



**Saint Joseph's University
Program Review – Self Study**

OFFICE OF STUDENT OUTREACH & SUPPORT
Campion Hall, Room 212



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The Office of Student Outreach & Support at Saint Joseph's University was established in the Fall Semester of 2010. The position of “Case Manager” was created and the current Director/Case Manager is the first to serve in this role at the University. The Director/Case Manager oversees the day to day case management of students who come to the attention of the University as a result of a significant personal incident or other high level behavioral concern. Referrals are made to the Director/Case manager from a variety of sources, including Residence Life, Student Success, Faculty, Public Safety, Community Standards and others. The Director Case Manager then works individually with students to provide connection to appropriate resources as well as monitor supports. The Director/Case Manager also oversees the University's Student Behavioral Intervention Team. In the Fall of 2011, Student Outreach & Support merged with the Wellness Alcohol and Drug Education (WADE) program, which was also previously a department consisting of one administrator. The Assistant Director of Student Outreach & Support for WADE oversees the day to day functions of the Wellness, Alcohol and Drug Education program including individual student educational sessions, campus wide Alcohol, Drug and Wellness programming and advisement of the Peer Education student group.

The Office of Student Outreach & Support works with students through individual / psycho-educational meetings, passive and active educational programming, presentations, workshops and outreach, as well as emergency response and support follow-up.

Student Outreach & Support connects students to appropriate campus or community services through an individual Case Management approach. SO&S serves the University and individual students by arranging, coordinating, monitoring, evaluating, and advocating for students who are in need of assistance. Student Outreach & Support may communicate with appropriate Campus resources on student issues, including mental health hospitalizations and other high risk student situations.

The Wellness, Alcohol & Drug Education (WADE) Program, as part of the Office of Student Outreach & Support, provides the following services for the campus community:

- Resources and referrals for the entire campus community on wellness, alcohol and other drug issues including support for those in recovery.
- Campus wide educational events and prevention programs related to alcohol, drug and wellness issues.
- Awareness Weeks full of activities and information focused on a variety of wellness topics such as alcohol awareness week, eating disorder awareness week, addictions awareness, etc.
- Individual and group educational sessions focused on low to no-risk choices around alcohol and other drug.

- Presentations and workshops for student groups about wellness, alcohol other drugs issues including violence.
- Classroom support for topics related to wellness, alcohol and other drug issues.
- Training for student leaders, faculty and staff on wellness, alcohol and other drug issues.

The Student Outreach & Support Staff Consists of:

- Director / Case Manager
- Assistant Director for Wellness, Alcohol & Drug Education (WADE)
- Graduate Intern for Wellness, Alcohol & Drug Education (15-20 hours)
- Graduate Practicum Student (8-10 hours)

Departmental Connection to SJU Mission and Plan 2020:

In the Jesuit spirit of caring for the "whole person," Student Outreach & Support offers assistance to students at times when they are in need of additional support. Student Outreach & Support offers support and guidance during difficult situations, or following critical incidents, and fosters awareness of University services and resources to help promote the student academic experience at SJU. A case management approach to working with students allows for individual attention and support based on the unique need of each student.

As part of the work of the Office of Student Outreach & Support, the Wellness, Alcohol & Drug Education (WADE) Program in Student Outreach & Support advocates for a campus community that supports and empowers students to make healthy lifestyles choices thus fostering academic success and a safer and healthier campus community. Through peer education and collaboration with campus and community organizations, WADE provides outreach and support to empower students to make informed and responsible decisions throughout their lives.

The Office of Student Outreach & Support frames it's goals functions, services and activities around the Transformative Learning Goals of the Division of Student Life:



Develop Faith and Spiritual Awareness

Inspired by the example of Saint Ignatius of Loyola, we help students discern God's presence in their lives and encourage them to become persons they feel called to be. As the first Jesuits did more than 450 years ago, we meet students where they are in their spiritual journeys and help them explore the role of faith and spirituality in their lives.

