Student Care and Assistance provides assistance to University of Iowa students experiencing crisis and emergency situations. These situations may include: hospitalization; medical emergencies or long-term illness; mental health concerns; chronic conditions; death of a family member; natural disasters - fire, tornado, and displacement; off campus living concerns; or unexpected events or challenges.

We know that students may experience a variety of challenges during their college career. Student Care and Assistance is a central location that provides coordinated efforts along with campus partners to assist students with overcoming challenges to be successful and continue towards graduation. In July 2016, Student Care and Assistance added an Assistant Director of Student Care and Outreach to assist in managing caseload and addressing student concerns.

Student Care and Assistance (SCA) works closely with the Early Intervention Team (EIT) and the UI Threat Assessment Team (TAT). The SCA Director co-directs the Early Intervention Team with the Director of Academic Support and Retention. The 2016-2017 EIT Executive Summary is included at the end of this report. The SCA Director also collaborates and responds with the Threat Assessment Team in managing high risk student cases.

**SUMMARY**

Between June 1, 2016 and May 31, 2017, the Office of Student Care and Assistance (SCA) provided support and assistance to:

- 898 students including undergraduate, graduate, professional, and non-degree/non-enrolled (not including Title IX cases)
- 52 of those total cases were joint student conduct and student care cases (necessary to involve both offices to address the concerns of the student)

**SCA Case Numbers**

- Student Care and Assistance: 846
- Joint Care and Conduct: 52
- **Total Cases: 898**

Students of concern engage with SCA in different ways including meetings, various communications, consultations with faculty/staff, discussion on EIT or TAT, or a combination of methods. The numbers below regarding consultations and EIT or TAT primary cases may overlap due to the type and level of engagement with a student of concern.

**Students of Concern**

- **Consult/Monitor**: 61
- **EIT**: 256
- **TAT**: 91
The types of concerns presented by students range from absence notices, emergency transports, and death of family members to hospitalizations, mental health concerns, natural disasters, and medical concerns. Below are the presenting concerns during 2016-2017. One student may present multiple concerns.

**Presenting Concerns**
- Absence Notice (104)
- Accident/Injury (22)
- Condolence Card (74)
- Emergency Transport (24)
- Family Concerns (66)
- Hospitalization (53)
- Medical/Illness (141)
- Mental Health (175)
- Natural Disaster (2)
- On Call Dean Program (34)
- Roommate/Other Student (47)
- Self-harm (7)
- Suicidal Ideation (33)
- Suicide attempt (14)
- Transitional Issues (106)
- Welfare check (7)

**Seasonal Nature of Concerns**

**Academic Status of Students of Concern:**

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<tr>
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<tbody>
<tr>
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<tr>
<td>Graduate/Professional</td>
<td>4%</td>
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</table>
During the 2016-2017 academic year, Student Care and Assistance implemented three new initiatives including the Safe Room Program, Emergency Fund, and the Trans* Student Support Fund.

**Safe Room Program**
The Office of the Dean of Students, in collaboration with the Iowa Memorial Union and the Iowa House Hotel, provides a safe room program for those who need an emergency place to stay because of safety or violence concerns. The rooms are available as a temporary accommodation and a signed agreement from the participating party is required. Those eligible will be referred to the program directly from the following resources: the Office of the Sexual Misconduct Response Coordinator, University of Iowa Police Department, Rape Victim Advocacy Program, Student Care and Assistance, or other advocacy programs.

The Safe Rooms were used 8 times for a total of 68 nights during the academic year for an average length of stay of 7 days.

**Emergency Fund**
The student emergency fund supports University of Iowa students who encounter an unforeseen financial emergency or catastrophic event which would otherwise prevent them from continuing their education at the University of Iowa. The fund is supported by the University of Iowa Student Government (UISG) and the Graduate and Professional Student Government (GPSG).

These funds are not intended to be used for routine expenses or as a supplement to a student’s education funding sources. Instead, these funds are for those students who experience an event or unforeseen circumstance that negatively and severely impacts their academic success. The Office of Student Financial Aid provides assistance in determining if the granting of the emergency fund request would have a negative impact on current and future aid received. Priority will be given to students whose tenure at the University of Iowa may be at risk because of unexpected expenses. Funds may only be awarded once during a student’s academic career at the University of Iowa.

