

2019-2020 Assessment Final Report

Department: Student Support and Case Management

Student Support and Case Management Survey 2019-2020

Introduction

Assessment Project Description

The purpose of the assessment was to better understand the outcomes that students are receiving from working with SSCM. This includes how students perceived they were treated by the Case Manager, what they learned about themselves and the resources available to them, and how they engaged with those resources in order to obtain holistic wellbeing. The data from these surveys serve to acknowledge what SSCM is doing well, in addition to what needs to be further addressed in meetings with students and in the services provided.

Service/Program Student Learning Outcome(s)

Students participating in SSCM services will be able to...

- Identify needs and barriers to academic and personal success.
- Demonstrate an ability to connect to campus and community resources to assist during times of distress and/or crisis by developing and following through on an action plan.
- Use healthy coping skills that will help manage future distress and/or crisis.
- Describe how well-being and health are central to their success in multiple areas of life.
- Demonstrate an awareness of how their behavior affects the environment around them.

Population/Sample:

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Students who engaged in SSCM services via phone, email, or in person received the survey. The sample was pulled from Maxient cases. For the 2019-2020 academic year, 67 students completed the survey. Out of those 67, 45 students met with a Case Manager and 37 completed the full survey.

Assessment Method(s):

Students received an emailed survey to complete following SSCM services. The survey consisted of both quantitative and qualitative measurements seeking to understand how students perceived SSCM services and the outcomes gained from those services.

Summary of Key Findings/Results

- 86% of respondents felt they were treated as an individual
- 76% of respondents learned of resources they were not aware of
- 70% understand how their behavior impacts the environment around them
- 78% were able to identify campus/community resources to assist with needs
- 84% understand how their behaviors and stress levels impact their academic and personal success
- 76% felt that someone at KU cares about their well-being and success
- 76% would reach out to SSCM for future needs
- 81% would refer another student to SSCM
- 57% are able to use healthy coping skills during times of distress/crisis
- 62% were able to identify barriers to their academic success
- 62% were able to develop and follow through on an action plan during times of distress/crisis
- 68% felt empowered to use the discussed resources

Conclusions

Impact of Assessment

Results of the assessment provided a sense of how students perceived SSCM services, thereby informing case management practices and promoting continuous improvement in service availability and delivery. Results tailored the referral, outreach, and follow up

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processes to better meet students' needs. Results were also used to advocate for an additional Case Manager position to be created within Student Affairs, with the position being added in the fall of 2019.

Lessons Learned

Student response rate was a challenge as was predicted. Surveys had been sent out at the end of the semester, which may have been months after a student met with the Case Manager. Sending out the surveys immediately upon case closure may help improve response rate since SSCM services will have been provided in the recent past. Services will continue to be improved to provide more individual support, and additional outreach will be done to campus departments and staff to better explain Student Support and Case Management services, thereby increasing the number of students referred to this service. The Case Managers will continue to spend time during student meetings discussing resources available and assisting students in connecting with those service providers.