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

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<th>Objective 1:</th>
<th>Coordinate early intervention to students in distress through the campus CARE Team</th>
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| **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** | Maxient data  
Best practices for care team training |
| **Responsible Person and/or Unit** | N. Witt Penwell |
| **Milestones** | Data/report review – monthly basis |
| **Desired Outcomes and Achievements** | 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 |

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 | Attendance/participation in college/department meetings  
Consultation requests from faculty/staff |
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<th>Objective 3:</th>
<th>Manage GSU4U resource referral program for students facing personal challenges such as basic needs insecurity</th>
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| **Action Items** | 1. Update online web presence for resource referral, including resource lists for food and housing in local community  
2. Hold 2 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** | Researching community resources  
Requests for assistance from faculty staff/participation in training program |
| **Responsible Person and/or Unit** | N. Witt Penwell |
| **Milestones** | Ambassador training during Nov Hunger and Homeless Week |
| **Desired Outcomes and Achievements** | 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 |

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<th>Objective 4:</th>
<th>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</th>
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| **Action Items** | 1. Update ODOS website to reflect resource referral services  
2. Maintain data on student contact and questions  
3. Train graduate assistant to serve as additional intake for student assistance requests |
| **Indicators and Data Needed**  
(Measures that will appraise progress towards the strategic objective) | Data on student contacts (phone, email, in person)  
Data on nature of request/assistance sought |
|---|---|
| **Responsible Person and/or Unit**  
(Data collection, analysis reporting) | N. Witt Penwell  
L. Carra |
| **Milestones**  
(Identify Timelines) | Train GA by Sept 2018  
Implement metric tracking by August 2018 |
| **Desired Outcomes and Achievements**  
(Identify results expected) | Enhanced system of support for students to connect with campus and community resources, reducing stigma for seeking support services |