Objectives:

- Students will articulate what it means to be educated at a Jesuit institution.
- Students will be men and women who experience a “faith that does justice.”
- Students will engage in a critical exploration of their faith and spirituality.
- Students will recognize the impact their behaviors and actions have on those around them in light of the moral imperative, “Love one another, as I have loved you.”
- Students will develop the ability to express their faith/spirituality.

**Appreciate Diversity**

Finding God in all things means recognizing we are all made in God's image and likeness and are therefore inherently good people. To this end, our students must challenge racism, strive for justice and recognize their roles and responsibilities within a pluralistic and global society.

Objectives:

- Students will interact with people different than themselves in order to appreciate their own identity/culture and the identity/culture of others.
- Students will develop an ability to acknowledge and confront barriers to equality and inclusiveness.
- Students will seek out and develop an appreciation of art, music, and forms of expression by those different from themselves.
- Students will understand the interconnectedness of societies worldwide.
- Students will articulate the advantages and impact of a diverse society.

**Realize a Satisfying and Productive Lifestyle**

Through our commitment to Cura Personalis, our students need the ability to find balance in all areas of their lives in order to reach their full potential. In developing a thoughtful approach to life, students can begin making wise decisions, learning from their successes and mistakes and making better future judgments.

Objectives:

- Students will develop meaningful, lasting relationships.
- Students will learn strategies to achieve life balance.
- Students will care for themselves in a healthy and holistic manner.

- Students will develop proactive strategies in dealing with challenges.
- Students will initiate a career search or seek advanced education.



Practice Servant Leadership focused on Social Justice

St. Luke said, "Of those to whom much is given, much is expected." (Luke 12:48) In observance of this maxim, students can make a positive difference in the world through service focused on justice with a sense of responsibility for sharing their gifts and talents with and for others.

Objectives:

- Students will articulate their leadership strengths and skills.
- Students will mentor others toward engaging in and contributing to the quality of campus life.
- Students will collaborate with others in order to achieve goals.
- Students will demonstrate effective stewardship of human, economic and environmental resources.
- Students will articulate a vision for their organization and set challenging and attainable goals.



Discern Personal, Educational and Professional Goals

As part of the Spiritual Exercises, Saint Ignatius teaches the need for discernment. Informed by this truth, we challenge students to employ purposeful reflection and self-awareness resulting in informed action focused on the greater good.

Objectives:

- Students will employ self-reflection to gain personal insight.
- Students will identify personal strengths and weaknesses and take action accordingly.
- Students will take personal responsibility for their choices/actions.
- Students will act in congruence with personal identity, ethical, spiritual and moral values.
- Students will use self-knowledge to set challenging, yet realistic professional goals.

Significant accomplishments of Department in the past two years:

- The identification and employment of "Think About It", a pre-enrollment on-line course for incoming First Year students including interactive modules on Alcohol, Drug, Sexual Violence, and Healthy Relationship education. In Academic year 2013-14 the Fall completion rate for Part I of Think About it was 93% (1,201 out of 1,256 students.) The completion

rate for Part II of Think About It, completed in December, 2013, was 67% (810 of 1,203.)

- Formalization of and increased participation in the Peer Education student group. The Peer Educators have increased in number and scope of educational programs offered. Currently, the Peer Educators offer educational programs for students as requested in the following areas:
 - Alcohol's Impact
 - Hooking Up @ SJU
 - Drug Jeopardy
 - Eat This, Not That
 - Alcohol Abroad (for student planning to study abroad)
- Creation of the "iCARE" campaign at SJU
 - The Office of Student Outreach & Support along with the Office of Residence Life, introduced the iCARE campaign to Hawk Hill in the Fall Semester of 2011, encouraging the SJU community to take action and commit to look out for each other by taking part in the "Hawk 2 Hawk Pledge."

Intervene when something seems wrong.

Confront my friends when I am concerned about them.

Accept the challenge to look out for others.

Refer to someone who can help when things seem beyond my limits.

Expect my friends will do the same for me.

This campaign centers on bystander intervention initiatives, asking students and all members of the SJU community, to look out for each other and intervene when something seems wrong. This intervention might be around alcohol/drug use, violence/harassment, sexual assault, bullying or any other issue that might face our students or our community.

