

# **We're There If You Need Us**

## **Families Supporting Students**

Marjorie Savage  
Parent Program Director

# Agenda: What We'll Talk About

- Background on family services
- Enlisting support of family members
- Case study: Working with parents
- Case study: Tracking results

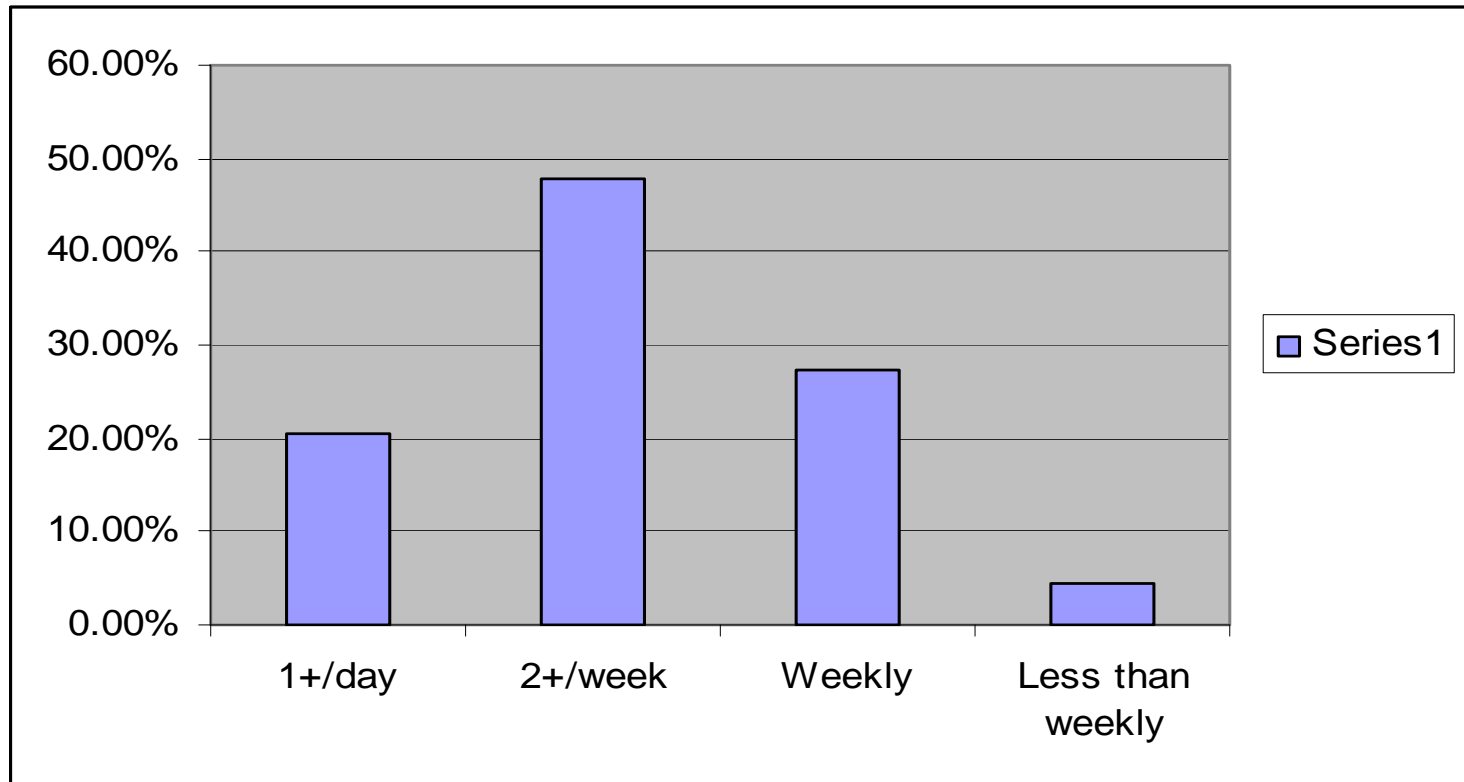
# Background

## Reasons for Involvement

- Parents are told to be involved
- Financial impact of a college education
- Technology makes communication easy
- Students initiate involvement

# Partnering with Parents

## Frequency of Family Communication



University of Minnesota Parent Survey, April 2006

# Theory behind parent involvement



- Skeptics cite Tinto, Chickering, et al
- Recent student development theory makes a case for parent involvement
- Cultural issues support family involvement

# Background

## Parents Greatest Concerns

- Health & Safety 22.7%
- Academics 19.8%
- Career Planning 18.0%
- Finances 13.9%
- Personal Relationships 7.0%
- Involvement Oppor. 2.3%
- Other/none 16.1%

# When do we *need* parents?



- Physical health
- Mental health
- Finances

# Why work with parents?

- Reinforcement of our messages
- Just-in-time messages
- Added value to our messages





