

R&R Squad Participant Evaluation



Public

Name of Assessment Project: R&R Squad Participant Evaluation

Name(s) of Person(s) Responsible for Assessment Project: Director of Health Education (Deborah Pino-Saballett)
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Providing Department:

Other

Units/Departments

Involved in

Assessment Project:

Program, Service, or Event Related to Assessment Project: The Resources and Relaxation Squad (R&R Squad) is a group of 20 peer health educators who complete additional training to learn skills in providing a 5-10 minute hands-on, low-intensity, shoulder, neck, hand, arm, and back massage to UCSD students, while also informing them of on-campus wellness resources to support them in their overall well-being.

Assessment Project Description: A paper and pen survey was given to participants after they received R&R Squad services. The survey assessed participant's level of tension before and after receiving this hands-on, low-intensity massage, their overall satisfaction with the service, and an evaluation of the R&R Squad member.

Unit/Program Specific Goals and Learning Outcomes: UCSD students have repeatedly reported stress as the number one impediment to their academic success.^{1, 2} UCSD students also reported that they would like to receive information about depression/anxiety, suicide prevention, relationship difficulties, sleep difficulties, nutrition and stress reduction; all issues addressed by our various campus wellness resources (departments).¹ Additionally, touch can be calming and can help slow down the mind, help one become less anxious, enhance attentiveness and make it easier to concentrate.³

Therefore, Health Promotion Services created the R&R Squad to provide a stress relief service to UCSD students, while also having an opportunity to tell them about well-being resources.

In an effort to reach more students, a main goal this year was to expand R&R Squad services to different areas on campus. New areas where these services were offered included Geisel Library and the Graduate Student Association (GSA) Lounge. Objectives for students receiving R&R Squad services included the following:

- After receiving R&R Squad services:
 - Students will feel more relaxed compared to when they first came in
 - Students will rate their level of tension lower than when they first came in
 - Students will be able to list at least one on-campus wellness resource

¹National College Health Assessment 2008, and 2010

²Student Health and Well-being Health Behavior Survey, 2014

³The Touch Research Institute: University of Miami School of Medicine <http://www6.miami.edu/touch-research/>

Relationship to Student Affairs: Engage in a Healthy Lifestyle

Learning Outcomes: 10/6/2014

Assessment Project Start: 6/5/2015

Assessment Project End:

Population/Sample: During the 2014-2015 academic year, the R&R Squad provided 1,747 individual, hands-on low intensity relaxation services. A total of 1,151 questionnaires were completed by participants, which is indicative of a 66% response rate.

Type of Assessment: Student learning outcomes and/or behavioral outcomes, Tracking usage , Satisfaction study

Other Assessment

Type(s):

Assessment Methods: Surveys

Other Assessment

Method(s):

Data Collection Tools: The results from the pen and paper survey were uploaded on Survey Monkey.

Data Analysis Methods: Quantitative data were assessed using Survey Monkey analytics.

How Your Results

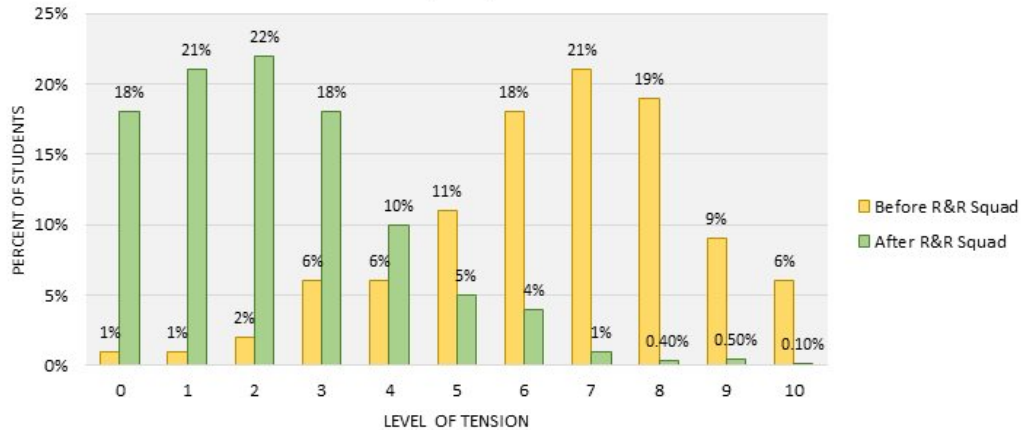
Will Be Presented: Results will be included in the end of the year Health Promotion Services report that will be submitted to the Executive Director of Student Health and Well-being, Karen Calfas. Results may be shared with potential donors, Residential Life and other Campus Community Centers staff, and may be included in promotional materials for students.

Progress: 100%

No items to display.

Summary of Findings: Participants were asked to rate their level of tension before and after receiving R&R Squad services, with 0 being no tension and 10 being extreme tension. The bar graph below demonstrates an inverse relationship between the level of tension reported by participants before and after receiving R&R Squad Services. A total of 55% of participants rated their level of tension as 7 or higher before receiving R&R Squad services and this level of tension was drastically reduced to 2% post-services. In fact, 79% of participants rated their level of tension as 3 or less after receiving R&R Squad services.

Pre and Post Level of Tension Reported by R&R Squad Participants
(n=1151)



We are happy to report that 99% of participants would love to recommend the R&R Squad to other people. Of the total sample, 73% of participants reported feeling "a lot more relaxed" after their session.

Impact of Assessment: Results of this survey indicate that the R&R Squad is making a positive impact on students' stress levels. Participants were asked if they had any additional comments about the services they received from the R&R Squad. Many commented on how thankful they were for this free service and how great they felt afterwards. This demonstrates the need for, and appreciation of stress relief services for students.

- "Thank you! This is just what I needed after a stressful midterm!"
- "Thank you for offering this at UCSD!"

The results were shared with R&R Squad members to improve their proficiency in hands-on relaxation techniques, communication of well-being resources and general program improvement.

Lessons Learned: Expanding location of services to the Geisel Library and to GSA Lounge was overall successful. However, we found that graduate students are more likely to attend R&R Squad following another program that draws them to the GSA Lounge.

The Geisel Library location was very successful because it reached a group of students who generally were spending a good stretch of time in the library and needed the relaxation break. Next year, we will expand to at least two hours at the Library, and continue to offer every other week for Grad students in GSA Lounge.

The Zone has a strong regular following, but getting out of the Zone was definitely a good way to reach new people. We have enough demand during regular Zone hours and enough outreach requests to keep more R&R Squad members busy, but we cannot seem to recruit more within the Student Health & Well-being cluster since these students have other volunteer opportunities and duties as well. We will explore the possibility of how to grow the program outside of the Student Health & Well-being peer health educators.

Changes to the assessment for the 2015-2016 academic year include adding a question asking participants to list an on-campus department that can support them in their overall well-being and substituting the question that asks participants whether they feel relaxed after receiving R&R Squad services to whether their stress level decreased post-services.

Supplemental Information:

