

**Graduation Rate Task Force  
Results of Student Services Questionnaire**

**A. Student Services**

**1. Students must participate in (check all responses that apply):**

a.	A structured campus orientation program	Responses: 16	94%
b.	A face to face meeting with an academic advisor	Responses: 15	88%
c.	A First Year Experience Program	Responses: 4	24%
d.	A Transfer Experience Program	Responses: 1	6%
e.	Other – Please describe in the textbox below.	Responses: 3	18%
	1). Limited orientation class.		
	2). Optional First Year Experience		
	3). Welcome Week – a transition week program		

**2. Do new students receive academic skills training during the beginning of their first semester?**

a.	Yes	Responses: 8	50%
b.	No, not at this time	Responses: 8	50%

**3. Academic skills training includes, but is not limited to (check all responses that apply):**

a.	Time management skills	Responses: 12	71%
b.	Study skills	Responses: 13	76%
c.	Students do not receive academic skills training	Responses: 5	29%
d.	Other – Please describe in the textbox below.	Responses: 7	41%
	1). Academic skills training is offered, not required		
	2). Not a specific program, offered in classes/program		
	3). Curriculum, code of conduct, test taking strategies		
	4). Career/major exploration, learning styles, wellness		
	5). Students do take orientation which contains these		
	6). In limited orientation class		
	7). A range of issues covered in FYE course		

**4. Does your campus provide separate/specialized orientation and advising services to non-traditional students (students over the age of 25) during their first semester?**

a.	Yes	Responses: 4	24%
b.	No, not at this time	Responses: 13	76%

**5. Does your campus provide opportunities for specialized learning environments?**

a.	Yes	Responses: 14	82%
b.	No, not at this time	Responses: 3	18%

**6. Campus specialized learning environments include, but are not limited to:**

a.	Honors College	Responses: 9	53%
b.	Learning Communities	Responses: 5	29%
c.	Formalized Study Groups, i.e., by major, in dorms, etc.	Responses: 12	71%
d.	Informal Study Groups	Responses: 12	71%
e.	We do not provide these opportunities	Responses: 2	12%

- |    |   |              |     |
|----|---|--------------|-----|
| f. | Other – Please describe in the textbox below.       | Responses: 6 | 35% |
|    | 1). College Center of Learning, peer tutoring, etc. |              |     |
|    | 2). Men’s College                                   |              |     |
|    | 3). Leadership, FYE seminars, residential colleges  |              |     |
|    | 4). Honors Classes                                  |              |     |
|    | 5). Student Success Center                          |              |     |
|    | 6). Leadership programming                          |              |     |

**7. Are academically at-risk students that have been identified for early intervention tracked through a formal program?**

- |    |                       |               |     |
|----|-----------------------|---------------|-----|
| a. | Yes                   | Responses: 12 | 75% |
| b. | No, not at this time. | Responses: 4  | 25% |

**8. Does your campus provide job placement and employment counseling services?**

- |    |                       |               |     |
|----|-----------------------|---------------|-----|
| a. | Yes                   | Responses: 15 | 88% |
| b. | No, not at this time. | Responses: 2  | 12% |

**9. Do newly arriving students receive academic skills training during the beginning of the semester?**

- |    |                      |              |     |
|----|----------------------|--------------|-----|
| a. | Yes                  | Responses: 8 | 50% |
| a. | No, not at this time | Responses: 8 | 50% |

**B. Mental Health Services**

**1. How are students with mental health related disorders identified on your campus?**

- |    |   |               |      |
|----|---|---------------|------|
| a. | Through self identification                             | Responses: 16 | 100% |
| b. | Through advisement and/or other referral                | Responses: 15 | 94%  |
| c. | Through medical records that accompany applications     | Responses: 2  | 12%  |
| d. | No policy or strategy exists to identify these students | Responses: 1  | 6%   |
| e. | Other – Please describe in the textbox below.           | Responses: 1  | 6%   |
|    | 1). Campus Care Network and counseling                  |               |      |

**2. What are the recommendations on how to best manage these incidents to the benefit of the student and/or university?**

