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Goals & Objectives

- To improve confidential access to advising resources
- Leverage technology
- Identify gaps in current advising and support services
- Expand understanding of student barriers to accessing support services



What is Lean on Me?

- 24-hour, text-based, anonymous support network
 - Originally started at MIT, created by students
 - Currently 7 chapters throughout the country including UChicago, UPenn, BC and Penn State
- Launched at the University of Colorado School of Medicine in November 2017



How does it work?

- Step #1: A student sends a text to the hotline.
- Step #2: All active ACP faculty receive the text message with a unique accept code
- Step #3: The first ACP faculty to respond claims the conversation and initiates it.
- Step #4: Both the student and ACP faculty receive a confirmation text.
- Step #5: The ACP faculty responds to the initial text and a conversation ensues.



What is it for?

YES

- A resource for students when they don't know who to ask
- Support from trained faculty members with experience advising students
- Completely anonymous

NO

- General complaints
- Counseling or therapy
- Suicide hotline



Examples of Questions Received

- How will taking a medical leave of absence impact my residency applications?
- Who do you contact if you are having problems with one of the block directors?
- I'm an MS2 just needing some support right now regarding balance when studying for step, maintaining a relationship, keeping up with class, etc.
- What phase 3 clinical block would be the best for a wedding?
- Are there financial advisors I can meet with?
- I am worried about the mental health of one of my classmates. What should I do?



Results

- On average during the school year, 1-2 questions received each week
- Questions cover a range of topics
- Feedback has been positive
 - *Average rating 4.58/5*
- Some students that have used this service were unsure what services were offered through the Office of Student Life and how to access them



Conclusions

- An anonymous, text-based system creates an additional touchpoint for students to access faculty support
- Further data is needed to identify gaps in student support services
- Introducing the service at an earlier time (e.g. at orientation) may increase awareness and use of this service



Questions?

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