

Student Affairs Referral Tracker

Project description: “Referral Tracker” was developed as part of the three-year Garrett Lee Smith Memorial Act Campus Suicide Prevention Grant awarded to the University Counseling Center in 2007. The goal was to develop a user-friendly system for Student Affairs departments to track referrals between our offices in collaboration with Stacy Ackerlind, Director of Assessment, Evaluation, and Research. After an initial focus group and pilot testing, we developed a Student Voice link for this purpose where a staff member could indicate their home department, where the student was referred, the type of contact with the student (e.g., email, phone, in-person), and optional demographic information. After a general presentation on Referral Tracker to Student Affairs Directors, we conducted several “in-house” trainings for student affairs staff in the use of Referral Tracker.

Referral Tracker In: 49 documented referrals from other offices

Referral Tracker Out: 504 documented referrals to other offices

Key Findings:

While our intention was to make Referral Tracker user-friendly, we found that compliance varied greatly between departments. Those offices most used to tracking student data were in highest compliance, with more resistance to tracking coming from offices less accustomed to doing this type of documentation on a regular basis. This variability across departments was insufficient to provide usable data.

Actions Taken:

We eventually abandoned Referral Tracker due to our inability to inspire a sufficient number of departments to utilize this system. A separate group from the U also visited Weber State University to learn more about their “card swipe” system, which is an alternative form of tracking student movement through different departments. At this point, we do not have an alternative system in place.