
SUPPORTING STUDENT SUCCESS AND WELL-BEING: HWS AND CNAS COLLABORATION

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EXECUTIVE SUMMARY

The 2024 HWS and CNAS Survey aimed to enhance student success and well-being by improving awareness and utilization of campus resources, identifying levels of academic readiness among first-year students, and tracking changes in student knowledge, awareness, and confidence across cohorts.

KEY FINDINGS

1. **Improved Awareness Across Resources:** In Week 10 of both 2023 and 2024, there was a significant reduction in the percentage of respondents unaware of key departments (e.g., CARE, CAPS, SDRC), with awareness of some services increasing by over 80%.
2. **Increased Service Engagement:** Utilization of services like CAPS rose by 56.25% in 2023 and 15% in 2024, while SHS saw a dramatic increase of 168.14% in 2023. The Well also experienced increased usage, although to a lesser extent.
3. **Enhanced Confidence Levels:** Respondents' confidence in accessing campus resources rose from 94.08% in Week 1 to 97.98% in Week 10 of 2024.
4. **Challenges in Sustained Utilization:** Some services, such as Campus Safety and Case Management, saw limited growth or declines in usage, indicating potential gaps in translating awareness into action.
5. **Greater Knowledge and Familiarity:** The percentage of students reporting full knowledge of HWS resources increased significantly, with a 30.21% rise for Basic Needs and 67.12% for SDRC in 2024, reflecting the program's success in educating students about available services.

The awareness workshops **have demonstrated measurable success** in increasing awareness and confidence in accessing HWS resources, along with some gains in actual service utilization. **However, the translation of awareness into consistent usage for all services remains uneven.**

Recommendation: Continue the awareness workshops with enhancements to bridge the gap between awareness and utilization:

- Incorporate additional follow-up strategies, such as tailored campaigns or personalized outreach, to encourage service usage.
- Address specific barriers to accessing underutilized services through feedback collection and tailored solutions.
- Integrate more practical demonstrations or interactive sessions to directly engage students with resource staff and offerings.

GOALS AND OBJECTIVES

Goal: To enhance students' academic success and well-being by increasing awareness of campus resources, addressing academic preparedness, and identifying and alleviating concerns or challenges throughout the academic year.

Objectives:

1. Improve students' knowledge and utilization of available HWS resources and services.
2. Identify levels of academic readiness of first-year CNAS students.
3. Track changes in students' knowledge and awareness of HWS resources, student concerns, and academic readiness across different cohorts.

RESULTS

SURVEY RESPONDENTS

2023

Week 1: Total responses = 829, complete responses = 713

Week 10: Total responses = 550, complete responses = 503

2024

Week 1: Total responses = 1156, complete responses = 1076

Week 10: Total responses = 682, complete responses = 652

RESOURCE AWARENESS AND UTILIZATION

Statement 1: "I have never heard of this department"

Significant reductions were observed in the proportion of respondents who were unaware of various departments between Week 1 and Week 10 in both 2023 and 2024.

- CARE: In 2023, awareness increased with a 78.35% decrease ($p < .05$) in unawareness. Similarly, in 2024, an 83.74% decrease was observed ($p < .05$).
- CAPS: Unawareness dropped significantly by 67.57% in 2023 and 86.08% in 2024 ($p < .05$).
- Case Management: Significant decreases were found (65.64% in 2023; 62.92% in 2024, $p < .05$).

- SDRC: Awareness increased in both years (65.06% decrease in 2023; 85.42% decrease in 2024, $p < .05$).

Statement 2: “I have heard of these services but have not used them”

The results highlight mixed changes in service recognition without utilization.

- Basic Needs: A 12.79% increase in awareness was noted in 2023, but by Week 10 of 2024, there was a 35.51% decrease ($p < .05$).
- CARE: Significant reductions in this response were noted (21.82% decrease in 2023; 34.26% decrease in 2024, $p < .05$), indicating greater service engagement.
- Case Management: An increase in recognition without usage was significant in 2023 (32.13%), followed by a similar trend in 2024 (30.34%, $p < .05$).

Statement 3: “I have accessed these services in the past”

Increased usage of services was observed across several departments.

