

BAKER TILLY AND ACUA WEBINAR

Assessing the health of your institution's student wellness initiatives



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INTRODUCTIONS

Today's webinar moderator



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INTRODUCTIONS

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INTRODUCTIONS

Today's speakers



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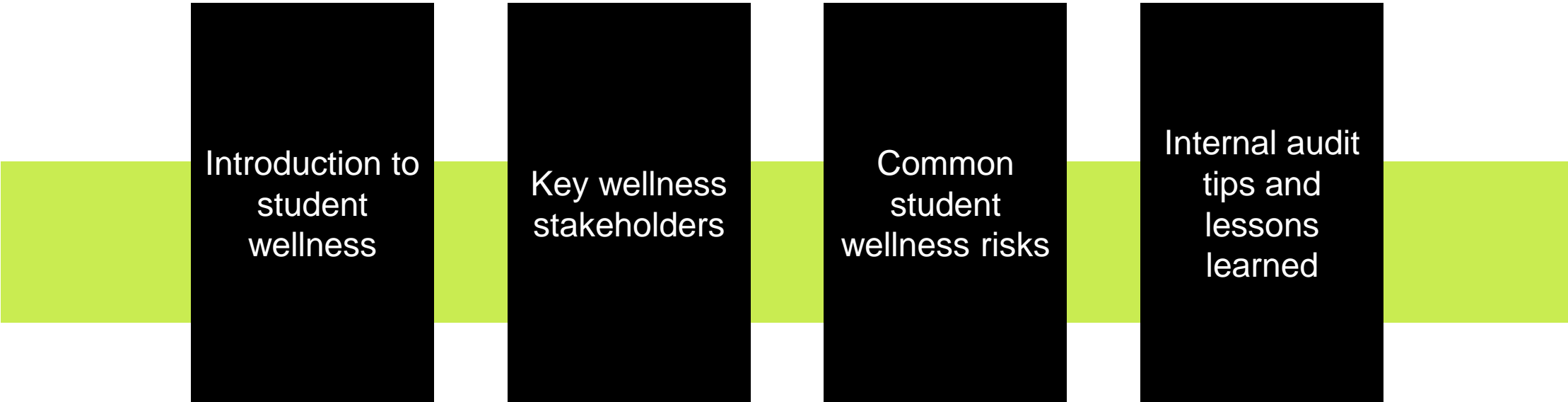


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TODAY'S WEBINAR

Agenda




Introduction to
student
wellness

Key wellness
stakeholders

Common
student
wellness risks

Internal audit
tips and
lessons
learned



POLLING QUESTION #1

Has your institution assessed its student wellness programs (e.g., in an audit, advisory project, or program review)?

- A. Yes, we have performed a review of a student wellness program in the past
- B. We have discussed or are planning to review a student wellness program
- C. No, we have not reviewed our student wellness programs
- D. Do not know or other

LEARNING OBJECTIVES

After today's webinar,
you will be able to:

- Understand the student wellness landscape, key departments and process owners involved in administering student wellness and student wellness trends in higher education
- Identify and assess key risk areas potentially impacting students' emotional, physical, social and academic wellness
- Consider methods for reviewing the effectiveness of student wellness programs and initiatives (including showcasing recent project and risk assessment examples)



Introduction to student wellness



Some college and universities consider wellness a combination of *emotional, environmental, financial, intellectual, occupational, physical, social* and *spiritual* factors

INTRODUCTION TO STUDENT WELLNESS

What is student wellness?

Northwestern Student Affairs

describes wellness as “overall well-being” and an ongoing process, rather than a one-time event

The World Health Organization

defines wellness as “... a state of complete physical, mental, and social well-being, and not merely the absence of disease...”



INTRODUCTION TO STUDENT WELLNESS

What is student wellness? (cont.)



