

Office of the Dean of Students
Student Care and Assistance Annual Report
2019-2020

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.

Student Care and Assistance (SCA) works closely with the Early Intervention Team (EIT) and the UI Threat Assessment Team (TAT). The Director co-directs the Early Intervention Team with the Director of Academic Support and Retention.

SUMMARY

Between June 1, 2019 and May 31, 2020, the Office of Student Care and Assistance (SCA) provided support and assistance to:

- 2891 students including undergraduate, graduate, professional, and non-degree/non-enrolled (not including Title IX cases)
- 71 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

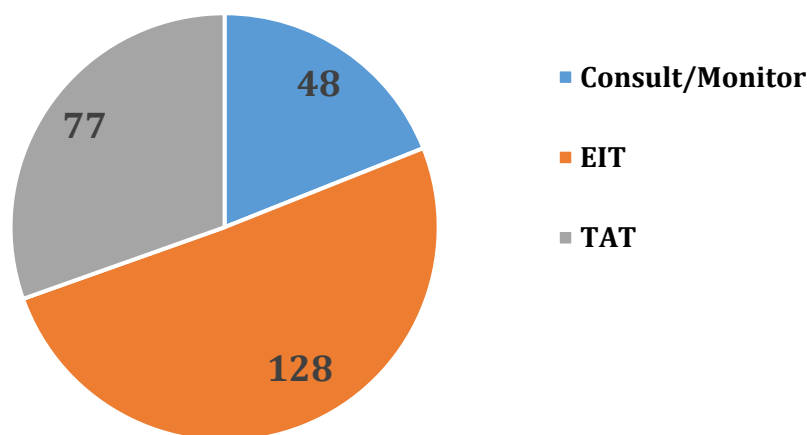
Student Care and Assistance: 2891

Joint Care and Conduct: 71

Total Cases: 2962

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.

