High-Tech College Mental Health
Integrating web-based mobile applications into practice

Jerry Phelps, Ph.D. & Kevin M. Ramotar, Psy.D. (kramotar@ucsd.edu)

Abstract

How do college counseling centers implement and utilize technology to provide effective, evidence based mental health outreach to students of concern? UC San Diego Counseling and Psychological Services has implemented technological methods of outreach, adjunctive intervention and treatment planning, and support that appeal to technologically native students. Several resources will be presented to mental health providers, including mobile web applications that facilitate access to services, enhance clinical intervention between visits, and enrich student engagement.

Introduction

College-aged healthcare consumers use the Internet to gather mental health information, highlighting the benefits of anonymity and 24/7 access to relevant resources (Ybarra & Eaton, 2005). In an effort to meet technological savvy students' needs, UCSD Counseling and Psychological Services (CAPS) unveiled their own mobile web applications.

Mobile web applications

- CAPS Mobile Help Center
- UCSD Campus CAPS application
  - Sample:
   **http://caps.ucsd.edu/m**

CAPS Mobile Help Center

- Contracted with www.ereadia.com
- Content developed by CAPS staff with feedback from student focus groups
- Integrated with mental health marketing messages
- Compatible with iPhone and Android mobile devices

Stress
Sleep
Help for friend
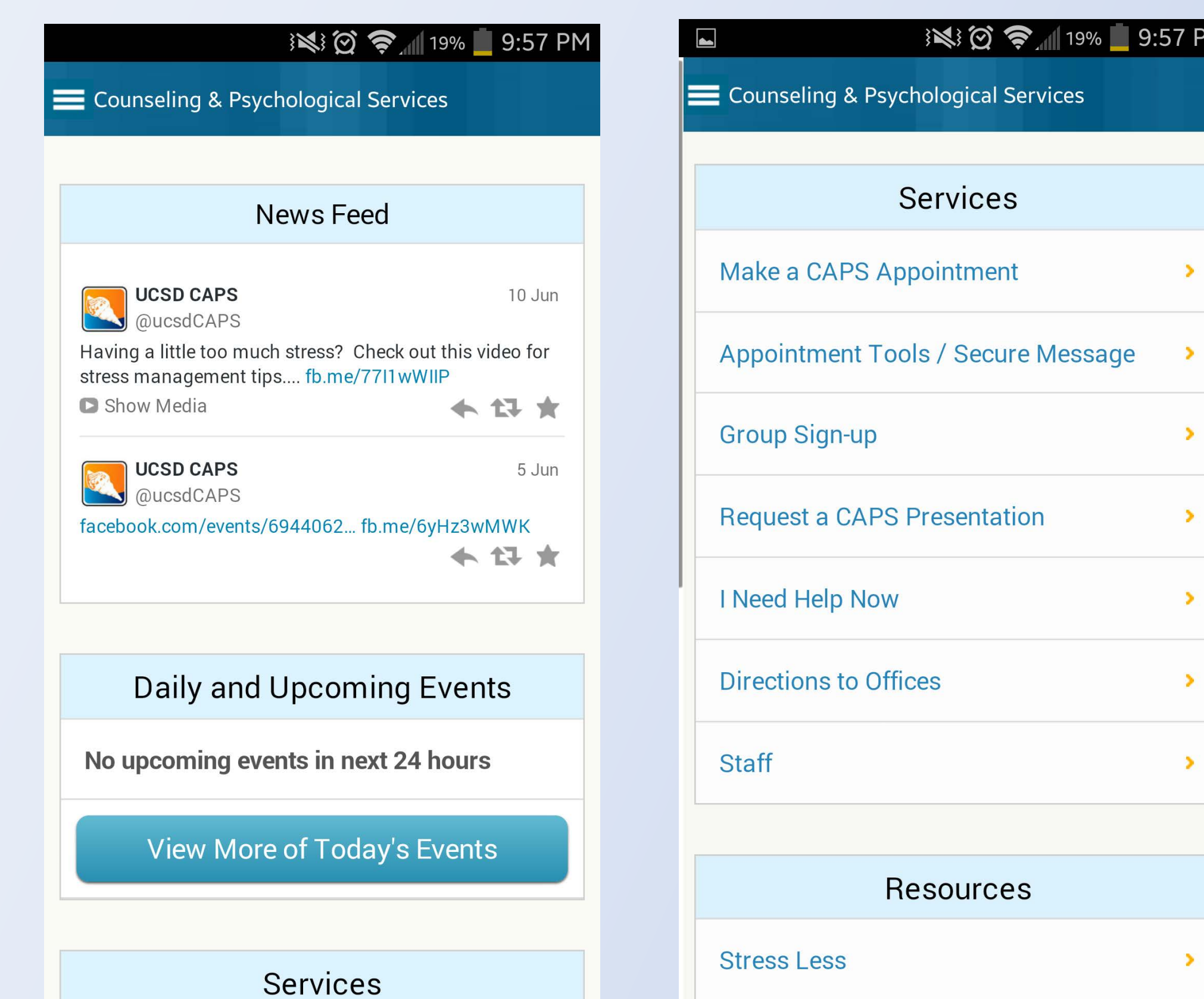Coping
CAPS services
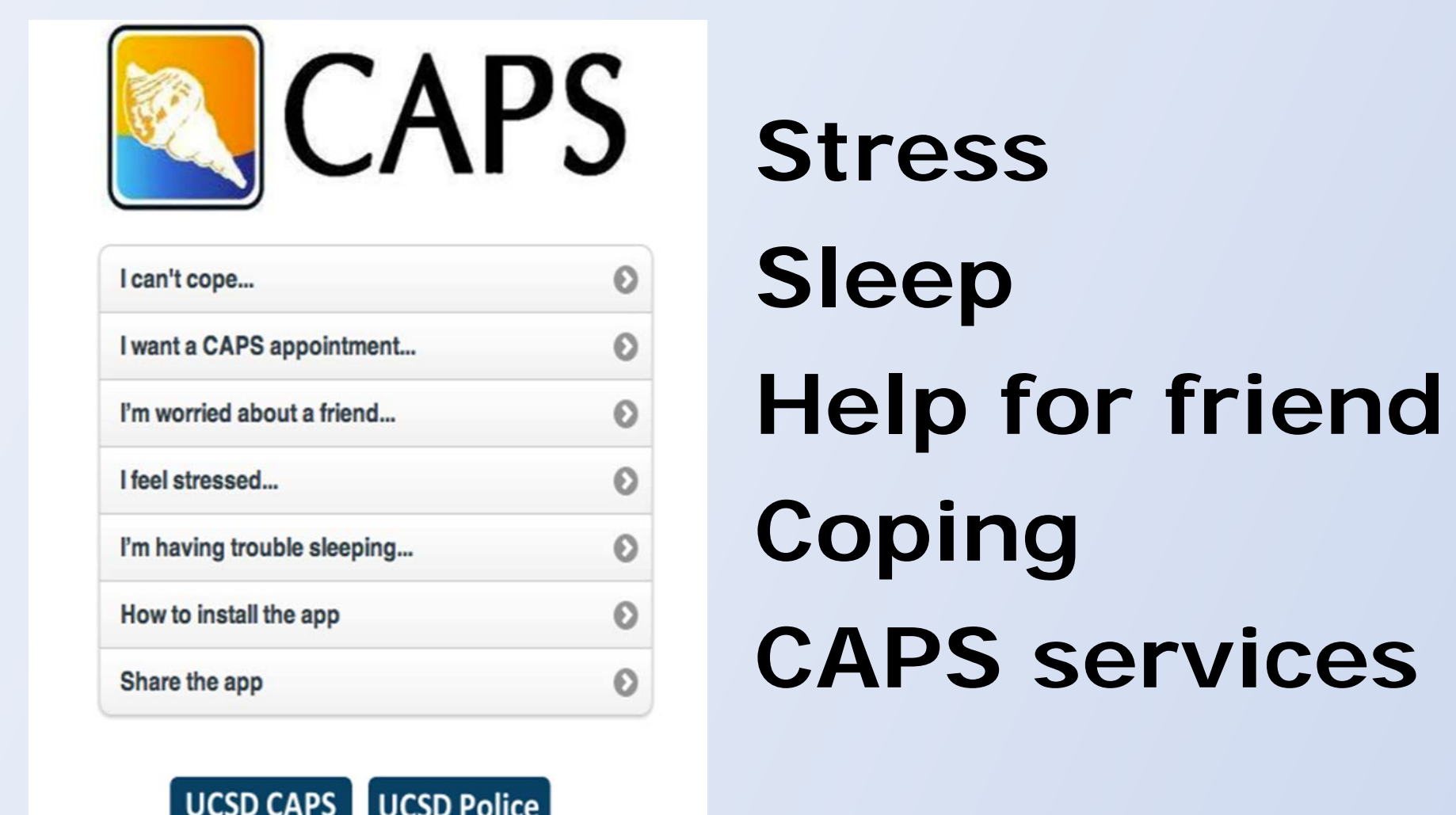
For clients - mobile access to:

- Self help health information
- Customized crisis information
- Bystander assistance
- Suicide prevention resources
- Understanding CAPS services
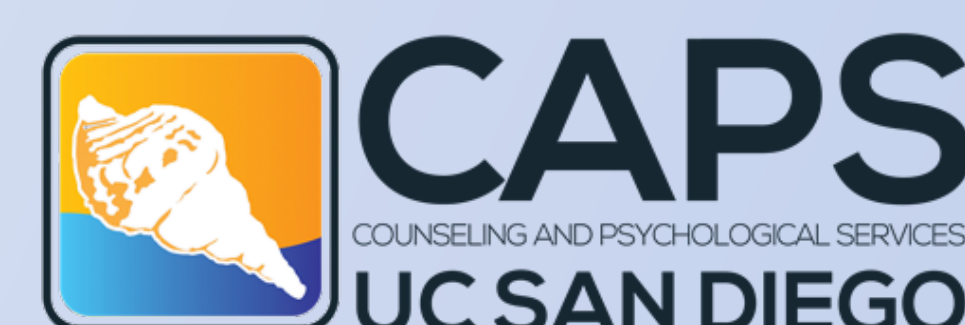
UCSD Campus CAPS Mobile Application

Dr. Ramotar created **CAPS mobile application**, which is linked **directly** onto the UCSD University mobile application infrastructure. Thus, CAPS has access to thousands of **established** users (students, faculty, and parents). No additional download! Compatible with all devices.

CAPS mobile app includes:

- Daily live feed of news and events
- Appointment tools
- Direct group signup
- Secure Messaging to providers
- Psychoeducation on CAPS services
- Customized crisis information and mobile phone integration
- Self-help information/prevention
- Google Map integration

Usage

CAPS Mobile Help Center launched Sept. 2013

Google Analytics Data
- 976 Unique Visitors
- 1,644 Visits
- 4.8 pages per visit
Devices
- Apple iPhone: 63%
- Apple iPad: 13%
- Samsung Galaxy: 10%
- iTouch: 1%
- Other: 12%CAPS

Campus Mobile Application launched August 2014
Initial data: over 1000 page views

Conclusions

Comprehensive prevention efforts necessitate a collaborative, community-wide approach. CAPS mobile applications address the need for increased presence of campus resources, promotion of community involvement, destigmatization of mental health issues, and visibility of **university-wide** support.

Mobile web applications facilitate:
- Access to services and resources for students, faculty, and parents
- Live and dynamic interaction with CAPS
- Reduction of stigma by normalizing mental health issues
- Use in treatment plans, between session intervention, and student treatment engagement