Academic support



Accessibility



Mental health



Recreation and fitness



Residential housing



Sexual misconduct prevention, advocacy support and healthy relationships



Student-athlete support and resources



Student financial assistance (e.g., financial aid)



Student health



Student safety on- and off-campus



Alcohol and other drug abuse prevention



Wellness-related education and outreach

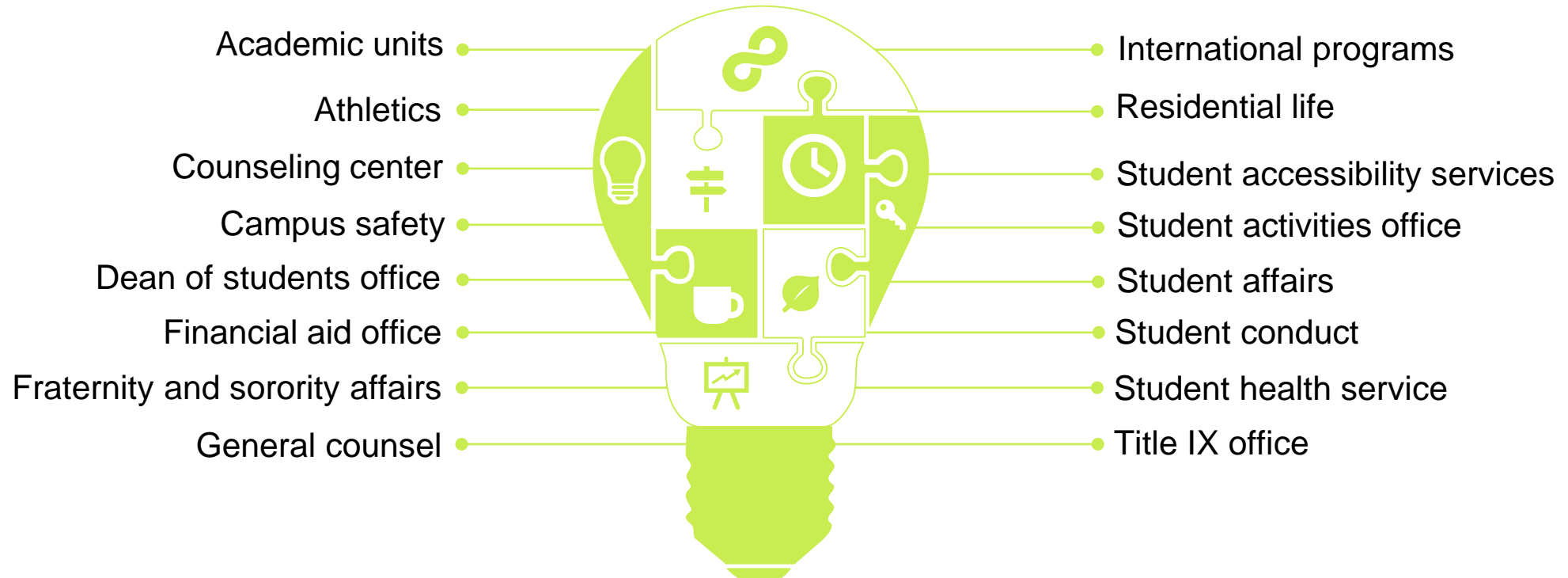


Key wellness stakeholders



KEY WELLNESS STAKEHOLDERS

Who is involved?



KEY WELLNESS STAKEHOLDERS

Student wellness in the news

Lawsuit: Father Charges University with Negligence in Graduate Student's Death
The State,
February 13, 2019

His College Knew of His Despair. His Parents Didn't, Until it Was Too Late
The New York Times,
May 12, 2018

Family Awarded \$14 Million in Historic University Hazing Death Lawsuit
Campus Safety Magazine,
December 4, 2018

Northwestern Reaches Out to Parents and Families to Support Student Well-Being
Northwestern Now,
October 2, 2018

University Receives \$10 Million for Student Wellness Center
Philanthropy News Digest,
December 15, 2017

Colleges Use Technology to Help Students Manage Mental Health
Inside Higher Ed,
October 5, 2018



POLLING QUESTION #2

Have any members of your institution's Board or senior leadership raised questions about areas or risks related to student wellness?

- A. Yes
- B. No
- C. Do not know or other



KEY WELLNESS STAKEHOLDERS

Why are Boards, senior leaders and risk managers interested?

- What are we doing to mitigate risks to students' safety and well-being?
- Are the resources we dedicate to student wellness programs producing results?
- Do we have enough resources dedicated to student wellness, and are they the right resources?
- Are there any gaps or overlap in our student wellness programming?
- How are we helping ensure the wellness and success of students with unique needs (e.g., students with high financial need, first generation college students)?

