

# Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

**Focus Area: Community Standards and Student Advocacy**

**Leader(s): Nikki Witt Penwell**

**Implementation Year: 2018-19**

**GOAL 3: Coordinate programs and services to connect students in need with campus and community resources for personal and academic success**

<b>Objective 1:</b>	<b>Coordinate early intervention to students in distress through the campus CARE Team</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Gather and assess data on submitted reports, including types of concerns shared</li> <li>2. Provide training for CARE Students of Concern Committee members on supporting students with disabilities and mental health issues</li> <li>3. Further develop CARE Students of Concern training materials, including implementing scenario based training</li> <li>4. Develop and implement outreach protocols with Counseling Center and Housing following student mental health transport</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	Maxient data Best practices for care team training
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	N. Witt Penwell
<b>Milestones</b> (Identify Timelines)	Data/report review – monthly basis
<b>Desired Outcomes and Achievements</b> (Identify results expected)	Create CARE team manual that links with Campus Threat Assessment Protocol Increase campus resources/support for addressing student needs as it relates to student concerns and student conduct; enhance utilization of Maxient for tracking referrals and outreach actions

<b>Objective 2:</b>	<b>Share information with faculty and staff about Dean of Students services for supporting students</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Update and disseminate Dean of Students services overview</li> <li>2. Attend college and department meetings to share information on support services offered by ODOS as well as consultation services</li> <li>3. Develop resources to assist faculty/staff in addressing disruptive/difficult student behavior</li> <li>4. Targeted marketing plan for faculty &amp; staff to share information about reporting process for students of concern and conduct issues</li> </ol>
<b>Indicators and Data Needed</b>	Attendance/participation in college/department meetings Consultation requests from faculty/staff

(Measures that will appraise progress towards the strategic objective)	
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	N. Witt Penwell
<b>Milestones</b> (Identify Timelines)	2019
<b>Desired Outcomes and Achievements</b> (Identify results expected)	Increased referrals/consultation with CARE team; increased awareness of CARE Team and distinction between Campus Threat Assessment

<b>Objective 3:</b>	<b>Manage GSU4U resource referral program for students facing personal challenges such as basic needs insecurity</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Update online web presence for resource referral, including resource lists for food and housing in local community</li> <li>2. Hold 2 SNAP outreach events per semester to assist students in applying for food assistance</li> <li>3. Distribute marketing materials across campus: fliers, emails, etc.</li> <li>4. Explore additional partnerships with local agencies for on-campus services</li> <li>5. Host at least 1 GSU4U Ambassador training program per semester to educate staff and faculty and staff on resources</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<p>Researching community resources</p> <p>Requests for assistance from faculty staff/participation in training program</p>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	N. Witt Penwell
<b>Milestones</b> (Identify Timelines)	Ambassador training during Nov Hunger and Homeless Week
<b>Desired Outcomes and Achievements</b> (Identify results expected)	Enhanced system of support for students to connect with campus and community resources, increased visibility of basic needs insecurities on campus, reducing stigma for seeking support services

<b>Objective 4:</b>	<b>Maintain Dean of Students office as a resource and guide for students seeking assistance with navigating university processes such as grievances, medical leaves, and general questions</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Update ODOS website to reflect resource referral services</li> <li>2. Maintain data on student contact and questions</li> <li>3. Train graduate assistant to serve as additional intake for student assistance requests</li> </ol>

<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	Data on student contacts (phone, email, in person) Data on nature of request/assistance sought
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	N. Witt Penwell L. Carra
<b>Milestones</b> (Identify Timelines)	Train GA by Sept 2018 Implement metric tracking by August 2018
<b>Desired Outcomes and Achievements</b> (Identify results expected)	Enhanced system of support for students to connect with campus and community resources, reducing stigma for seeking support services