Non-Academic Program Assessment Plan

GCU Cares Program

Case Management

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Non-Academic Program Assessment Plan

Program: GCU Cares, Case Management
Assessment Liaison: Colleen Diveny
Plan covers the academic years: 2016-2019

Program Goal 1: Provide a comprehensive outreach strategy to minimize the impact of distress on academic and personal pursuits of at risk students through effective case management, coordination of care between campus and community resources. The case manager will utilize strength's perspective and reflective interviewing techniques.

Outcome 1: Students who are supported by the case manager will show an increase in their academic performance and persistence.
Outcome 2: Students who connect with the case manage will show an increase in their problem-solving skills.

Goal Alignment: ISLG 2 Apply critical thinking, problem-solving and research skills.
                 ISLG 6 Explore spirituality and personal growth

How will this goal's outcomes be assessed? What evidence will be used to show that the goal has been achieved? (See Appendix B for examples.)

Direct Measures used for Goal Assessment:
Case Studies (this will be measured using assessing their continued enrollment at GCU and improved academic performance as reported by instructors)
Follow up interviews with students (measured by information gathered and reporting back the effectiveness of the resource)
Demographics of student body (this will be measured by tracking GPA pre and post interventions)

Indirect Measures used for Goal Assessment:
Satisfaction Survey

Who is responsible to provide leadership and training to meet this goal? Case Manager
Who is responsible to collect assessment data? Case Manager
Who determines resource allocation? Director of Student Success

Assessment Process
How and when do you assess the achievement of all members of the campus community affected by this goal, and record the results of your assessment?

- Case studies are presented bi-weekly to Student Concerns Team. At the end of the semester, case manager presents academic performance and persistence to the team through Power Campus academic records.
- Satisfaction Surveys are conducted by the case manager each semester using Campus Labs.
- Follow up interviews are completed when students to track if they are successfully connected with resources. The results are recorded in the case note for each student in Titanium. If student's resources or unsuccessful connection, that will be recorded as well.

Expected Results
What do you consider satisfactory achievement of this goal and its outcomes?

At least 75% of the students reported to the student concerns team will improve their academic performance with a term increase in their GPA of 0.5 points. Of those referred to a case manager, 85% will persist to the next term.
At least 90% of the students who interact with case manager will be satisfied with their experience.
At least 85% of the students will access the appropriate resources, upon direction by case manager.

Time Frame
Within a three year cycle for assessing all of the program's goals and outcomes, when will this goal and its outcomes be assessed during this cycle?

Case studies are presented bi-weekly; overall academic performance and persistence is presented each semester to the team for analysis.
Satisfaction surveys are collected each semester and analyzed each semester.
Follow up interviews are usually collected around the third meeting with the student; results are analyzed at the end of the academic year.

Program Goal 2: Develop an on-going educational/interactive program for violence prevention and sexual assault awareness using the Green Dot Strategy (bystander intervention program) and weekly SEEDS (Student Engagement Empowerment and Development) programming models.

Outcome 1: Students who engage in these weekly programs will demonstrate a commitment to social justice within their community as shown with their continuation in the weekly program series.
Outcome 2: Students will gain an awareness of local, civic and global issues as demonstrated by their completion of the Green Dot training program. This will be evidenced in the pre and post surveys. These surveys indicate an understanding of bystander intervention protocol before training and again after training.
Outcome 3: Students will interact within their community to spread awareness to create a violence free by taking on the Green Dot Strategy pledge to spread the awareness on campus.

Goal Alignment: ISLG 4. Demonstrate understanding of the Mercy core values

ISLG 5. Demonstrate awareness of women's issues

ISLG 6. Explore spirituality and personal growth

ISLG 7. Demonstrate awareness of the value of engagement in local, national, and global issues

ISLG 10. Demonstrate awareness of diversity issues

Assessment Protocol
How will this goal's outcomes be assessed? What evidence will be used to show that the goal has been achieved? (See Appendix B for examples.)

Direct Measures used for Goal Assessment:
Participant Focus Groups

Indirect Measures used for Goal Assessment:
Surveys
Event Attendance Reports

Who is responsible to provide leadership and training to meet this goal? Case Manager
Who is responsible to collect assessment data? Case Manager
Who determines resource allocation? Director for Student Success and Advocacy

Assessment Process
How and when do you assess the achievement of all members of the campus community affected by this goal, and record the results of your assessment?

- Participant Focus groups are held during the program; student completes a short description of their knowledge of the program's content pre and post training.
- Surveys are conducted by the case manager each semester using Campus Labs.
- Event Attendance Reports are collected during the program.

Expected Results
What do you consider satisfactory achievement of this goal and its outcomes?

At least 80% of the students who engage in the program will identify a social justice issue.
At least 80% of the students will increase their awareness of violence prevention efforts within their community.
At least 60% will spread awareness to their community **with direct involvement in a local program or event.**

Time Frame
Within a three year cycle for assessing all of the program's goals and outcomes, when will this goal and its outcomes be assessed during this cycle? Note: data can be collected yearly, and analyzed during the noted assessment cycle year.

- Sexual Assault awareness climate surveys aimed to the GCU community to analyze the current climate of the GCU campus (as per the OVW Grant requirements).
- At each weekly event, participant focus group responses will be collected annually; results are analyzed at the end of the second year of the assessment cycle.
- Pre and post surveys for green dot training are collected at each Green Dot training; results are analyzed at the end of the second of the assessment cycle.
- Surveys regarding weekly events will be sent out after the program completion (example: Sexual Assault Awareness results will be collected in April after the events); results are analyzed at the end of the academic year.

Program Goal 3: Examine the effectiveness of case management and the use of support services such as TRIO, EOF, TLC, ADSC Counseling Center and Health Services from freshman year to senior year.

Outcome 1: Students who are supported by the case manager will show an increase in utilization of support services.
Outcome 2: Students who seek out support services will increase their retention at GCU.

Goal Alignment: ISLG 2 Apply critical thinking, problem-solving and research skills.
                    ISLG 10 Demonstrate awareness of diversity issues.

How will this goal's outcomes be assessed? What evidence will be used to show that the goal has been achieved? (See Appendix B for examples.)

Direct Measures used for Goal Assessment:
Cross referenced list of rosters from TRIO, EOF, TLC and ADSC
Follow up interviews with students for counseling support (measured by information gathered and reporting back the effectiveness of the resource)
Demographics of student body (this will be measured by tracking retention reports)

Indirect Measures used for Goal Assessment:
Survey (this will measure use of support services each year until graduation)

Who is responsible to provide leadership and training to meet this goal? Case Manager
Who is responsible to collect assessment data? Case Manager
Who determines resource allocation? Director of Student Success

Assessment Process
How and when do you assess the achievement of all members of the campus community affected by this goal, and record the results of your assessment?

- Survey using Campus Labs sent to freshmen who utilize case management, sent each year until graduation.

- Individual interviews with students to evaluate the effectiveness of the referral and connection to support services.

Expected Results

What do you consider satisfactory achievement of this goal and its outcomes?

At least 90% of the students will utilize support services; 85% will persist to the next term.
At least 90% of the students will report a satisfaction with the support services.

Time Frame
Within a three-year cycle for assessing all the program's goals and outcomes, when will this goal and its outcomes be assessed during this cycle?

Evaluation of support services will be conducted in a three-year cycle; tracking from freshman year to senior year.