



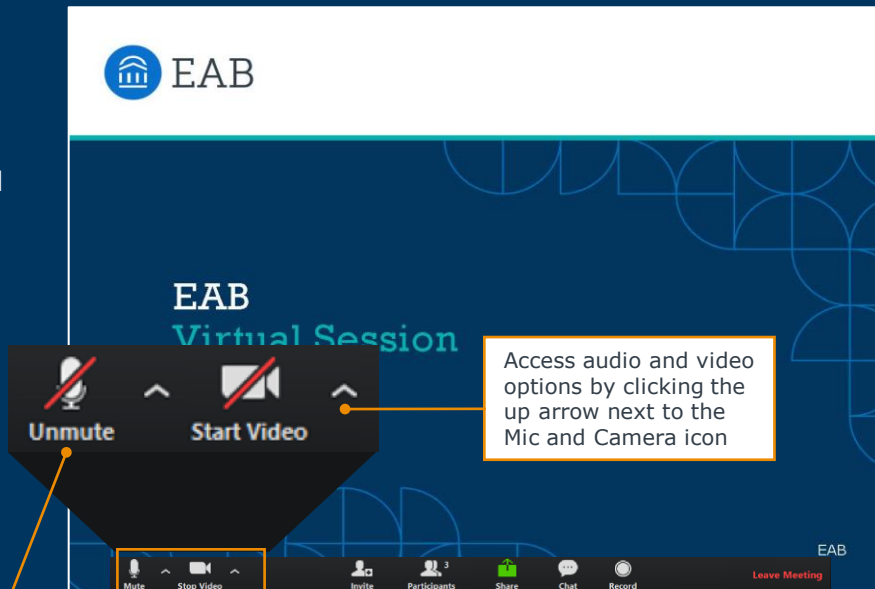
Navigate Private School Summit

Day Two

We will begin at 11:32 a.m.
Eastern Time once everyone has
joined!

Audio Mute/Unmute and Video Stop/Start

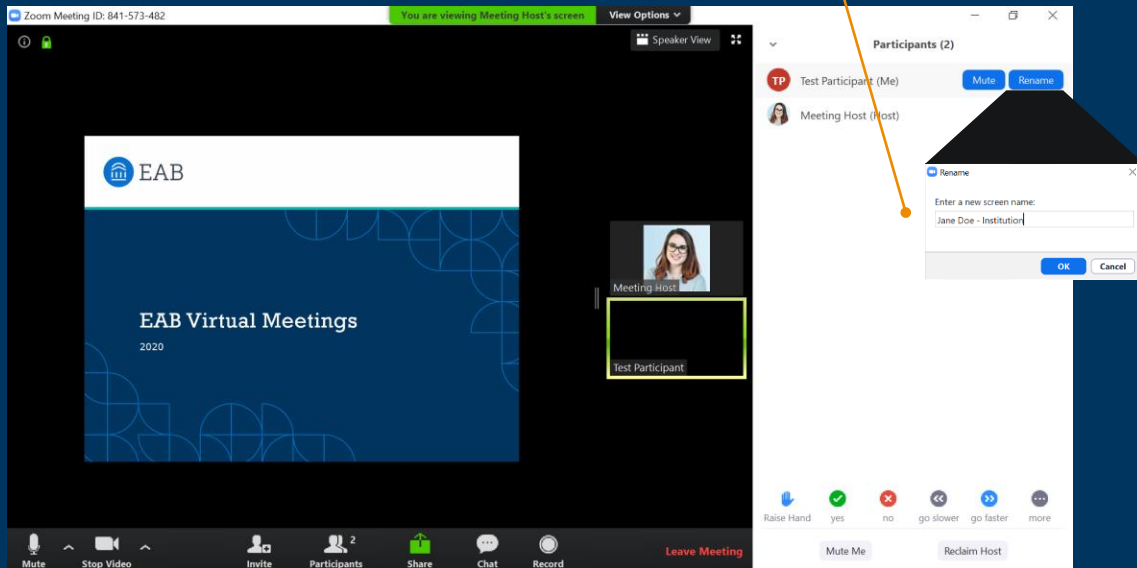
- Please keep your camera and audio off since we have a large group. Please raise your hand if you have a question and we will call on you to unmute yourself.
- Our meeting host will turn off your camera for you if necessary.
- We will ask that you turn your camera on during breakout sessions if you can. This helps facilitate great conversation!



Red slashes mean your microphone is muted and your camera is off

Update Your Name

Update your name and add your institution. You may also add pronouns if you wish (example: they/them/theirs)



Open Participants menu



EAB

Partner Panel: Supporting Mental Health Priorities via Navigate

National Louis University & St. Francis College

Our Panelists



Danielle Laban

*Assistant Dean of
Students and Title IX
Coordinator*
National Louis University



Monica Michalski

*Associate Dean of Student
Success*
St. Francis College

Panel Format:

- *Brief presentation by each panelist*
- *Q&A style discussion led by moderator*
- *Q&A from audience (feel free to place questions in the chat or unmute yourself to ask)*



Alerts: The Importance of Flexibility and Campus Buy-In

How National Louis University collaborates with faculty and staff to support student mental health

A Tale of 2 Alerts



Referral to Mental Health Counseling

Changed wording from "Student in Crisis" to "Counseling and Wellness"



Having the alert helped reduce the stigma. Our services did not change, but referrals went up!