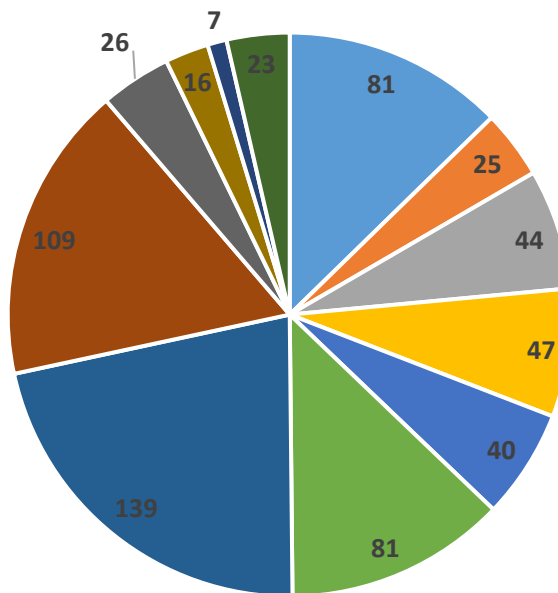
Students of Concern



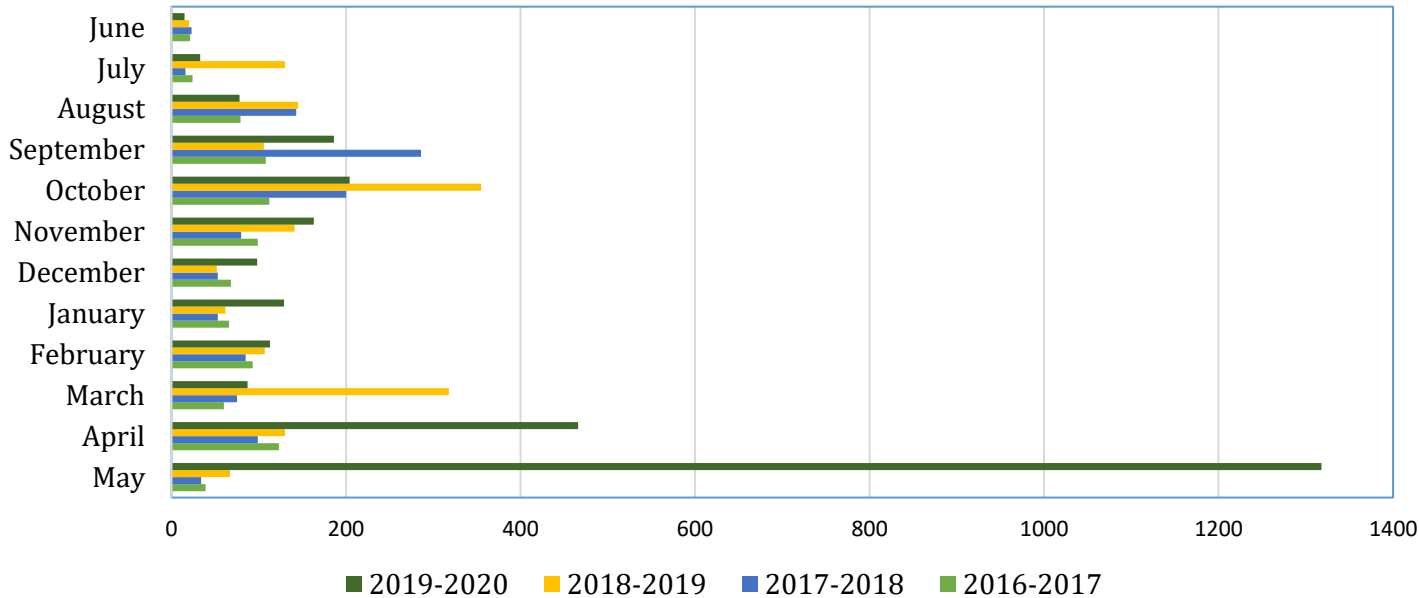
The types of concerns presented by students range from absence notices, emergency transports, and death of family members to hospitalizations, mental health concerns, natural disasters, and medical concerns. Below are the presenting concerns during 2019-2020. One student may present multiple concerns.

Presenting Concerns

- Absence Notice (81)
- Accident/Injury (25)
- Condolence Card (44)
- Family Concerns (47)
- Hospitalization (40)
- Medical/Illness (81)
- Mental Health (139)
- Natural Disaster (109)
- Roommate/Other Student (26)
- Suicidal Ideation (16)
- Suicide attempt (7)
- Transitional Issues (23)



Seasonal Nature of Concerns



Academic Status of Students of Concern:

| | 2019-2020 | 2018-2019 | 2017-2018 | 2016-2017 | 2015-2016 |
|-----------------------|-----------|-----------|-----------|-----------|-----------|
| First Year | 11% | 19% | 27% | 34% | 42% |
| Second Year | 18% | 22% | 21% | 21% | 19% |
| Third Year | 25% | 23% | 20% | 16% | 18% |
| Fourth Year+ | 34% | 21% | 19% | 15% | 13% |
| Unclassified | 3% | 3% | 10% | 10% | 5% |
| Graduate/Professional | 9% | 12% | 3% | 4% | 1% |

New SCA Initiatives

Student Support Advocates

Student Support Advocates (SSA) was a pilot program for the 2019-2020 academic year. Over 20 staff were identified within the Division of Student Life to receive training to increase their knowledge, skills, and comfortability to identify and respond to students of concern through support and referral to appropriate resources. Offices represented included University Housing & Dining, Residence Education, Multicultural and International Student Support and Engagement, Leadership and Engagement, Office of Student Accountability, Recreation Services, Women's Resource and Action Center, Student Wellness, and University Counseling Service. Staff received a 6-hour training prior to classes starting, which included topics on: signs and behaviors for students in distress, motivational interviewing, responding to concerns, resiliency, and campus resources. SSAs met monthly to debrief on student concerns they had been addressing, identifying patterns they noticed in their areas, heard from guest speakers to have a deeper understanding of campus offices, and received pertinent updates to support their efforts.

Coronavirus Support

In March 2020, due to the impact of the Coronavirus pandemic, the university moved all classes and much of the university functions virtual. As a result of this, Student Care and Assistance saw an increase in need and support for students seeking to finish the semester. While many of the support initiatives existed prior to this time, there was a significant increase in use.

