

2022-2025 Student Services Student Wellness Center Comprehensive Program Review

Section 1: Program Information

A. Members: List all staff in your department or program.

College Nurse	Mental Health Supervisor
Dr. Shauna Bigby, DNP, FNP-BC	Nadine Henley, LCSW
Dr. Ann Walker, MD	Yolanda Renteria, Health Services Assistant
Sandra Tello, FNP	Jared Garcia, ASW
	Sarah Bernal, ASW

B. Student Wellness Center Organizational Charts



C. Briefly describe your program, including program components and function.

Renamed the Student Wellness Center (SWC) in 2022, the former Student Health Center has become a vital part of the Citrus College experience. The SWC provides comprehensive health and mental health services to enrolled students, with the goal of promoting positive health outcomes and supporting academic success. The program offers primary health care including treatment for acute illnesses, immunizations, screening services, and women's health, as well as confidential short-term counseling for emotional support. Health education and prevention resources focus on disease prevention, substance abuse, and healthy living, while support services include access to educational materials, hygiene products, and insurance information. Referrals are available for services not provided at the SWC, ensuring students can access specialty clinics and community resources. All services are provided by licensed professionals, are confidential, and most are free or low-cost, helping students maintain physical and emotional well-being to thrive academically and personally.

The SWC integrates mental well-being with physical health, offering distinct and specialized programming to enhance student wellness. Mirroring Citrus College's mission to nurture educated and purposeful citizens, the SWC's purpose is to advance students' well-being by providing preventive education, self-care resources, and wellness skills that improve quality of life. By empowering students with the knowledge and tools to manage their health, the SWC supports academic achievement and encourages individuals to create healthier communities through

sustainable lifestyle changes in diet, physical activity, and personal health management. Core program elements include individualized healthcare, health education and promotion, ongoing quality improvement, and community-wide education on mental and physical health issues.

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

The College Nurse collaborates with District Nurses and Health Center Directors from neighboring colleges to ensure the provision of comparable services and the implementation of best practices. By actively communicating with local colleges and participating in Region 8 college health meetings, the College Nurse remains current on the latest protocols and procedures in college health. The medical program at the Student Wellness Center (SWC) provides exemplary health education to the campus community, offering timely information about pandemic responses and public health emergencies including tuberculosis outbreaks, pandemic flu, and COVID-19, in partnership with the Public Health Department, which allows for the dissemination of real-time updates on pertinent health issues.

The SWC also works collaboratively with various campus departments, such as allied health programs, the Veterans Success Center, DSPS, Athletics, Health and Safety, and Student Affairs, to support student wellness. Through these partnerships, the SWC staff provide health seminars on topics including diet and nutrition, diabetes, hypertension, eye and heart health, mental health, emotional well-being, managing stress, and various other psychoeducational topics. Additionally, the SWC has co-hosted events with off-campus organizations, notably the Los Angeles Department of Public Health, including training on hands-only CPR, healthy eating, diabetes and cholesterol awareness, and long COVID seminars. Partnerships with organizations like Planned Parenthood have brought seminars on healthy relationships, sexual health, LGBTQ+ health, and sexually transmitted infections to campus. The Mental Health Program at the SWC has further enriched campus life by partnering with the Pride Center, Dream Resource Center, Athletics, and Black Scholars, while strengthening community connections with Tri City for direct and supportive referrals. Recently, the SWC initiated a Memorandum of Understanding with Azusa Pacific University to provide internship opportunities to Master of Social Work students, fostering both enhanced learning for APU students and expanded mental health services for Citrus College students.

E. How is your program funded?

The Student Wellness Center (SWC) medical program is exclusively funded by the Health Service Fee, which is assessed to credit students each term. This fee is reduced for students whose enrollment costs are covered by the California Promise Waiver, though it is important to note that the health fee does not constitute an insurance plan. Consequently, SWC services are designed primarily for actively enrolled students. Mental health services at the SWC are fully supported by ongoing state categorical funds. State funding may fluctuate based on student enrollment.

Section 2: Mission

A. Citrus College Mission Statement

Citrus College provides quality educational experiences that support our students in achieving their academic, professional, and personal goals, empowering them to make positive impacts on their communities and beyond. Citrus College faculty and staff take pride in being student-centered and in cultivating a safe, caring, compassionate, and inclusive lifelong learning environment. Our college community welcomes students from all backgrounds and ensures that they have the opportunity to achieve upward social and economic mobility.