There were 4 recipients during the academic year for a total of $1,225 in emergency funds.

**Trans* Support Fund**
The trans support fund assists and supports University of Iowa trans students who desire to pursue legal name and document changes, but have limited financial means to complete the process. Issues related to identity and the ability to legally change documents and names can sometimes limit a student’s ability to fully participate academically and socially on campus, thus preventing them from continuing their education at the University of Iowa.

Student Care & Assistance, in collaboration with the UI Trans Alliance organization, University of Iowa Student Government (UISG), and Graduate and Professional Student Government (GPSG), developed a financial support fund that allows students with demonstrated financial need the opportunity to work with campus resources to obtain the necessary funds to complete their legal name and document change. The fund is supported by UISG and GPSG. Students applying for funds will work with Student Legal Services to complete the legal process for changing their name and documents.

3 students utilized the fund through Student Legal Services.

**Share a Concern Reporting Form**
53 reported concerns
1 anonymous concern
Quick Guide for Helping Students:
In fall 2013 we created a “Quick Guide for Helping Students.” The folder is available online or in a printable PDF version on the Office of the Dean of Students website: http://dos.uiowa.edu/assistance/quick-guide-for-helping-students/

Thanks to the financial support of the University of Iowa Student Government and Graduate and Professional Student Government, an updated version of the Quick Guide was mailed to all faculty, staff, and graduate teaching assistants in fall 2016. In the spring, new faculty and staff also received the folder and a mass email was sent to the campus community.

On Call Dean Program:
The On Call Dean Program is intended to create a protocol for responding to the immediate needs of students affected by crisis and emergency situations that occur outside of normal University operating hours. The program also enables staff members to provide personalized outreach and care to students during a difficult time by informing students that appropriate resources and support will be available to assist with any needs.
In spring 2017, the University of Iowa Police Department partnered with the Office of the Dean of Students to provide ongoing financial assistance to support the On Call Dean Program.

The main purposes include:
• Provides “human touch” to students in a difficult situation by letting them know the University cares and appropriate/necessary resources will follow up to assist
• Creates a single point of contact for student crisis and emergency situations after normal operating hours
• Designates a clear chain of communication regarding student health and wellness concerns to appropriate and necessary resources including, but not limited to, TAT, EIT, University Counseling Service, Student Health and Wellness, Academic Support and Retention, etc.
• Establishes a response protocol for addressing student situations occurring after normal operating procedures
• Increases collaboration among those often involved in student crisis and emergency situations – TAT, EIT, University Housing and Dining, University Counseling Service, law enforcement, healthcare providers, and others.

Participating offices included:
• Office of the Dean of Students
• Academic Support and Retention
• University Housing and Dining
• Student Health and Wellness
• Center for Student Involvement and Leadership
• Higher Education and Student Affairs Graduate Program

The program assisted 34 students during the 2016-2017 academic year. The following were the presenting concerns that initiated the On Call Dean response:
• Medical/Illness (19)
• Mental Health (11)
• Other (may include a combination of concerns involving substances or other disclosed concerns) (4)
Campus Inclusion Team

During the spring 2017 semester, the Campus Inclusion Team (CIT) was launched. Co-managed by the Office of the Dean of Students and the Center for Diversity and Enrichment, CIT provides support and resources to students experiencing a concern related to a bias surrounding diversity, equity, and inclusion. CIT meets with students, provides access to supportive resources, and helps students identifying reporting options as needed. Data is maintained regarding the situations of concern but is not connected to any identifying student information. Additional information about CIT can be found at: https://inclusionteam.uiowa.edu/.

During the spring semester, 17 incidents were reported to the CIT. Some incidents involved more than 1 impacted student and many involved multiple types of bias being reported, as noted below.
Provision support and contact:
- Dr. Mirra Anson, Director, Academic Support and Retention, angela-reams@uiowa.edu or 319-335-1162
- Dr. Mirra Anson, Director, Academic Support and Retention, angela-reams@uiowa.edu or 319-335-1162

Referrals & Types of Concerns

Students by Race and Ethnicity

Demographics

Student Persistence & Grade Status

Distribution of Total Referrals by Month

EIT Outcomes & Next Steps

- Students Served by EIT
- EIT Outcomes & Next Steps
- Demographics
- Student Persistence & Grade Status
- Referrals & Types of Concerns
- Early Intervention Team 2018-2017