- CAPS: Usage increased significantly by 56.25% in 2023 and 15.0% in 2024 ($p < .05$).
- SHS: Notable increases were observed (168.14% in 2023, $p < .05$).
- Campus Safety: Service usage increased by 74.56% in 2023 and 19.12% in 2024 ($p < .05$).
- The Well: Significant increases in service utilization were found (15.54% in 2023; 9.02% in 2024, $p < .05$).

CHANGE IN RESOURCE AWARENESS AND UTILIZATION FOR FALL 2023 AND FALL 2024

Table 1. Change in resource awareness and utilization in Fall 2023 and Fall 2024. Response to the statement: “I have never heard of this department...”

| | 2023 | | | 2024 | | |
|-----------------|--------------------|---------------------|---------------|--------------------|---------------------|---------------|
| | Week 1 N (%) | Week 10 N (%) | Change (%) | Week 1 N (%) | Week 10 N (%) | Change (%) |
| Basic Needs | 153 (21.46) | 29 (4.07) | -15.69* | 140 (13.01) | 29 (4.45) | -79.29* |
| CARE | 97 (13.59) | 21 (4.17) | -78.35* | 123 (11.0) | 20 (3.07) | -83.74* |
| CAPS | 37 (5.19) | 12 (2.4) | -67.57* | 79 (7.34) | 11 (1.69) | -86.08* |
| Case Management | 240 (33.71) | 58 (11.58) | -65.64* | 342 (31.78) | 77 (11.81) | -62.92* |

| | | | | | | |
|------------------|---------------|--------------|---------|----------------|--------------|---------|
| SDRC | 83 (11.66) | 29 (5.77) | -65.06* | 144 (13.38) | 21 (3.22) | -85.42* |
| SHS | 29 (4.08) | 16 (3.18) | -21.97 | 44 (4.09) | 29 (4.45) | -0.95 |
| Campus Safety | 16 (2.24) | 12 (2.39) | +6.37 | 42 (3.90) | 6 (0.92) | -76.32* |
| The Well | 159 (22.3) | 10 (1.99) | -20.34* | 174 (16.17) | 13 (1.99) | -14.28* |

*Change is statistically significant ($p < 0.05$)

Table 2. Change in resource awareness and utilization in Fall 2023 and Fall 2024. Response to the statement: “I have heard of the services but not used them...”

| | 2023 | | | 2024 | | |
|-----------------|--------------------|---------------------|------------|-----------------|------------------|------------|
| | Week 1 N (%) | Week 10 N (%) | Change (%) | Week 1 N (%) | Week 10 N (%) | Change (%) |
| Basic Needs | 379 (75.20) | 446 (88.49) | +12.79* | 890 (82.71) | 574 (88.04) | -35.51* |
| CARE | 437 (86.71) | 473 (93.85) | -21.82* | 931 (86.52) | 612 (93.87) | -34.26* |
| CAPS | 464 (92.99) | 461 (92.38) | -29.89 | 970 (90.15) | 615 (94.33) | -36.60* |
| Case Management | 339 (67.94) | 431 (86.37) | +32.13* | 714 (66.36) | 565 (86.66) | +30.34* |
| SDRC | 603 (84.69) | 384 (76.34) | -24.38* | 895 (83.18) | 609 (93.40) | -31.96* |
| SHS | 633 (89.03) | 395 (78.53) | -11.74* | 936 (86.99) | 633 (97.09) | +1.63 |
| Campus Safety | 683 (95.79) | 475 (86.36) | -1.57 | 995 (92.47) | 616 (94.48) | +2.61* |
| The Well | 540 (75.74) | 310 (61.75) | +4.80* | 833 (77.42) | 535 (82.06) | +5.26* |

*Change is statistically significant ($p < 0.05$)

Table 3. Change in resource awareness and utilization in Fall 2023 and Fall 2024. Response to the statement: “I have used the services...”

