

FACT SHEET



2022 SCAN OF CALIFORNIA COMMUNITY COLLEGES' WEBSITES FOR MENTAL HEALTH SERVICES INFORMATION

For many college students, mental health support is critical for achieving their academic goals. Students often rely on their college's website as a first (and sometimes only) stop for finding information about student services. In Spring 2022, the California Community Colleges Chancellor's Office funded an environmental scan of the websites of the 116 California community colleges to understand how mental health services appear from a student perspective. ***What mental health supports are California community colleges providing, and how easily can students access information about them online?***

KEY FINDINGS

Nearly all the colleges—96%—offer mental health information on the college website. The majority have a dedicated mental health services webpage (80%). One in four colleges (24%) makes it especially easy to find the mental health services page by linking to it directly from the college homepage. Other highlighted findings include:

- 84% of colleges advertise short-term therapy for individual students, provided by college staff.
- 62% of colleges market telehealth therapy from a college-based mental health provider. About one-third of colleges (36%) indicate that they offer in-person services.
- 66% of colleges include mental health and wellness resources on their mental health webpage.
- Other major services include substance use reduction or recovery supports (53%), warm hand-offs to community services (52%), group therapy (43%), sexual assault or intimate partner violence supports (32%), and drop-in or crisis services (28%).

Areas for Growth

- Few college mental health webpages mention diversity, equity, or culturally responsive services.
- 23% of colleges do not make clear statements about whether services are virtual or in person.
- 32% of colleges offer no information or unclear information about whether there are costs associated with services.
- 54% of colleges offer no information about Medi-Cal or a county mental health services contact.
- Less than half of the colleges provide information about therapists' credentials or skillset, and only 15% provide information about languages spoken.

RECOMMENDATIONS FOR COLLEGES

- Use warm and welcoming language, imagery, and multimedia (e.g., video about what to expect).
- Provide concise but detailed information that students need (e.g., whether services are virtual). Avoid requiring that students call or come to the department in person to get essential answers.
- Include clear language about costs. State which services are free or covered by student fees.

This fact sheet provides a summary of findings from "Design with the Student in Mind: A Scan of Mental Health Services Information Available on California Community Colleges' Websites."



- Provide brief biographies and photos for staff, and include any cultural or linguistic expertise.
- Link directly to the mental health services webpage from multiple areas of the college website.
- Explain how students can apply for free or low-cost health insurance.
- Make clear commitments to diversity, equity, and inclusion, at the college and staff levels.
- Provide contact information for accessing county mental health services, and explain why and how students might access them.
- Describe services for students who have experienced intimate partner violence and/or sexual assault. Review language and imagery for bias (e.g., heterosexism).

COLLEGE SPOTLIGHTS

These spotlights are current as of Fall 2022.

- Coastline College's [Student Mental Health Services](#) webpage offers multiple tabs to students seeking to learn about available services (including costs), basic needs resources, and campus therapists.
- DeAnza College's [Psychological Services](#) webpage offers a [2-minute animated video](#) on what to expect during a student's first therapy appointment.
- Feather River College's [Mental Health and Wellness](#) webpage clearly outlines what mental health services are offered and how to access them in a user-friendly, streamlined manner.
- MiraCosta College's mental health webpage offers a description of [Our Team](#) that includes statements about staff diversity, cultural expertise, and commitment to LGBTQ+ students and students of color.
- Allen Hancock College's webpage with [Sexual Assault](#) resources offers step-by-step instructions for accessing care.
- Foothill College's [Psychological Services and Personal Counseling](#) has a webpage for faculty and staff, including a pre-written "Mental Health Statement: A note from your instructor" for syllabi.
- Shasta College has a [Faculty & Staff Resources](#) page that includes ideas for how faculty can promote student wellness through their curriculum.
- College of San Mateo offers a variety of faculty and staff supports, including a [virtual drop-in hour for consultation](#) with a therapist and a guide to [Helping Students in Need](#).
- San Bernadino College's [Mental Health Resources](#) webpage is a rare example of a college that offers narrative information on mental health services available through the county (during COVID-19).
- [College of the Canyons](#) offers students access to a case manager for supporting students with low incomes and those experiencing homelessness in securing Medi-Cal or other health insurance.
- The mental health services webpage for Barstow College has a tab titled [Apply for Health Insurance](#) with user-friendly information.

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