

Non-Instructional Program Review Template

What is a Non-Instructional Program?

Non-instructional programs represent all Administrative and Business Services, Student Services, and non-instructional Academic Affairs areas at BCC.

Service Area/Administrative Unit Name

Service Area/Administrative Unit Name: The Mindful Space

Academic Year: 2022 - 2023

Name(s) of Submitter(s): Dr. Christa Banton

I. Area Description

The purpose of this section is to provide the reader and/or reviewer with a brief snapshot of the area. This section should be kept short, a few paragraphs at the most, and address the following:

What is the area mission?

The mission of the Mindful Space is to provide timely, quality-driven mental health and wellness services that benefit the student body as well as the local Barstow community.

What is the area vision?

The Mindful Space removes the barriers related to mental health care including stigma and access so that students can flourish academically.

Please provide a short area description:

The Mindful Space is the mental health center at Barstow Community College that provides students with free mental health services, such as individual psychotherapy, coaching, group therapy, mental health assessments, crisis interventions, consultations, referrals, and disciplinary intervention. All mental health services are provided by our licensed mental health counselor. Services are individually tailored and are free to all students.

How does your area align to and/or support one or more of the following BCC Strategic Priorities?

The Mindful Space provides the necessary mental health and wellness services students need to successfully perform academically and achieve their goals. This is done using an equity lens with consideration of individual culture, identity, and community. Providing mental health resources allows staff to intervene and give the students the knowledge and empowerment needed to utilize resources to persist and complete courses despite the everyday stresses of life getting in the way. Additionally, The Mindful Space hosts a number of workshops and professional development opportunities to educate students, staff, faculty, and the greater community on the importance of mental health, reducing stigma, and accessing resources on and off campus. These efforts help to establish and build a sense of community among students, staff, and the greater community.

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II. Area Effectiveness

The purpose of this section is to evaluate the area holistically by reviewing and analyzing data within the context of serving the area's internal and external customers, helping students reach their goals, and furthering the mission of BCC.

For each item below, review the data provided. As you examine the data, be on the lookout for trends and outliers.

Provide a short analysis (2-3 sentences) for each item. If data are not available (i.e., student satisfaction surveys), please indicate that on the form.

Area Data and Analysis

Demographics of internal and external customers – who do you serve?

The Mindful Space services the entire student body at Barstow Community College. From January 2020 to December of 2022, 1,519 appointments have been scheduled for students to receive services from The Mindful Space. From January 2020 to December of 2022, we have serviced 233 students.

Area Organization – state any changes in past few years

The Mindful Space operates with 1 full-time mental health counselor (in person), 1 full-time mental health coordinator (1/2 in person, 1/2 virtual), and 1 part-time student employee (in person). The full-time mental health coordinator just came on board in December of 2022. The office consists of a small, front reception area, which is shared by the student employee and program coordinator, a small waiting area with four chairs, a small storage area, and a back office which the counselor uses both for sessions and for administrative work.

The Mindful Space has also expanded to the Fort Irwin area, and the mental health counselor visits once a month to provide mental health services to the student population located on the Fort Irwin Base. There is a dedicated office for The Mindful Space.

Staff Professional Development

The staff has participated in professional development training such as CEUs in mental health topics, Suicide Awareness training, trauma training and more. Among the staff, there has been regular attendance at All College meetings, Best Practices, Academic Senate, All-Division, Board of Trustees meetings, Tech Review Committee, Curriculum Committee, and ACCESS committee. The staff has participated in the annual Inservice event. Additional committee participation includes Equity and Diversity, IEC, MHWA, Foster Care Advisory Counsel, SEPI-Equity Plan, and the CAMFT-CEPA committee. The staff has also attended the following conferences and trainings: IE- CAMFT, The Evolution of Psychotherapy, Active Minds, MHWA workshop and conference, Student Equity Planning Institute, Burnout to Balance workshop, Black Student Success Week webinar, Trauma Informed Care, Equitable Success for All, APA Conference, and 2022 Academic Senate Plenary.