B. Provide your program's mission statement and purpose.

The Student Wellness Center's mission is to provide quality healthcare services and promote positive health outcomes for students. The purpose of the SWC is to increase student retention and success by providing health services that enhance student wellness. To promote the development of skills needed by students once they leave Citrus College to make optimum health care decisions as to how to use health care systems and resources. To provide comprehensive disease prevention. To provide health care and education to employees.

C. How does your mission statement and purpose align with Citrus College's mission?

Providing access to high-quality healthcare services that promote positive health outcomes directly supports the college's mission by enhancing students' physical well-being and enabling them to achieve academic success. Citrus College is committed to fostering a safe, welcoming, and accessible environment where every student and community member can maximize their academic, career, and cultural development. The Student Wellness Center (SWC) mission closely aligns with the College mission by supporting students' academic, professional, and personal achievement through quality healthcare and health education. By promoting student wellness, retention, and success, the SWC helps create an inclusive, safe, and caring environment that empowers students to thrive and prepares them to make informed health decisions in the future. Both missions focus on fostering lifelong learning and personal growth, ensuring students are equipped to positively impact their communities.

Section 3: Student Experience

A. Summarize the survey results from the SSPR Survey (see Appendix A).

Student feedback from both surveys reflects high satisfaction with the Student Wellness Center's mental health and medical services, with especially strong ratings for staff professionalism, helpfulness, and overall impact on students' ability to remain enrolled at Citrus College.

Both surveys were administered to students who had used services within the past year, using a combination of online and paper formats. The mental health survey analyzed 38 eligible responses (23% response rate from 163 students), while the medical health survey analyzed 26 eligible responses (8% response rate from 313 students), with both reports noting that findings should be interpreted cautiously due to low response rates and potential nonresponse bias.

Mental Health Key Results: Across seven Likert-scale questions, satisfaction with mental health services was consistently high, with overall satisfaction items ranging from 81% to 95% agreement and an average satisfaction of 88%. Students rated staff as polite, helpful, and knowledgeable at particularly strong levels (e.g., 95% agreed that staff were polite and helpful, 92% that staff were knowledgeable), while the comparatively lowest-rated item concerned adequacy of information about available mental health resources (81% agreement), suggesting room to improve communication and outreach. Most respondents (82%) were returning/continuing students, and nearly all who answered indicated understanding of the enrollment requirement for access to services.

In open-ended responses, students overwhelmingly identified short-term therapy and counseling (including the free 8-session model) as the most helpful services, often noting specific counselors and the value of a safe, supportive space. Many respondents described the Center as significantly aiding their ability to stay enrolled by helping them manage anxiety, emotions, life stressors, and time management, with several explicitly stating that the services played a major or “huge” role in their decision or ability to remain at Citrus.

Medical Health Key Results: For medical services, satisfaction across seven Likert-scale items was also very strong, with satisfaction rates between 85% and 96% and an overall average of 92%. Timeliness, staff knowledge, and overall satisfaction were the highest-rated areas (e.g., 96% agreement that services were timely and that staff were knowledgeable, and 96% overall satisfaction), while the hours of operation were at 85% satisfaction, indicating some desire for expanded hours. All respondents identified as returning/continuing students, and the vast majority (95%) reported understanding the enrolled-credit requirement for accessing services.

Open-ended comments for medical services highlighted three main themes: 1) general medical care (check-ups, exams, consultations, and treatment); 2) support in meeting health requirements for nursing and other programs (e.g., TB tests, vaccines, titers, physicals); and 3) the kindness and efficiency of staff. Students frequently noted that the Center’s convenience, accessibility, and ability to fulfill program or employment medical requirements directly supported their continued enrollment and academic progress at Citrus.

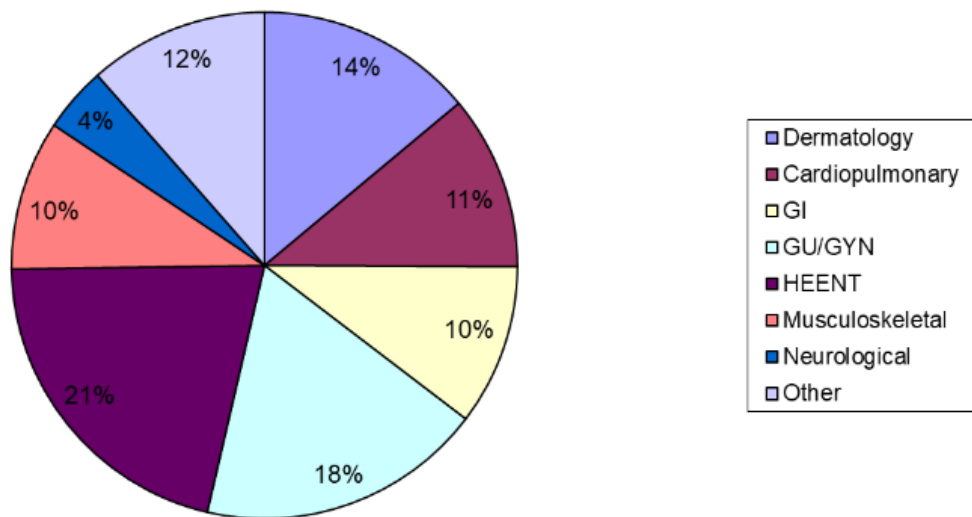
Section 4: Program Analysis and Planning

