



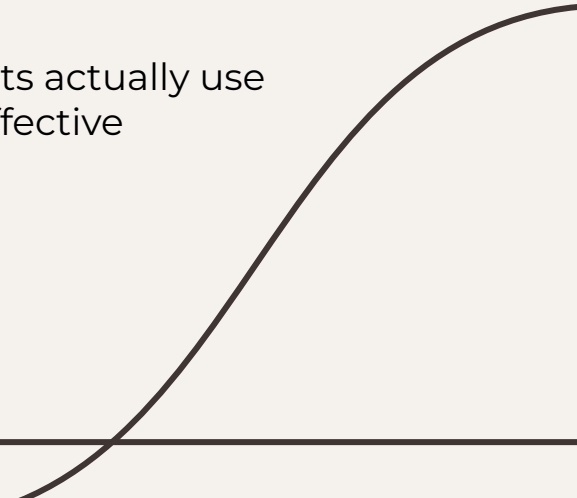
# Mental Healthcare Resources at NU

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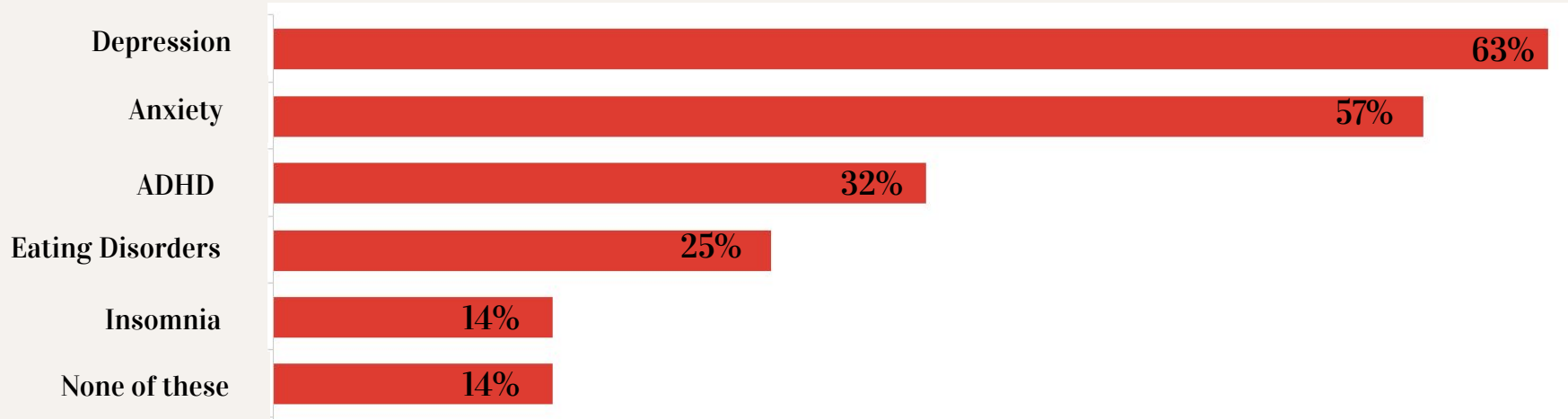