Student Care and Assistance Support

Of the 2962 students SCA provided support for, 1909 also reported concerns related to COVID-19, including through emergency fund requests, laptop requests, basic need support, and other assistance for navigating the pandemic. Some examples of areas of concern included help accessing internet (or finding ways to increase the quality of internet they currently had), struggling with the loss of income (including their own as well as family), new care giving responsibilities for younger siblings or ill family members impacting their classes, challenges with the change in modality, impacted by symptoms from being diagnosed with COVID-19, and coping with the loss of loved ones from COVID-19.

Laptop Loan Program

As classes were moved to a completely virtual format, students identified a need for access to a computer, as they depended upon the campus computer labs as their primary source for technology. With many students returning to their family home and the labs being closed, Student Care and Assistance Partnered with Information Technology Services (ITS) to create the Laptop Loan Program. ITS identified laptops currently in use on-campus in different departments as well as devices that were set to be retired to establish a pool for use. Students contacted Student Care and Assistance in order to identify they were in need of a laptop. SCA coordinated with ITS to ensure physically safe distribution, which included mailing devices to those out. In the spring semester, 78 students utilized this program.

Ongoing SCA Initiatives

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 Undergraduate Student Government (USG) 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.

Over 1500 students identified financial impact due to COVID by submitting emergency fund requests. SCA outreached to all students requesting funds to ensure their application was processed and they received access to additional campus and community resources and offer for further support. In comparison, the fund annually supports approximately 15 students through the annual \$5000 contribution from student governments. The University of Iowa was able to award 1261 students who submitted a request through the Student Life Emergency Fund application. The amount granted was over \$396,000, which included \$102,000 in donations from University of Iowa Center for Advancement. In order to provide such significant funding, partnerships, donations, and fund transfers were made by many university departments, including individual student organizations donating programming funds they had been granted from student governments.

Basic Needs Student Support

At the end of summer 2018, the Office of the Dean of Students convened a group of campus and community partners to begin discussing the issue of homelessness among college students. Since then, the committee has grown its purpose to help address all basic need concerns. Partners serving on the committee include representatives from Office of Admissions, Office of Financial Aid, Academic Support and Retention, New Student Services, Leadership and Engagement, University Housing & Dining, Iowa City High School, United Action for Youth, and students impacted by or interested in the issue.

During the 2019-2020 year, a doctoral student from the Higher Education and Student Affairs program served in a 10-hour a week assistantship to continue to facilitate the work of the committee and the campus basic needs efforts. One area of growth and focus was establishing key partnerships with community and national organizations to better support our campus efforts. These partnerships include Swipe Out Hunger, Campus Compact, Iowa Food Bank Association, and CommUnity. Also created was an interactive Google map to help students easily identify resources to help with their food insecurity. A campus-wide basic needs website was also established in order to help students easily identify campus and community resources. This was an essential tool, which allows students to search by specific need (ex. food insecurity, medical, etc.) The website was made in partnership with the College of Public Health and Student Wellness.

Hawkeye Meal Share

Hawkeye Meal Share is an initiative that gives students the opportunity to donate their unused guest meal swipes online to any undergraduate, graduate, or professional student in need at the University of Iowa. Students experiencing food insecurity are able to receive meals by contacting Student Care & Assistance in the Office of the Dean of Students. All of this is possible thanks to the collaboration of the Office of the Vice President for Student Life, Office of the Dean of Students, University Housing & Dining, University of Iowa Student Government (UISG)/Graduate and Professional Student Government (GPSG), Food Pantry at Iowa, Associated Residence Halls, and the charitable students of the University of Iowa.

During the 2019-2020 academic year, 686 students donated a total of 3,475 meals to the program. 460 students requested meals and a total of 6,111 meals were distributed. On average, each student received 13 meals.

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 by 9 students for a total of 68 nights during the academic year for an average length of stay of 7 days.

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/>

The *Quick Guide* was not mailed so distribution to campus was provided through a mass email in fall 2019 and spring 2020 semesters.

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.

2 students utilized the fund through Student Legal Services this past academic year.