**Case Management Mission Statement**

Case Managers in Gonzaga’s Student Development Division support students through challenges, connect them to resources, and promote growth in self-advocacy, all while balancing the needs of the individual student with those of the overall community.

 In these practices case management supports Gonzaga’s mission of helping students demonstrate lives of leadership and service for the common good, intentionally developing the whole person, and fostering a mature commitment to dignity of the human person.

Case management does this through:

1)     providing support to students while cultivating an ethos of accountability to Gonzaga’s polices, values, and expectations.

2)     connecting students to a network of appropriate campus and community resources.

3)     guiding students in developing a framework for practicing holistic self-care and mature self-advocacy.

4)     helping students reflect on the responsibilities of being a member of a community.

**Outcomes**

**Program outcomes**

*Case Managers in Student Assistance and Accountability will:*

1. Support students during times of stress and/or crisis.
2. Provide useful resource referrals to students experiencing stress and/or crisis.
3. Maintain effective lines of communication with other offices/resources as necessary to coordinate student support.

**Learning Outcomes**

*After working with a case manager, students will:*

1. Be able to develop a plan for how to use campus and community resources to help during times of stress and/or crisis.
2. Be able to identify and use coping skills that can help in managing future stress and/or crisis.
3. Demonstrate an ability to display self-care and mature self-advocacy.

**Methods of Assessment:**

1. Once a student has finished in the case management system (or shows a significant decrease in the need to meet), the student will get an e-mail encouraging the student to continue using resources and demonstrating positive self-work; the e-mail will include a link to a survey that will get their feedback on case management and also provide them an opportunity to assess their own growth/development
2. Select external partners with which case managers work, along with offices that participate in CASE Meetings will receive the survey regarding communication practices of the Student Support Services at the end of each semester.

**Case Management & Learning Outcomes Assessment Survey**

1. **Gender**

* Male
* Female
* Other not specified

1. **What year are you in school?**

* Freshman
* Sophomore
* Junior
* Senior
* Graduate Student
* Law school student
* PhD Student

1. **Do you live:**

* on campus
* off campus

1. **Are you a:**

* First generation college student
* Veteran
* International student
* Prefer not to answer
* None are applicable

1. **Which case manager did you work with:**

* Jae Webb
* Jill Yashinsky-Wortman
* Other: Fill in

1. **Approximately how many times have you met in person with a case manager this academic year?**

* 1
* 2
* 3
* 4
* 5 or more

**Student Survey Questions:**

1. **In working with the case manager, do you feel that he/she was supportive of you**? **(PO1)**

Yes, very          Yes, somewhat            No, not really              No, not at all

1. **Did the case manager help you navigate a personal struggle, stressor, or crisis you were experiencing**? **(LO1)**

Yes, very much so          Yes, somewhat            No, not really              No, not at all

1. **Did the case manager connect you to resources that helped you get through the difficult time you were experiencing? (PO2)**

Yes, very much so          Yes, somewhat            No, not really              No, not at all

1. **Because of working with a case manager, I feel more prepared to deal with difficulties that may arise**. **(PO1)**

Yes, very much so          Yes, somewhat            No, not really              No, not at all

1. **After working with a case manager, I: (Four point scale: Yes, very much so   / Yes, somewhat  /  No, not really   /   No, not at all**  **)**

* Have greater awareness of resources on and off campus that can assist me  (LO1)
* Have scheduled or attended an appointment with an additional resource (i.e. counselor, Health Center, DREAM office, off campus support resource, etc) (PO2)
* Am better able to identify stressors in my life (LO2)
* Am better able to manage stress in my life (LO2)
* Have identified healthy coping skills (LO2)
* Have incorporated healthy coping skills into my routine (LO2)

1. **Is there anything else you would like share about what you learned by working with a case manager?**
2. **Is there anything else you would like to tell us about your experience working with a case manager?**

**Colleague/Partner Offices Survey Questions:**

1. **Communication between Student Support Services and my office was:** (PO3)

* Exemplary – beyond expectation
* Satisfactory – without need for improvement
* Adequate – could be improved upon
* Unsatisfactory – needs noticeable improvement

1. **Please provide a few words about your experience in communicating with Student Support Services.** (PO3)
   1. [space for feedback here]

**Student Assessment - Internal**

Utilizing notes from individual sessions, security reports, feedback from other offices, and observation of student engagement in the Gonzaga community, Case Managers will provide assessment of the students’ progress toward developing holistic self-care and mature self-advocacy. Students will be recorded as making:

* Significant progress
* Some progress
* Marginal progress
* No significant progress

This review will be conducted by the Case Mangers at least twice a semester in an effort gauge the student’s growth and development toward these goals. ( LO3)