

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

Objective 1:	Coordinate early intervention to students in distress through the campus CARE Team
Action Items	<ol style="list-style-type: none"> 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)	N. Witt Penwell
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	<p>ODOS staff continued to coordinate the campus CARE team to assess and intervene with students in distress.</p> <ul style="list-style-type: none"> • The committee was provided training on working with students with disabilities and benefited from the presence of the Counseling Center Director on the team. • In collaboration with the Counseling Center and Housing, protocols were established for following up with students after mental health transports. • Data on concerns submitted was collected by ODOS and indicate that an increasing number of students are being referred to the committee.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	The committee has an important role in assessing and providing support to students of concern. With several new staff members joining in summer 2019, it will be important to focus the team on establishing common practices and offering scenario based training.

Objective 2:	Share information with faculty and staff about Dean of Students services for supporting students
Action Items	<ol style="list-style-type: none"> 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)	N. Witt Penwell
Milestones (Identify Timelines)	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	ODOS staff attended multiple college/department meetings to share information on support services, focusing on our ability to provide consultation and expertise in connecting students with relevant resources. In addition, information about students of concern was included in the annual conduct handbook notification that was sent to faculty and staff. Finally, DOS was able to attend new faculty orientation and share information during the onboarding sessions.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	<p>Attending department meetings is an important tool to build awareness of ODOS services and help create relationships that encourage faculty/staff to consult. 2018-19 saw an increase in reports from faculty as compared to previous years.</p> <p>Additional work can be done increase awareness of ODOS as a resource for faculty and staff regarding student issues. One possibility is to create an online resource guide to address common student situations.</p>

Objective 3:	Manage GSU4U resource referral program for students facing personal challenges such as basic needs insecurity
Action Items	<ol style="list-style-type: none"> 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 (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)	N. Witt Penwell
Milestones (Identify Timelines)	Ambassador training during Nov 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	Ambassador training was conducted for faculty and staff.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	The GSU4U program requires increased visibility and staffing support to better serve the complex needs of students. We had 57 people attend three workshops.

Objective 4:	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
Action Items	<ol style="list-style-type: none"> 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
Achieved Outcomes and Results	ODOS has continued to be an important resource for students seeking guidance navigating the university and has seen increased traffic to the office due to improved web presence. This data is from August 8, 2018 to June 30, 2019. Summary AY18-19

	ODOS Contact Type	Total # of Visits
	Phone	299
	Email	234
	Walk-In	157
	Total	690
	Reason for contact	
	Grievance Non Academic	92
	Grievance Academic	65
	Emergency Leave	131
	Complaint	47
	Conduct	100
	GSU4U	11
	General Assistance	244
	Total	690
	Person Type	
	Student	621
	Parent	26
	Alumni	9
	Other	34
	Total	690
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	This was the first year in keeping track of this data. We will be better able to do comparisons in next year's analysis. We also expect these numbers to increase as awareness of the ODOS grows by participating in Orientation and other programming on campus.	