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# The Problem

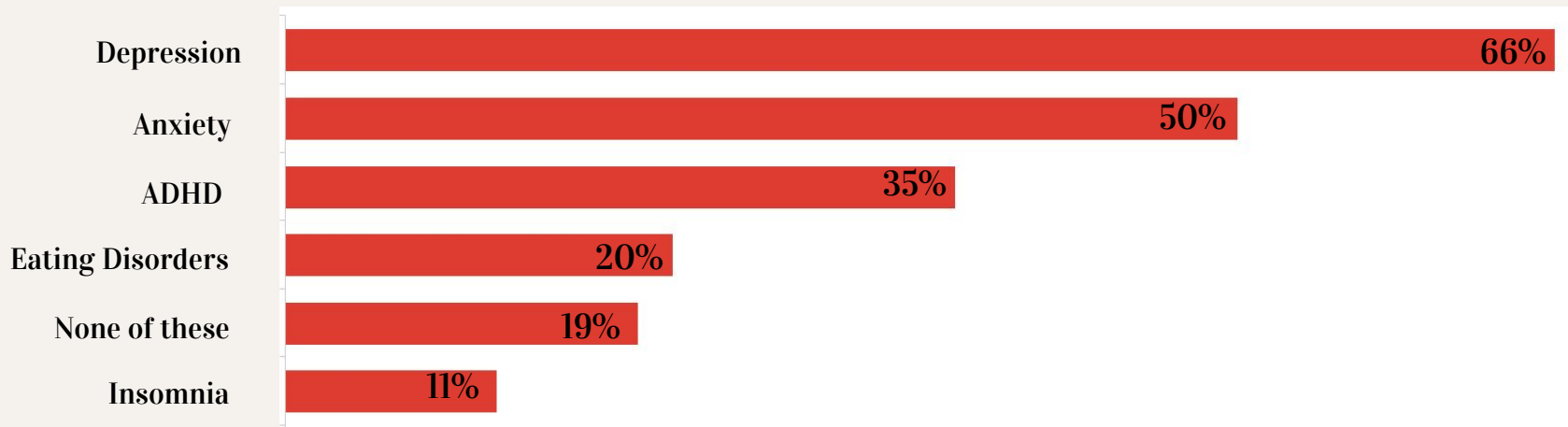
- The rumors about on-campus mental health resources, including UHCS and Find@Northeastern referrals, are overwhelmingly negative
  - That said, some students have reported positive or neutral experiences with these groups
  - **Hypothesis:** UHCS and other on-campus resources are effective for some, but only because many students are discouraged from using them due to their reputation
  - Our survey was designed to determine how many students actually use on-campus resources and whether these resources are effective
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# Northeastern students primarily believe they've experienced anxiety and depression



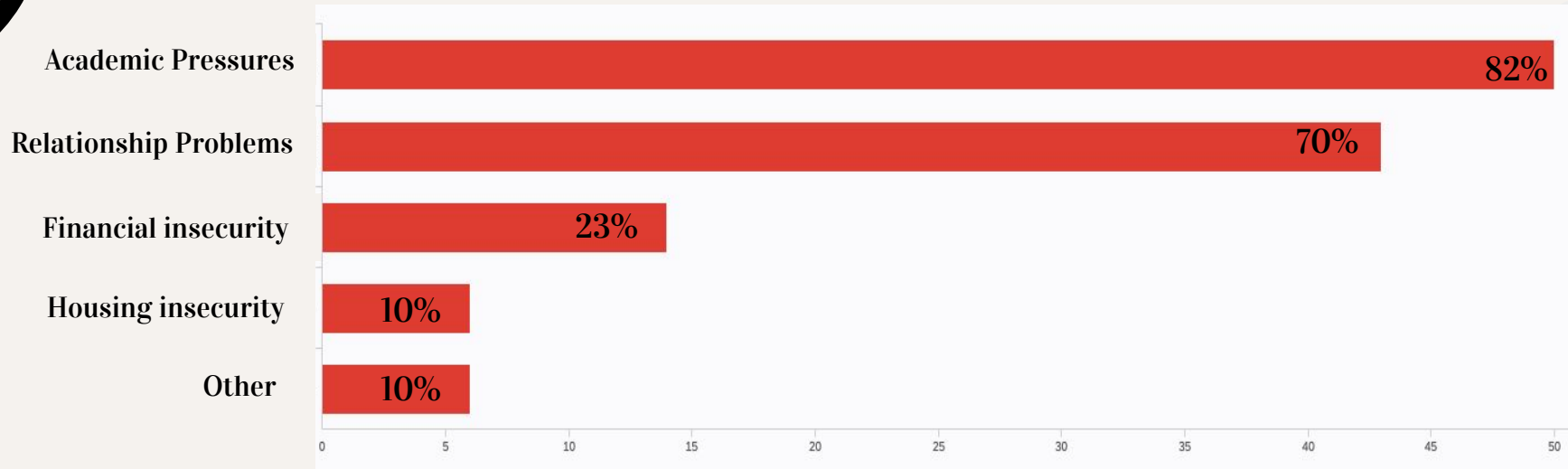
Q: Which of the following do you strongly believe you've experienced? Check all that apply. N=65