| | 2023 | | | 2024 | | |
|-----------------|--------------------|---------------------|------------|--------------------|---------------------|------------|
| | Week 1 N (%) | Week 10 N (%) | Change (%) | Week 1 N (%) | Week 10 N (%) | Change (%) |
| Basic Needs | 19 (2.66) | 28 (5.56) | +2.90* | 39 (3.62) | 46 (7.06) | +17.95* |
| CARE | 11 (1.54) | 9 (1.79) | -18.18 | 17 (1.58) | 15 (2.30) | -11.76 |
| CAPS | 16 (2.24) | 25 (5.00) | +56.25* | 20 (1.86) | 23 (3.53) | +15.0* |
| Case Management | 5 (0.70) | 9 (1.80) | +155.96 | 13 (1.21) | 7 (1.07) | -11.31 |
| SDRC | 25 (3.51) | 17 (3.38) | -32.0 | 28 (2.60) | 19 (2.91) | -32.14 |

| | | | | | | |
|---------------|--------------|---------------|----------|--------------|---------------|--------|
| SHS | 48 (6.75) | 91 (18.09) | +168.14* | 87 (8.09) | 48 (7.36) | -17.09 |
| Campus Safety | 13 (1.82) | 16 (3.18) | +74.56 | 32 (2.97) | 23 (3.53) | +19.12 |
| The Well | 8 (1.14) | 12 (1.71) | +15.54* | 60 (5.58) | 94 (14.42) | +9.02* |

*Change is statistically significant ($p < 0.05$)

KNOWLEDGE ABOUT HWS RESOURCES AND SERVICES

Results Summary

A series of proportion z -tests were conducted to evaluate changes in knowledge about HWS resources and services between Week 1 and Week 10 of Fall 2023 and Fall 2024. The responses were analyzed for two key statements: “*I do not know anything about these...*” and “*I know about all services.*”

Statement 1: “I do not know anything about these...”

Significant decreases in the proportion of respondents reporting no knowledge about HWS resources were observed across multiple services. In 2023:

- Basic Needs decreased from 12.59% to 2.39% (a -10.20% change, $p < .05$).
- CARE showed a -6.74% change (from 8.92% to 2.19%, $p < .05$), while CAPS decreased by 3.7% (from 5.10% to 1.39%, $p < .05$).
- Significant reductions were also found for Case Management (-14.22%, $p < .05$), SDRC (-7.95%, $p < .05$), and The Well (-14.73%, $p < .05$).
- Smaller but notable reductions were observed for SHS (-5.21%, $p < .05$) and Campus Safety (-1.13%, $n.s.$).

These results indicate a significant improvement in resource awareness over the term, with the largest changes observed for **Case Management** and **The Well**.

Statement 2: “I know about all services...”

Significant increases in the proportion of respondents who reported full knowledge of HWS resources were observed. In 2023:

- Basic Needs knowledge increased by +9.82% (from 5.09% to 14.91%, $p < .05$).
- CARE and SHS saw substantial gains of +7.66% and +9.03%, respectively, while The Well reported the largest improvement at +15.04% (from 6.23% to 21.27%, $p < .05$).
- Case Management and SDRC also showed significant increases of +6.55% and +5.13%, respectively (both $p < .05$).
- Campus Safety increased by +5.33%, and CAPS reported a +3.74% improvement.

Table 4. Change in knowledge about HWS resources and services in Fall 2023 and Fall 2024. Response to the statement: "I do not know anything about these..."

| | 2023 | | | 2024 | | |
|-----------------|--------------------|---------------------|---------------|-----------------|------------------|---------------|
| | Week 1 N (%) | Week 10 N (%) | Change (%) | Week 1 N (%) | Week 10 N (%) | Change (%) |
| Basic Needs | 89 (12.59) | 12 (2.39) | -10.20* | 63 (5.86) | 20 (3.07) | -47.61* |
| CARE | 63 (8.92) | 11 (2.19) | -6.74* | 82 (7.62) | 23 (3.53) | -53.71* |
| CAPS | 36 (5.10) | 7 (1.39) | -3.7* | 40 (3.72) | 16 (2.45) | -33.99 |
| Case Management | 157 (22.18) | 40 (7.95) | -14.22* | 232 (21.56) | 85 (13.04) | -39.54* |
| SDRC | 83 (11.74) | 19 (3.78) | -7.95* | 134 (12.45) | 23 (3.53) | -71.67* |
| SHS | 48 (6.81) | 8 (1.60) | -5.21* | 62 (5.76) | 9 (1.38) | -76.04* |
| Campus Safety | 22 (3.12) | 10 (1.99) | -1.13 | 45 (4.18) | ** | N/A |
| The Well | 118 (16.71) | 10 (1.99) | -14.73* | 134 (12.45) | ** | N/A |