A. Describe the population you serve and analyze the trends in enrollment, success, retention, etc.

While the Center does not measure its impact through enrollment or retention data, student usage patterns offer valuable insight into the types of health concerns most affecting our student population.

Over the past three years, the SWC served students across a wide range of needs including acute illnesses and injuries to chronic conditions and preventive care. The most frequently addressed concerns included issues related to the head, eyes, ears, nose, and throat (21 percent), genitourinary and gynecological health (18 percent), and dermatological conditions (14 percent). These common areas of service reflect student demand for immediate, everyday medical care that promotes comfort, confidence, and consistent attendance in class. In addition, approximately 11 percent of visits involved cardiopulmonary issues, with another 10 percent addressing musculoskeletal and gastrointestinal concerns, demonstrating the Center’s versatility in supporting both physical and internal health matters. Beyond specific medical categories, an additional 12 percent of visits were categorized as “other,” which often include wellness consultations, immunizations, or follow-ups that extend preventive care beyond clinical treatment. Together, these patterns underscore the Student Wellness Center’s essential role as a first point of care for students. By fostering access to timely health services and education, the Center not only alleviates medical challenges but also sustains the broader mission of holistic student success at Citrus College.

Systems Classification of Diagnosis



Over the past three years, the mental health program has served approximately 4,550 students. This figure does not include those assisted during crisis interventions, walk-in appointments, or the many students supported through classroom presentations and campus events focused on mental health awareness and education.

B. Based on your analysis, what is the future plan for your program?

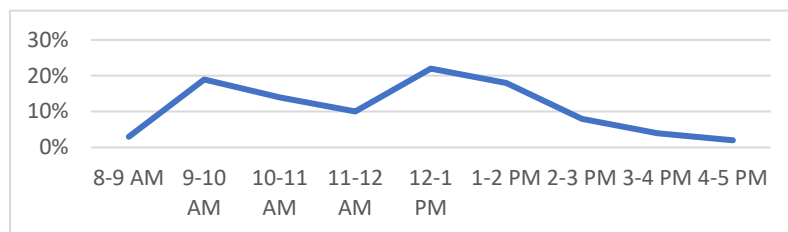
Based on the trends illustrated in the graph above, conditions related to the head, eyes, ears, nose, and throat represent the most common use of medical services. After evaluating current use, no adjustments are needed to the existing medical services at this time; however, utilization patterns and outcomes will continue to be closely monitored to ensure that services remain aligned with student health needs.

Similarly, after reviewing student requests and service usage, no changes are currently recommended for mental health services. Therapists will continue to offer both in-person and virtual appointments to maintain flexible appointment options for students.

i. How many students are served in your program?

Medical Services – numbers served

20 -2023	2023-2024	2024-2025
4,505	2,876	3,502



Mental Health- approximate number of students served per fiscal year (July 1 – June 30) Activities, groups and direct services numbers.

Mental Health Services – numbers served

2022-2023	2023-2024	2024-2025
2,461	1,560	529 (fall only)

NOTE: As the lingering effects of COVID-19 continue to impact students' mental health, the demand for counseling services remains high. However, due to staff resignations and budget constraints, the SWC now has fewer therapists than it did in 2022, resulting in fewer students being served.

ii. ***How do your students compare to the overall student population at Citrus College?***

When comparing the demographic data of the College to the Student Wellness Center (SWC) medical services and mental health services, the data indicates that there are similarities between the institution and students seeking medical care. The SWC also serves a higher number of Latinx students compared to other ethnic groups.

iii. ***Include other qualitative or quantitative information about your population.***

Among students served by the Student Wellness Center's medical services, approximately 1 percent identified as nonbinary. Slightly more than half of the students receiving medical care identified as female, while 40 percent were 19 years of age or younger.

Within the Student Wellness Center's mental health services, approximately 5 percent of students identified as nonbinary, 53 percent as female, and 40 percent as male, with 2 percent categorized as unknown or unreported.

