
QUEST Highlight Series

This series is designed to share information about data, evaluation, and assessment across the College, and help us answer the questions:

- What data do we collect or have access to that can help us make decisions about how to guide our work?
 - How can/do we use that data to guide our work?
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Using Assessment to Identify and Support Student Need: The Spring 2023 Mental Health Awareness Survey

For the next installment of our QUEST Highlights series, we thought we would highlight how some of our Student Affairs offices are using data to better support our students.

In Spring 2023, the Office of Institutional Effectiveness collaborated with the Men’s Resource Center and the Student Wellness Center to develop and distribute a **Mental Health Awareness Survey**, in which we asked students to talk about their opinions and perceptions of mental health, awareness of mental health services on campus, and identify areas of concern. A total of 47 students completed at least 1 question on the survey, which represents an overall sample size of .4% of the overall headcount for Spring 2023.

Here’s what we learned...

1. Respondents had generally positive personal perceptions of mental health and mental health services:

80.9% of respondents considered it to be helpful for people their age, and only **15.6%** of respondents would think less of a person who has received mental health treatment.

2. Respondents identified a need for mental health services:

Of 36 respondents, **66.7%** Agreed or Strongly Agreed that in the past 12 months they needed help for emotional or mental health problems, such as feeling sad, anxious, or nervous, which were expressed more by non-white respondents.

3. Despite the need, they don’t use our campus mental health services:

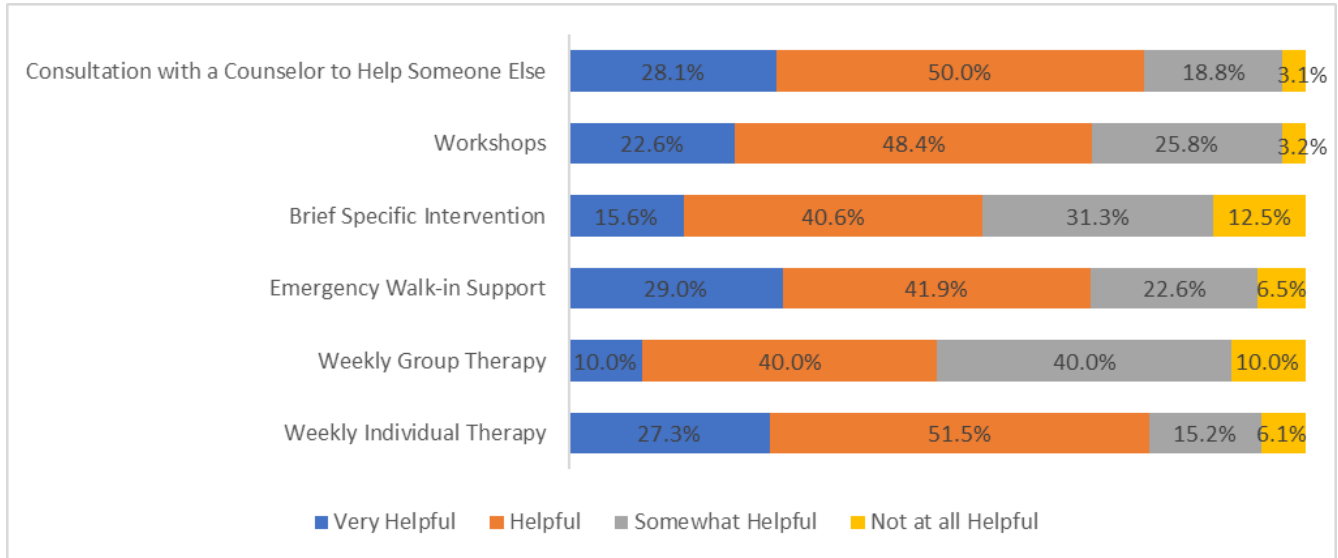
A small portion of students actually sought out help for their mental health, either at KCC or elsewhere.

