1500 student participants will attend pro-social or wellness-focused programs and activities**

SHCS at the WELL provides demonstrations, workshops, and presentations. Regular workshops/presentations are:

- *7 Dimensions of Wellness* - focused on building understanding of the 7 Dimensions of Wellness (Physical, Emotional, Socio-Cultural, Intellectual, Financial, Environmental, and Spiritual) and how these can be used to increase students' overall well-being
- *Cooking Demonstrations* – a great way to learn about healthier recipes to make in college
- *Fresh Ideas for Eating While in College* – an interactive presentation to help navigate eating at restaurants and fast food, tips for reading labels, and healthy meal planning for students with a busy schedule and tight budget
- *Hornets Help* – an interactive presentations to help students recognize warning signs of sexual assaults and dating violence, understand the power of active bystander in preventing violence, and intervene safely
- *Limit Stress, Worry Less* - covering simple techniques to manage stress that college students face including balancing family obligations, academic work and friends in a healthy manner
- *Netflix and Chill* – a discussion-based presentation focused on consent, safer sex practices, contraceptives, and sexually transmitted infections.
- *Matters of the Heart* – an interactive presentation focused on the components of healthy relationships, including discussions about real life college scenarios with roommates, parents, friends and dating
- *Party Safer* – a discussion-based presentation focused on college alcohol consumption, the effects of alcohol, and how to drink responsibly at social events
- *Stigma Fighter 101*- a presentation that teaches students about mental health among college students including anxiety, depression and stress
- *Working Out Your Stress* – students will learn strategies to manage stress and gain skills to help get through the semester



There were 15 presentations and workshops held during the academic year. Table 1 shows the number of students who attended the presentations and workshops.

Table 1.

<b>Presentations and Workshops</b>	<b>Number of Student Attended</b>
7 Dimensions of Wellness	369
Cooking Demonstrations	340
Fresh Ideas for Eating While in College	105
Hornets Help	131
Limit Stress, Worry Less	281
Matters of the Heart	264
Netflix and Chill	140
Party Safer	263
Stigma Fighter 101	282
S.A.F.E	17
Wellness Workshop	23
Let's Be Blunt	20
Working Out Your Stress	34
Healthy Relationships	26
Train the Trainer: Hornets Help	4
<b>Total Number of Students</b>	<b>2,299</b>

**Department Goal 3: Students participating in presentations will meet the learning objectives and intend to make lifestyle changes.**

**University Strategic Goal:** Enhance student learning and success

**Student Affairs Divisional Goal:** Enhance student engagement, health, and wellness promotion

**Baccalaureate Learning Goal:** Intellectual and practical skills

***Standard of Achievement: Maintain or increase in the percentage of positive responses on meeting learning objectives and lifestyle changes compared to prior year.***

There were five common presentations from academic years 2015-2016, 2016-2017, and 2017-2018. Six additional presentations were included from academic year 2017-2018 to provide a baseline for future academic years. Table 2 shows the percentage of positive responses from all three years.

Table 2

Presentations	Met Learning Objectives Agree/Strongly Agree			Intend to Make Lifestyle Changes Agree/Strongly Agree		
	AY 15-16	AY 16-17	AY 17-18	AY 15-16	AY 16-17	AY 17-18
7 Dimensions of Wellness	100% (N=71)	94% (N=197)	95% (N=350)	100% (N=71)	89% (N=197)	88% (N=326)
Limit Stress, Worry Less	98% (N=398)	88% (N=426)	98% (N=276)	92% (N=398)	90% (N=426)	88% (N=247)
Stigma Fighter 101	96% (N=379)	N/A	98% (N=275)	---	---	---
Wellness Workshop	---	---	---	100% (N=16)	93% (N=40)	96% (N=23)
Working Out Your Stress	87% (N=289)	91% (N=64)	94% (N=33)	92% (N=289)	95% (N=64)	91% (N=32)
Fresh Ideas for Eating in College	---	---	92% (N=97)	---	---	80% (N=84)
Hornets Help	---	---	99% (N=129)	---	---	---
Matters of the Heart	---	---	99% (N=262)	---	---	95% (N=250)
Netflix & Chill	---	---	99% (N=138)	---	---	89% (N=124)
Party Safer	---	---	99% (N=259)	---	---	89% (N=234)
Healthy Relationships	---	---	100% (N=26)	---	---	96% (N=25%)

**Department Goal 4: Students will utilize Electronic Health Record (EHR) portal tools to schedule appointments via web.**