- C. **PLO/SLO Assessment: Describe how your program has assessed program learning outcomes and student learning outcomes over the last three years and what you found from these assessments. Attach any relevant reports or other evidence to substantiate your narrative analysis. Include reflections and recommendations based on your analysis of the findings.**

PLO 2020-2021

PLO 1: Increase student awareness of mental health programs and resources

- **Measure:** Survey

- **Assessment:** Students who attend mental health seminars will receive pre- and post-workshop assessments.
- **Criteria for Success:** At least 80% of students will increase their knowledge of how to implement one strategy to improve their personal mental health and wellness.
- **Summary of Findings:** One hundred percent (100%) of students surveyed demonstrated increased knowledge of how to implement one strategy to improve their mental health and wellness. The Student Health Center (SHC) continued to offer mental health and wellness seminars that included pre- and post-assessments. The newly named Student Wellness Center (SWC) medical program will continue this practice.

PLO 2020-2021

PLO 2: Increase student awareness of physical health and support resources

- **Measure:** Survey
- **Assessment:** Students will identify community resources for health care for ongoing chronic health issues.
- **Criteria for Success:** At least 80% of students surveyed will be able to identify community resources for ongoing care.
- **Summary of Findings:** Ninety-six percent (96%) of students surveyed with chronic health issues after their appointment to ensure that students demonstrate knowledge of where to go to access care for chronic disease pathologies. The Student Wellness Center (SWC) continues to identify community resources for ongoing care for chronic disease pathologies. The newly named Student Wellness Center (SWC) will continue these services.

PLO 2021-2022

PLO 1: Increase student awareness of mental health programs and resources

- **Measure:** Number of attendees
- **Assessment:** Measure the number of students that attend campus health and wellness workshops, and participated in virtual and group therapy sessions and compare them with Fall 2019 numbers (1,800 students)
- **Criteria for Success:** A three percent increase in the number of student attendance.
- **Summary of Findings:** The number of students that attended health and wellness workshops and participated in virtual group therapy sessions increased by approximately 6% from Fall 2019 (1,800+ 108) to approximately 1,908 students. The SHC continues to offer virtual health and wellness workshops post pandemic. The newly named Student Wellness Center (SWC) is no longer tracking student attendance at workshops or group therapy sessions for the purpose of comparison with fall numbers.

PLO 2: Increase student awareness of physical health and support resources

- **Measure:** Successful completion of forms necessary to schedule telehealth appointments.
- **Assessment:** One hundred percent (100%) of students who made telehealth appointment successfully utilized the online "history and physical" form to make a telehealth appointment for the "Ask a Nurse Program."
- **Criteria for Success:** All students seeking SHC services will complete the forms necessary to schedule a telehealth appointment.
- **Summary of Findings:** One hundred percent (100%) of students who made telehealth appointments successfully utilized online health and history form to telehealth appointment for the "Ask a Nurse Program". The Student Health Center (SHC) continued the telehealth program.

The newly named Student Wellness Center (SWC) continues to offer medical telehealth appointments.

PLO 2023-2024

PLO 1: Increase student awareness of physical health and support resources

- **Measure:** Attendance
- **Assessment:** Partner with the Los Angeles County Department of Public Health to offer free Hands Only CPR training, cholesterol education and education about high blood pressure.
- **Criteria for Success:** Attendance
- **Summary of Findings:** On August 24, 2023 five hundred (500) attendees learned Hands Only CPR. On September 13, 2023, 12 attendees learned about high blood pressure and prevention. On September 16, 2023, 25 attendees learned about high cholesterol and prevention. The newly named Student Wellness Center (SWC) continues to offer health and disease prevention seminars.

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

Over the past three years, the Student Wellness Center (SWC) has significantly expanded its role in promoting student well-being, health, and mental health support. The Center has offered more than 150 student wellness workshops and over 60 faculty and staff trainings, strengthening awareness and capacity across the college community. The addition of a full-time Mental Health Supervisor has further enhanced service delivery, program development, and outreach, while improving coordination of care for students in need. The SWC plays a vital role in responding to campus emergencies, including responding to on-campus deaths, supporting the college during times of crisis, and assisting students impacted by public policy changes. To further support the campus community, cards detailing available SWC services and 988 crisis line information are distributed each year to ensure that students have immediate access to critical support resources. The Center also upgraded its waiting area to create a more calming and welcoming environment that reflects the program's trauma-informed values.