# Student diagnosis rates are relatively high overall; ADHD has the highest rate at 90%



Q: Which of the following conditions have you been diagnosed with? Check all that apply. N=54

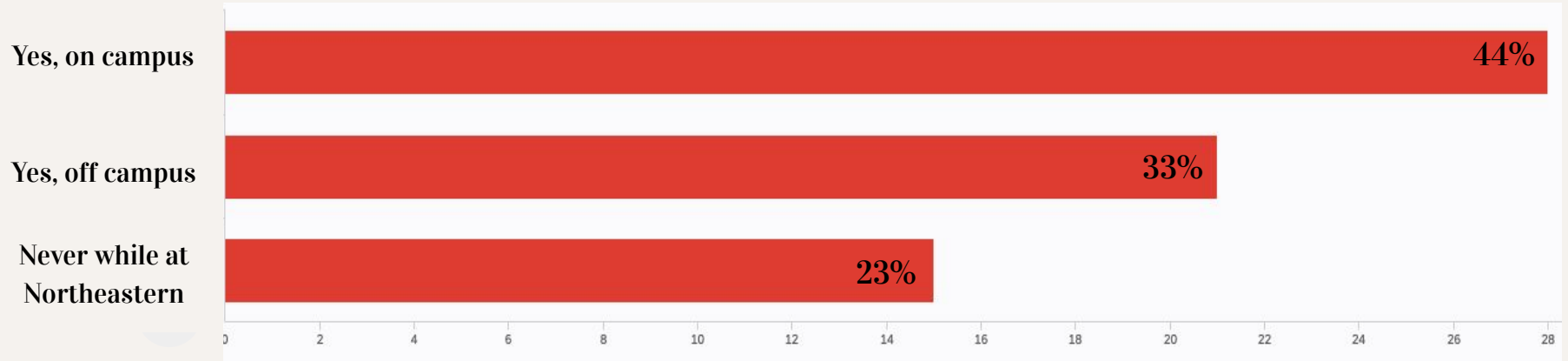
# Students primarily deal with stress from their academics and social circles



Q: Which of the following external stressors have you faced over the past three months?