176 Counseling referrals since 4/6/21 compared to 31 between 4/5/19 and 4/5/20



Faculty raised 96 alerts, Staff raised the other 80



Referral for Basic Needs



Only 3 alerts since 4/6/21 as this was new for Spring



Often misused (example: used to refer to tutoring)



We will promote this alert more this summer and ensure faculty and staff understand the purpose behind the referral

Fun Fact: Alerts aren't the only Navigate feature we use to support mental health...Our Director of Counseling and Wellness uses the platform heavily for texting. She has sent 99,633 texts to 9,227 distinct students and 6,712 emails to 991 students for total of **106,345 total messages!**

Securing Faculty & Staff Buy-In



Communicate throughout the process

We do the following to ensure faculty and staff understand their role and their impact in the student support process:

- Educate them on available services, to empower them as a resource for students
- Encourage having a conversation with a student in advance of a counseling referral, so the student is part of the process
- Close the loop however possible, so they see the result of their referral
- Gather counseling data to share impact on an aggregate level when we cannot share personal stories

Encourage participation through multiple channels

Our Progress Report response rate is very high, often around 99%. We've built this culture of participation by:

- Sending multiple reminders
- Providing updates to senior leadership (who then nudge their teams)
- Sharing progress report results in quarterly communications
- Creating an expectation





Harnessing the Power of Surveying

How St. Francis College is using an intake survey to personalize the student experience

What Brought Us Here?



Fall 2020

Quick Poll

- Through various channels, heard our students expressing needs in a remote environment
- With strong mobile app adoption, decided to use a Quick Poll to understand what type(s) of support students needed immediately and for the spring 2021 term
- Over 95% of students expressed interest in some sort of support or resource

Spring 2021

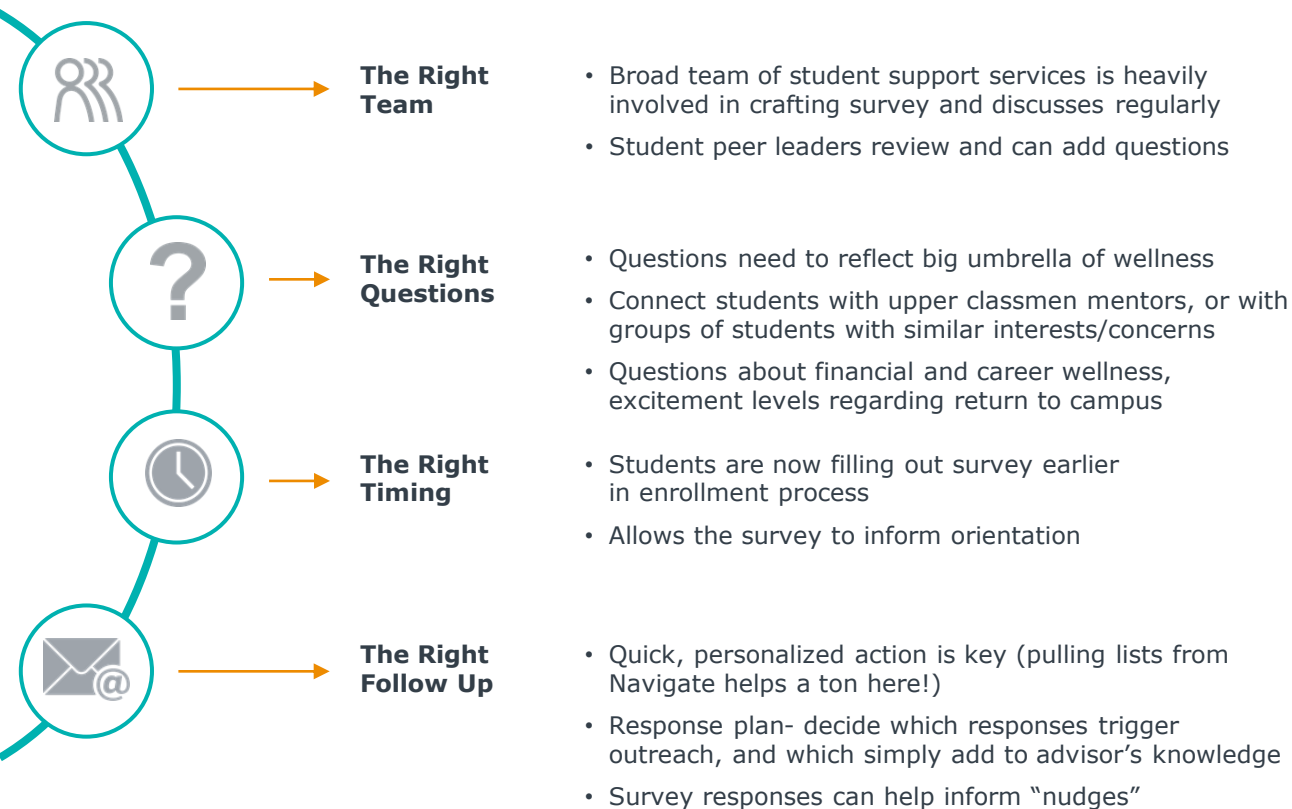
- Used insights from Fall 2020 quick poll to customize programming and outreach

Now

Time to re-vamp our intake survey!

- Want to reframe how campus views a survey
- Instead of something static- a dynamic tool for truly meeting students where they are
- Need to empower advisors with critical information to help them personalize their approach

Creating a Dynamic, Powerful Survey





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