# Parents and Mental Health

Parents are the best source for

- Knowing the student's history
- Knowing the family history
- Providing just-in-time information



# How Can You Work with Parents?

U of M's philosophy of working with parents

*The University of Minnesota Parent Program provides communication between the University and parents of our students in order to*

- *support student success,*
- *generate goodwill for the University,*
- *and promote an appropriate role for parents within the campus community.*

# How Can You Work with Parents?

## Parent outcomes

### **Families contribute to student success by**

- Understanding the student experience and knowing about resources available at the University of Minnesota.
- Supporting the University's goals for student development outcomes
- Knowing when to step in to help their student and when to empower their student to take responsibility
- Developing an affinity for the University of Minnesota

# Working with Parents

## Parent initiatives related to mental health

- Quarterly newsletter includes Q & A article written by counselor
- Adjustment issues discussed at Parent Orientation
- Biweekly listserv includes reminders of resources, what's “normal”
- Response to parent e-mail and phone questions
- Online “Workshop for Parents” on Mental Health and the College Student

# Working with Parents

Return to: [Office for Student Affairs](#) : [Academic Affairs & Provost](#) : [U of M Home](#)

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## UNIVERSITY Parent

# University Parent

### Inside U Parent

- Parent Communications
- General Information
- Academics
- Room and Board
- Money Matters
- Health and Safety
- Career Planning
- Transportation
- Timely Issues
- Parent Events
- FAQ and Help
- Fun and Interesting
- Contact Information
- E-mail Us
- U of M Home
- Parent Home

[Home](#)

### Mental Health and the College Student Online Workshop

- ▶ [Audio and video downloads](#)
- ▶ [Podcast](#)
- ▶ [How to choose and use an online workshop](#)

#### More Online Resources

- ▶ [Office for Student Affairs](#)
- ▶ [Boynston Health Service](#)
- ▶ [University Counseling and Consulting Services](#)
- ▶ [Disability Services](#)
- ▶ [Housing and Residential Life](#)
- ▶ [Commuter Connection](#)

#### About this workshop

This online workshop features University of Minnesota experts addressing some of the most common mental health concerns they hear about from parents of University students. The audio, video, and podcasts of the workshop are posted below. We encourage parents to view the materials presented here as introductory, and to consult with the resources found here at the University of Minnesota or in their own communities for more in-depth information or to address any specific concerns.

This workshop is made possible in part by a grant from The Jed Foundation.

#### Audio and Video

Presentation	Video: For broadband connections	Audio: For dial-up connections
<b>A Message from U of M President Robert Bruininks</b>	<input type="checkbox"/> <a href="#">Flash</a>	
<b>Two U of M Students on the Importance of Mental Health</b>	<input type="checkbox"/> <a href="#">Flash</a>	
<b>Welcome</b> Presenter: <a href="#">Jerry Rinehart</a> 2 minutes	<input type="checkbox"/> <a href="#">QuickTime</a>	
<b>Depression and Anxiety as Public Health Issues</b> Presenter: <a href="#">Ed Ehlinger</a>	<input type="checkbox"/> <a href="#">QuickTime</a>	

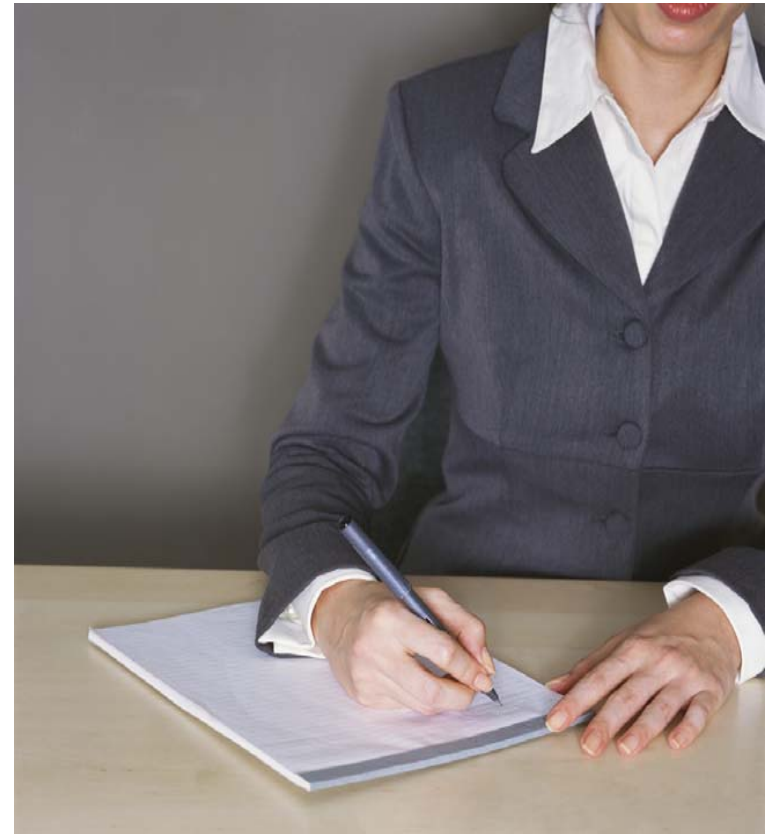
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# Working with Parents