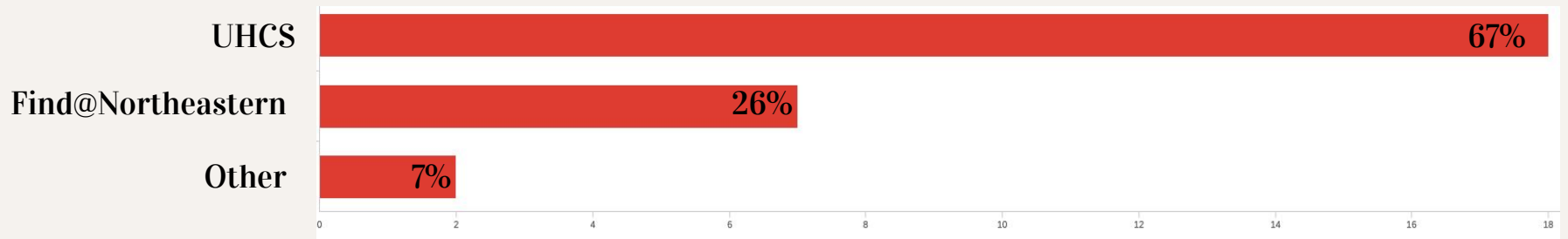
Check all that apply. N=61

# A vast majority of respondents have sought mental health resources; slightly more do so on campus



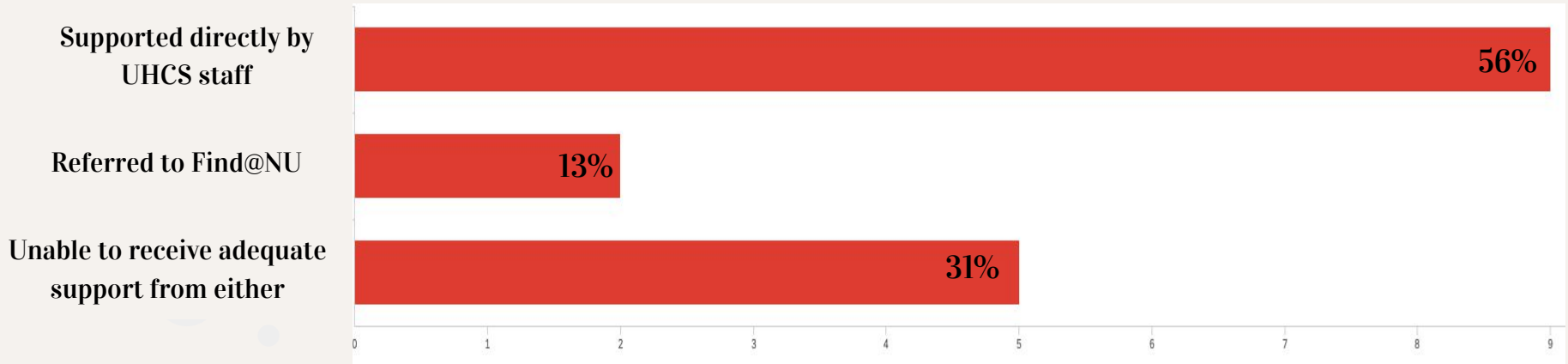
Q: Have you ever sought out mental healthcare resources while at Northeastern? N=64