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Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs)	Assessment Results – Summary of Data	Use of Results
1. Build a mental health program at Fort Irwin.	After identifying a need, The Mindful Space will create a clinical program that mirrors the on-campus services.	The Mindful Space staff will look for the gaps and barriers that prevent students from seeking or receiving mental health services.
2. Increase the number of students receiving mental health services at Fort Irwin.	The Mindful Space staff will track the number of students who are receiving mental health services at Fort Irwin.	The Mindful Space staff will use the data to determine the amount of service delivery and frequency of visits.
3. Increase monthly mental health awareness efforts on campus.	The Mindful Space staff will identify awareness topics and track event occurrences and attendees.	The Mindful Space staff will look for trends surrounding various mental health topics in order to determine the need for expansion.
4. Develop an Active Minds chapter (student club) on campus.	The Mindful Space will contact Active Minds to determine what is needed to start a chapter at BCC.	The Active Minds chapter will work to reduce stigma and increase support for students.
5. Increase participation in community events.	The Mindful Space staff will research and identify community events and organizations to partner with.	The Mindful Space staff will continue to develop relationships with community partners to further support students.

Area Effectiveness Data and Analysis

Satisfaction Surveys

Not applicable.

Audits, project tracking, etc.

The Mindful Space staff tracks appointment attendance through Cranium Cafe and plans to track demographic information for students served using a spreadsheet. We are also tracking events and participants on a spreadsheet.

Student Equity Data

Specifically discuss any equity gaps that have surfaced in the data. What innovative plans or projects will help to close these gaps?

The Mindful Space does not currently track specific student equity data. However, we will begin to track demographic areas for students in service starting in January 2023.

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Institution-set Standards

If applicable, reflect on how the department/unit assists the college in reaching the institution-set standards and stretch goals. What innovative plans or projects will help to address any deficiencies?

The Mindful Space is actively seeking to expand services at Fort Irwin to assist students in achieving their educational goals by removing barriers.

Policies and Process Response

What recent changes in policies, procedures, and processes have impacted or will impact your Service Area or Administrative Unit (BCC BP/AP; Federal, State & local regulations; guidelines).

Describe the effect the changes or updates in policies and processes have had on the unit.

The legislative support of mental health has increased the demand for mental health services at community colleges, which resulted in the creation of The Mindful Space in 2020.

What in-house policies, procedures, and processes need to be updated, created, or deleted?

The Behavioral Intervention Team policy needs to be updated and enacted.

Guided Pathways and Response

Name of the Guided Pathway that your program is a part of

Not applicable.

List the other programs that are part of your Guided Pathway

Not applicable.

Provide a summary of how your program collaborates with other programs in your Guided Pathway

Examples of collaboration: meetings, projects, etc.

Not applicable.

Collaboration with Other Areas Response

What areas and/or administrative units are integral to the work of your area and why?

Please provide examples of collaborating with other areas on projects, process improvement, etc.

The Mindful Space collaborates with all areas on campus. For instance, instructors, staff, and other students can refer students for mental health services. The Mindful Space provides workshops and training to various parts of campus upon request, including but not limited to Student Services, Academic Affairs, and the greater community. The Mindful Space provides professional development for staff, faculty, and administration. The Mindful Space participates in outreach, campus events, and other efforts to market the program and raise awareness of the mental health services available.

What other areas have you worked with?

Please provide examples of collaborating with other areas on projects, process improvement, etc.

The Mindful Space collaborates with other areas of student services on outreach events, recruitment efforts, and hosting workshops and training. We have also collaborated with human resources for professional development.

What other areas do you want or need to work with more and why?

The Mindful Space needs to work more closely with student conduct and discipline to ensure students are connected to the appropriate resources needed when it comes to mental health. The Mindful Space can also further develop a relationship with the Public Information Office to promote services to current

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and potential students and the community, and also with the BCC faculty to raise awareness of services and referrals available to currently enrolled students. We also need to further partner with human resources to make sure professional development is timely and applicable to faculty and staff concerns.

SWOT Analysis

Conducting a SWOT Analysis (Strengths, Weaknesses, Opportunities, and Threats) is another tool that can help areas evaluate themselves. The SWOT Analysis not only looks internally, but externally as well. The SWOT Analysis provides a way for areas to highlight their accomplishments and also identify possible gaps or issues that need to be addressed.