**University Strategic Goal:** Excel as a place to learn, work, live, and visit

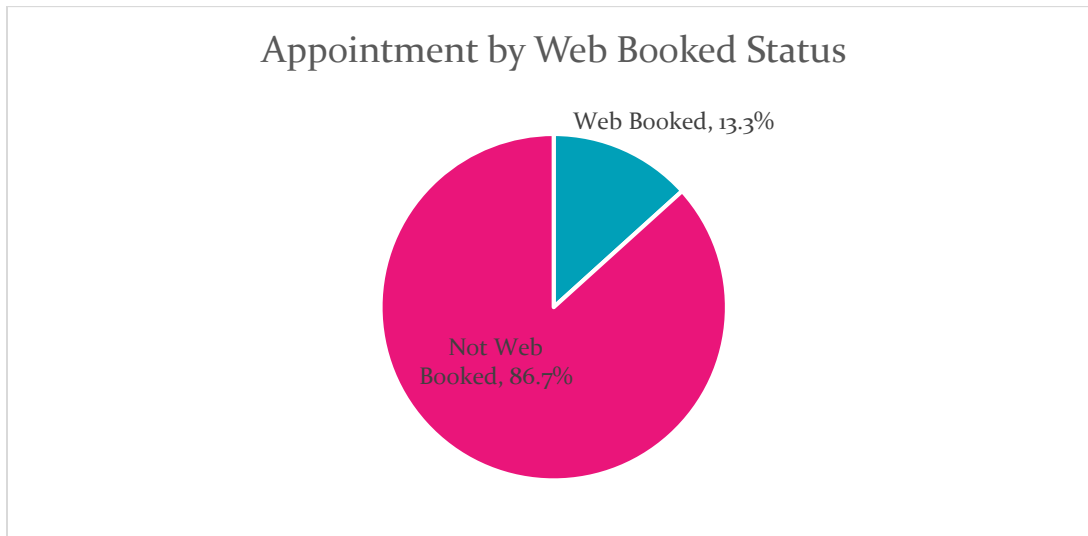
**Student Affairs Divisional Goal:** Enhance student engagement, health, and wellness promotion

**Baccalaureate Learning Goal:** N/A

**Standard of Achievement:** *Collect baseline data on EHR web tool utilization.*

Figure 3 shows that 13.3% (3,713) of appointments were scheduled via web compared to 86.7% (24,174). Appointment hours for web booked was 938.08 hours compared to 12,449.50 hours for non-web booked appointments.

Figure 3



**Department Goal 5: SHCS will collect data on utilization of services by client demographic.**

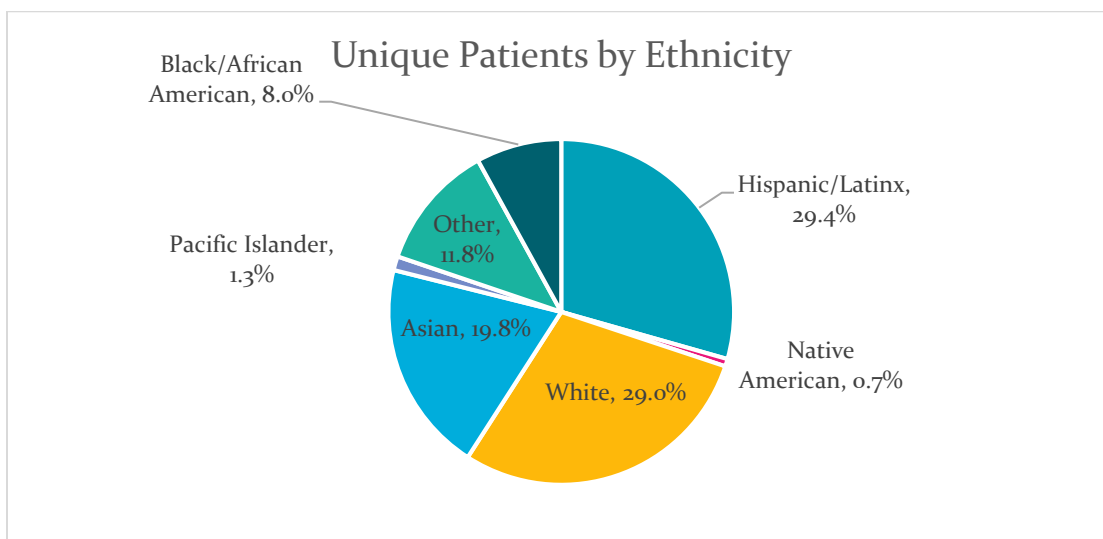
**University Strategic Goal:** Excel as a place to learn, work, live, and visit

**Student Affairs Divisional Goal:** Increase student's sense of well-being

**Baccalaureate Learning Goal:** N/A

**Standard of Achievement:** *Collect baseline data on utilization of services by client demographic to measure trends.*

There were 9,397 unduplicated students who visited the Student Health and Counseling at the WELL. Below is the ethnic breakdown of these students.