Throughout each academic year, the SWC hosts a wide range of health and wellness events designed to educate and engage students. In March, "Eye Health Month" featured free vision screenings to encourage early detection and preventative care. In April, the SWC partnered with Student Life and Leadership Development to offer Sexually Transmitted Infection (STI) education and free screenings, promoting sexual health awareness and reducing stigma through open dialogue. Student Wellness Center staff collaborated during Black Student Success Week (April 21–25) to co-host culturally affirming events supporting the well-being and empowerment of Black students. In April, the college nurse led cardiopulmonary resuscitation (CPR) compliance training for SWC staff, ensuring readiness to address medical emergencies. The same month, the Center distributed Narcan test strips and drink covers during the Clothesline Project and Denim Day events in honor of Sexual Assault Awareness Month (April), further demonstrating its commitment to harm reduction and student safety. In May 2025, the Center hosted two Mental Health Awareness Month tabling events in the Campus Center Mall, continuing its proactive engagement through wellness tips, resources, and interactive activities that increased visibility and participation. Most recently, on October 27, 2025, the mental health program hosted the Send Silence Packing traveling exhibit. The powerful installation, which featured hundreds of backpacks representing lives lost to suicide, drew nearly 800 students, employees, and community members. The event fostered reflection, dialogue, and hope, reaffirming the college's institutional commitment to mental health awareness and suicide prevention.

The SWC also leads several ongoing initiatives, such as a weekly Neurodivergent Support Group that offers a safe and affirming space for neurodiverse students. This semester alone, the SWC team delivered presentations to more than 29 classrooms, directly reaching nearly 500 students with information about mental health, wellness strategies, and available services. Collectively, these achievements demonstrate the SWC's ongoing growth, its responsiveness to student needs, and its impact as a cornerstone of wellness and mental health support for students.

E. Document program challenges/obstacles since your last program review.

The Student Wellness Center medical program continues to navigate staffing challenges that mirror trends seen across the state and nation. The ongoing nursing shortage and highly competitive market salaries have made it difficult to establish an on-call list for nursing coverage or attract applicants for part-time positions. Over the past two years, the Center has worked diligently to recruit for a professional expert, hourly nurse position; however, the limited applicant pool and budgetary constraints have made it difficult to fill the role or fund a full-time registered nurse position at this time. These challenges have been compounded by broader factors such as the pandemic, staff transitions, and budgetary constraints, which together have affected staffing. Despite these circumstances, the Wellness Center continues to provide consistent, high-quality medical support to students through adaptive scheduling, cross-training, and strong community partnerships.

The mental health program is experiencing similar resource pressures, particularly related to staffing and student demand. As the lingering effects of COVID-19 continue to impact mental health, the need for counseling services remains high. Competitive market conditions make it challenging to recruit and retain licensed mental health professionals, a trend seen throughout higher education. Identifying funding for a full-time licensed mental health counselor would significantly strengthen the program's capacity to serve students, provide supervision for interns, and expand access to mental health care across the campus community.

F. Summary of Past Recommendations and Goals: Describe the progress made on your recommendations and goals from the last comprehensive program review.

During the 2020-2025 program review period, five out of six long-term goals for the Student Wellness Center were completed. Notably, the SWC saw an increase in the number of students utilizing its services and, in 2022, successfully hired a full-time mental health supervisor, funded by ongoing state categorical funds. Additional advancements included the purchase of a copy machine/scanner and the transition from the previous electronic medical records system (Medicat) to Titanium, which is currently being implemented. Furthermore, the health center education room was repurposed as the mental health supervisor's office, and two medical rooms were converted into private counseling spaces. However, the goal of creating direct office access from the health center to the mental health supervisor office space was not accomplished, and the SWC was unable to hire an additional part-time registered nurse.

Section 5: Ensuring Equity and a Commitment to DEIA+ in Student Services

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

The Citrus College Student Wellness Center (SWC) is deeply committed to fostering campus wellness through an equity-centered lens, focusing its resources and efforts on meeting the diverse needs of

underrepresented student populations. The SWC designs programs and deliverables grounded in cultural humility, aiming to eliminate health disparities and ensure that high-quality care is accessible to all, regardless of socioeconomic status, ethnicity, sexual orientation, or gender identity. To accomplish these goals, the Center regularly engages in data review and student surveying to assess changing needs, allowing for responsive planning and resource deployment.

Many SWC workshops and events highlight social determinants impacting student health, such as economic insecurity, stigma around mental health, and barriers to healthcare access common among marginalized groups. Peer outreach efforts, psychoeducation programming, and cross-campus collaborations, such as partnerships with the Pride Center and the Dream Resource Center, help connect students from underrepresented backgrounds to both specialty and general services. The Center's staff receive ongoing training in culturally sensitive and trauma-informed care, furthering the commitment to equity and inclusion. Through strategic participation in campuswide equity initiatives and annual planning, the SWC targets programs for populations most at risk, including low-income students, first-generation students, LGBTQ+ individuals, and student-athletes.

