

California State University Fullerton (CSUF)
Centers and Institutes Self-Study/Program Review Report
2017-2023

Center Name:

California State University Fullerton Speech and Hearing Clinic

Administrative Team:

- Sherri Wolff, M.A., CCC-SLP
Clinic Director & Adjunct Faculty

- Hiromi Ladino
Administrative Analyst
50% time base in the clinic

College of Communications

Department of Communicative Sciences & Disorders

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Location: 2600 E. Nutwood Ave.
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Fullerton, CA 92831

Year Established: 1969

Last Review: 2016-2017

Date Submitted: December 1, 2024

MISSION AND GOALS:

The CSUF Speech and Hearing Clinic has two primary missions. The first is to educate and train our graduate students to become future speech-language and hearing professionals by providing them with the knowledge, skills and clinical experience to become certified and licensed speech language pathologists and audiologists prepared for the complex and changing demands of the 21st century. The second mission is to provide high quality clinical services to individuals with communication disorders and needs within our surrounding community.

Our Clinic's mission aligns best with Goal 1 of the 2018-2023 University's Strategic Plan. The clinic employs highly qualified Speech-Language Pathologist that hold both state licensure and the Certificate of Clinical Competency from the American Speech-Language Hearing Association (ASHA). Our Speech-Language Pathologist provide clinical education and supervision in an effort to train our students in the latest speech and language assessment and therapy techniques across a variety of disorders (e.g., stroke/aphasia, autism, speech/language, voice, fluency, etc.). Using the latest evidence-based practice methods helps facilitate lifelong habits of intellectual inquiry which in turn helps prepare students for successful careers in healthcare.

ACTIVITIES

The Speech and Hearing Clinic evaluates and treats children and adults with a variety of communication disorders from surrounding communities including Orange County, Los Angeles County, Riverside County and San Bernardino County. Approximately 60-70% of clients are culturally diverse. Our clinic supervisors are American Speech-Language Hearing Association (ASHA) certified, licensed Speech Language Pathologists who have extensive experience and knowledge in the field.

- **Clients Served:** The number of clients served across our four in-house clinics including Child Clinic (COMD 548), Adult Clinic (COMD 558A), Transgender Clinic (COMD 558B-TG), and Augmentative and Alternative Communication Clinic (COMD 558B-AAC) was as follows during the 2017-2023 time frame:

a. Number of clients served per term:

2017-2018 AY

Fall 2017:	53 (COMD 548, 558A, 558C)
Spring 2018:	58 (COMD 548, 558A, 558C)
Summer 2018:	54 (COMD 548, 558A)

2018-2019 AY

Fall 2018:	60 (COMD 548, 558A, 558B-TG, 558C)
Spring 2019:	65 (COMD 548, 558A, 558B-TG, 558C)
Summer 2019:	47 (COMD 548, 558A)

2019-2020 AY

Fall 2019:	55 (COMD 548, 558A, 558B-TG, 558C)
Spring 2020:	67 (COMD 548, 558A, 558B-TG, 558C)-Teletherapy

Summer 2020: 28 (COMD 548, 558A)-Teletherapy

2020-2021 AY

Fall 2020: 35 (COMD 548, 558A, 558B-TG, 558C)-Teletherapy

Spring 2021: 37 (COMD 458, 558A, 558B-TG, 558C)-Teletherapy

Summer 2021: 22 (COMD 548, 558A, 558C)-Teletherapy

2021-2022 AY

Fall 2021: 30 (COMD 548, 558A, 558B-TG)

Spring 2022: 38 (COMD 548, 558A, 558B-TG)

Summer 2022: 28 (COMD 548, 558A)

2022-2023 AY

Fall 2022: 28 (COMD 548, 558A)

Spring 2023: 65 (COMD 548, 558A, 558B-TG, 558B-AAC)

Summer 2023: 33 (COMD 548, 558A, 558B-AAC)

- b. **Number of semesters clients are served:** Clients can be seen up to 4 semesters + 1 summer after initially being enrolled in the clinic. As a result, some clients were seen more than once during the current year. If therapy is still recommended after 5 semesters, clients can go onto our “fill-in” list. If a spot becomes available, clients can be seen for additional semesters.
- c. **Types of disorders seen:** The Speech and Hearing Clinic works with children and adults with a variety of communication disorders including:
- Autism
 - Receptive and expressive language disorders
 - Speech sounds
 - Voice
 - Fluency
 - Aphasia
 - Apraxia
 - Swallowing
 - Cognitive deficits
 - Augmentative and Alternative Communication
 - Gender Affirming Voice
- d. **COVID shut down:** During the shutdown, the clinic team in the Department needed to ensure that students would continue to gain required clinical experiences and practicum hours. Our national organization, the American Speech Language Hearing Association (ASHA) pivoted to teletherapy and we did as well during the pandemic. Campus IT helped set up HIPAA zoom for all supervisors, allowing clinicians to provide teletherapy to our clients.

ORGANIZATIONAL STRUCTURE AND GOVERNANCE:

- **Clinical Services Committee (CSC):** The CSC consists of the Clinic Director, Department Chair, Graduate Program Advisor, and Administrative Support Coordinator II. The CSC meets monthly to discuss clinic updates as well as educational, scheduling, and operational needs. Often, items discussed at the CSC meetings are brought to the faculty for further discussion and formal voting.

