# Intake Interview Questions

*The case management process typically begins at the intake interview. It is important for case managers to take a standardized approach to this step to ensure enough information is generated to properly support the student throughout their academic career. Having an established set of questions helps to keep the intake on track. The intake form below is an example of the types and order of questions for an initial meeting with a student.*

Intake questions should be tailored to specific populations: Autistic, Blind/Low Vision, Deaf/Hard ff Hearing, Mobility, Health/medical etc. Utilizing an outline or standard form with the standardized information asked of all students can help ensure the intake process is thorough in the most efficient way. The topics and sample questions below are a good start to developing your intake outline.

* Disability diagnosis/underlying condition history
* What is your diagnosis? How long have you been receiving supports for your condition?
* Barriers/challenges in various environments (note taking group work, listening, notetaking, hearing, mobility, participating, taking tests, attending class, location, furniture, reading, completing assignments, meeting deadlines, etc.) Housing, Dining, Transportation, Online environment)
* How does this impact you in the academic/residential/social setting? What is challenging for you and what comes easily?
* Accommodation history, effective strategies/supports/aids
* Did you have an IEP or 504 Plan in school? What were the supports that you found most helpful in getting through your day?
* Assistive technology history/needs and current devices
* Are there any tools/software/equipment that you find helpful or not helpful?
* Psychosocial history (counseling, medication, interacting with others, stressful situations, effective/ineffective coping strategies, concentration, stamina)
* Do you take any medications? Do you have a history of therapy/mental health counseling? How do you manage stress?
* Executive Function skills (e.g., planning, initiating, prioritizing, monitoring, inhibiting, shifting set)
* What strategies do you use to keep track of deadlines, manage your time, manage your belongings, seek help?
* Strengths (artistic, interpersonal, leadership, service, research), interests (clubs & activities), and goals
* What comes easily for you? What academic subjects are the most enjoyable? What are your hobbies/interests?