Each Card also lists campus and community resources on the back. Students are encouraged to sign and return one card, and keep a second card for themselves.

Over 3,000 SJU Students have pledged to look out for each other by signing the "Hawk 2 Hawk" pledge.

- Formalization of the SJU Behavioral Intervention Team (BIT)
 - The purpose of the Saint Joseph's University Behavioral Intervention Team (B.I.T.) is to evaluate and address student behavior that may be inappropriate or concerning, and to

coordinate the resources of the University to intervene and provide necessary supports.

In order to promote the safety and health of all SJU students, the BIT addresses student behaviors that are disruptive and may include mental health and/or safety issues.

The Saint Joseph's University Behavioral Intervention Team includes seven core members:

- Assistant Vice President, Student Development
- Director of Residence Life
- Director of Public Safety
- Director of Community Standards
- Director of Student Success (chair of Invisible Safety Net)
- Director of Counseling and Psychological Services (CAPS)
- Director of Student Outreach & Support / Case Manager (*BIT Chair*)

Five year change in function and services:

As mentioned above, the Office of Student Outreach & Support is currently in its third year as a unified office. Unification of the Wellness Alcohol and Drug Education Program with the newly created Case Management Program in 2011 has allowed for a more collaborative approach to working with students in distress. Services are more closely coordinated, especially around substance abuse and mental health related incidents.

Departmental demand for services:

Demand for services of the Office of Student Outreach & Support is measured by the number of students we interact with via individual meetings, outreach educational programs and trainings, on a semester and yearly basis.

Based on these comparisons, the demand for services has increased, since the restructuring of our office in the Fall of 2010.

Individual Student Meetings:

Individual student meetings with the Director/Case Manager typically involve intake and coordination of services for a variety of issues. Most students visiting the Office of Student Outreach & Support for Case Management services are involved in one of the following issues: Mental Health emergency follow-up, Sexual Assault/Relationship violence/Harassment, Medical emergency follow-up, victim of crime, significant family stressor, other critical incidents.

Individual meetings with the Wellness, Alcohol & Drug Education Program (WADE) are typically facilitated by the Assistant Director and Graduate Intern. A

smaller number of students meet with the Director/Case Manager. Students attending individual sessions are typically required to attend a minimum of two sessions with a WADE staff member. A motivational interviewing approach is taken, using the BASICS model for brief interventions. BASICS (Brief Alcohol Screening and Intervention for College Students) measures current alcohol and other drug use, attitudes and motivations toward drinking and readiness to change.

Case Management:

2011-12: 79 Students
2012-13: 88 Students
Fall Semester 2013: 59 Students

WADE Program:

2011-12: 127 Students
2012-13: 158 Students
Fall Semester 2013: 64 Students

Number of Educational Outreach Programs Offered:

2011-2012: 82 Educational Programs
2012-2013: 145 Educational Programs
Fall, 2013: 76 Educational Programs

Demand for services of the Office of Student Outreach & Support is expected to increase, as the University plans to increase enrollment with an incoming Freshman class in the Fall of 2014 of 1,500 students (compared to approximately 1,250 students in Fall 2013.)

GOALS AND ASSESSMENT:

Summary of Assessment methods used to measure departmental effectiveness:

Internal Benchmarks used to measure quality of service:

In the Fall of 2013, the Office of Student Outreach & Support began more closely tracking student reported changes in behavior for students taking part in individual meetings with a staff member in the office of Student Outreach & Support.

Through this assessment project, the office has started to track student concerns and levels of stress at intake as well as changes in stress and behavior following their last visit to the office and again the semester following their last visit to the office.

