



# 2020 -2021 Student Affairs Assessment Plan

## Department: Student Support and Case Management

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### **Assessment of Student Support and Case Management Services: Year Three**

#### **Division Mission**

To engage the KU community in services and programs that make learning possible.

#### **Department Mission**

Student Support and Case Management empowers all students to address and overcome barriers to achieve their educational and personal goals while at the University of Kansas. Using a holistic and strengths based approach, and in collaboration with campus and community partners, SSCM works together with students, mindful of individual differences and cultural and ethnic diversity, to support and connect them to each other and their communities to promote a safer, healthier, and more caring environment.

#### **Department Student Learning Outcomes**

Students who utilize or interact with services and programs provided by Student Support and Case Management will be able to...

1. Identify needs and barriers to academic and personal success.
2. 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.
3. Use healthy coping skills that will help manage future distress and/or crisis.
4. Describe how well-being and health are central to their success in multiple areas of life.
5. Demonstrate an awareness of how their behavior affects the environment around them.

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### Description of Service/Program

Students who receive support from Student Support and Case Management are often experiencing distressing circumstances or crises related to academic or personal needs. Students who engage with SSCM receive individualized support through one-on-one meetings with a case manager; the creation of specific action plans related to the student's need; assistance in connection to resources; and consistent follow up through phone, email, and in-person meetings.

### Service/Program Student Learning Outcome(s)

Students participating in Student Support and Case Management 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.

### Divisional Student Learning Outcomes: *Check all that apply*

- Knowledge Acquisition
- Cognitive Complexity
- Intrapersonal Development
- Interpersonal Competence
- Humanitarianism & Civic Engagement
- Practical Competence

### Project Specifics

**Project Title:** Assessment of Student Support and Case Management Services: Year Three

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**Purpose of the project:** The purpose of the assessment is to better understand the outcomes that students are receiving from working with SSCM. This will include how students perceive they were treated by the case manager, what they learn about themselves and the resources available to them, and how they engage with those resources to obtain holistic wellbeing.

**Assessment method(s):** Students will receive an emailed survey to complete following SSCM services. The survey will consist of both quantitative and qualitative measurements seeking to understand how students perceived SSCM services and the outcomes gained from those services.

**Staff contact(s):** Rachel Auten, Director of Student Support and Case Management  
[rauten@ku.edu](mailto:rauten@ku.edu)

**Timeline/frequency:** Students who engaged in SSCM services will be sent an email upon case closure in the Maxient software system.

**Population/Sample:** Students who engaged in SSCM services via phone, email, or in-person will receive the survey. Sample can be pulled from Maxient cases, as well as student emails from a case manager.

**Special challenges to this assessment:** Student response rate will be a potential challenge. Sending out the surveys immediately upon case closure may help improve response rate since SSCM services will have been provided in the recent past.

**Use to inform current practice:** Results of the assessment will provide a sense of how students perceive SSCM services, thereby informing case management practices and promoting continuous improvement in service availability and delivery. Results may tailor the referral, outreach, and follow up processes to better meet students' needs.

**Plans for reporting results:** Results from the assessment will be reported in the Student Affairs annual report, in the Student Affairs monthly updates, and the report results will be uploaded to the SSCM website.

**Qualtrics Used:**  Yes  No