



Psychological Services  
Student Services  
Program Review Reflection  
2014-2015

1. Overview: Assess program, services, division during the 2014-2015 year. Describe accomplishments, challenges and how challenges were addressed. Include evidence that illustrates accomplishments and challenges.

The De Anza College Psychological Services Department has experienced many challenges and resources needs. The following is a summary of those areas:

**SPACE:**

In the 2014/2015 year, our biggest challenge was not having a designated space to call our own. We had thought that being housed with the Counseling Department would be beneficial to minimizing the stigma of help seeking for our students. We deduced that students seeking help for mental health support, when waiting to be seen in the Counseling Center would not be singled out as needing help with psychological support. In this sense, we underestimated the openness of the campus community to their fellow students needing mental health support. We also minimized the important role that we ourselves as mental health practitioners hold as a viable student support in student success and achievement.

Additionally, the lack of space created difficulty for members of the college community who could not locate us easily to refer their students for services. When they did locate us, there existed a whole process of making appointments and crises containment that was hampered by room assignments (or lack thereof), the lack of skillset in the reception area (not designed to contain students in crises), and insufficient manpower to meet (often

immediate) demand for services. The confusion placed a strain on the relations between faculty and staff working in the Counseling Center and ourselves as mental health practitioners.

There was also a certain level of distrust regarding the roles that we as mental health practitioners play with regard to potential encroachment on the duties of the Counselors in the Counseling Department. There was concern about how our hiring could threaten the jobs of our Counseling colleagues, who in their role as advisers often engage in "Personal Counseling." It is not the intent of this reflection to go into the details of what, why and how the two roles are the same and or different but the tension generated was enough to impact morale on all sides and arguably impact productivity and efficiency towards providing services for our students.

The lack of a designated area of our own precludes the hiring of an administrative assistant dedicated to attending to students who need mental health support. The Counseling Department was very gracious and generous to be the reception for our students. However, the students and staff who seek help at the front desk sometimes present in crises mode. Individuals in crises often present with overt display of emotions accompanied by loud verbalizations. For us as mental health practitioners, these displays of symptoms were data worthy of collection and study as they inform on diagnoses and treatment. To the untrained and unsuspecting bystander however, it plausibly produced unintended consequences of upset and bad feelings.

As a response to the above concerns, a designated area was actively sought by management to meet our needs. For this we are grateful.

### **DATA COLLECTION:**

The department suffers from a lack of a full analysis of our data. Although SARS software was procured by the college to help us with scheduling and tracking student appointments, only two classified staff at the Counseling Department knew some aspects of how to use the system but could not reasonably help us with

our needs. The rest of us were not trained on the system. This meant that potentially a lot more information could be generated from the data input existing in SARS. We hope that an Administrative Assistant could be hired and trained to help us fully utilize the SARS program.

At the moment, the number of clinical hours provided to De Anza students in individual, one to one, therapy read:

Academic Year 2010/2011 = 239 hours

Academic Year 2011/2012 = 342 hours

Academic Year 2012/2013 = 397 hours

Fall 2013, Winter 2014 and Spring 2014 = 671 hours

Fall 2014, Winter 2015, Spring 2015 = 984 hours

### **STAFFING:**

We are in need of an efficient administrative assistant who can assist us with sorting through the demands of running a department and who can be trained on using SARs in its full capacity.

It is my understanding as Director of Psychological Services, that our sister college, Foothill College, with an enrollment that is several thousand less than De Anza College, has two full time licensed clinicians with plans to increase hiring to three licensed clinicians by 2015/2016. With respect to Equity (Question 3), I would like to respectfully ask that De Anza considers hiring at least one more part-time, if not a full time licensed clinician in the near future.

The main reason we are able to provide the increasing number of clinical hours is because of our Practicum Internship Training Program. With the number of hours trending upwards, it also meant that there are more cases that need supervision. The dependence on one licensed clinician to both manage the department, and to act as the primary supervisor to train and supervise the interns is not something that is sustainable over the long run if we were to continue to provide quality of care service to our students.

2. Describe how SSSP core services or DSPS, EOPS, CalWORKs program plans were met. Include evidence that illustrate how the core services were met.

N/A

3. Describe how Student Equity goals were met. Include evidence that illustrate how goals were met.

De Anza College Psychological Services Department adheres to De Anza's Student Equity principles by being committed to provide treatment in a variety of modalities such as individual, group, couples', and family therapies, as and when clinically indicated and legally permissible, and to the best utilization of our resources.

We have hired and trained graduate clinical psychology practicum interns from diverse cultural populations with each training year. In our commitment and contribution to developing the future generations of psychologists who will encompass, embrace and practice the ethical standards worthy of being in the healing profession, we ensure that our practicum program teaches an understanding of human development, health and being that do justice to the trust that our students place in us as professionals.

4. Enrollment Management (if applicable): Analysis of course offerings and what is needed for 2015-2016 course offerings.

Not Applicable

5. Resource requests based on previous Program Reviews and/or Annual Program Review Updates.

- Designated Space for De Anza Psychological Services Department
- Administrative Assistant Position
- An additional licensed clinician