Meeting Date for these minutes: 2015-10-21

Agenda: Case Management Meeting

Title: Case Management Meeting minutes 10-21-15

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Case management meeting

October 21, 2015

Present: Curtis W (Leeward), Amy Rozek (Windward), Cathy Bio (Maui), Wade T (Kauai), Earl N (Kauai)

Agenda

This is the first time the case management group has ever met. Group is moving slowly. One comment that the system subcommittees were expected to help.

How is case management defined on various campuses?

Agreement that this has not been systematically defined. It seemed to be a link to discussions of "wraparound services" but there did not seem to be a consensus on how that was defined. Most campuses in discussion of case management appear to define it in terms of what is already happening with generalized counseling.

Some agreement that case management needs to have a broad definition that goes beyond simple counseling that we are already doing. It needs to be more focused on all the services that a student may need and the counseling help to get them involved in all of the services.

Is case management for everyone, or for specific subsets of students

Case management not for everyone; need tools to help target interventions for those students who are most at risk. Campuses need to have good data at the beginning of the enrollment process to help determine

Define intake assessment, especially info that can be available at beginning of enrollment process. See Kauai’s case management intake form in resources.

This approach of case management cannot be done for all students nor should it be. It needs to be targeted toward those students who need these types of services the most. A predictive analytics approach would be helpful in this regard, but the predictive analytics have to be based on proper timing. The PAR analytics that have currently been discussed only collect data once a student has already been in the academic system for at least a semester and has some grades and some data from reporting function such a starfish, and mock up. What we need is a model that can give us predictive information before student actually begins with their academic career.
On the Leeward campus, the OPPA office is currently working on a software model that will help us with that. But it will take some time for that to get up and running. Lori L. Has indicated to Curtis that she is working on just such a model but it will take time for her to develop the software, and work with the company to see how robust of this predictive modeling will work. Discussion of Accuplacer as a replacement for compass. It appears that Accuplacer may have some noncognitive functionality that compass did not and we could use information from there. But we need to see the value of this information and how we can get the Accuplacer noncognitive information to a spot where it is usable in a case management approach. Compass did not have this functionality and there is some concern that Accuplacer is just a replacement for compass.

Use Predictive analytics to identify higher risk students; develop strategies based on risk to reduce caseload (LCC, what tool are they using? PAR? STAR?)

- PAR data only available after students have completed coursework (not new students)

- How does Predictive analytics compare to non-cognitive tools?

Ed goals report for career interest? Populates at registration which might be too late to be of value.

Discussion of choice of major/academic program as a predictor of success or failure especially if the choice of major is not a good fit. We need to determine how we would get data to let us know if a major/academic program is a poor fit and then what do we do with that information.

**How would case management impact delivery of services?**

We need to determine how a case management approach for our counseling staff would impact their workloads. This might create an upheaval in the way in which counseling is done. We would either need the resources or we would need to reassign counselors in various ways to take more of a case management approach. Some discussion about redirecting basic academic advising work to APTs and having counselors focus on case management approach.

Is there money or funds for this project? This may be a question for John Morton. It appears that he may have indicated that there could be funding for innovative case management models.

As we move toward using star as a planning model and as a means to register, would this create a possibility for counselors to allow some students to do their own planning, and therefore devote their time to the more challenging cases, and the students who need more of a case management approach.

What professional development is available for counselors as we move to a case management approach?