Table 5. Change in knowledge about HWS resources and services in Fall 2023 and Fall 2024. Response to the statement: "I know about all services..."

| | 2023 | | | 2024 | | |
|-----------------|--------------------|---------------------|---------------|--------------------|---------------------|---------------|
| | Week 1 N (%) | Week 10 N (%) | Change (%) | Week 1 N (%) | Week 10 N (%) | Change (%) |
| Basic Needs | 36 (5.09) | 75 (14.91) | +9.82* | 109 (10.13) | 86 (13.19) | +30.21 |
| CARE | 47 (6.66) | 72 (14.31) | +7.66* | 107 (9.94) | 79 (12.12) | +21.85 |
| CAPS | 84 (11.90) | 99 (19.72) | -3.74* | 136 (12.64) | 110 (16.87) | +33.48* |
| Case Management | 24 (3.39) | 50 (9.94) | +6.55* | 66 (6.13) | 63 (9.66) | +57.53* |
| SDRC | 37 (5.23) | 52 (10.36) | +5.13* | 79 (7.34) | 80 (12.27) | +67.12* |

| | | | | | | |
|---------------|---------------|----------------|---------|----------------|----------------|---------|
| SHS | 63 (8.94) | 90 (17.96) | +9.03* | 144 (13.38) | 128 (19.63) | +46.69* |
| Campus Safety | 86 (12.20) | 88 (17.54) | +5.33* | 142 (13.20) | ** | N/A |
| The Well | 44 (6.23) | 107 (21.27) | +15.04* | 114 (10.59) | ** | N/A |

** Survey question display error

HOW CONFIDENT ARE YOU THAT YOU KNOW WHERE TO GO IF YOU NEED HELP ON CAMPUS RELATED TO HWS?

- 2023: The number of respondents who felt confident increased, but the increase was not statistically significant.
- 2024: The percentage of respondents who felt confident (including "Somewhat confident," "Slightly confident," and "Very confident") increased from **94.08%** in Week 1 to **97.98%** in Week 10, representing a **4.14% increase** in confidence levels. This change was statistically significant.

METHODS

A series of proportion z -tests were conducted to evaluate whether the observed changes in the distribution of responses (Options 1, 2, and 3) from Week 1 to Week 10 were statistically significant. The analysis was based on responses to three specific statements: (1) “*I have never heard of this department,*” (2) “*I have heard of these services but have not used them,*” and (3) “*I have accessed these services in the past.*” Data were collected at two time points, Week 1 and Week 10, for both 2023 and 2024. Proportion z -tests are appropriate for comparing proportions between two independent groups (e.g., Week 1 and Week 10 respondents) when the sample sizes and response counts differ.

Respondent Details

- For 2024: Week 1 included 1,076 respondents, while Week 10 included 652 respondents.
- For 2023: Week 1 included 713 respondents, while Week 10 included 503 respondents.

Statistical Procedures

1. **Proportion z -test:** The test compares the proportion of respondents selecting each option (1, 2, or 3) in Week 1 to the proportion selecting the same option in Week 10.
 - Null hypothesis (H_0): There is no significant difference in the proportion of responses between Week 1 and Week 10 for a given option.
 - Alternative hypothesis (H_a): There is a significant difference in the proportion of responses between Week 1 and Week 10 for a given option.
 - Test statistic formula:

$$z = \frac{p_1 - p_2}{\sqrt{p(1-p)\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

Where:

- p_1 and p_2 are the sample proportions of responses for Week 1 and Week 10.
 - p is the pooled proportion, calculated as $\frac{x_1 + x_2}{n_1 + n_2}$.
 - n_1 and n_2 are the total respondents for Week 1 and Week 10.
2. **Significance Testing:**
 - A two-tailed p -value was calculated for each test.
 - A significance level of $\alpha = 0.05$ was used to determine whether the differences in proportions were statistically significant.

Results Interpretation

The results include:

- Percentage change between Week 1 and Week 10 for each option.
- The calculated z -statistic and corresponding p -value.
- Whether the change was statistically significant (i.e., $p < .05$).