- Only **12.9%** of respondents have utilized campus mental health services in the past but **45.2%** have considered using them at one point
 - Only **9.7%** of respondents participated in an event related to mental health
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4. Students don't know where to go but they know what they want:

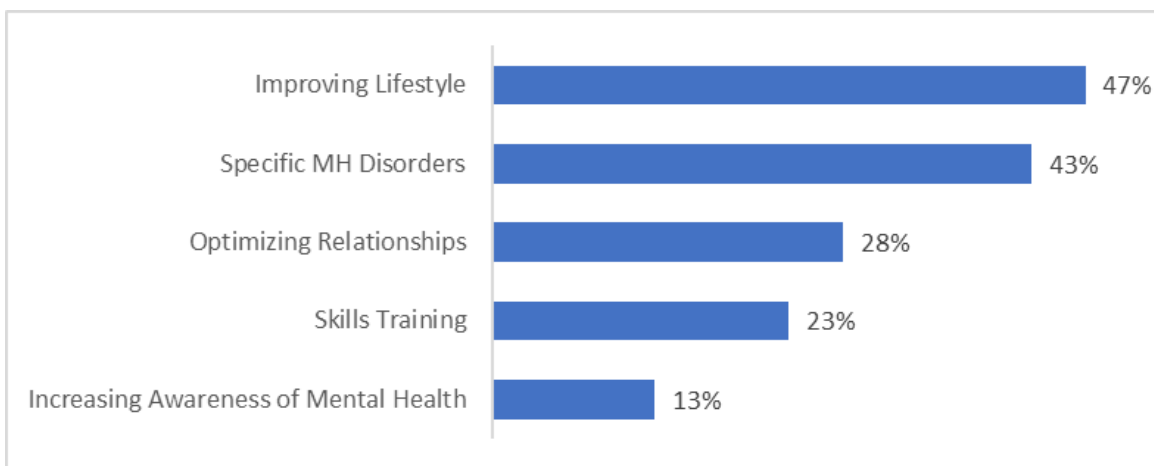
45.7% of respondents reported not knowing where to go on campus for mental/emotional health services but they did provide ideas about what resources and supports would be most helpful to them so that our student support offices can tailor programming around student need.

Students are interested in individual counseling options (e.g., weekly individual therapy or walk-in support during a crisis), but also seemed interested in consulting with counselors to learn how they could best support others who were going through a crisis. The chart below illustrates the full range of interest.



Students also provided suggestions when it comes to increasing event attendance or getting more involved in activities at KCC, such as creating virtual options for those that take on-line classes and hosting events in the evening for those that work and are unable to attend “work hour” events.

They even expressed particular topics they're interested in learning more about, which is illustrated in the chart below.



How this data will be used...

Engaging students in different ways

The survey revealed that students do not know where to go for mental health services on campus and are not attending traditional on-campus events, such as tabling, workshops, and speaker series. To better engage students, the Office of Student Wellness will employ different methods to target the marketing of programs and services.

Providing a more personalized on-demand counseling experience

The survey also revealed that students prefer one on one services and wanted counselors to come to them in classes rather than vice versa. To address student preferences for a more curated experience, Student Wellness is considering changing the format of some workshops and collaborating more with classes and programs to deliver resources to students in the places that they are already occupying rather than asking them to come to the office.

What's coming next:

Once they make these changes, the next step is to know how well their new strategies and services worked. To evaluate this, the Office of Student Wellness will revise and reinstate post-workshop surveys to better capture student perceptions about events they are offering.

They will also expand the intake form to gather more information about how to best inform students about available services.

Finally, they will continue to offer the Mental Health Awareness Survey regular to collect more information and meet with ever-changing student needs.

What do you think?

Do you want help collecting data, or figuring out what to do with data you're already collecting? Let us know!

Connect with us!

Email us at: Institutional.Research@kbcc.cuny.edu

