

# 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: 2017-18**

**GOAL 3: Enhance, coordinate, and assess programs designed to foster student success as well as promote the well-being of students and the campus community as a whole.**

<b>Objective 1:</b>	<b>Continue providing early intervention strategies to students in distress or those whose behavior is causing concern through the CARE Team</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Relaunch Student Concerns as CARE Team: Campus Awareness, Response, &amp; Education</li> <li>2. Gather and assess data on reported students and types of reports submitted</li> <li>3. Provide training for CARE Students of Concern Committee members on supporting students with disabilities and mental health issues</li> <li>4. Create CARE Students of Concern training materials, process guidelines &amp; workflow documents</li> <li>5. Clarify reporting options in StarFish for behavioral concerns</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	Maxient data
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	N. Witt Penwell
<b>Milestones</b> (Identify Timelines)	CARE launch – 9/2017 Starfish update – 9/2017 Data/report review – Semester 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>Achieved Outcomes and Results</b>	<ol style="list-style-type: none"> <li>1. Updated Students of Concern to CARE website with reporting options and enhanced presence of consultation services. Increase in reports in AY 17-18 from previous year but the most common reasons for reports remain mental health issues and classroom disruptions.</li> <li>2. Training on students with disabilities and mental health was provided to the CARE Team, but more work is needed to help the group manage complex scenarios.</li> <li>3. The team has a good workflow and understanding of procedure, but training documents should be created/updated to prepare for staff transition.</li> <li>4. Met with Starfish administrators to update reporting process for behavioral concerns in starfish database and develop system to share information with CARE team.</li> <li>5. Update Maxient tracking to improve tracking of different types of behavioral concerns</li> </ol>

<p><b>Analysis of Results</b> (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)</p>	<p>As in the previous year, the majority of reports are coming from University Housing staff. However, there was an increase in reports submitted to the CARE team, especially from faculty and administrative departments and it is noteworthy that these groups had received outreach presentations.</p> <p>The CARE/CTAT manual was updated to clarify procedures and roles of both groups but further work is needed in this area to ensure the group is current on best practices. Setting aside time for training, including the use of scenarios would benefit the group in managing complex cases. In addition, another priority is working with Counseling Center to improve processes for sharing information and reentry support meetings for students following mental health emergency transports.</p>
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<p><b>Objective 2:</b></p>	<p><b>Provide outreach and education to educate faculty and staff about supporting students in distress</b></p>
<p><b>Action Items</b></p>	<ol style="list-style-type: none"> <li>1. Update and disseminate CARE brochure and resource guide</li> <li>2. Host workshops for staff and faculty on identifying and supporting students in distress in partnership with Counseling Staff</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>
<p><b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)</p>	<p>Workshop attendance Consultation requests from faculty/staff</p>
<p><b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)</p>	<p>N. Witt Penwell</p>
<p><b>Milestones</b> (Identify Timelines)</p>	<p>2018</p>
<p><b>Desired Outcomes and Achievements</b> (Identify results expected)</p>	<p>Increased referrals/consultation with CARE team; increased awareness of CARE Team and distinction between Campus Threat Assessment</p>
<p><b>Achieved Outcomes and Results</b></p>	<ol style="list-style-type: none"> <li>1. Presentations given to academic colleges and departments about reporting students of concern</li> <li>2. Information sent via email to all faculty and staff about options for reporting students in distress</li> <li>3. No resource guides for addressing disruptive students were created</li> <li>4. Updates to Starfish reporting options for student concern issues so Dean of Students office is copied on behavioral concern reports.</li> <li>5. CARE brochure distribution was put on hold pending arrival of new Dean of Students</li> <li>6. No workshops were conducted with the Counseling Center due to staffing changes and shortages in that department</li> </ol>

<p><b>Analysis of Results</b> (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)</p>	<p>These goals were partially achieved in AY 17-18, with additional education provided to academic staff on reporting students concern issues and the consultation services provided by the Dean of Students office.</p> <p>A goal in the coming year will be to engage additional faculty in outreach presentations to share information about the reporting and consultations services provided. Partnering with Counseling Services and sharing information through the Deans Council will be important strategies to distribute these resources to faculty so they can better assist students in distress.</p>
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<p><b>Objective 3:</b></p>	<p><b>Develop and implement resource referral program for students facing personal challenges (GSU4U)</b></p>
<p><b>Action Items</b></p>	<ol style="list-style-type: none"> <li>1. Develop online web presence for resource referral, including resource lists for food and housing in local community</li> <li>2. Develop and distribute marketing materials across campus: fliers, emails, etc.</li> <li>3. Establishing partnerships with local agencies for on-campus services</li> <li>4. Establish training program for faculty and staff to serve as informed resources</li> </ol>
<p><b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)</p>	<p>Researching community resources Requests for assistance from faculty staff/participation in training program</p>
<p><b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)</p>	<p>N. Witt Penwell</p>
<p><b>Milestones</b> (Identify Timelines)</p>	<p>Web presence &amp; marketing – Sept. 2017 Training program – Fall 2017</p>
<p><b>Desired Outcomes and Achievements</b> (Identify results expected)</p>	<p>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</p>
<p><b>Achieved Outcomes and Results</b></p>	<ol style="list-style-type: none"> <li>1. Website and online resources were developed prior to arrival of Fall 2018</li> <li>2. Marketing materials were created and distributed across campus to academic colleges and other departments</li> <li>3. Partnership was developed with local organization to offer assistance with LINK Card application, hosted at least 2 outreach events in both fall/spring semesters, serving over 100 students</li> <li>4. Developed GSU4U Ambassador program and hosted training in both fall and spring for staff, faculty, and student leaders to gain information to assist students with basic needs insecurities. Over 40 university staff have participated.</li> <li>5. GSU participated in nationwide survey regarding basic needs insecurities at four year institutions.</li> </ol>

<p><b>Analysis of Results</b> (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)</p>	<p>The development and launch of the GSU4U program over AY17-18 has been very successful with the Student Affairs Summer 2017 Professional Development focused on this topic. Efforts have focused on increasing awareness of the program and services to key faculty and staff who students may disclose their situation to has helped students connect with campus and community resources. The LINK card application outreach event have been very well attended and demonstrate a strong need for this type of service on campus.</p> <p>In AY 18-19, there will be continued focus on sharing information about these services across campus, enhancing partnerships with the Jaguar Den Food Pantry/Career Closet, and identifying additional local agencies to host drop-in services on campus.</p>
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