Note: Other includes decline to state/unknown, unassigned, no response, and decline to statexxxx.

**Department Goal 6: CSU Sacramento will be recognized as a “Healthy Campus.”**

**University Strategic Goal:** Excel as a place to learn, work, live, and visit

**Student Affairs Divisional Goal:** Increase students’ sense of well-being

**Baccalaureate Learning Goal:** N/A

***Standard of Achievement: Sacramento State be recognized as a “Healthy Campus.”***

Sacramento State teamed up with Partnership for a Healthier America (PHA) on May 3, 2018 and is recognized as one of the 116 partners for Creating healthier places, as well as one of 78 partners for Healthier Campus Initiative. The university is committed to meet at least 23 guidelines on nutrition, physical activity and programming on campus. Examples of PHA guidelines include the following:

- a. Offer wellness meals
- b. Label food and beverage items with healthy icons
- c. Increase healthier vending options
- d. Create a walking route on campus
- e. Offer a “how to” physical activity class
- f. Offer an outdoor fitness system
- g. Implement a breastfeeding program and policy
- h. Offer non-academic cooking skills classes that are available to students and incorporate fruits and vegetables
- i. Make available certified personal trainers for all students
- j. Offer a rental outdoor recreation equipment program for students
- k. Offer, without a user fee, a minimum of one (1) monthly 'how to' physical activity/movement class that introduces students to new activities
- l. Offer a minimum of forty (40) total: a. Diverse non-competitive group fitness opportunities during each academic year, and b. Diverse competitive sports, intramural or informal recreation opportunities each academic year
- m. Provide, without a user fee, sixteen (16)-hour per day access to at least one (1) fitness or recreation center for all students
- n. Implement a bicycle and pedestrian accommodation program/policy (e.g., Complete Streets) or participate in a national bicycle or pedestrian recognition program (e.g., Bicycle Friendly University)
- o. Provide designated bicycle lanes on major roads and/or offer off-street bicycle paths throughout campus
- p. Offer a bicycle share/rental program and/or a subsidized bicycle purchase program for all individuals on campus
- q. Make available Registered Dietitian Nutritionists (RDNs) for personal nutrition assessments and counseling to all students
- r. Make free water available in all dining, recreational and educational facilities
- s. Offer tray-less dining in at least seventy-five percent (75%) of dining venues

## Appendix A

Department Goals	What will be the standard of performance?	Outcomes
1. Students participating in the PHE Internship program will learn topics to health and wellness.	Maintain or increase overall experience of PHE students with internship program compared to prior year	<p>Increased in amount of instruction this year compared to prior years:</p> <ul style="list-style-type: none"> <li>• harm reduction</li> <li>• content related to other team's topic areas</li> <li>• campus resources</li> </ul> <p>Effectively planning a program/event increased this year compared to prior year.</p>
2. Students will participate in pro-social and/or wellness-focused programs and activities.	At least 1500 student participants will attend pro-social or wellness-focused programs and activities	2,299 students attended the 15 presentations and workshops held during academic year 17-18.
3. Students participating in presentations will meet the learning objectives and intend to make lifestyle change.	Maintain or increase the percentage of positive responses (meeting learning objectives and lifestyle changes) compared to prior year	<p>4 out of 4 workshops showed an increase in student meeting learning objectives when compared to the previous year.</p> <p>One workshop showed an increase in students agreeing to make lifestyle changes compared to the previous year.</p> <p>Data on six additional workshops was recorded to serve as a baseline for future years.</p>
4. Students will utilize Electronic Health Record (EHR) portal tools to schedule appointments via web.	Collect baseline data on EHR web tool utilization	13.3% of appointments were scheduled via web.
5. SHCS will collect data on utilization of services by client demographic.	Collect baseline data on utilization of services by client demographic to measure trends	<p>Unique Patients by Ethnicity</p> <p>29.4% Hispanic/Latinx</p> <p>29.0% White</p> <p>19.8% Asian</p> <p>11.8% Other</p> <p>8.0% Black/African American</p>

<b>Department Goals</b>	<b>What will be the standard of performance?</b>	<b>Outcomes</b>
6. CSU Sacramento will be recognized as a "Healthy Campus."	Sacramento State be recognized as a "Healthy Campus"	On May 3, 2018, Sacramento State teamed up with Partnership for a Healthier America and is committed to meet at least 23 guidelines on nutrition, physical activity, and programming on campus.