By integrating targeted education, social determinants advocacy, and culturally aware service delivery, the SWC ensures its programs are relevant and accessible, sharpening its capacity to support underserved students. Evaluation through service area outcomes and student feedback mechanisms continues to inform the evolution of the SWC's equity-based strategies.

B. How do you serve students regardless of service location or delivery method?

The Student Wellness Center prioritizes flexibility in service delivery to ensure continuity of care for all Citrus College students, regardless of where or how they access support. In-person medical and mental health appointments, drop-in visits, and confidential consultations remain central to the Center's offerings. Recognizing that not all students can access campus resources directly, the SWC has expanded its telehealth services, allowing students to schedule and attend virtual appointments via secure online platforms. These telehealth appointments are available for both medical and mental health services and comply with legal and ethical guidelines to maintain confidentiality and safety. Outreach and psychoeducation are offered in both physical and virtual formats, including classroom presentations, webinars, appointments, and workshops. Resource information and referrals are available via email, phone, and web-based forms, enabling off-campus and remote learners to receive timely support. The SWC's website details appointment options, and administrative staff assist with scheduling and information via phone and email, ensuring equitable access across modalities.

Through its seamless integration of in-person, virtual, and outreach services, the SWC adapts to student circumstances and technological evolution, continually expanding its reach. These multifaceted approaches reflect the overall goal of equitable care and demonstrate the Center's commitment to serving the entire Citrus College student community, wherever they may be.

Section 6: New Program Goals

Goal 1. To expand professional expert registered nurse hours and operational support.

- Persons Responsible: College Nurse

- Strategic Plan Focus Areas: 5.3 Effective student support services Increase and promote efficient and effective student support services

Goal 2. Increase the number of students utilizing medical services by 5%

- Persons Responsible: College Nurse
- Strategic Plan Focus Area: 5.3 Effective student support services. Increase and promote efficient and effective student support services. 5.5 Increase participation in support programs. Increase student participation in college support programs.

Goal 3. To increase professional expert therapist hours and hire a licensed mental health therapist.

- Person Responsible: Mental Health Supervisor
- Strategic Plan Focus Areas: 5.3 Effective student support services. Increase and promote efficient and effective student support services

Goal 4. Increase partnerships with accredited mental health graduate programs by establishing MOUs with three or more institutions to increase the number of mental health interns serving the college.

- Person Responsible: Mental Health Supervisor
- Strategic Plan Focus Area: 5.3 Effective student support services. Increase and promote efficient and effective student support services. 5.5 Increase participation in support programs. Increase student participation in college support programs.

Section 7: Budget Planning

Over the next three years, the Student Wellness Center (SWC) anticipates requiring additional resources to achieve the goals outlined in Section 6.

To advance Goals 1 (expand professional expert registered nurse hours and operational support) and 2 (increase the number of students utilizing medical services by 5%), the SWC proposes increasing registered nursing hours through the addition of a part-time professional expert nurse. Previous requests for this position over the past decade were not funded due to declining student enrollment, reduced state budgets, and the decision to maintain the cost of the student health fee at its current rate to preserve affordability for students. These factors have limited the ability to expand nursing staff.

To support Goal 3 (increase professional expert therapist hours and hire a licensed mental health therapist) and Goal 4 (increase partnerships with accredited mental health graduate programs by establishing MOUs with three or more institutions to increase the number of mental health interns), the SWC is requesting one part-time licensed therapist (18 hours per week). This position will enhance access to mental health services, strengthen training and supervision for interns, and help maintain high-quality, ethically sound care. Adequate staffing will also mitigate risks of burnout, compassion fatigue, and vicarious trauma. At present, ongoing state categorical funds only cover the Mental Health Supervisor position; therefore, additional funding is needed to meet growing student demand and fully support student success.

A summary of the requested part-time SWC positions is provided in the table below.

Cost Estimates for Additional Student Wellness Center Positions	
Part-time Registered Nurse (16 hours per week)	\$68,140
Part-time Licensed Mental Health Therapist (18 hours per week)	\$74,409
Total	\$142,549

Section 8: Program Review Involvement

This document was co-authored by College Nurse Dr. Shauna Bigby and Mental Health Supervisor Nadine Henley, with key contributions from Student Wellness Center Physician Dr. Ann Walker and Registered Nurse Sandra Tello, FNP, who assisted in goal-setting and review. Health Services Assistant Yolanda Renteria supported data collection and the distribution of student surveys. Mental health counselors Sarah Bernal, ASW, and Jared Garcia, ASW, provided input to help identify service gaps and address the growing demand for mental health support within the current facility. The document was reviewed, edited, and approved by the Dean of Students Dr. Maryann Tolano-Leveque.