# Most students who use Northeastern's mental health resources contact UHCS first



Q: Which on-campus mental health resource did you initially engage with? N=27

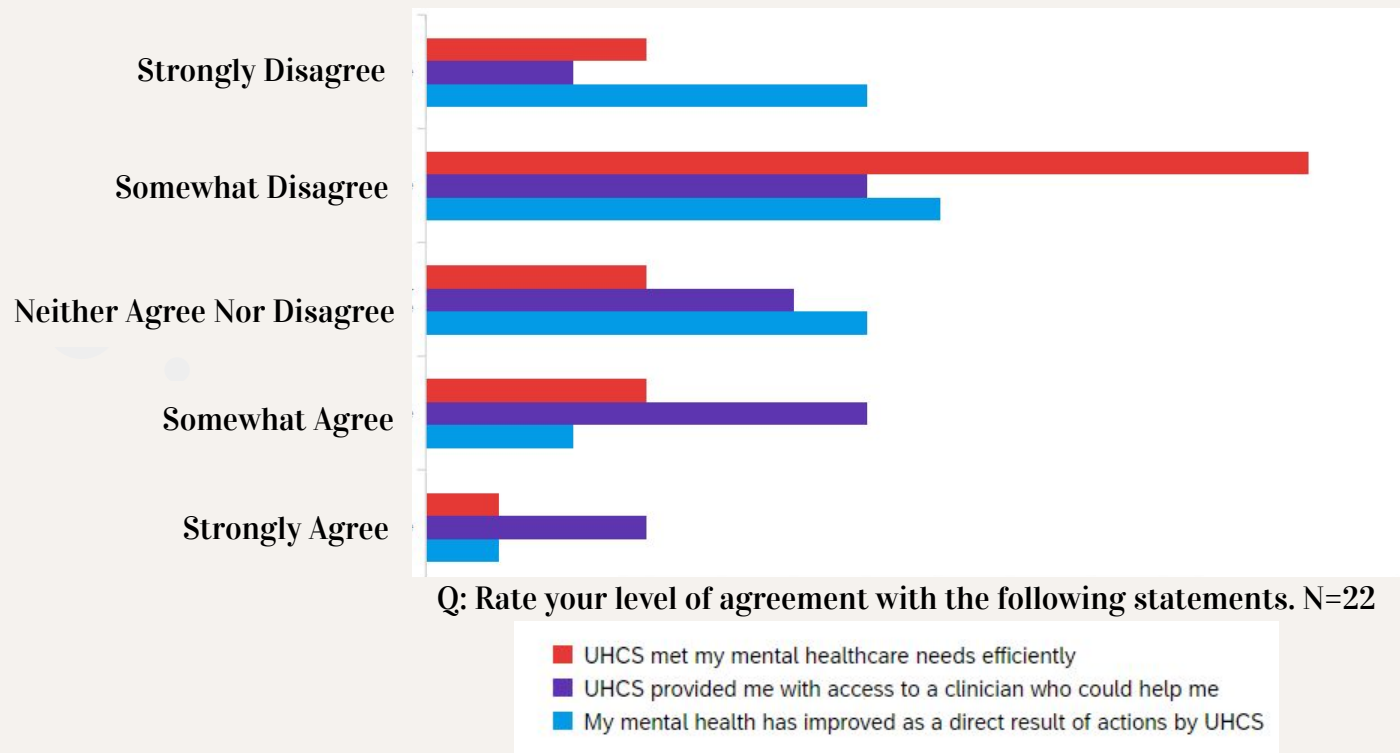
# More students report receiving insufficient support from on-campus resources than are referred to Find



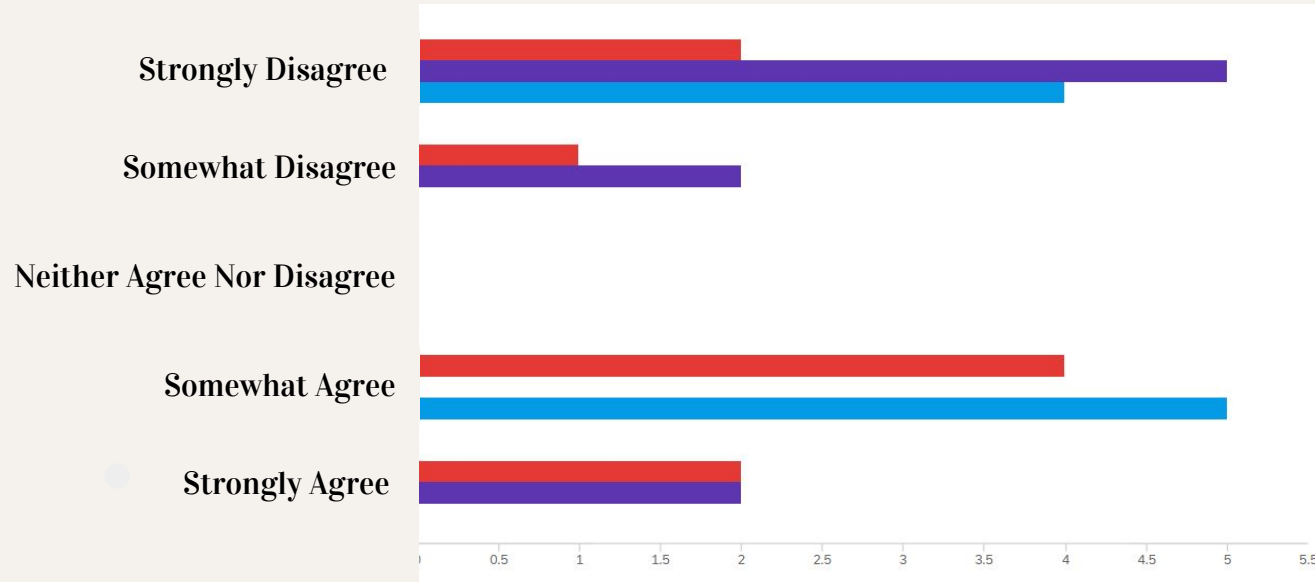
Q: Which of the following best describes your experience with UHCS? N=16



