

Student Affairs Assessment Report 2020-2021

The goal of this report is for departments to assess at least one program. "Program" is defined loosely: it includes any organized activity such as a workshop, service, event, long term student program, or an entire department. It is not about the size of the program/service or assessment, this report is about focusing on the skills of assessment itself – getting the hang of embedding assessment into our culture. Each bullet point below includes more instructions to explain/simplify this process. This should be a brief exercise in assessment. Please be concise with your responses. This report should not be longer than 5 pages maximum. All Student Affairs Assessment Reports will be reported in aggregate on the Student Affairs Assessment & Research website and provided to the Student Affairs directors. A summary report will be provided to the Vice Chancellor for Student Affairs.

If you have questions about your assessment or this report, e-mail hayden.harris@ucr.edu.

Q1. Department Name

Student Affairs Case Management

Q19. Program Name ⓘ

Case Management Student Surveys

Q5. Program Description ⓘ

Student Affairs Case Managers are the path-clearers and problem-solvers for UCR students dealing with mental health, academic, relationship, food insecurity and other stressful crises. By providing resources, linkage, education and expertise, we empower students to break down barriers, clarify needs and navigate complex processes to get back on track to reach their goals.

Q6. Write at least one Student Learning/Development Outcome ⓘ

Overall student satisfaction with our department and Overall student satisfaction with case managers. We measured the overall satisfaction in these areas using student questionnaires for 2019-2020.

Q3. Strategic Themes (Select all that apply) ⓘ

- 1. Transform the Student Experience
- 2. Creating Collaborative Partnerships
- 3. Establishing Organizational Excellence
- 4. Fostering and Advancing Social Justice

Q7. Assessment question (Is there a specific question you are trying to answer with this assessment?) ⓘ

Was our department successful at meeting the student needs? (Overall satisfied, refer a friend, additional resources provided) Did our students experience a positive and favorable outcome while working with their Case Managers? (Helpful)

Q8. Assessment method(s) (Select all that apply) ⓘ

- 1. Tracking utilization/participation (counting)
- 2. Survey/Questionnaire(s) (provide example in appendix)
- 3. Focus Groups or Interviews (provide example in appendix)
- 4. Observations (provide example in appendix)
- 5. Student learning (tests, papers, grading, etc.) (provide example in appendix)
- 6. Rubrics (provide example in appendix)
- 7. Other (Please describe):

Q9. Assessment method details (Please describe) ⓘ

Used Advocate-Symplicity program to send surveys and calculate data

Q10. Results ⓘ

We found out that we usually get a very low number of completed surveys returned. We also found out each Case Managers satisfaction rate and combined department rate: Alton received 12 responses, 89% felt he was helpful, 79% felt he provided resources, 81% thought they were prepared for the future, 92% felt they would refer a friend. Jennifer received 14 responses, 83% felt he was helpful, 93% felt he provided resources, 84% thought they were prepared for the future, 89% felt they would refer a friend. Laurie received 9 responses, 96% felt he was helpful, 94% felt he provided resources, 94% thought they were prepared for the future, 92% felt they would refer a friend. Overall, SACM Office received a total of 35 responses, 86% felt he was helpful, 86% felt he provided resources, 84% thought they were prepared for the future, 89% felt they would refer a friend.

Q11. Conclusion ⓘ

By ranking the answers I was able to get data for each category and figure out our department's report card which was 88% (department and case manager outcomes combined). Some of the Case Managers were able to get this data and look at what they can do differently, ways to improve their percents and satisfaction with their students. As a Director, I looked over the comments and the percents of students that felt satisfied with our office and made some changes to the questionnaire for next year so we can try and gather more specific information and improve our overall department's percent.

Q12. Plan to use current results ⓘ

We have already started to make the changes for next year's 2021-2022 student survey. We will be adding some Diversity and Inclusion questions, gather more data on previous Case Managers they might have worked with in the past, ask more ideas for improving our department, and just overall improving our satisfaction questions wording.

Q13.

How have you utilized your assessment results from 2019-2020?

I shared this out with my team and we reviewed all of the answers and percents in a graph, we brainstormed ideas on ways to improve our questionnaire, the department and their own work with the students.

Q14. Staff contact(s) ⓘ

Laurie Lee Laurie.lee@ucr.edu

Appendix.

Appendix

Assessment Methods (include any survey questions or other assessment methods here, if applicable):

First Name MI Last Name Email Case Manager Which Student Affairs Case Manager did you work with? Alton Carswell Jennifer Lopez, Laurie Lee
Number Of Case Manager Meetings Was Case Manager Helpful * Did the Case Manager help you navigate an academic or personal struggle, stressor, or crisis you were experiencing? Awareness of Resources * After working with a Case Manager, do you have a greater awareness of resources on and off campus? Prepared For the Future * Because of working with a Case Manager, do you feel more prepared to deal with future difficulties that may arise? Your Case Manager(s) was: Respectful Knowledgeable ... Additional Resources * If the Case Manager could not help you, did they direct you toward an appropriate resource? Future Support and Assistance * Would you feel comfortable contacting the Student Affairs Case Management office if you needed help in the future? Referring A Friend * Would you refer a friend to see a Student Affairs Case Manager? Overall Satisfaction * Overall, are you satisfied with the services you received from the Student Affairs Case Management team? Ideas For Improvement What could the Student Affairs Case Management office do to improve our service? Comments Would you like to share a comment regarding the experience that you had with the Student Affairs Case Management office? (please enter your response below) Comments Permission * Do you give the Student Affairs Case Management office permission to utilize your comment(s) in marketing, website pages and/or publications? Comments Permission Yes Comments Permission No Current Class Standing * Current College * Choose which college you are affiliated with: Campus Housing Did you live in campus housing when assisted by Case Management? How did you hear about Student Affairs Case Manage * Identity Affiliation Do you consider yourself a member of any of the following groups/identities? First Generation College Student Veteran / Active Military ... Ethnicity * Ethnicity: Other Gender Identification * Gender Other Verification *

Q17. Upload File 1

Q20. Upload File 2

Thank you!