## Results of parents' mental health workshop

- 1,000 hits on website in first 2-1/2 weeks
- About 4,000 hits in the first year
- Increase in parent questions re: mental health (5 in all of 2004-05; 7 in December 2005)



# Working with Parents

## Continuing interest in workshop

### – **October 2007**

- Mental health main page: 222 unique hits, 510 pageviews (includes the same people going to the page more than once.)
- Numbers for the entire workshop spiked on these days:
  - Oct. 2: 128 unique hits
  - Oct. 3: 91 unique hits
  - Oct. 5: 122 unique hits
  - Oct. 23: 132 unique hits
- Campus Safety Part 1 was the most popular video for the month of October with 178 unique hits.

# Working with Parents

How do the numbers relate to total University Parent Web site use?

– **October 2007**

- University Parent Web site: 3,619 unique hits, 5,078 pageviews
- Mental health site: 222 unique hits, 510 pageviews
- Mental health site received 6 percent of number of Parent unique hits; 10 percent of number of pageviews



# Partnering on Campus

The screenshot shows the website for the University of Minnesota's Student Mental Health Twin Cities Campus. The page features a navigation menu on the left with categories like 'What's Inside', 'RESOURCES FOR:', and 'INFORMATION FOR:'. The main content area is titled 'Student Mental Health Twin Cities Campus' and includes a brief introduction, a 'Current Events' section with two bullet points, and three columns of services: 'Counseling Offices', 'Crisis / Urgent', and 'Online Self Assessment'. A footer at the bottom shows the browser's address bar and a 100% zoom level.

**UNIVERSITY OF MINNESOTA** [OneStop](#) [MyU Portal](#) [Search](#) [Contact](#) [Accessibility](#)

What's Inside

**RESOURCES FOR:**

- Alcohol Resources & Assessment
- Counseling
- Crisis / Urgent Consultation**
- Disability Accommodations
- Medication Options
- Online Self Assessment
- Stress Management
- Stamp Out Stigma

**INFORMATION FOR:**

- Students
  - Undergraduate
  - Graduate
  - International
- Faculty & Staff
- Parents
- Research Participation

Student Mental Health Home

## Student Mental Health Twin Cities Campus

A web resource for students, their parents, faculty, and staff who wish to learn more about mental health and related resources at the University of Minnesota Twin Cities.

### Current Events

- [Stamp Out Stigma \(SOS\)](#) educates the University of Minnesota community about mental health concerns, promotes access to mental health resources and creates a supportive environment for students, faculty and staff affected by mental illness. Visit the [website](#).
- University of Minnesota has a variety of resources available to students, faculty, staff and others to cope with the tragedy of Interstate 35W bridge collapse on August 2, 2007. Walk-in counseling is available at [Boynton Health Service](#) and [University Counseling and Consulting Services](#).

### Counseling Offices

The [Boynton Mental Health Clinic](#) offers up to eleven counseling visits per 12-month period. These are by appointment.

[University Counseling & Consulting Services](#) offers both individual and group counseling for a range of concerns including academic difficulties, career exploration, and personal concerns.

### Crisis / Urgent

[Crisis / Urgent Consultation](#) is available on campus Monday-Friday, 8:00-4:30. You do not need to have an appointment to speak with a counselor for an urgent need.

If you are in a life-threatening emergency, call 911. Or for phone counseling, you may call the Crisis Connection at (612) 379-6363.

### Online Self Assessment

The University of Minnesota offers online self assessment for depression, generalized anxiety, post-traumatic stress, eating disorders, and alcohol.

[More information.](#)

### Disability Services

[Disability Services](#) is the office which works with students with all types of

### Eligibility

The services that are available to you depend, to some extent, on what

### Other Helpful Resources

See a [list of resources](#) found outside the

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# Goals for Working with Parents

- Destigmatize mental health conditions
- Promote resources
- Advocate for students to check in, get assistance, watch out for one another



# Sum It Up!

- Parents and family members have a legitimate interest in their student's college experience
- It's helpful to parents if we explain how we work with students on mental health conditions
- They will support and reinforce our messages to students when they know what we're saying and why we're saying it

# Contact Information

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# Discussion

- Who are the families of your students?
- How can the families of your students support your mental health messages? How can they be helpful?
- How can you partner with family members?
  - Who on campus (or off) can get the word to your families?
  - What overall messages do you want families to receive?