- a. A complete and comprehensive First Year Experience program
- b. Colleges need personnel specifically designated to assist students that have mental issues
- c. Faculty and staff should be knowledgeable and familiar with the policy and procedures of the university regarding each situation.
- d. Student Intervention Team – early identification of students with behavioral issues and early intervention
- e. Through identification of admissions application
- f. For student success being able to involve all incoming freshmen in a success class would be beneficial. A variety of information from possible services to transfer requirements could be covered. They actually need assistance with transition at both ends of their stay at the college. The transition classes would be beneficial. It takes resources to incorporate the programs to help all students with the individual issues on their path to graduation.
- g. Rely on professional intervention and recommendation

**3. What mental health services are available on your campus?**

a.	Mental health counseling	Responses: 9	64%
b.	Psychological services	Responses: 3	21%
c.	Psychiatric services	Responses: 1	7%
d.	Medication consultation	Responses: 6	43%
e.	Other – Please describe in the textbox below.	Responses: 7	50%
	1). Contract with off campus provider		
	2). Initial assessment with LPC		
	3). Counselors provide initial consultation and referral		
	4). Personal counseling		
	5). Short term counseling		
	6). Formal partner relationship with Willowbrook		
	7). None		

**4. Are mental health services integrated into primary care service settings on your campus?**

a.	Yes	Responses: 5	31%
b.	No, not at this time.	Responses: 4	25%
c.	We do not provide primary care services on our campus	Responses: 8	50%

**5. What mental health services are made available through partnerships, interagency agreements, etc. with providers off campus?**

a.	Mental health counseling	Responses: 11	73%
b.	Psychological services	Responses: 7	47%
c.	Psychiatric services	Responses: 4	27%
d.	Medication consultation	Responses: 7	47%
e.	Other – Please describe in the textbox below.	Responses: 4	27%
	1). We do not have formal agreements at this time		
	2). In-patient treatment, hospitalization, rape crisis		
	3). Students may be referred to off campus providers		
	4). In patient care		

**6. What legal or ethical restrictions impact providing this care, responsibility, or response?**

- a. If referral is made as a result of a disciplinary event the student may have to sign a release of medical information to remain in school.
- b. Ferpa, ADA
- c. Counselors are not necessarily trained and teachers, even with appropriate degrees, are instructors and cannot provide these type of services due to conflicts of interest.
- d. There are no ethical or legal restrictions
- e. HIPAA, professional ethics, confidentiality
- f. I do not think we have an issue with the legal aspect. Our approach is purely ethical in that we are absorbing the counseling with a current faculty member. The factor with the largest impact is resources.
- g. I don't know
- h. I do not think we have an issue with the legal aspect. Our approach is purely ethical in that we are absorbing the counseling with a current faculty member. The factor with the largest impact is resources.
- i. Student is responsible for cost of some services