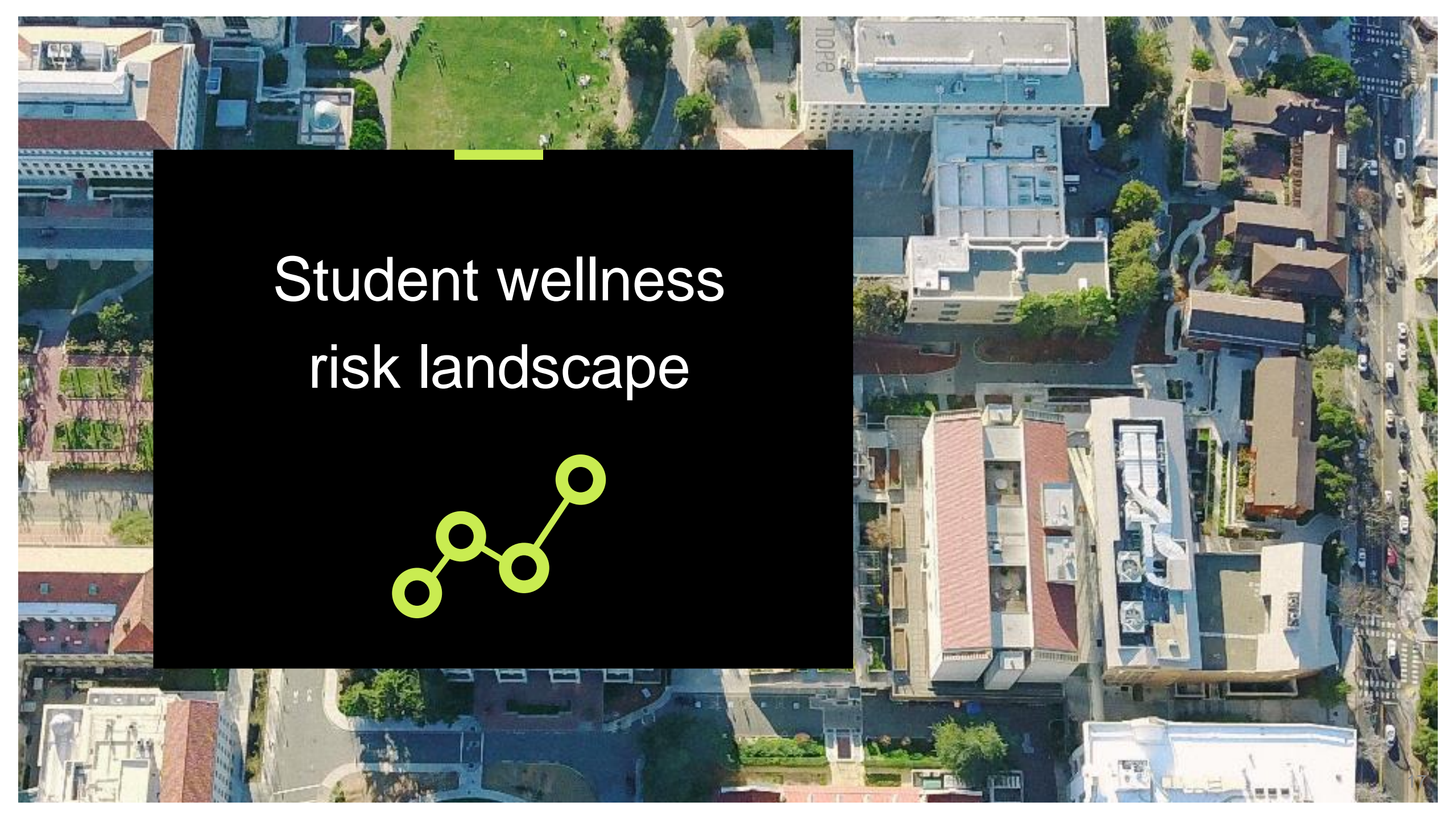


KEY WELLNESS STAKEHOLDERS

Example institutional challenges

- Myriad applicable laws and regulations (e.g., mandatory reporting laws, Americans with Disabilities Act, Title IX, confidentiality laws, Health Insurance Portability and Accountability Act)
- Increased prevalence of mental health needs and alcohol and drug issues
- Proliferation of electronic and manual data requiring protection
- Complex academic and social environments (e.g., high-achieving student populations, selective academic and extracurricular activities)
- Under-addressed wellness needs of non-undergraduate (e.g., graduate, professional, part-time) and lower-income student populations





