

A Tool for Intervention at The University of Dayton

OVERVIEW

Beginning in the Spring of 2020, the department of Housing and Residence Life at the University of Dayton utilized iClicker Insights surveys in order to gain a greater understanding of our students' experiences. The iClicker Insights surveys allowed us to quickly identify students who were struggling in one or more areas and who would benefit from additional support. This allowed us to collaborate with other departments across our institution and create an effective intervention plan for these students.

iClicker Insights surveys allowed us to quickly identify students who were struggling

iCLICKER INSIGHTS



"...is reaching the students who otherwise we would not have noticed. If we didn't do the surveys, we would not have known their story and we wouldn't have known to ask. Now these students have an advocate in us...they know that they matter."

—Christina Smith, *Director of Residence Life*



"...identifies those students who would not appear on the Dean of Students' radar, thereby giving the staff an opportunity to intervene before a crisis occurs. It provides Housing and Residence Life with more opportunity and ability to support students."

—Steve Herndon, *Assistant Vice President for Student Development and Executive Director of Housing and Residence Life*

BREAKING SILOS ACROSS CAMPUS

Each of these departments work together using information from the surveys in order to boost student success and retention.

- Dean of Students Office
- Housing and Residence Life
- Financial Aid
- Student Success and Retention
- Professional Staff
- Student Staff
- Learning Teaching Center
- Assessment and Student-Centered Analytics

53%

Number of students identified by Insights Surveys as having a low sense of belonging.

18

Number of students - who otherwise would not have been identified - that were flagged by iClicker Insights and received interventions.

STUDENT SPOTLIGHT

Anna was a student identified as struggling via the iClicker Insights *Check-in Survey*. Anna's Resident Assistant (RA) shared that she knew Anna to be shy but attended all of their floor events. Anna and her RA met for a check-in where the RA was able to use the iClicker Insights survey responses as prompts to discover where Anna's distress was coming from. During that check-in, Anna was able to share that she felt connected to a service-based group but was looking to get more involved on campus. Anna also

shared that **she struggled with quarantining alone and that she lost two grandparents during the fall semester**. With the help of her RA, Anna developed a plan to go to the counseling center during drop-in hours to discuss more long-term treatment options as she coped with the loss of her grandparents. Anna and her RA also discussed the steps needed to build a strong social circle through involvement in activities on campus.