

Student Mental Health Innovative Approaches

TECH WORK GROUP Work Team Final Report Winter 2023



Work Team Introduction

Include a brief description of this work team and the WHY of this work team.

The Technology Usage in Service Delivery and Resource Mapping Team (Tech Work Group) was created to both support the other work teams as well as tackle the challenge of organizing and providing guidance for the future of effective and expanded technology use in the student health and well-being space. A team of both technical and non-technical representation from campus, the Tech Work Group wraps up with 7 members (formerly 8), which includes the two chairs.

Executive Summary

The Technology Usage in Service Delivery and Resource Mapping Team (Tech Work Group) was an active and engaged team that is forecasting ongoing support and coordination for a comprehensive digital mental health strategy. This is an area that continues to grow and the field of digital platforms to support well-being changes rapidly. The evidence-base is slowly growing to meet the demands of potential users and we must both innovate, create accessible resources and we must both identify and adhere to compliance, safety and security issues.

Work Team Membership

Co-Chairs

Mary Jo Desprez, Director of Wolverine Wellness

Jen Burch, IT Project Manager Sr, ITS

Work Team membership [name, role, unit representation]

Devin Berghorst, Core Team Member, Assistant Dean of Students

Kalpana Joshi, Core Team Member, Online Course and Well-being Technology Coordinator, Health Service Education

Eric Pinaud, Core Team Member, Director of Student Life Technology Solutions

Rhonda Schoville, Core Team Member, Clinical Assistant Professor of Nursing, School of Nursing

Teshia Sopher, Core Team Member, User Experience Analyst, ITS

Former Membership

Luke Henke, Core Team Member, Assistant Director of Clinical Services, CAPS

Julian Weisensel, Core Team Member, Wolverine Wellness

Work Team Charge

1. Work Teams Support
 - Act in an advisory capacity for other Student Mental Health and Well-being work teams.
 - Provide or identify appropriate avenues for support of Work Team technology needs.
2. Well-being Resource Management
 - Develop a process for identification and active management of all student mental health and well-being resources.
 - Develop a process for the intake of ideas, reviewing, and prioritizing against other initiatives during the life of the Initiative.
3. IT Solutions
 - Online Presence & Well-being Website Improvements
 - Wellness Chatbot Assessment (Swellbox)
 - Wolverine Life Mobile App Pilot (Rah Rah)

Assumptions

We assumed that there was a single source of truth for student well-being resources. We discovered that there was not.

Underestimated the scope of the landscape in terms of the well-being technology in use across campus.

Impact of Work Team Charge on Students

Unknown. Evaluation of impact and outcomes was not in original scope. It is our recommendation that this be included in ongoing efforts in alignment with the Digital Mental Health Strategy.

Aspirational Change

We will transform the Maize & Blue community to ensure that all students have access to the mental health and well-being support needed throughout and across their academic journey.

Work Team Timeline

Co-chairs were identified August 2021

Technology Work Team started in September 2021

Technology Work team members met monthly and co-chairs met weekly

Data Review & Collection

The following is the data review that the Technology Work team conducted as initial steps.

- [Third Party Mental Health applications Inventory](#)
- [Student Well-being website usability testing](#)
- Wolverine Access: Student Well-being collection analytics - Can be requested; only have data for the last 90 days

Deliverables | Accomplishments | Work In-Progress

Deliverables	Accomplishments	Work-in Progress	Resources Needed
Student Well-being Resource Publishing Process	<ul style="list-style-type: none"> - Process created - Review standards and checklist - Group email for intake 	This effort needs to be connected to the transition of the student wellbeing site to the Well-being Collective site	
Navigation Chatbot Pilot	Identified limitations in the current technology	N/A	
Third Party Mental Health applications Inventory	Initial catalog created to capture the number and variety of mental health technology apps		
Community Mobile App Pilot	<ul style="list-style-type: none"> - System and its integrations have been established and are live - Vast majority of Student facing resources have been entered - Survey results from both the Beta student involvement as well as the initial Pilot were mostly positive - Content management 	Pilot has been extended to continue into Fall 2023	

	process established -		
Well-being Technology Intake Assessment	- Initial Process created - Form created		
Student Well-being Resources Coordinator	Hired Kalpana Joshi to fill this role	Continue to evaluate the best way to support the staff member to efficiently deliver online course curriculum	

Recommendations

Include your recommendation and which entity is best equipped to implement (i.e., the Well-being Collective, Dean of Students Office, Provost's Office, Financial Aid, etc.)

- Digital Mental Health Strategy
- Continuation of the CoP
- Promote and support the use of the Vendor Intake form and engage procurement to make sure we have quality control and contract alignment with all mental health technology platforms
- Continuation of the Tech Work Group as a preliminary intake advisory group, or the establishment of a replacement group that acts in this capacity
- Continue efforts to support the efficient and effective management of the student well-being resources as well as the sharing of this information across campus.
- In alignment with the Digital Mental Health Strategy, establish impacts and outcomes metrics and develop reports/dashboards as needed to support their review
- (Jen) Establish a Student Life Well-being Tech dept for the active evaluation, management & support of health & well-being technology
 - OR Expand the SLTS team to provide shared ownership and support for the current Online Course and Well-being Technology Coordinator
 - OR coordinate shared ownership of the technology with ITS or HITS

Continuity Assessment

Please indicate who, if anyone, on the Work Team would be willing to continue this effort.

Rhonda Schoville, Teshia Sopher, Kalpana Joshi, Mary Jo Desprez, Devin Berghost,

Conclusion

The field of technology solutions is expanding exponentially and there is potential for innovative solutions as well as potential harm if we do not keep this work as an ongoing priority.

The University of Michigan would greatly benefit from an overarching digital mental health strategy to anchor our efforts to guiding principles and key performance indicators. There is a need for updated documentation and coordination of, between, and among the various resources, apps, and platforms being used at U-M. We strongly recommend that Procurement updates its approval process for new digital/virtual mental health solutions that prioritizes accessibility, privacy and current resources and contracts and directs potential sponsors of future purchases to the Technology Work Team.