Governors State University
Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Community Standards and Student Advocacy

Leader(s): Kelly Grab

Implementation Year: 2019-20

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

Objective 1:	Coordinate early intervention to students in distress through the campus CARE Team
Action Items	1. Gather and assess data on submitted reports, including types of concerns shared 2. Provide training for CARE Students of Concern Committee members on supporting students with disabilities and mental health issues 3. Further develop CARE Students of Concern training materials, including implementing scenario based training 4. Develop and implement outreach protocols with Counseling Center and Housing following student mental health transport
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Maxient data Best practices for CARE team training
Responsible Person and/or Unit (Data collection, analysis reporting)	Kelly Grab
Milestones (Identify Timelines)	Data/report review – monthly basis
Desired Outcomes and Achievements (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
Achieved Outcomes and Results	Increased use of Maxient for case management (notes, outreach letters, etc.)

Objective 2:	Share information with faculty and staff about Dean of Students services for supporting students
Action Items	1. Update and disseminate Dean of Students services overview 2. Attend college and department meetings to share information on support services offered by ODOS as well as consultation services 3. Develop resources to assist faculty/staff in addressing disruptive/difficult student behavior 4. Targeted marketing plan for faculty & staff to share information about reporting process for students of concern and conduct issues

Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Attendance/participation in college/department meetings Consultation requests from faculty/staff
Responsible Person and/or Unit (Data collection, analysis reporting)	Kelly Grab
Milestones (Identify Timelines)	Attend college meetings and distribute palm cards – Fall 2019
Desired Outcomes and Achievements (Identify results expected)	Increased referrals/consultation with CARE team; increased awareness of CARE Team and distinction between Campus Threat Assessment
Achieved Outcomes and Results	AY19-20 there were 51 referrals to the CARE Team. This is a slight increase from AY18-19 during which there were 45. In an effort to continue campus education, I spoke at Mastering College classes and worked with Marketing to create brochures for faculty and staff so they know how to help and refer student concerns.

Objective 3:	**Manage GSU4U resource referral program for students facing personal challenges such as basic needs insecurity**
Action Items	1. Update online web presence for resource referral, including resource lists for food and housing in local community 2. Host 1 SNAP outreach events per semester to assist students in applying for food assistance 3. Distribute marketing materials across campus: fliers, emails, etc. 4. Explore additional partnerships with local agencies for on-campus services 5. Host at least 1 GSU4U Ambassador training program per semester to educate staff and faculty and staff on resources
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Researching community resources Requests for assistance from faculty staff/participation in training program
Responsible Person and/or Unit (Data collection, analysis reporting)	Kelly Grab
Milestones (Identify Timelines)	Ambassador training during November Hunger and Homeless Week
Desired Outcomes and Achievements (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
Achieved Outcomes and Results	New partnership with mRelief to assist with SNAP benefit referrals. This is to supplement the in-person workshops with the Northern IL Food Bank. In person workshops have generally reached 30-40 folks where each month more than 100 students apply for SNAP benefits through mRelief.

	Created Student Emergency Fund in collaboration with the Foundation to assist students with educational expenses.

Objective 4:	Establish procedures and administer new CCAMPIS grant program
Action Items	1. Create application and review on rolling basis 2. Disburse funds and plan orientation 3. Develop parent programming/resources and survey instruments
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Application and grant funds awarded Schedule orientation and parent programing Annual survey and post-grad survey
Responsible Person and/or Unit (Data collection, analysis reporting)	Kelly Grab
Milestones (Identify Timelines)	Grant administration check-in with Sponsored Program, Jan 2020 Annual program survey 1:1 meetings with each awardee each semester
Desired Outcomes and Achievements (Identify results expected)	Enhanced system of support for student-parents so they can persist and graduate
Achieved Outcomes and Results	AY19-20 was the first program year for the CCAMPIS grant. 5 students were able to have their childcare subsidized in full at the FDC and two of those students graduated.