APPENDIX A

Program: Student Wellness Center – Medical Services

	Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A or Don't Know
1	The hours of medical health services met my needs.	15	7	4	0	0	0
2	The Student Wellness Center provided medical health services to me in a timely manner.	14	11	1	0	0	0
3	I was provided with an adequate amount of resources and information about medical health services offered by the Student Wellness Center.	13	10	3	0	0	0
4	The staff providing medical health services in the Student Wellness Center were polite and welcoming.	17	7	1	0	1	0
5	The staff providing medical health services in the Student Wellness Center were helpful.	18	6	2	0	0	0
6	The staff providing medical health services in the Student Wellness Center were knowledgeable.	16	8	1	0	0	0
7	I was satisfied with the medical health services provided by the Student Wellness Center.	18	5	0	1	0	0

Briefly explain any response where a “disagree” or “strongly disagree” is recorded on the items above and how the program can better serve students in that area.

While overall survey results show very strong satisfaction with medical services and staff, the one strongly disagree and one disagree response indicate that at least one student experienced interactions as unwelcoming and left dissatisfied, suggesting a need to improve consistency in student experience. At the same time, it is important to recognize that not every student will be satisfied in every situation,

particularly when staff must uphold medical guidelines, college policies, or eligibility requirements that may prevent students from receiving the specific outcome they hoped for. To better serve students, the program can continue to reinforce student-centered customer service practices for all front-line staff, emphasizing warm greetings, respectful tone and body language, and clear explanations of procedures and decision-making, supported by periodic refresher trainings and scenario-based practice. Taking these proactive steps can help ensure that, even when staff must say no or follow policy, students still feel heard, respected, and less likely to leave future visits feeling unwelcome or unsatisfied.

Additional Questions – Medical Services Survey

Question 1. What services provided by the Student Wellness Center have been most helpful to you? A total of 19 students shared their feedback on this question, which can be summarized into the following themes.

1. General Medical Services

- Many students highlighted general medical care as the most helpful: check-ups, exams, consultations, and treatment by staff and doctors.
 - “Thank you... to the doctor for treating and explaining in detail.”
 - “I was given a consultation as well as a basic health check-up including blood pressure and weight checking.”
 - “They are really nice and quick with what they do. Did my physical in a satisfactory manner.”

2. Vaccinations, TB Tests, Labs & Nursing-Program Requirements

- Some respondents mentioned TB tests, titers, immunizations, flu shots, and physicals required for nursing program.
 - “TB test, physical, vaccines.”
 - “Nursing requirements: titers, immunizations, physical, flu shots.”
 - “Flu vaccine, screenings for nursing program, blood tests, etc.”

3. Staff Kindness and Helpfulness

- Several students emphasized the kindness, supportiveness, and efficiency of the Wellness Center staff.
 - “The nurses on the medical side are excellent... they are a great asset to the school.”
 - “The staff was very kind and I didn’t have to wait long to be taken inside.”
 - “Convenience of labs and physical exams. Ann Walker was kind and helpful.”

Question 2. I understand I must be an enrolled credit student to access services at the Student Wellness Center.

Table 8. I understand I must be an enrolled credit student to access services at the Student Wellness Center.

Aner Choices	Responses	
Yes	95%	21
No	5%	1
Tot	100%	22

Question 3. To what extent has using the Student Wellness Center aided in your staying enrolled at Citrus College?

A total of 14 students shared their feedback on this question, which can be summarized into the following themes.

1. Strong Positive Impact on Staying Enrolled

- Many students gave direct, concise statements indicating that the Wellness Center played a major role in helping them stay enrolled.
 - “Very.”
 - “Greatly.”
 - “It has helped cross issues and worries in my life to help focus on classes.”

2. Support Completing Medical Requirements for Academic or Employment Programs

- Many responses describe how the center helped them meet medical requirements needed for nursing, CNA, RDA programs, or on-campus employment.
 - “Convenient... to meet the demands of the nursing program that my primary MD clinic cannot accommodate on short notice.”
 - “I needed a TB test to be hired at Citrus which helps me stay full-time.”
 - “It made health care accessible to me, and allowed me to fulfill my nursing requirements.”