	Positive/ Helpful	Negative/ Harmful
Internal	STRENGTHS <ul style="list-style-type: none"> ● Well-educated and experienced staff ● Comfortable therapy office for students/staff ● Technology has been provided and works well ● Laptop and headset provided for offsite work ● EHR system works well ● Staff feels supported by supervision/administration and college ● College has provided any office supplies needed ● College supports staff professional development needs, including conference attendance ● College supports community engagement ● College supports the flexibility of schedule and office hours ● Support staff now in place ● MOU's in place for community services ● Students can be seen within 7-14 days for psychotherapy services one on one ● Groups sessions are being provided ● TMS participates in many different types of outreach ● Professional developments are being done throughout 	WEAKNESSES <ul style="list-style-type: none"> ● No group space for group sessions ● Limit on capacity for one psychotherapist ● MOU's need to be better defined so that agencies are doing what they agreed to ● Limits on funding streams ● Mental health continues to be an ongoing issue with staff/faculty which impacts their morale ● Some stigma still exists which hinders students' ability to ask for help ● Unable to meet the demands of the community in terms of family therapy needs ● Some contractual services are underutilized

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	<p>the year on MH and wellness topics</p> <ul style="list-style-type: none"> ● Crisis hours are being given once a day from 11-12pm M-F either in person or through virtual lobby ● TMS completes ACCESS assessments for MH when requested and appropriate ● TMS provides referral services through CareSolace ● TMS provides medication management through Mantra health ● TMS provides coaching through SilverCloud ● TMS is involved with all aspects of the college and is included in committees 	
<p>External</p>	<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> ● Build out and develop therapy space and program at Ft. Irwin ● Enhance Ft. Irwin space for confidentiality concerns ● Complete certification in EMDR to provide this service ● Find funding grants for program or building expansion ● Consider and plan out BCC community mental health clinic for families and children ● Consider MOU with additional providers including psychiatric care ● Consider amendments to current contracts to alter care to be more useful to students/staff ● Bring on 1 part time psychotherapist or intern for overflow ● Might need to consider doing couples therapy at Ft. Irwin if the need is there 	<p>THREATS</p> <ul style="list-style-type: none"> ● Continuity of funding ● How do we expand funding and apply to what is available (grants) ● Community has lack of support systems for mental health to meet the needs ● Stigma ● Continued staff/faculty morale concerns ● Maintaining staff levels due to turnover ● Military culture at Ft. Irwin is not always supportive of mental health for soldiers ● Time constraints ● Lack of 24/7 crisis services through TMS

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III. Area Goals

The purpose of this section is to use data to develop goals and objectives for the next three years.

Reflect on the responses to all the previous questions and the SWOT analysis in Section Two. As you develop goals and objectives,

- Formulate **three to five Area Goals** to maintain or enhance program strengths, or to address identified weaknesses.
 - Some areas may only have three goals while others may have four or five—that is okay.
 - Cite evidence from assessment data and/or other area effectiveness data.
- Indicate how each Goal is **Aligned** with the College's [Strategic Priorities](#).
- Identify explicit **Objectives** for reaching each goal.
- Identify specific **Actions, Tasks** to meet the objectives.
- Develop **Outcome** statements and appropriate measures for each objective.

GOAL #1

Build a mental health program at Fort Irwin.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Build Community.

Innovate to Achievable Equitable Student Success.

Objective 1

To ensure the Fort Irwin students receive the same mental health services offered at the main campus.

Actions, Tasks

- Review space at Fort Irwin
- Identify the needs of the space to provide a therapeutic environment
- Adjust the space to be more comfortable to hold sessions
- Purchase items to make the space usable

Outcomes, Measures, Assessment

We will measure the room usage by tracking how many appointments we have at the Fort using Cranium Café.

Resources Needed

Furniture purchase (1 desk, 1 chair, 1 couch, 2 tables), computer set up, and signage are needed to accomplish this goal.

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GOAL #2

Increase the number of students receiving mental health services at Fort Irwin.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Build Community.

