

Cataloging CCC Health Services: a 113-piece quilt

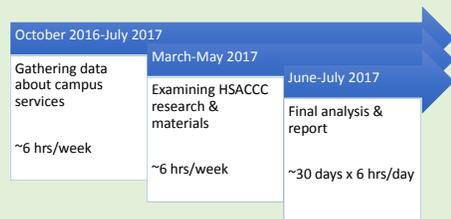
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HSACCC Conference
2017

Project Scope



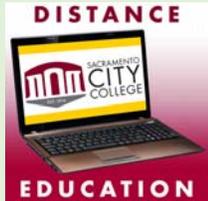
A little about me

Project Timeline



Project MPH

2015-2017



Method

College websites and the internet in general:

Student lifeline

- College "catalogs or websites are often more confusing than helpful" (229) Schuetz (2016)



Little bit of everything and sometimes nothing

- One college: no fee, no services except MFT interns for MH counseling
- FNP at one college is contracted, many are not
- Some have no fees and lots of services
- Some have max fees and **describe** few services
- Most MDs I'm finding are contracted
- At least one campus houses HS in academic dept
- Colleges with no services often have nursing programs

Ouch!



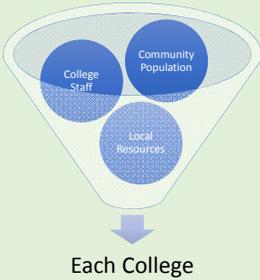
- Online Classes
- President's Corner
- Records & Staff
- March 2016
- Academic Disciplines
- Admission Staff Portal
- Athletic Requests
- Book RMS Calendar
- College Incident Reporting System
- Continuing Education Programs
- LACC Foundation
- Learn to Deal with Invergn
- Library Student Learning Outcomes
- LACC Curriculum
- Jobs & Planning Committee
- Online College Council Committee
- Transfer & Planning Committee
- Maps Student Support Services Comm.

Snowflakes in a district: not peas in a pod
A real example

Campus A	Campus B	Campus C	Campus D
<ul style="list-style-type: none"> Fee SOME health services 	<ul style="list-style-type: none"> Fee MORE health services 	<ul style="list-style-type: none"> Fee Contracted services 	<ul style="list-style-type: none"> No Fee No Services

Initial Observations

- Campuses are like snowflakes
 - Websites
 - Discourse (bursar, cashier, business office)
 - Practices
 - Costs
 - Services
 - Communities
 - Services
 - Costs
 - Practices



The struggle for resources is evident

students who are sick and must lie down. Currently we share our "room with a couch" with Life Skills. The interns have cut back to 2 hours per day which has freed up the room except during these times. There are situations in which 2 or more students are sick and they need to rest. There is no quiet and private area for this accommodation.

Disability access: The automatic door is broken, and it has been fixed several times this semester at high costs to the college. The mechanism over the door fell off and barely missed a student. The weight of the metal box would have severely injured or killed anyone who was hit by it. Students with disabilities have complained about the poor accessibility to this office.

Good Examples

- Clear websites
- “Over the Counter Nutrition”
- MD on site
- MFT on site
- 12 MH visits



Experiment/activity: take the challenge

- Pretend you are a student looking for:
 - Someone to help with your anxiety
 - Birth control
 - Flu meds or a flu shot
- Go to another college's website (not in your district—one you don't know anything about)
- Find out whether they offer a health fee and how much their health fee is (for summer, too) and who is exempt
- What did you discover?
- How can you recommend improvements to your own website?

Good example of being thorough

Health Fee

The Health fee is collected to cover the cost of student accident insurance. Health fees are as follows:

Fall and/or Spring Semester	Summer Session
Part time students - 0 to 11.5 units..... \$5.00	Part time students - 0 to 5.5 units..... \$3.50
Full time students - 12 or more units..... \$7.50	Full time students - 6 or more units..... \$5.00

Health Fee Waivers/Exemptions - this fee can be waived for students who depend exclusively upon prayer for healing in accordance with the teachings of a bona fide religious sect, denomination or organization. A student may request to be exempted by petitioning through the Dean of Student Services Office. The Health fee may not be waived when a student qualifies for a Board of Governor's Fee Waiver (BOG). Health Fees are not optional.

Health Fee Refunds - The Health fee is automatically refunded on cancelled classes. It is also refunded to students who totally withdraw within the first two weeks of full term courses. For the refund status on short-term classes, contact the Admissions and Records Office.

What can we do?

- “We must document the lived experiences of our students”
--Dr. Jill Biden @ CCRC
- Raise the visibility of the health concerns and challenges of students
- Host campus meetings in the ugliest, most broken-down spaces
 - Show the rest of campus exactly where some attention is needed
- Encourage students to use their voices

Good example: Resources for students



Thank you for all that you do for students!

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