



Case Study:

How Mercy CTE Used Wellbeing Data to Proactively Address Student Challenges

Meet Mercy Career & Technical High School

Mercy Career & Technical High School (Mercy CTE) provides an immersive, project-based education to prepare students for future careers or continued education.

Nested in the “Philadelphia Badlands,” Mercy CTE’s students have faced many of the same challenges as other students in cities across the country, such as bullying, gun violence, and a need for mental health support.

And then came the COVID pandemic, striking Mercy’s community far more than the city’s more affluent neighborhoods and further compounding their students’ day-to-day stress and mental health challenges.

School:

Mercy Career & Technical High School

Grades: 9th-12th

Linewize Solutions: [Linewize Pulse](#)



“There was always the looming question of how our students are actually feeling... we closely follow best practices and always listen, but we just never fully knew.”

Mary Terese Lopata,
Director of Guidance



The challenge: Supporting student wellbeing in a hybrid learning environment

The leaders at Mercy CTE were acutely aware of the unique needs of their students, but struggled to address the daily traumas their students experienced. With the COVID-19 pandemic in full swing as the 2020-21 school year began, the guidance department was tasked with the challenge of creating a positive school climate and addressing student wellbeing.

The remote learning model complicated their efforts further; with students only attending school in person twice a week, it became more difficult for faculty and staff to build strong connections with their students.

Mercy CTE’s educators and leaders needed a way to address students’ day-to-day challenges before they spiraled into major mental health challenges.

The solution: Implementing student check-ins with Linewize Pulse

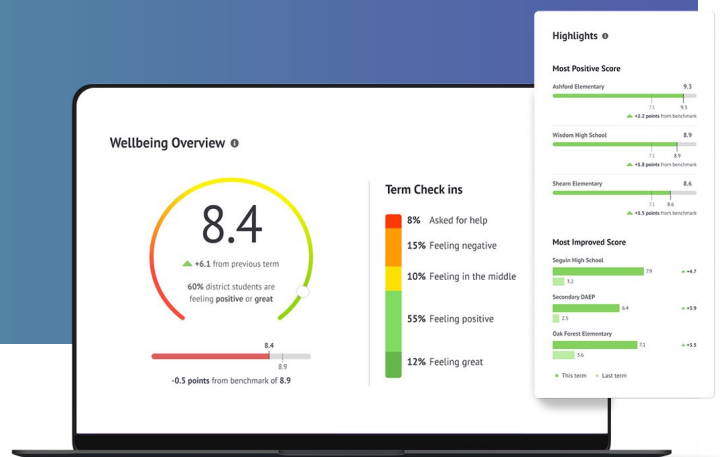
Mercy CTE decided to implement Linewize Pulse’s weekly student wellbeing check-ins, as a way to better understand how their students were feeling.

One day a week, students spent a few minutes taking a short, research-based survey. These check-ins provided educators and leaders with a wealth of information they could act on, often through small “mini-interventions.”

The Linewize Pulse platform also provides students with an opportunity to share gratitude with fellow peers or their teachers, or to ask for help in addressing more serious issues—a particular benefit during the pandemic, where teachers didn’t always have face-to-face interactions with students.

Pulse’s digital check-ins can be delivered on school computers or on mobile devices while students are at home, making it the perfect solution to gather student wellbeing data in a hybrid learning environment.

The impact on the school’s climate was almost immediate.





The outcome: Building a school-wide culture of student wellbeing

Mercy CTE has always had a strong student-centered culture. Linewize Pulse has helped the school’s educators and leaders to put that culture into action, by using the wellbeing data they gather in the Pulse platform to proactively address student challenges.

Led by Mary Terese Lopata, Director of Guidance, Mercy CTE teachers now meet every week for a student assistance program where they analyze the data from Linewize Pulse. The comprehensive view of student wellbeing over time allows Lopata and her team to plan both school-wide initiatives and provide informal support—often just a simple conversation—to individual students.

The Linewize Pulse system’s “help” feature is also having a more direct impact on students, giving them an easy way to speak up and ask for help when they need more support.

“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

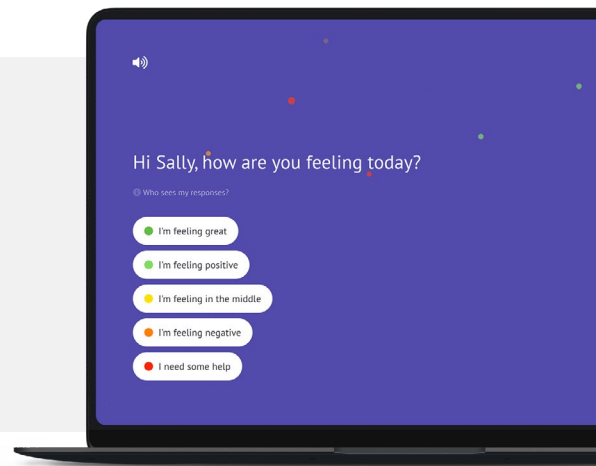
320 students enrolled in Pulse

0.3% of check-ins resulted in a help request

83.3% of help requests occurred during school hours

19% of students asked for help

100% of student help requests were addressed within 24 hours



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About Linewize

Linewize empowers K-12 IT teams and educators with the world’s most comprehensive suite of child cyber safety and wellbeing solutions, including content-aware hybrid filtering, classroom management, student threat detection, and more. Linewize is part of Qoria, a global technology company dedicated to keeping children safe and well in their digital lives.