

USING BIG DATA IN CASE MANAGEMENT

June 24, 2016

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A little bio...

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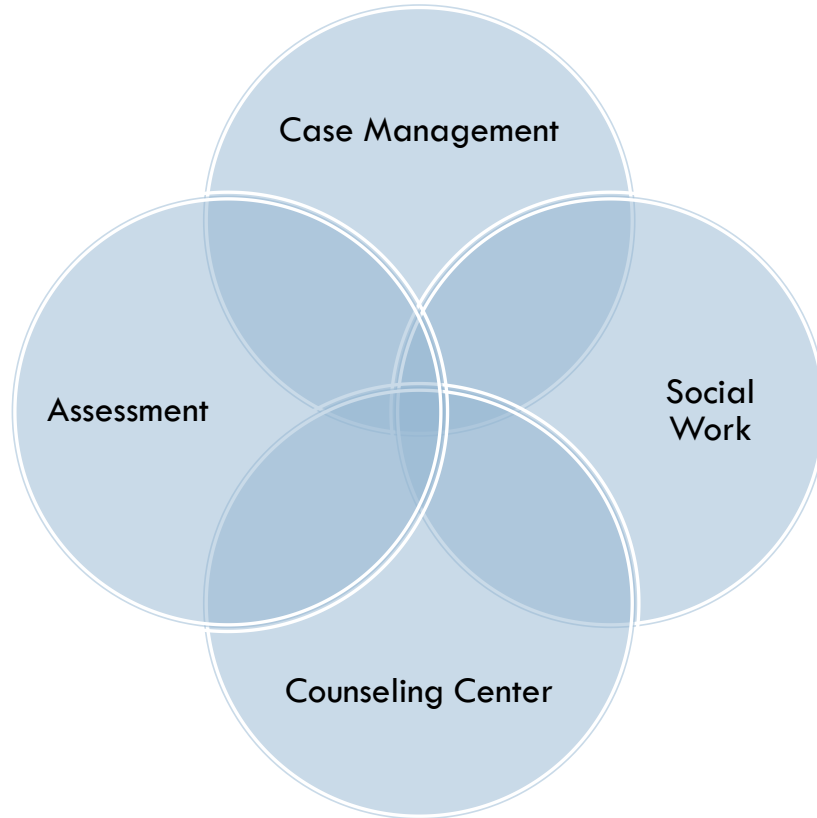


**Show You
Care...Lend a
Paw**

Students sometimes struggle in ways that lead us to be concerned for their well-being. Lend a paw and show you care. →

supporting the whole student, one concern at a time

The team...



Assessment:

- Logistics & Survey Implementation

Social Work:

- Research & Consultation

Counseling Center:

- Research & Consultation

Case Management:

- Primary Outreach



A little about the data...

- New Student and Transfer Survey
- Key Themes
 - ▣ Welcome Week Satisfaction
 - ▣ Common Reading Program
 - ▣ Transition Programming
 - ▣ Social Experiences
 - ▣ Adapting to Life at NC State

Our Goal

- Use the existing survey as a way to identify students who may be struggling
- Reach out to those students and provide resources for support
- Monitor student progress



Identifying Key Questions

- How confident are you in your ability to (Likert: Very Confident > Not At All Confident):
 - ▣ Cope with stress by identifying and implementing healthy stress relief strategies
 - ▣ Relieve or reduce homesickness
 - ▣ Connect with other individuals on campus

Identifying Key Questions (cont.)

- To what extent have you done each of the following... (Likert: A great deal > Not at all):
 - ▣ Made friends with other students
- To what extent do you actually experience a sense of belonging (Likert: A great extent > Not at all)
 - ▣ With NC State overall
 - ▣ In small groups (e.g. with friends)

Identifying Key Questions (cont.)

- Since arriving at NC State, how often have you felt (Likert: Constantly > Never):
 - Lonely/Isolated
 - Homesick
 - Depressed
 - Overwhelmed
 - Very Distressed
- About how many class meetings have you missed (Drop Down: 1, 2-3, 4-5, 6-9, 10 or more)



The Point System (cont.)

How confident are you in your ability to:	Very confident	Somewhat confident	Not very confident	Not at all confident
Cope with stress [in a healthy way]	0	0	0	5
Relieve or reduce homesickness	0	0	0	5
Connect with other individuals on campus	0	0	0	10

To what extent have you	A great deal	Some	A little	Not at all
Made friends with other students	0	0	0	10

To what extent do you actually experience a sense of belonging...	A great extent	Some	A little	Not at all
With NC State overall	0	0	0	5
In small groups (e.g., with friends)	0	0	0	5

The Point System (cont.)

Since arriving at NC State, how often have you felt:	Constantly	Often	Sometimes	Often	Constantly
Lonely/Isolated	0	0	0	5	10
Homesick	0	0	0	5	10
Depressed	0	0	0	5	10
Overwhelmed	0	0	0	5	10
Highly anxious (NEW)	0	0	0	5	10
Very distressed	0	0	0	5	10

About how many individual class meetings have you missed...	
4-5	0
6-9	10
10 or	10

Determining a Threshold for Concern

- Total Possible Points:
 - ▣ 110
- Factors:
 - ▣ 2014 Numbers
 - ▣ Consultation with Counseling and Social Work
 - ▣ Research

	First Year	Transfer
Points	N	N
0-30	1,827	454
35	18	17
40	16	8
45	8	5
50	10	1
55	2	2
60	1	0
65	2	1
70 +	6	4

The Survey Experience:

- Text Intro to Section E: Social Experience/Adapting to Life at NC State
 - The transition to college can be a challenging one for many students. NC State provides many support services to help students be successful and **is seeking to be proactive in reaching out to students** that might benefit from that support.
 - In the following section, you will be asked about your social experiences on campus thus far, and about how well you are adapting to college life. Based on your responses to some of the questions in this section only, **your answers and contact information may be shared on a limited basis with other NC State offices and a staff member may contact you to offer support. Other than that contact, your responses will remain confidential** and will only be released in summary format. If you would like to be contacted by a NC State staff member regardless of your responses, you will have the option of requesting that contact at the end of the survey.