- 7. How are parents and students informed on mental health service options on your campus?**
- |    |  |               |     |
|----|--|---------------|-----|
| a. | Included with application                              | Responses: 1  | 6%  |
| b. | Separate mailings                                      | Responses: 4  | 25% |
| c. | On a need to know basis                                | Responses: 6  | 38% |
| d. | As part of Recruitment information                     | Responses: 6  | 38% |
| e. | Through advisement                                     | Responses: 12 | 75% |
| f. | No information to inform parent and students           | Responses: 2  | 12% |
| g. | Other – Please describe in the textbox below.          | Responses: 6  | 38% |
|    | 1). Described in college catalog                       |               |     |
|    | 2). Student privacy laws prohibit discussion           |               |     |
|    | 3). Freshmen Orientation, Early Registration, Handbook |               |     |
|    | 4). Orientation sessions, websites, parent newsletters |               |     |
|    | 5). Parent and student orientation                     |               |     |
|    | 6). Through orientation                                |               |     |
- 8. Do you have formal or informal policies/procedures for responding to the needs of students who have been identified as at-risk to hurt themselves or others?**
- |    |   |               |     |
|----|---|---------------|-----|
| a. | Yes, we have formal polices and procedure in place.         | Responses: 10 | 62% |
| b. | Yes, we have informal polices and procedure in place.       | Responses: 6  | 38% |
| c. | No, we do not have formal polices and procedure in place.   | Responses: 0  | 0%  |
| d. | No, we do not have informal polices and procedure in place. | Responses: 1  | 6%  |
- 9. How are students who may be at-risk to hurt themselves or others identified? Check all responses that apply.**
- |    |  |               |      |
|----|--|---------------|------|
| a. | Self identification  | Responses: 16 | 100% |
| b. | Faculty referral   | Responses: 15 | 94%  |
| c. | Advisor referral   | Responses: 15 | 94%  |
| d. | Residence Hall Staff referral                              | Responses: 14 | 88%  |
| e. | Other – Please describe in the textbox below.              | Responses: 4  | 25%  |
|    | 1). Our House, Inc., Life Helps Mental Health Center, etc. |               |      |
|    | 2). Family rape Crisis Center                              |               |      |
|    | 3). Students are referred to VP of Student Services        |               |      |
|    | 4). C.A.R.E. team, Faculty/Staff Referral Guide            |               |      |
|    | 5). Reports from students, parents, and police             |               |      |
|    | 6). Campus Care Network                                    |               |      |
- 10. Crisis response services available on our campus include, but not limited to (Check all responses that apply):**
- |    |  |               |     |
|----|--|---------------|-----|
| a. | Police station/other law enforcement location            | Responses: 15 | 94% |
| b. | Hospital   | Responses: 1  | 6%  |
| c. | Physician’s office                                       | Responses: 3  | 19% |
| d. | Mental health facility                                   | Responses: 3  | 19% |
| e. | Health Department  | Responses: 1  | 9%  |
| g. | Crisis response services are not available on our campus | Responses: 0  | 0%  |
| f. | Other – Please describe in the textbox below.            | Responses: 6  | 38% |
|    | 1). Health and Counseling Center                         |               |     |
|    | 2). Vice President of student Services Office            |               |     |
|    | 3). SIT, Dean of Students, Violence Prevention Office    |               |     |

- 4). EMCC Team
- 5). Dean of Students meets with identified students
- 6). Counseling, health center and Willowbrook referral

**11. Are crisis response services available outside your campus location? If the answer is yes, please check all locations that apply.**

a.	Police station/other law enforcement location	Responses: 12	75%
b.	Hospital	Responses: 15	94%
c.	Physician's office	Responses: 11	69%
d.	Mental health facility	Responses: 14	88%
e.	Health Department	Responses: 12	75%
g.	Crisis response services are not available outside our campus	Responses: 0	0%
f.	Other – Please describe in the textbox below.	Responses: 2	12%
	1). Our House Inc., Life Help Mental Health Center, etc.		
	2). Family Rape Crisis Center		

**12. Does your campus have a Behavioral Intervention Team consisting of trained representatives of faculty, staff, and students to identify emerging mental health issues.**

a.	Yes	Responses: 9	56%
b.	No, not at this time.	Responses: 7	44%

**13. On our campus, faculty and staff are trained to identify at-risk students.**

a.	Yes	Responses: 12	75%
b.	No, not at this time	Responses: 4	25%

**14. If you have a campus Behavioral Intervention Team to identify emerging mental health issues, who composes the team?**

- a. Student Services Staff including law enforcement, school nurse and head residents in residence halls.
- b. Faculty and Staff
- c. Faculty, administrators, staff
- d. The MVSU Care Team is comprised of various departments from the university, who work together in a collaborative manner to facilitate appropriate intervention for students in emotional distress.
- e. Representatives from Dean of Students Office; Provost Office; Vice Chancellor for Student Affairs; University Attorney; Police Chief; Director of Housing; Director of Counseling Center; and Registrar.
- f. Counselors, Dean of Students, First responder faculty
- g. Campus Safety Committee and Counseling Center
- h. Campus Police, Housing Director, Director of Student Affairs, Faculty member, Counselor, VP of Student Services
- i. Campus Police, Housing Director, Director of Student Affairs, Faculty member, Counselor, VP of Student Services
- j. There are representatives from major administrative divisions: dean of students, academic affairs, counseling services, police dept, student health center, learning center, university relations

**15. How often does the Behavioral Intervention Team meet?**

- a. As needed
- b. Monthly, or as needed
- c. Once per semester
- d. Bimonthly unless an emergency arises
- e. Occurring every two weeks
- f. Every week during the fall and spring and infrequently over the summer