

Student Mental Health Innovative Approaches

Wellness Coaching/Wellbeing Academy (WCWA) Work Team Final Report Winter 2023



Work Team Introduction

The Wellness Coaching and Well-Being Academy was charged with expanding wellness coaching by making it more accessible in a variety of ways and creating a training institute for staff and faculty who have frequent contact with students but are not trained in mental health interventions.

Work Team Membership

Work Team membership:

- Work Team Chair: Marsha Benz, Wolverine Wellness Assistant Director, Wellness Coaching/Wellbeing Academy Team
- Angela Baugher, Dean of Students, Case Manager (currently Assistant Director of Student Services, Law School)
- Jolene Bostwick, Assistant Dean for Co-curriculum and Professional Development, Clinical Professor of Pharmacy, College of Pharmacy and Clinical Pharmacist, Pharmacy Innovation and Partnerships
- Nikole Hampton, University Health Service, Clinical Social Worker
- Jevon Moore, Wolverine Wellness, Wellness Coaching/Wellbeing Academy Team, Health Promotion Specialist
- Emma Nagy-Ferguson, Nursing student (graduated)
- John Piette, Professor of Internal Medicine, Medical School and Professor of Health Behavior and Health Education and Professor of Global Public Health, School of Public Health
- Amanda Reis, Wolverine Wellness, Wellness Coaching/Wellbeing Academy Team, Health Promotion Specialist
- Matt Waddell, Counseling and Psychological Services, Clinical Social Worker (currently in private practice)

Work Team Charge

Original Work Team Objectives

- Develop and launch a Well-being Academy – Brief training for faculty, staff, and students that equips participants with information about the model of well-being, wellness resources, the intersectionality of well-being and identity, and skills to engage in compassionate conversations.
- Expand wellness coaching to increase capacity for both individual and group coaching for graduate/professional and undergraduate students. Wellness Coaching groups can also be tailored to meet the needs of diverse student populations. This provides the possibility of significantly increasing the available support for students while waiting for counseling and possibly reducing the need for professional counseling services.
- Implement new outreach programs on campus, such as the award-winning Young Black Men, Masculinities and Mental Health (YBMen).

Impact of Work Team Charge on Students

Our end of year report will be completed in May to review numbers of students, sessions, client evaluations, etc.

Aspirational Change:

- To coach an expanding number of students (especially students not typically making coaching appointments such as students of color, particularly Black men, and students with disabilities) and increase the number of sessions of various types of coaching for easy access.
- To experiment with innovative coaching models to reach students not typically asking for coaching.
- To develop tiered trainings to meet faculty and staff skills needs for talking with students about mental health and behavior change in a compassionate way.

Work Team Timeline

WCWA team met six times starting Fall 2021 and ending in May 2022. The Wellness Coaching and Well-Being Academy team from Wolverine Wellness have been implementing recommendations since and have used the Mental Health Work Group WCWA as consultants when needed.

Data Review & Collection

What data has your Work Group reviewed to help inform your scope of work and future recommendations?

- Wellness coaching data from prior years and the current academic year.
- Qualitative data from coaches, including the Wolverine Wellness WCWA team.
- Data from Wolverine Wellness focus groups of students of color from 2019.
- Articles shared by Dr. John Piette on training peer coaches.
- Outreach to other coaching programs.
- Consultations with Dr. Daphne Watkins from the School of Social Work discussing ways to increase interest of Black men in wellness coaching. She also led a section of the Wolverine Wellness in 2022 for a SWOT analysis of wellness coaching (and other) programs, helping us to narrow our focus for this year and improve the DEI connection to our work.
- Attended the Depression on College Campuses presentation on the Roadmap app and its success. Had several discussions with Dr. Sung Choi's team on a pilot incorporating this app into our wellness coaching program.
- Reports from the Faculty Capacity Building MHWG on wellness check-ins and academic outreach in foundational courses and discussions on expansion.

Has your Work Group created and deployed surveys or used other methods to collect data (individual and/or group interviews)?

- Student client feedback for whether coaching needs were met, how students felt about their coaches and behavioral changes they've implemented: Coaches ask student clients at the end of the second session to complete an online survey with the Impact Feedback data management system (note that students may see coaches between 1-20 times during the year, but most are seen for 2-6 sessions).
- Student coach feedback: Graduate coaches are asked to complete a survey at the end of fall and winter semester on how training, in-services, supervision, coaching, professional staff interactions, etc. have been. We also used our last in-service, April 13, 2023 (13 grad coaches) to discuss some of the feedback to get more details.
- Pro staff coaching meetings 2x/semester for 3-10 staff allow the team to get feedback on coaching issues, share information and problem-solve. Topics vary based on coach interest and needs.