# UHCS primarily struggles to quickly meet the needs of students despite its “triage-focused” reputation



# Experiences with Find are more polarizing; students are satisfied with their clinicians short-term

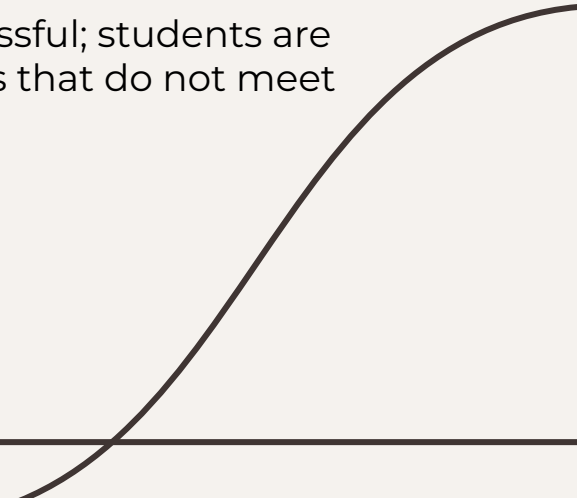


Q: Please rate your level of agreement with the following statements. N=9

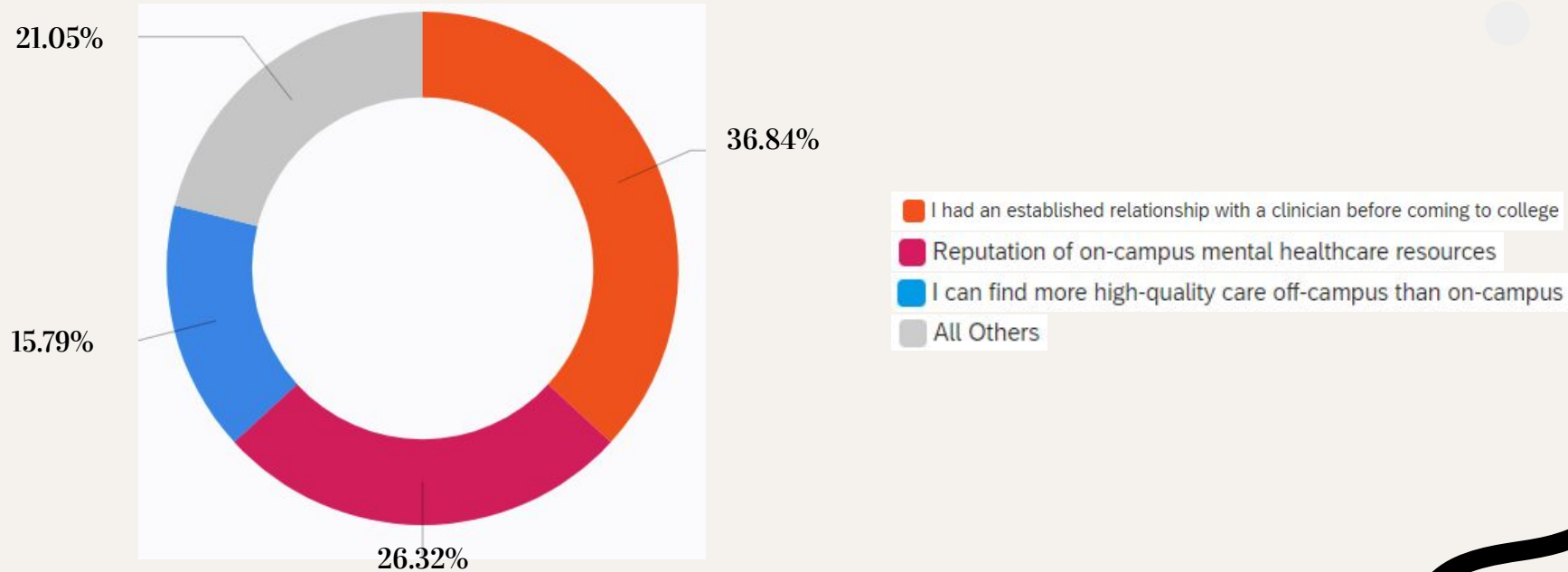
- Find@Northeastern matched me with a clinician who could help me
- I will continue meeting with my Find@Northeastern clinician long term
- Virtual therapy is sufficient to meet my mental health needs