Innovate to Achievable Equitable Student Success.

Objective 1

The objective is to officially start seeing students who live at Fort Irwin at The Mindful Space location at Fort Irwin.

Actions, Tasks

- We allocated one day a month for The Mindful Space to be open at Fort Irwin through the academic year
- We created a scheduling location for the Fort Irwin office on Cranium Café
- We also created a walk-in lobby for the Fort Irwin location in Cranium Café. We started going to Fort Irwin in November 2022.

Outcomes, Measures, Assessment

We will keep track of students living in Fort Irwin who are making appointments with The Mindful Space on the day we are at Fort Irwin.

Resources Needed

We need assistance from the Public Information Office to push out information about services available on the days we are at Fort Irwin. We will need signage and flyers created to advertise the program and services.

GOAL #3

Increase monthly mental health awareness efforts on campus.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Build Community.

Innovate to Achievable Equitable Student Success.

Objective 1

We will break down the mental health stigma on campus and in the community.

Actions, Tasks

- Identify all of the mental health awareness campaigns by month
- Plan the events in advance and hold events

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Outcomes, Measures, Assessment

Events will be tracked, and so will attendees, using a spreadsheet. Surveys will be given out after the event to measure effectiveness.

Resources Needed

Funds are needed to host events. Marketing materials are needed to advertise events.

GOAL #4

Develop an Active Minds chapter (student club) on campus.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Build Community.

Innovate to Achievable Equitable Student Success.

Objective 1

To break down the mental health stigma and provide additional peer supports for students.

Actions, Tasks

- Partner with campus programs and clubs serving diverse students (e.g., Puente, Umoja) to integrate culturally appropriate mental health outreach.
- Integrate training about diverse students' mental health needs, access, and services into professional development days.
- Participate in mental health awareness and promotion events (e.g., Mental Health Matters Month, Directing Change film contest).

Outcomes, Measures, Assessment

We will measure through student participation.

Resources Needed

Funds are needed for the ongoing Active Minds chapter. We will need a program advisor and additional support from Student Life.

GOAL #5

Increase participation in community events.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Build Community.

Innovate to Achievable Equitable Student Success.

Objective 1

To enhance community connections and provide additional mental health support outside of the college campus.

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Actions, Tasks

- MOUs need to be updated to be more reflective of current needs. We need to identify what is available in the community, reach out, and create partnerships.
- Promote uptake of referral resources (e.g., CCCC Crisis Text Line toolkit, campus Red Folder) to encourage students to seek help.
- Hold mental health outreach and education training during student orientation.

Outcomes, Measures, Assessment

The outcome will be measured using the number of MOUs we have and the number of referrals to outside organizations. We can also measure the number of community events we are involved in.

Resources Needed

Dedicated time for engagement with the community.

IV. Resource Requests: What does the area need to meet its goals and objectives?

What does your area need to meet its goals and objectives? Requests should be evidence-based and tied to goals and objectives stated above.

Resources may be requested from the following categories:

- Personnel/Staffing
- Technology Resource
- Facilities Resource
- Other

For all resources listed below that require a Budget Allocation Proposal (BAP), departments/areas should submit their requests utilizing the [Budget Allocation Proposal form](#) and submit with their program review. The BAP form may also be updated and submitted in Years Two and Three if needed.

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	In No, indicate funding source
1 & 2	1	2 laptops for access to virtual services	Approx. \$5,000.00	Yes	
1 & 2	1	2 portable small tables for laptops for access to virtual services	Approx. \$300.00	Yes	
1 & 2	1	Furniture for the Fort Irwin office- 1 desk, 1 couch, 1 chair, and 2 tables	Approx. \$5,000.00	Yes	
1 & 2	1	Signage for Fort Irwin.	Approx. \$2,000	Yes	

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3	1	Signage for the main campus.	Approx. \$1,000	Yes	
3 & 4	1	Funds are needed to host awareness events and to run the Active Minds student club.	Approx. \$600 per year	Yes	

BUDGET ALLOCATION PROPOSAL

Date: <u>12/15/2022</u>	Originator: <u>Dr. Christa Banton</u>		
Program or Department Name:	<u>The Mindful Space</u>		
Dean/Vice President/Supervisor:	<u>Dr. Eduardo Vasquez</u>		
What are you requesting? (<i>Brief</i>) <u>Furniture and technology to implement mental health services at our Fort Irwin site.</u>			
Amount Requested: <u>\$18,000.00</u>	<input checked="" type="checkbox"/> One-time Funding	<input type="checkbox"/> Ongoing Funding	
Funding Source (if known) :	<u></u>		
REQUEST TYPE:			
<input type="checkbox"/> Personnel/Staffing <small>Complete Personnel/Staffing section below</small>	<input checked="" type="checkbox"/> Technology Resource <small>Complete Technology section below</small>	<input checked="" type="checkbox"/> Facilities Resource <small>Complete Facilities section below</small>	<input type="checkbox"/> OTHER

PERSONNEL/STAFFING REQUEST			
Is the position request for:	<input type="checkbox"/> Faculty	<input type="checkbox"/> Classified	<input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties)		
	<input type="checkbox"/> An existing classification	Official Job Title: <u></u>	
Is the position requested:	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time: <u></u> Months/Year	<u></u> Hours/Week

TECHNOLOGY RESOURCE REQUEST			
Indicate the category of the request:			
<input checked="" type="checkbox"/> Hardware	<input type="checkbox"/> Software	<input type="checkbox"/> Printer/Copier	<input type="checkbox"/> Network
		<input type="checkbox"/> Audio-Visual	<input type="checkbox"/> License/Maintenance
Indicate the intended users:			
	<input checked="" type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff
		<input type="checkbox"/> Other	
Is training required?	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: <u></u>
How will it be secured?	<input type="checkbox"/> Alarm	<input checked="" type="checkbox"/> Secure Room	<input type="checkbox"/> Secure Cabinet
		<input type="checkbox"/> Cable/Lock	<input type="checkbox"/> Password
Have you completed and attached the Technology Assessment Form ?			

FACILITIES RESOURCE REQUEST			
Indicate the intended users:			
	<input checked="" type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input checked="" type="checkbox"/> Staff
		<input type="checkbox"/> Other	
Is maintenance required?	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	Explain: <u>Maintaining cleanliness of office and furniture.</u>

BUDGET ALLOCATION PROPOSAL

1. Why is the request being made?

The request is being made to create and support the mental health program at Fort Irwin.

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

This is supported in section 3 under area goals 1-3.
Goal #1: Build a mental health program at Fort Irwin.
Goal #2: Increase the number of students receiving mental health services at Fort Irwin.
Goal #3: Increase monthly mental health awareness efforts on campus.

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

This is a first-year assessment.

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

This is supported in section 3 under area goals 1-3.
Goal #1: Build a mental health program at Fort Irwin.
Goal #2: Increase the number of students receiving mental health services at Fort Irwin.
Goal #3: Increase monthly mental health awareness efforts on campus.

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified?
Example: [Technology Assessment Form](#)

(This question is not required for Personnel/Staffing requests.)

IT assistance will be needed to set up laptops. Maintenance assistance will be needed putting together the furniture and assisting to maintain the cleanliness of the office.

4. a) How will this resource improve student success or institutional services?

This resource will allow students to receive mental health services, a basic need. This will enhance their overall wellbeing, including their ability to succeed academically.

b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

We will gather data by keeping track of number of appointments Fort Irwin students make at The Mindful Space in order to determine if the space is being utilized.

BUDGET ALLOCATION PROPOSAL

- 5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. [Mission Statement](#)

This request supports open access to mental health for the military population and their dependents at the Fort Irwin campus.

2. [Strategic Priorities](#) / [Strategic Goals](#)

This request aims to build community by infusing the mental health program with opportunities for students to participate in and enhance the community. Additionally, this request will assist in removing barriers identified. The request supports strategic goals by supporting students and promoting persistence with equity in mind.

3. [Educational Master Plan](#)

This request supports student equity in addressing barriers to degree completion.

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

N/A

BUDGET ALLOCATION PROPOSAL

ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION
*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____