Student wellness risk landscape



COMMON STUDENT WELLNESS RISKS

Student wellness risk landscape

- Defining collaboration and communication points across different areas involved in student wellness
- Using common definitions and language when discussing student wellness
- Balancing information-sharing while maintaining confidentiality
- Executing escalation procedures timely and consistently
- Deploying systems to aid immediate response and monitoring of incoming reports
- Ensuring consistency of processes across different schools, programs and campuses
- Offering wellness resources to non-undergraduate and unique student populations
- Delivering training to faculty, staff and students to recognize and report signs of distress




COMMON STUDENT WELLNESS RISKS

How do institutions mitigate risks?

- Academic advising
- Behavioral intervention teams and threat assessment teams
- Campus safety alerts
- Case management systems
- Counselors on call
- Dean on Call protocol
- Early academic alerts
- Health and wellness center
- Pastoral counselors
- Peer mentoring
- Registration for university-related international travel
- Resident advisor protocols
- Student-athlete support services
- Tutoring services





POLLING QUESTION #3

My institution has a Dean on Call protocol for after-hours support.

- A. True
- B. False
- C. Do not know or other



Internal audit tips and lessons learned



INTERNAL AUDIT TIPS AND LESSONS LEARNED

How can internal audit help?



Audit

Review of Dean on Call protocol

Clery Act or campus safety audit

Title IX audit

Student-athlete safety audit



Advisory

High-level risk assessment or inventory of student wellness programs

Review of student wellness infrastructure

Review of wellness program outcomes and/or effectiveness



INTERNAL AUDIT TIPS AND LESSONS LEARNED

Audit methods and tools – interviews

- How do you determine when to escalate an incident or notify another area?
- How do you track incidents, their status, and their resolution?
- Are there any formal touchpoints (e.g., regularly scheduled meetings) with other areas that should be involved?
- How do you determine who takes the lead role in assisting a student or managing an incident?
- What type of documentation is maintained for an incident, and where?
- Are these processes documented in a formal policy or procedure?



INTERNAL AUDIT TIPS AND LESSONS LEARNED

Audit methods and tools – sample testing

- Did the response to a sample of incidents follow the documented Dean on Call or residential life protocol?
- Did the resolution of a sample of incidents of sexual violence or harassment follow the sexual misconduct policy and grievance procedures?
- Did a report to the behavioral intervention team or threat assessment team follow the documented procedures, and were all relevant individuals notified timely?
- Was a Clery-reportable incident appropriately tracked and reported?



INTERNAL AUDIT TIPS AND LESSONS LEARNED

Lessons learned

- Identifying and gathering input from the right stakeholders
- Gathering documentation for sample selection and testing
- Navigating confidentiality
- Considering evaluation of metrics and outcomes
- Validating results
- Communicating with the Board and senior leadership



POLLING QUESTION #4

In a future student wellness webinar, I would like to hear more information regarding:

- A. Potential student wellness risks
- B. Testing and evaluating controls within the student wellness infrastructure
- C. Leading practices in student wellness administration
- D. Other or none of the above



INTERNAL AUDIT TIPS AND LESSONS LEARNED

Key takeaways

- Student wellness encompasses a holistic perspective of students' overall well-being
- In addition to the potential for negative outcomes for students, student wellness is an area with potentially significant reputational and legal consequences if it is not well-managed
- Internal audit can assist with audit and advisory reviews to evaluate consistency, effectiveness and connectedness
- There are a multitude of institutional areas involved in student wellness that need to be considered when planning a review or audit
- It is important to address specific concerns raised at the Board or senior leadership level, while also informing them of trends, risks. and leading practices



THANK YOU

Additional resources

- [American College Health Association National College Health Assessment Publications and Reports](#)
- [Center for Collegiate Mental Health Reports & Publications](#)
- [Chronicle of Higher Education Idea Lab: Student Wellness](#)
- [Student Affairs Administrators in Higher Education “A New Model for Campus Health: Integrating Well-Being Into Campus Life”](#)

THANK YOU

Connect with us



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THANK YOU

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**Join us for
our upcoming
webinar.**

