Amy Rozek <amyrozek@hawaii.edu>
To: Curtis Washburn <cwashbur@hawaii.edu>

Wed, Oct 21, 2015 at 9:16 PM

Nice muchies for thought..

Amy

------------ Forwarded message ------------
From: Heipua Kaopua <heipua@hawaii.edu>
Date: Tue, Oct 20, 2015 at 2:56 PM
Subject: Re: Case Management
To: Amy Rozek <amyrozek@hawaii.edu>

Amy,

Case management begins with knowing our students; understanding their problems, concerns, or needs; and establishing a relationship with each one. To promote this, we require students to see their assigned counselor. Our proactive, intrusive approach to advising should include mandatory advising for the first year, referrals to appropriate resources, ongoing assessment, advocacy, and evaluation.

Through My Success we are beginning to identify and monitor students who are at greatest risk of failing in college.

We must also serve as advocates for students by serving as catalysts for change at the individual, departmental, college, and/or university levels. At the departmental level, this may include advocating for additional evening or online courses for non-traditional students who must work full-time, or recommending student-centered teaching styles that also incorporate universal design. At the college level, counselors’ roles may involve advocating for academic policies that best serve students’ needs; and at the university level, it may involve spearheading an effort to increase the availability, effectiveness, and efficiency of support services. In other words, students should not have to change to fit within the system, but rather the system should change to meet the needs of students.

We need to determine the effectiveness of our advising process. Evaluation activities can include both peer review and student feedback. Aside from the occasional counselor evaluations that students complete, we lack a formal means of assessment. We need a way to systematically document advising meetings, referrals to campus resources, and services utilized. The goal should be to assess the effectiveness of individual counselors as well as the case management model.

mahalo,

heipua

On Oct 20, 2015, at 9:37 AM, Amy Rozek <amyrozek@hawaii.edu> wrote:

Aloha,

I need your input on what case management means on our campus. I have a meeting tomorrow afternoon with the student success council adhoc group working on what/how case management might be helpful in the new dev ed model.
How does this work or might it work on our campus? Does anyone do any formal assessments to determine student needs? What would we need to happen to have this work?

Any thoughts are appreciated.

Mahalo,

Amy

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