Notification Process

- For scores above 50
 - Auto-generated notification sent
 - Includes full summary of survey results
 - Includes score breakdown
 - Includes identifying information

Outreach to Students

- Outreach parameters:
 - For scores 50 and above; students are sent offer to meet and list of resources for common transition issues
 - For scores of 90 or above; students are sent standard email requiring they set up an initial meeting



Outreach to Students (cont.)

- Subject: Additional Resources Based on Your First Term Survey Responses:
- “More recently, I was provided with a summary of your answers to the First Term survey for first-year, incoming students. Based on your responses, I thought it might be helpful to offer a meeting and suggest some additional resources that might be useful as you continue forward.
- From my experience, I know that the transition into college can often be a lonely and isolating experience. I'd be very interested in meeting with you to talk a bit about how things have been going for you and whether there are any additional resources could assist you as you move forward in your career here.
- While I've included a couple of these resources below, it's often better to speak with someone in person who can guide you through the maze of a big institution like NC State.”

Outreach to Students (cont.)

- Resource Areas Provided (description, text, links):
 - Getting More Involved/Meeting New People
 - Finding a Job
 - Seeking Personal Counseling / Support
 - Academic Advising / Switching Majors
 - Academic Tutoring and Support

Final Stats:

First Year Students

Points	# of Students
< 50	2016
50 – 59	19
60 - 69	17
70 - 79	13
80 - 89	3
90 - 99	1
100 – 110	0

Transfer Students

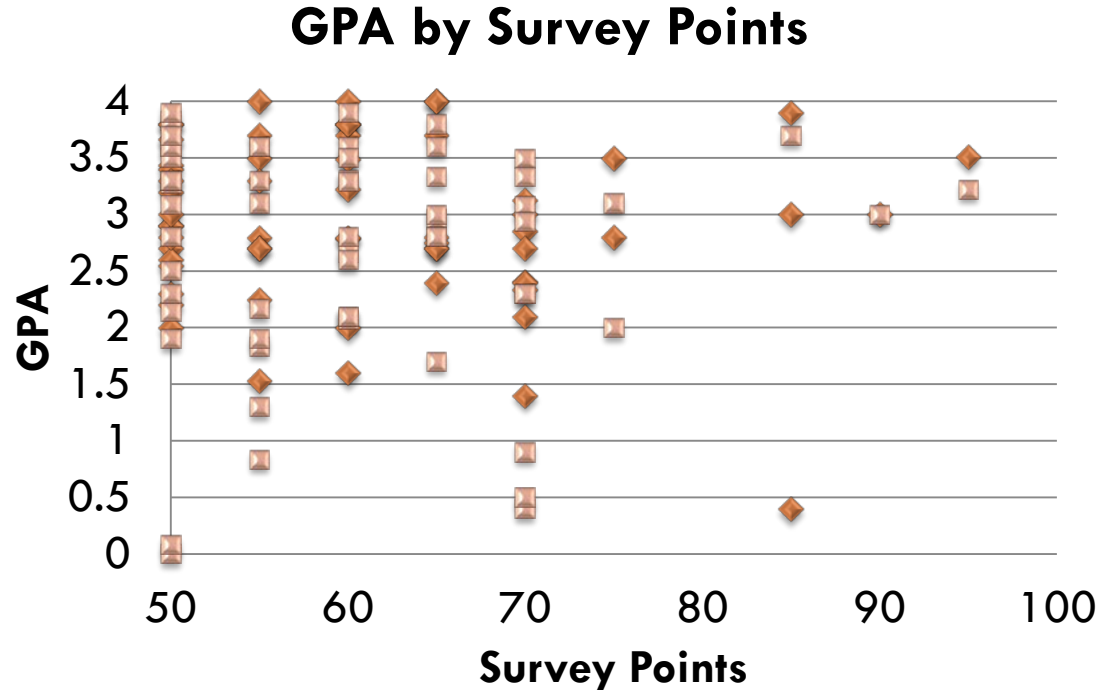
Points	# of Students
< 50	456
50 – 59	10
60 - 69	7
70 - 79	2
80 - 89	0
90 - 99	0
100 – 110	1

Case in point...

- Alex:
 - Score = 60
 - Described trouble fitting in; difficulty with academics, “personal struggles,” constantly distressed and constantly overwhelmed
 - Met twice initially, then again later for roommate concerns.
 - Threat Assessment follow-up for ISIS connection

Take Aways / Lessons Learned

- Does it Matter?
- Secondary Outreach?
- Point Threshold?
- Monitoring?
- Privacy/Ethics?



Case Study in Ethics:

- Survey:
 - ▣ Personal beliefs, motivations, learning styles, personality traits
 - ▣ “Your answers will be kept confidential”
- “You have to drown the bunnies...put a Glock to their heads.”

Mount St. Mary's board chair resigns after 'drown the bunnies' controversy

Mary Kane will serve as chair, effective immediately

8:12 AM - March 17, 2016

The chair of Mount St. Mary's University's Monday, seven months before his term wa

John Coyne is stepping down after former last month amid growing controversy. Coj Newman, said his decision was based on s academic year.

Background

Newman began at the Catholic school last and consulting.

Last month, the student newspaper publi Simon Newman wanted to dismiss about 2 faculty members, including the faculty chair



Questions?

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