Deliverables | Accomplishments | Work In-Progress

Deliverables	Accomplishments	Work-in Progress	Resources Needed
	Developed and run several Wellbeing Academy trainings	Developing additional trainings (e.g., intermediate MI training and other wellness-related trainings—such as the mental health continuum and how to access resources for students--for Student Life professional development.)	Various staff in Wolverine Wellness offering their time/expertise to new trainings.
	Income generated: \$3200 in the past 9 months. Participants outside of student life paying for attendance in Intro to MI 20-hours (\$200 each; \$800 to date) and had Engineering Care Center pay \$1200 for a tailored training and are contracted with the Psychology Department do the same in May for doctoral students.		n/a
	Implemented the YBMen project in Winter 2022, continued with in-person programming for Fall 2022 and Winter 2023	Working with initial cohort members and student organizations to build trust and relationships to understand how YBMen could be a good fit on campus and not operate as a stand-alone resource.	Partner with the YBMen research team and relevant faculty/staff to review student feedback and discuss tailored programming and offerings for the upcoming year.
	Began offering 1-2x/weekly wellness coaching sessions at Trotter Multicultural Center	Considering marketing options given these slots often go empty.	No requests at this time.
		Working on connections with SSD to review accessibility of wellness coaching for students.	This will depend on the recommendations of SSD.

	<p>Number of wellness coaching slots attended increased from the 2020-2021 academic year to the 2021-22 academic year, when over 1500 sessions were attended.</p>	<p>While we won't have final numbers for the 2022-23 academic year, we believe the attended session and group numbers have gone down. We are exploring why there were a number of unfilled sessions in fall and winter. One reason may be the need for more marketing through a number of media and in person visits. Another may be the timing of coaching slots and capacity of staff. We will be investigating the "clinical load index" CAPS uses to see if that offers some answers. Wellness groups have not been well-attended this academic year.</p>	<p>We would like to sit with a marketing expert and discuss a marketing plan for 1:1 and group coaching. If you could direct us to someone in student life that would be helpful. If there is no one available for this type of work, we would like to reach out to Michigan Creative to discuss and plan and have them develop materials accordingly. The cost on this would need to be quoted.</p>
	<p>Increased classroom check ins with the Student Engagement/Academic Partnership (SEAP) team at Wolverine Wellness. 28 students attended in the 2022-23 academic year, including two from our first graduate offering.</p>	<p>The WCWA and SEAP teams will expand the number of classes next fall.</p>	<p>No requests at this time.</p>

In the 2022-23 academic year we offered:

- 7 Compassionate Conversation trainings (2 hours)
- 3 Introduction to Motivational Interviewing trainings (20 hours)
- 1 Wellbeing Academy training (8 hours)
- 1 UHS medical staff Brief Introduction to Motivational Interviewing (12 hours)
- 3 wellness coaching groups (Students with family/friends suffering from SUD, Every[Body] body image acceptance and Setting Boundaries)
- 8 sessions of the Cabin Series reiteration of YB Men
- Approximately 50 sessions for the Dr. Sung Choi Roadmap app pilot study
- 16 Rackham Wellness Day sessions
- 1-2 weekly coaching sessions at Trotter Multicultural Center

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.)

- Rollover the rest of the budget we had from this last year for the 2023-24 fiscal year. We put in requests to Shared Services for contract employees (former grad student coaches who are now professionals and were interested in coaching as a side job) in September and contracts were not approved the third week of March. We needed the coaches in the fall when we are training new coaches, have a higher number of alcohol and other drug clients from football tailgates and have new student clients needing assistance with their transition to UM. We were not able to use these contract staff due to how long it took to approve contracts. We're not sure who might be best suited to help with this system issue and are open to suggestions.

- Use the clinical load index or other methodology to match student demand to staff capacity, including days/times students select coaching sessions. We work on our own, and possibly with CAPS' consultation, to see if this or another model will help us improve the coaching system. If there are any models that come to mind, we would be happy to hear from the steering committee.
- Develop a comprehensive marketing plan with an expert will assist efforts to promote coaching and the Wellbeing Academy. We would appreciate a recommendation of who would be best to assist.
- Review feedback from the Cabin Series for YB Men to make improvements to attract more men.
- Work with Impact Feedback data management system to find the best and simplest ways to produce and analyze data. We've started a relationship with CSCAR and will continue as needed.
- Respond to requests to create an intermediate motivational interviewing training for the Wellbeing Academy that includes supervision to ensure skill development. Student life has asked us to develop more wellness training options for Student Life professional development. No assistance is needed at this time.

Continuity Assessment

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

Wolverine Wellness, Wellness Coaching/Wellbeing Academy team will continue with moving this work forward. The rest of the Mental Health Workgroup for WCWA who remain at UM are largely available for occasional consulting. They have been very helpful and supportive in this work.

Our student member has since graduated, but we have a number of grad coaches who give us regular feedback and suggestions and will continue to survey WCWA participants/clients for their feedback as well.

Conclusion

The Wellness Coaching and Wellbeing Academy projects have been moving forward and will continue to have room for improvement. We will use the data we have from last year and this year to work out gaps, develop a marketing plan for both and tap into Student Life professional development for the Wellbeing Academy marketing.

We suspect a robust marketing plan will increase participation in wellness coaching and will only be one piece of the puzzle. We will continue to visit student organizations develop and strengthen relationships and discuss wellness coaching with underrepresented students.