3. Convenience, Accessibility, and Support for Staying Academically Focused

- Some respondents emphasize how the Wellness Center’s convenient services, readily available resources, and supportive guidance helped students stay on track academically and manage life responsibilities.
 - “Convenient for work and school programs that require medical work done.”
 - “Ensuring I get tested when appropriate.”
 - “It helped me stay at Citrus in the sense that it gave me tips on how to plan and coordinate my time to perform my best.”

Program: Student Wellness Center – Mental Health Services

	Survey Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A or Don't Know
1	The hours of mental health services met my needs.	19	12	5	1	0	1
2	The Student Wellness Center provided mental health services to me in a timely manner .	23	9	3	1	0	1
3	I was provided with an adequate amount of resources and information about mental health services offered by the Student Wellness Center.	22	8	5	1	1	0
4	The staff providing mental health services in the Student Wellness Center were polite and welcoming .	31	4	1	1	0	0
5	The staff providing mental health services in the Student Wellness Center were helpful .	28	7	1	1	0	1
6	The staff providing mental health services in the Student Wellness Center were knowledgeable .	26	8	2	0	1	0
7	I was satisfied with the mental health services provided by the Student Wellness Center.	27	5	3	0	1	1

Briefly explain any response where a “disagree” or “strongly disagree” is recorded on the items above and how the program can better serve students in that area.

The survey shows that only a small number of students selected “disagree” or “strongly disagree” on items related to hours, timeliness, resources and information, staff politeness, helpfulness, knowledge, and overall satisfaction, suggesting generally strong performance with a few areas for continued improvement. To better serve students who felt less positive about their experience, the program can continue refining communication about available services and procedures, exploring modest adjustments to hours or scheduling where feasible, and reinforcing expectations for consistently warm, clear, and professional interactions in every encounter. At the same time, it is important to acknowledge that it is not possible to fully satisfy every student in every situation, especially when clinicians must

uphold ethical standards, clinical judgment, and college policies that may prevent providing the specific outcome or accommodation a student wants; in those cases, the goal is to ensure students still feel listened to, respected, and informed even when the answer must be no or different than requested.

Additional Questions – Mental Health Services Survey

Question 1. What services provided by the Student Wellness Center have been most helpful to you? A total of 22 students shared their feedback on this question, which can be summarized into the following themes.

1. Therapy and Counseling

- The vast majority of students pointed to therapy or counseling services as the most helpful service.
 - “The free 8 therapy sessions have been the most helpful resource for me.”
 - “8 free therapy sessions per semester.”
- Several students specifically praised individual counselors for being supportive, effective, and impactful.
 - “Therapy with Nadine! She is the best therapist I’ve ever had. ... God bless Citrus College.”

2. Emotional and Mental Health Support

- Some students emphasized improvements in managing anxiety, expressing emotions, coping skills, and overall mental health.
 - “The most helpful to me are the therapy sessions and how I am doing a lot better showing emotions I never felt and speak up more.”
 - “Being there when needed, always provided support and giving resources.”
- Many noted that counseling helped them navigate life challenges, stress, and academic pressures.
 - “Speaking to a counselor (Sarah) about my anxiety. She really helped me find coping mechanisms...”

3. Consistency and Check-Ins

- A few mentioned the value of regular check-ins every few weeks, which helped them stay grounded and supported over time.
 - “Check-ins every 2-3 weeks to see how I’m managing and navigating life.”

Question 2. I understand I must be an enrolled credit student to access services at the Student Wellness Center.

Table 8. I understand I must be an enrolled credit student to access services at the Student Wellness Center.

Answer Choices	Responses	
Yes	97%	31
N	3%	1
Tal	100%	32

Question 3. To what extent has using the Student Wellness Center aided in your staying enrolled at Citrus College?

A total of 20 students shared their feedback on this question, which can be summarized into the following themes.

1. Strong Positive Impact on Staying Enrolled

- More than half of the responses describe the Wellness Center as having a major or significant impact on their decision to remain enrolled.
 - “It has motivated me to stay enrolled and taking my classes, as well as passing them.”
 - “A significant amount.”
 - “It has played a huge role.”

2. Emotional and Mental Health Support

- Many students described the Wellness Center as a safe space that helped regulate emotions, reduce anxiety, and support mental wellness.
 - “It’s helped regulate my emotions and provided a safe space.”
 - “This service has helped me by giving me a safe space to talk out anxieties and worries.”

3. Academic Support and Practical Skills That Helped Them Continue

- Some students highlight concrete academic benefits: time management help, reducing stress to stay focused, and improved performance that supported their continuation.
 - “Helping organizing my personal life with classes.”
 - “It helped me... gave me tips on how to plan and coordinate my time to perform my best.”