IMPLEMENTING A MEANINGFUL FOLLOW-UP PROCESS FOR MANDATORY PROGRAM ATTENDANCE

KARI MANSAGER, CARE DIRECTOR
TAYLOR FUGERE, CARE PROGRAM COORDINATOR
DALLAS CARTER, RESIDENCE LIFE COORDINATOR
INTRODUCTION

• Mandatory Sexual Violence Prevention Programming at UC
• To Reg Hold or Not to Reg Hold…
• Over the last 3 years, 6-13% of non-attendees are not here in Spring
• Two Goals: 1. Student attendance at program and 2. Student Retention
METHODS

• Meeting between CARE, Housing, and Bright Success to develop meaningful follow-up strategy
• Divide non-attendee list into on-campus (67) and off-campus (76)
• Created follow-up “script” and make-up opportunities for RA’s to use with on-campus non-attendees and CARE staff to use with off-campus non-attendees
• Provided make-up opportunities
RESULTS

- Following-up with non-attendees led to about 2.3% more students attending a mandatory program compared to 2015.
- 100% of the students who were followed up with by Housing Staff attended a make-up program and remain at UCM.
- 100% of the students who no longer remain at UCM lived off-campus.
SAMPLE OF NON-ATTENDEES’ REASONINGS

- She forgot.
- Had practice for basketball.
- There were no programs that fit their schedule.
- Didn't know and thought floor meeting was VIP Program.
- Overslept.
- Didn't know where to sign up.
- Student said she was busy and forgot.
- Was sick and had cramps on day she planned to go.
- Missed the program he was supposed to attend.
- Forgot and dealing with health issues.
- The student did not think it was important.
- The student is overwhelmed, there were no programs that fit their schedule, lots of work projects, and didn't know how important it was.
- There were no programs that fit their schedule, too busy, and had practice.
- The student did not think it was important, didn't care, and still doesn't.
- The student didn't know about the VIP programs.
- The student didn't know about the VIP Programs and did not think it was important.
- Was tired most days, couldn't find room, missed one then thought there was one on Friday.
- Messed up times with prior programs.
- Did not know it was mandatory.
- Didn't receive it.
- Unaware and didn't attend.
- Entirely forgot about it.
- Resident missed the sessions, busy with family, and had class conflicts during the rest of the sessions.
- Family Issues.
PERCENTAGES OF STUDENTS ATTENDING

<table>
<thead>
<tr>
<th>Year</th>
<th>Not Here Anymore</th>
<th>Did Not Attend</th>
<th>Attended Make-Up Program</th>
<th>Attended Standard Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td></td>
<td></td>
<td></td>
<td>82%</td>
</tr>
<tr>
<td>2013</td>
<td></td>
<td></td>
<td></td>
<td>94%</td>
</tr>
<tr>
<td>2014</td>
<td></td>
<td></td>
<td></td>
<td>96%</td>
</tr>
<tr>
<td>2015</td>
<td></td>
<td></td>
<td></td>
<td>98%</td>
</tr>
</tbody>
</table>
DISCUSSION/NEXT STEPS

• Follow-up increased number of attendees
  • We plan to continue this next year
• Win/Win for on-campus students: Higher retention rates for students living on-campus and opportunity for Res Life staff to connect
• Mandate confusion
• How do we better reach off-campus students?
  • Re-think our follow up with this population
  • Identify support staff for off-campus students