



Meeting Agenda, QEP Implementation Committee

March 22, 2023

12:00 – 1:00

Minutes

(Informal Chat at 11:55 AM, Finished at/by 1:00 PM)

Microsoft Teams

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1. Welcome Darryl James
 - a. *Happy Birthday to our friends with March birthdays! Levi Johnson (3/14) and Jaclyn Cravens (3/28)*
 - b. *Happy Birthday to our friends with April birthdays! Eric Maki (4/2), Juli McCauley (4/8), Matt Gregory (4/12), Jill Stangl (4/16), Leslie Thompson (4/19), and Nicole Noble (4/25)*
 - c. If you need a lift, I think you'll enjoy our [member playlist here!](#)

 2. Review February 2023 Meeting Minutes Aurelia Crider

Motion to pass minutes David Roach

Second Eric Maki

 3. Data Analysis and Initial Findings from QEP Student Survey Bryson Carroll

Results of the student QEP survey- close to 15000 responses

More than half of the students had not used chatbot technology

A majority said they would be open to using chatbot software

The majority of students (select all that apply) favored speaking with family or friends about their mental health issues.

45% report very knowledge of mental health and wellness

Link to the dashboard in the meeting chat

 4. Use of Tess – AI Mental Health Support Matt Myers (Guest),
Bryson Carroll

*Current clients include Johns Hopkins University, Duke

University, Eastern Michigan University, University of Michigan, IMD Business School, Washington University, Northwestern University, Southwestern Community College, University of Georgia

CASS- Calm and safe space

Questions and Answers:

<i>Question</i>	<i>Answer</i>
Is the AI-developed database on each person secure?	<i>Yes, it is very secure. There is only a user ID and a phone number, but no name. The IP address can be pulled but only in emergencies for life-or-death situations. The IP only gives you the machine, not the person.</i>
Is it discoverable by outside entities? Does it have "Medical records" like protections so that it cannot be discovered by outside entities?	<i>No, it is anonymized, and the database is wiped frequently. The entire conversation can be wiped after the first 15 minutes.</i>
Does this have FERPA clearance?	<i>Yes</i>
How do users know it is anonymous?	<i>They customize the environment for each person, which they can include in the entry message.</i>
If someone accesses the site/chatbot via desktop, does this still work?	<i>Yes, it can be accessed on any device.</i>
Does CASS have a holographic feature?	<i>No</i>
Is there a place on the AI where you can hit a button and take you straight to the chatbot or directly to a person?	<i>Yes, they can type "I want to talk to a real person" and the chatbot will respond.</i>
Is the algorithm that you're deploying, is it supervised?	<i>Yes, it is all supervised by clinicians. It was written and controlled by clinicians. It is "AI" on a leash; therefore, it is very structured and supervised.</i>
If a person were to put something so specific as "I am going to commit suicide" what would the response be?	<i>It is dependent on the situation and will potentially connect the person to a live specialist but refer to the PowerPoint in Teams with possible responses in the team's folder.</i>
Is there data that tells the percentage that tells how many people that use the technology?	<i>There is reporting based on each environment. The data on how much the chatbot is being used and received will be able to be reported.</i>

Slides and PDFs are posted in [Teams](#) if you would like to review them for more information.

- a. Faculty Senate – ~~Wednesday, March 8 at 3:15 (via Zoom)~~ (Jennifer waiting on invitation for Wednesday, April 12th 3:15 Zoom meeting)
 - i. Leslie Thompson, Jo Grant Langston, OPA staff
- b. Staff Senate – Wednesday, April 5th at 4:00 (Location TBD)
 - i. David Roach, Juli McCauley, Levi Johnson, OPA staff
- c. SGA – April 20th at 6:00 PM (CoMC 353)
 - i. Jaclyn Cravens, Eric Maki, OPA staff

Suggestion: getting an A-team of clinicians together that can create a presentation over the QEP and have them take a survey to gather more information and opinions from the “experts”

TO DO'S

Our next meeting is at 8:30AM on Friday, April 21 (Teams).

Please think about your preferred meeting times for Fall 2023/Spring 2024.

Do you have more feedback about Tess that you'd like to share? Please email Jennifer Hughes to provide any confidential feedback. Jennifer's email is jennifer.s.hughes@ttu.edu.