



CASE STUDY

**CREATING AN  
OASIS OF  
STUDENT  
WELL-BEING IN  
PHILADELPHIA**



## HOW ONE SCHOOL USED EI PULSE WEEKLY CHECK-INS TO BETTER ADDRESS STUDENT TRAUMA THROUGH THE PANDEMIC

### THE CHALLENGE

Nested in the “Philadelphia Badlands,” Mercy Career & Technical High School’s students have faced many of the same challenges as other students in cities across the country such as gun violence. And then came the COVID pandemic, ravaging Mercy’s community far more than the city’s more affluent neighborhoods and further compounding their student’s day-to-day stress and mental health challenges.



The leaders at Mercy Career & Technical High School were acutely aware of the unique needs of their students but struggled to address the daily traumas their students experienced. With the pandemic raging as the 2020-21 school year began, the guidance department was tasked with the challenge of creating a positive school climate and addressing student well-being.

**School:** Mercy Career & Technical High School

**Grades Served:** 9 through 12

**Number of Students:** 296

Further complicating their efforts was a remote learning model, with students only in school in-person twice a week that made it more difficult for faculty and staff to feel connected to their students.

### THE OPPORTUNITY

Mercy’s educators and leaders needed a way to address their student’s day-to-day challenges before they spiraled into major mental health challenges. Accomplishing that goal required creating a school climate centered around student well-being, where teachers knew how their students were doing, whether they were in the classroom or at home. “There was always the looming question of how our students are actually feeling,’ said Mary Terese Lopata, the school’s Director of Guidance. “We closely follow best practices and always listen, but we just never fully knew.”

As the school year continued, the school began implementing ei Pulse’s weekly digital well-being check-ins as a way of better understanding how their students were feeling.



The short - less than a minute - research-based surveys provided educators and leaders with a wealth of information that they could act on, often through small “mini-interventions.”

The ei Pulse platform also provides students with an opportunity to share gratitude with fellow students or their teachers, or to ask for help in addressing more serious issues. As an additional benefit, the digital ei Pulse check-ins could be delivered on school computers or on mobile devices while students were at home, making it the perfect solution to collect data on student well-being in a hybrid learning environment where teachers didn't always have face-to-face interactions with students.

**The impact on the school's climate was almost immediate.**

## THE OUTCOMES

Mercy had always been a special school with a strong student-centered culture. The ei Pulse check-in data provided the school's educators and leaders with insights that could put that culture into action to proactively address student challenges. Led by Lopata, Mercy teachers now meet every week for a student assistance program where they analyze the data from ei Pulse. The comprehensive view of student well-being over time allows Mary Terese and her team to plan both school-wide initiatives and provide informal support - often just a simple conversation - to individual students.



The ei Pulse system's “help” feature is also having a more direct impact on student well being:

“

*We have had students who reached out to ask for help through the Pulse platform in the first week. I've said it before and I'll say it again: anything that saves even one student is worth doing.”*



– Mary Terese Lopata,  
Director of Guidance

### ei Pulse's Impact in Mercy Career & Technical High school

- 82% of students checked in at least once
- 1.7% of enrolled students reached out for help
- 0.5% of total check-ins resulted in a request for help
- 100% of all requests for help occurred during school hours
- 100% of all requests for help were actioned within 24hrs



To learn more about how ei Pulse can help support student wellbeing in your school contact [hello@educatorimpact.com](mailto:hello@educatorimpact.com)