Through this assessment project we have learned the following:

- On a scale of 1-10, students express the highest level of stress (max indicator of 9 out of 10) at their first visit to the office in the areas of depression/anxiety, financial difficulties and academic achievement/study skills. The average level of concern in these areas for all students rates as follows:
 - depression/anxiety: Max Indicator 9, Average 4.6
 - financial difficulties: Max Indicator 9, Average 4.7
 - academic achievement/study skills: Max Indicator 9, Average 4.9

- Concerns upon a student's last visit to the office are measured as increased, decreased, or the same. The most significant decreases in concern or stress were in the following areas:
 - Alcohol/other drug related issues
 - SJU Community Standards and/or legal issues
 - Eating/sleeping issues
 - Time management/balance

The Wellness, Alcohol & Drug Education Program (WADE) uses the BASICS (Brief Alcohol Screening and Intervention for College Students) program as a distinct way to measure drinking and other drug use, attitudes and expectations toward drinking and readiness to change.

In addition, survey data from ACHA (American College Health Association) Think About It, e-check up to go for alcohol and e-check up to go for marijuana, is utilized to assess population level attitudes, drinking rates, expectations, negative consequences, etc. and thus, guide planning and interventions.

Finally, each educational program offered by the office consists of measured evaluations. These evaluations are typically in the form of a satisfaction survey, pre and post-tests or session evaluation forms. Campus Labs is readily used to track and compare this data to improve the quality of educational programs and trainings offered.

Describe norms for this department in higher education? How does SJU compare with competitors and/or with professional standards. What makes us distinctive?

Case Management:

The field of Higher Education Case Management is one that is relatively new and ever evolving. Saint Joseph's University is affiliated with the newly created Higher Education Case Management Association (HECMA.) This national organization is currently working to create formal standards for Higher Education Case Management, as these standards have not previously been developed.

In the infancy of the Case Management profession in Higher Education, standards from the Case Management Society of America (CMSA) as well as the field of Social Work have been used as a guide.

Standards for Case Management (outside of Higher Education) currently exist in the following areas according to CMSA:

- A. CLIENT SELECTION PROCESS FOR CASE MANAGEMENT
- B. CLIENT ASSESSMENT**
- C. PROBLEM/OPPORTUNITY IDENTIFICATION
- D. PLANNING
- E. MONITORING
- F. OUTCOMES
- G. TERMINATION OF CASE MANAGEMENT SERVICES
- H. FACILITATION, COORDINATION, AND COLLABORATION
- I. QUALIFICATIONS FOR CASE MANAGERS
- J. LEGAL
- K. ETHICS
- L. ADVOCACY
- M. CULTURAL COMPETENCY
- N. RESOURCE MANAGEMENT AND STEWARDSHIP
- O. RESEARCH AND RESEARCH UTILIZATION

The Saint Joseph's University Case Management program meets standards in the following areas:

- Problem/Opportunity Identification
- Planning
- Monitoring
- Outcomes
- Facilitation, coordination and collaboration
- Advocacy
- Cultural competency
- Resource Management

Areas where the Case Management program in SO&S can continue to grow are:

- Client Selection Process – increased community knowledge of the case management program would assist in appropriate referrals for services. The strength of the current program is close collaboration with key departments such as Student Success, Residence Life,

Public Safety, Counseling & Psychological Services and Community Standards. Closer collaboration with Academic Deans and Faculty would assist in a greater number of appropriate referrals.

- Termination of Case Management Services – Creating a set of standards for assessing student readiness to terminate services would assist in effectively ending case management follow-up with students. Furthermore, setting clearer expectations of the minimum amount of contact required with Case Management may more clearly define expectations for students, especially following critical incidents.
- Research and Research Utilization – Though Case Management in Higher Education is an emerging field, increased research and utilization newly created standards and best practices would increase functionality of the office.

WADE PROGRAM:

The National Institute on Alcoholism and Alcohol Abuse, one method for measuring standards, identifies four “tiers” of strategies that have shown different levels of effectiveness in reducing rates of alcohol consumption. These strategies, for individuals and communities, are listed below along with tactics utilized by the SJU WADE Program. Saint Joseph’s University concentrates on Tier 1 Strategies which are proven to be the most effective.

