2019-2020 Assessment Final Report

Department: CAPS

Mental Health Peer Educator (MHPE) Assessment

Introduction

Assessment Project Description

The CAPS MHPE (HOPE@CAPS) program provides outreach and programming for CAPS to the KU-Lawrence community and direct service to KU students via the listening hours service. The purpose of this project was to assess the effectiveness and utility of the MHPE training, supervision, and experience in assisting CAPS MPHEs in meeting MHPE program learning outcomes. The results of this assessment will be used to modify and inform training and ongoing supervision of the MHPE group.

Service/Program Student Learning Outcome(s)

Students employed as Mental Health Peer Educators will be able to…

- Demonstrate practical skills, such as motivation and organization, to help them achieve academic goals. (Departmental Outcomes #1)

- Demonstrate personal life skills, such as self-confidence and effective boundaries, that lead to an integrated sense of self, well-being, and resilience. (Departmental Outcome #2)

- Practice interpersonal skills that will enable them to form healthy and meaningful relationships. (Departmental Outcome #3)

Population/Sample:

Students who are employed as CAPS MHPEs.

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Assessment Method(s):

Link to Qualtrics survey emailed to each MHPE. Link to survey will be unique for each student employee.

Summary of Key Findings/Results

Nine surveys were sent via email to students and 8 completed responses were received for a response rate of 88.88%.

- 100% of MHPEs agreed or strongly agreed that they were better able to demonstrate practical skills that support their academic goals.
- 100% of MHPEs agreed or strongly agreed that they were able to demonstrate self-confidence in interactions with members of the KU community.
- 77% of MHPEs agreed or strongly agreed that they were able to demonstrate self-confidence in interactions with CAPS professional staff.
- 100% of MHPEs agreed or strongly agreed that they were able to assist students in identifying strategies to solve or cope with problems.
- 100% of MHPEs agreed or strongly agreed that they were able identify and refer students to other helpful campus and/or community resources.

The key takeaways from this project are that CAPS MHPEs are reporting confidence, improved skills, improved knowledge, improved ability to assist students, and improved awareness of resources as a result of their employment in this role. This is a good indication that our training and regular contact is working well. One area that on which we will be able to provide additional focus will be contact with our professional staff to improve/address confidence in interactions here. This may be a challenge depending on the status of returning to work in the Fall. The assessment project answered the questions asked and the narrative feedback will also be used to further refine training and processes in the program.

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Conclusions

Impact of Assessment

The ability to use the results to inform program processes will be affected by how Fall 2019 semester is operationalized by KU. However, if we return to in-person work, results will be used to reinforce our current content and processes for training MHPEs for their work and to connect them with the learning outcomes used for this survey. The program appears to be working well for the learning outcomes and it would still be useful to provide that connection for them. From the narrative feedback, for example, possibly creating similar focus weekly for the intern supervision meetings would have a positive impact. All of this is dependent on the status of the University reactivation plan. Should we remain away from campus, modifications will need to be made to the training and the processes of the program to function in that environment.

Along with our annual Client Survey assessment, we can conduct this assessment annually to monitor and inform the overall MHPE program.

Lessons Learned

The project proceeded smoothly without any significant challenges and addressed our questions. Response rate was high which provided useful data. At this point, a future assessment project that would additionally inform the program centers on the front-loaded training for the MHPEs and will likely be our assessment project for 2020-2021.