RESOURCES AND SUSTAINABILITY:

Clinic Financial Report: Since the Clinic is part of the graduate program, the department allocates funds to support the clinic operations, including student assistant pay, clinical tests, student clinician training material, office supplies and equipment needs (e.g., copy machine, computers, printers).

- **Clinic Expenditures- AY2017-2023:**
 - a. Consolidated Course Fee (CCF): \$53,254.75 (includes the purchase of clinic tests, clinic resources, copy machine contract, computers, printers, office supplies, VALT (recording system) installment and annual maintenance fee).
 - b. CCF clinic student assistants pay: \$110,653.57
- **Revenue received- AY2017-2023:**
 - a. Chancellor's Office SLP grant funding: \$333,000.00
- **Clinic Donations**
 - a. The following donations were received from 2017-2023:

2017: \$7,817.15	9 donors
2018: \$12,545	51 donors
2019: \$24,562	83 donors
2020: \$2,605	8 donors
2021: \$2,870	36 donor
2022: \$8,030	31 donors
2023: \$12,660	61 donors
TOTAL:	\$ 71,089.15
- **Faculty/Staff:** The following make up the Clinic team:
 - a. Clinic Director: 80% time base
 - b. Administrative Assistant: Vacant
 - c. 4 Student Clinic Assistants: 30 hours per week of clinic coverage
- **Assigned Space/Administrative Unit:**
- **Cost of Space:** N/A

- **Degree of Sustainability:** The Clinic is a key component of the graduate program in the department. While the department is sustainable, the clinic should be sustainable.

HIGHLIGHTS AND ACCOMPLISHMENTS:

- **Facility maintenance, upgrades, and security:**
 - a. Faculty, staff, and clinical supervisors reviewed and adopted a new HIPAA compliant audio video recording system. Intelligent Video Solutions installed VALT in all therapy rooms in summer 2020, allowing clinic supervisors to observe and record clinic sessions from their personal office computers. As part of the training process, clinical supervisors are required to observe graduate student clinicians who provide speech therapy to clients. Additionally, student clinicians video record sessions for future viewing and data tracking.
 - b. HIPPA and CPR training procedures were adopted and all individuals within the clinic are required to complete both trainings prior to seeing clients. These trainings are designed to protect the privacy and safety of clients seen in the clinic.
 - c. Student progress monitoring system (CALIPSO) was adopted and implemented with the 2017 graduate cohort. This program allows students to enter time spent with clients (e.g., speech therapy), and allows both students and faculty to document student clinical skills obtained in diagnostics and treatment of nine clinical areas (speech, language, fluency, etc.). This information is required by the ASHA for our graduates to obtain licensure and national certificate, as well as our program accreditation by the Council on Academic Programs in Audiology and Speech-Language Pathology (CAA).
 - d. New carpet was installed throughout the clinic in 2023.
 - e. Chairs for the workroom were donated by the Provost Office in 2024.
- **Staffing:**
 - a. In 2019, a new Administrative Support Assistant (ASA) was hired to work 50% time in the clinic. The ASA was promoted to an ASC position in another college at CSUF. . This position is currently vacant.
 - b. Four new student Clinic Assistants were hired each academic year.
- **Equipment:**
 - a. The clinic purchased several new pieces of equipment to assist with clinical training (e.g., iPads) and clinic operations (e.g., new PCs, monitors and printers).
 - b. A new, updated copy machine was installed in 2022.
- **Clinic Inventory:**
 - a. Updated speech and language diagnostic tests, protocols and therapy

material are purchased, when needed.

- b. New on-line diagnostic tests purchased during COVID shut down allowing clinicians to assess clients during teletherapy.

- **New Specialty Clinics:**

- a. Transgender Voice Communication Clinic was established in Fall 2018 and has been offered most Fall and Spring semesters since then.
- b. Augmentative and Alternative Communication (AAC) Clinic was established in Spring 2023 with a tenure-track faculty expert. The plan is to offer this clinic each semester.

PLANNING AND STRATEGIC OUTLOOK:

Speech and Hearing Goals for the next 6 years:

- **Move to Titan Hall**

- The CSUF Speech and Hearing Clinic will move to the first floor of Titan Hall. The move would allow the clinic to have a new, state of the art clinic with an increase in clinic space, number of therapy rooms and supervisor offices. A new AAC Lab will be built, including a Sensory Safe Room for clients with sensory needs (e.g., autism). With this increase, the Graduate Program can increase the number of students admitted each year (currently admit 30 students in fall semester).

- **Technology**

- Continue to update equipment, as needed.
- Update clinic website.

- **Staffing**

- Hire a new ASA at 100% time base to provide support for the clinic.

- **Supplies**

- Continue to inventory and update student clinical training materials bringing the clinic up to date in its clinical training ;bringing new technologies into the clinical training process, as needed.
- Update promotional materials.

- **Funding**

- Identify with support from the College of Communications Development office, departmental and other university resources, possible future grant and donor opportunities to support primary goals of the clinic and the graduate clinical training program.
- Review previous clinic expenditures and funding needs to establish an annual target clinic budget.

- **Other**

- Increase focus on “Clinic Policies and Procedures” and “University and Department Policies and Procedures” to prepare for CAA site visit in Fall 2026.