Tier 1 Strategies

Combining cognitive-behavioral skills with norms clarification and motivational enhancement interventions:

- a. iCARE about Athletes group session – facilitated each Fall Semester for individual athletic teams. A group motivational interviewing approach is taken to discuss current alcohol use and motivation for change in use.
- b. CHOICES class for mandated students- facilitated in small groups for students found in low level violation of SJUs Alcohol Policy.
2. Offering individual brief motivational enhancement interventions
 - a. The BASICS model of Brief Motivational Interviewing is used with students in a two session format that discusses current alcohol and or drug use with motivation and confidence to make a positive change in behavior.
3. Challenging Alcohol Expectancies
 - a. Interactive workshops and classes including trainings during first-year student orientation

Tier 2 Strategies (2+ research articles published to show effectiveness with general population that could be applied to college population)

1. Increased enforcement of minimum drinking age laws

- a. Extensive RA Training Program as well as comprehensive University policy enforcement related to the alcohol policy.
2. The formation of a campus and community coalition involving all major stakeholders may be critical to implement these strategies effectively.
 - a. Creation of the Advisory Council on Alcohol, Drugs and Student Health
3. Implementation, increased publicity, and enforcement of other laws to reduce alcohol-impaired driving.
4. Restrictions on alcohol retail outlet density
5. Increased prices and excise taxes on alcoholic beverages
6. Responsible beverage service policies in social and commercial settings

Tier 3 Strategies (Evidence of logical and theoretical promise but require more comprehensive evaluation)

1. Provision of "safe rides" programs
 - a. *Public safety provides free shuttle opportunities and escorts for students*
2. Regulation of happy hours and sales
3. Informing new students and their parents about alcohol policies and penalties before arrival and during orientation periods.
 - a. *1 hour interactive presentation to students during summer Orientation*
 - b. *20 minute presentation to parents; resource fair with hand outs and information at summer Orientation*
 - c. *Think About It online course for all incoming students before arrival on campus*
4. Adopting campus-based policies and practices that appear to be capable of reducing high-risk alcohol use
 - a. Reinstating Friday classes and exams to reduce Thursday night partying; possibly scheduling Saturday morning classes.
 - b. Implementing alcohol-free, expanded late-night student activities.
 - i. *SJU offers late night events through the Office of Student Leadership and Activities*
 - c. Eliminating keg parties on campus where underage drinking is prevalent.
 - i. *Kegs are not permitted on campus*
 - d. Establishing alcohol-free dormitories
 - e. Employing older, salaried resident assistants or hiring adults to fulfill that role.
 - f. Further controlling or eliminating alcohol at sports events and prohibiting tailgating parties that model heavy alcohol use.
 - g. Refusing sponsorship gifts from the alcohol industry to avoid any perception that underage drinking is acceptable.
 - h. Banning alcohol on campus, including at faculty and alumni events.

5. Increasing enforcement at campus-based events that promote excessive drinking
6. Increasing publicity about and enforcement of underage drinking laws on campus and eliminating "mixed messages."
7. Consistently enforcing disciplinary actions associated with policy violations
8. Conducting marketing campaigns to correct student misperceptions about alcohol use

Tier 4 Strategies (Evidence of ineffectiveness)

1. Informational, knowledge-based, or values clarification interventions about alcohol and the problems related to its excessive use, when used alone
2. Providing blood alcohol content feedback to students (while drinking)

Saint Joseph's University also belongs to the Alcohol Prevention Coalition, part of Ever Fi Inc. As members of Every Fi's Prevention Coalition, Saint Joseph's University participated in a comprehensive Alcohol Program review, in 2012. As part of this comprehensive review, the prevention efforts implemented at Saint Joseph's University were analyzed and compared to 31 coalition partners from across the country. SJU strategies were ranked in the following categories:

- Alcohol Policy: *SJU ranked 6 out of 31*
- Critical Processes: *SJU ranked 9 out of 31*
- Institutionalization: *SJU ranked 20 out of 31*
- Programming: *SJU ranked 31 out of 31*

This shows that Saint Joseph's University has a wide range of impact in regards to wellness, alcohol and drug education and should work to improve effective programming strategies as well as institutionalization of alcohol prevention efforts.