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# Student experiences with UHCS and Find@Northeastern

- Multiple students have had negative experiences after being referred to BetterHelp by UHCS
  - Students report that the psychiatrist at UHCS is unhelpful; most issues stem from the psychiatrist being unable to help students after a few months
  - Students are frustrated with the limited availability and wait times for clinicians at UHCS
  - Referrals through Find@Northeastern are generally unsuccessful; students are often directed to clinicians who are not taking clients or ones that do not meet their needs
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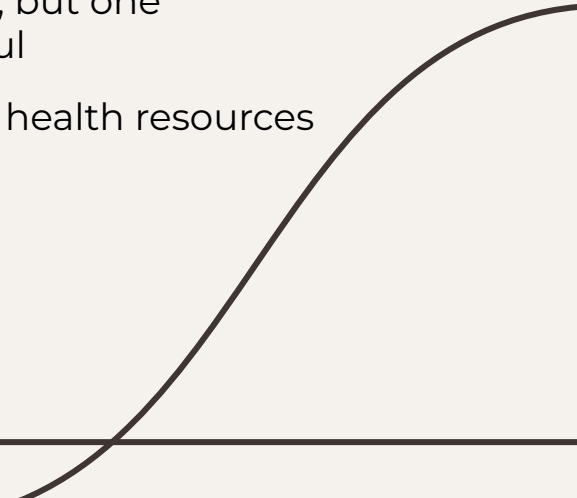
# Students who use off-campus resources do so for convenience or because on-campus resources are lacking



Q: Please select the primary reason you chose to seek mental healthcare resources off campus. N=19


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# Interviews

- We interviewed five people, most of whom had some personal experience using on-campus mental health resources
  - Interviewees believed UHCS to be effective only in a very limited capacity, such as beginning the conversation about mental health with a student
  - Multiple interviewees cited negative experiences with the on-site psychiatrist at UHCS
  - Interviewees felt decently informed about on-campus resources, but one believed a student outreach position at UHCS would be impactful
  - All interviewees had negative perceptions of on-campus mental health resources from experiences of other students
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# Interviews - cont'd

- All interviewees believed UHCS is critically understaffed
  - One interviewee worked with Find@Northeastern and was sent lists entirely consisting of therapists not taking new clients several times
  - Many of the interviewees suggested that students skip on-campus resources altogether and look for their own therapist through Psychology Today
  - One interviewee suggested that Northeastern hire one or more mental health advisors, people who could walk students through the process of finding a therapist off campus
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# Overall takeaways and recommendations

- It is best practice for a major university to have both triage and long-term mental health support for its students
  - Northeastern focuses on triage, but is unable to provide students in crisis with access to services fast enough for this to be effective
  - Northeastern should build more robust on-campus services and in the meantime, help connect students with appropriate personnel off campus
  - This could take the form of a mental health advisor or a simpler program like free virtual mental health screenings available through Canvas
  - The school should also be more transparent about the scope of the services it currently offers
  - UHCS student outreach efforts could be led by students, which might help the organization better understand its constituents
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