Analysis of Resources

Staffing

The office of Student Outreach & Support at SJU is small in number and divided by functional area. Full time staff members include:

- Marci Berney, MA, Counseling Psychology: Director of Student Outreach & Support / Case Manager
- Katie Bean, MA, Higher Education Administration: Assistant Director of Student Outreach & Support for Wellness, Alcohol & Drug Education (WADE program)
- Graduate Intern, WADE (2nd year Master's student in related field)

In addition to the full time staff members in the office, Student Outreach & Support welcomes one or two Graduate Interns each year. The Graduate Interns are non-paid positions and are created through partnerships with local Universities with graduate programs in Counseling Psychology, Student Affairs Administration or other related fields.

The office has done well with a small number of staff members. However, with an increase in the student population of SJU over the next five years, additional staff would provide better support for students. Specifically, an addition of a Health Educator in the office would provide support to the many outreach and education programs. This would also allow for additional collaboration with administrators and faculty to provide additional quality educational programming on wellness related issues.

Operating Budget

The Office of Student Outreach & Support does not have its own operating budget at this time. Financial support for the office is provided by the Office of the Assistant Vice President for Student Development.

With that said, the Office of Student Outreach and Support typically receives funds for the following programs annually (the items below are based on AY 2012-13):

- “Think About It” on-line course: **\$9,925**
- E-check up to go (Alcohol & Marijuana): **\$1,950**
- Alcohol Prevention Coalition Membership: **\$16,200**
- Peer Education Training and Programming: **\$2,300**
- Office Programming and Outreach : **\$1,800**

Facilities and Space

In the Fall of 2011, the Office of Student Outreach & Support was formally created and housed in suite 212 of the Campion Student Center. The office consists of four individual offices as well as a conference room. The suite space is shared with the Manager for Information Systems in Student Life, who occupies one of the four offices. The Student Outreach & Support office is a welcoming space in the heart of campus, which makes the office convenient for students. The office is located in a quiet hallway in the student center, which also provides the necessary privacy for students seeking services.

In addition to the office space, the Peer Educator Student Group acquired a small office space located next to the Department office. This student space has grown increasingly utilized as the Peer Education Team continues to grow.

Technology

The office of Student Outreach & Support uses a variety of web-based programs to educate students:

- “Think About It” on-line course for all incoming first-year students on Alcohol, Drugs, Relationship Violence and Sexual Assault
- E-check up to go for Alcohol (used with students through the BASICS program)
- E-check up to go for marijuana (used with students between marijuana related individual sessions)

The use of on-line programs assists the staff in providing evidence based learning when working with students in an individual and group capacity.

An area in need of technological improvement in the Office of Student Outreach & Support is student record keeping. The staff currently relies on a series of excel spreadsheets and word documents saved on a share-drive to track student interactions and progress. This system is extremely manual and causes some difficulty in easily accessing student information. Furthermore, due to the manual process of entering student information, staff members find themselves spending an increasing amount of time on organizing student information. Additional technology in the form of a software data base would be beneficial to the Office of Student Outreach & Support.

Conclusion:

The office of Student Outreach & Support provides comprehensive services to students in need, typically related to Alcohol and Drug related concerns or critical incident management. The following are areas that are seen as points of current success for the office:

- The ability to respond promptly and effectively to students in crisis.
- The ability to provide effective “case management” to students with complex concerns. Management of such cases often involves

consultation with campus offices, outside mental health providers and parents.

- The ability to effectively train student leaders on a variety of psycho-educational topics such as Alcohol overdose, Healthy Relationships, Sexual Assault, Addiction and other wellness topics.
- Ability of the WADE program to serve as a point of connection and support for students in recovery from addiction.
- The ability to effectively collaborate on student concerns, projects and trainings with a variety of campus departments.
- The ability to apply BASICS to over 150 students with moderate to heavy drinking patterns and evaluate outcomes.

Areas of improvement include the following:

- Better tracking and analysis of student data, especially around Alcohol and Drug use on campus.
- Increased time spent “marketing” the services of Student Outreach & Support to students and the University community. At the present time, most students who work with our office are either mandated to attend WADE sessions or are contacted directly by the Director/Case Manager for case management services. We have seen an increased number of students coming to the office or continuing with services on their own, but this number remains small.