

Office of the Dean of Students
Student Care and Assistance Annual Report
2017-2018

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 Associate Dean co-directs the Early Intervention Team with the Director of Academic Support and Retention. The 2017-2018 EIT Executive Summary is included at the end of this report. The Associate Dean is also a member of the Threat Assessment Team and assists in managing high risk student cases.

SUMMARY

Between June 1, 2017 and May 31, 2018, the Office of Student Care and Assistance (SCA) provided support and assistance to:

- 1147 students including undergraduate, graduate, professional, and non-degree/non-enrolled (not including Title IX cases)
- 43 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

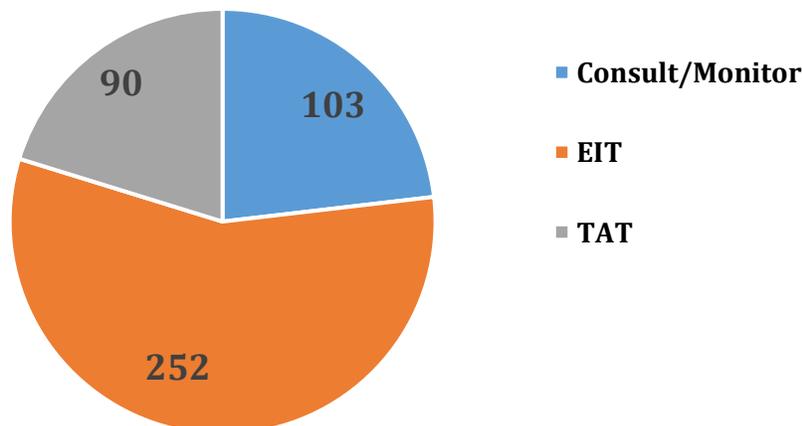
Student Care and Assistance: 1147

Joint Care and Conduct: 43

Total Cases: 1190

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.

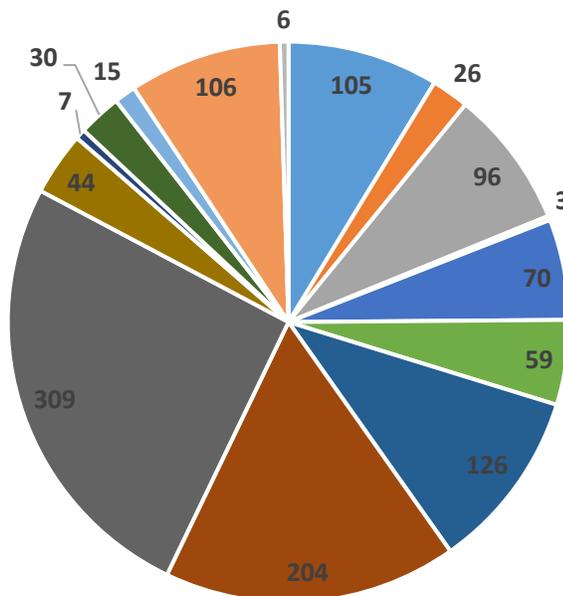
Students of Concern



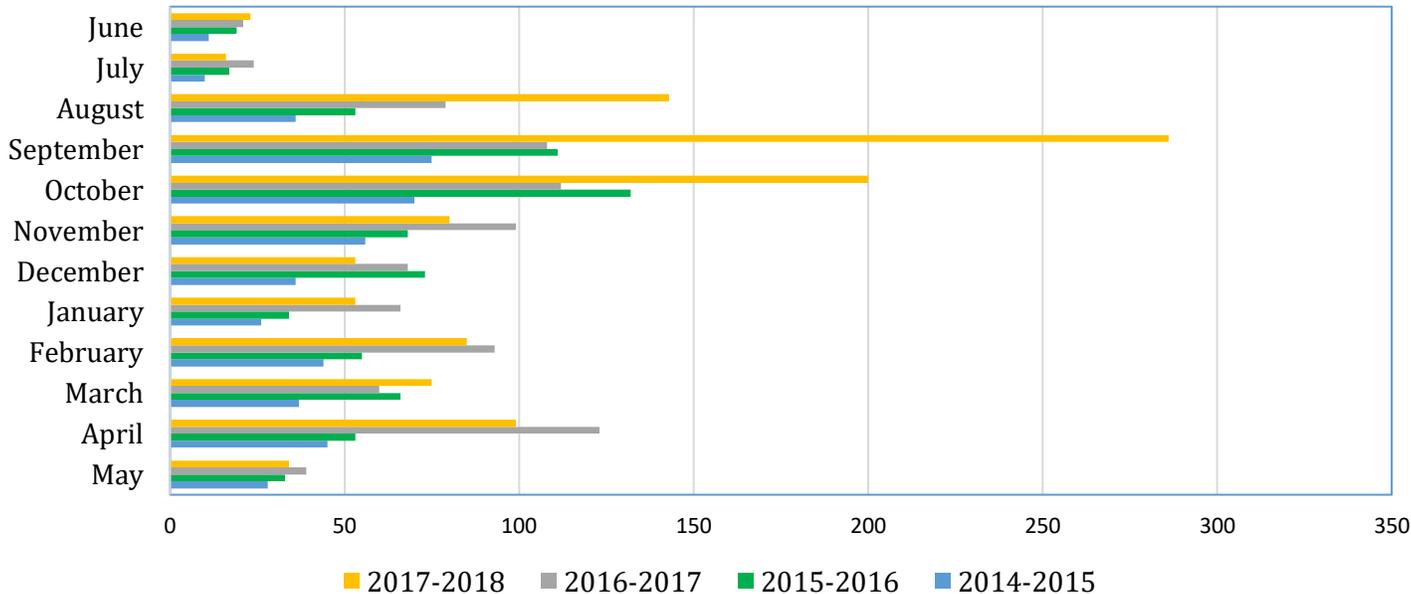
The types of concerns presented by students range from absence notices, emergency transports, and death of family members to hospitalizations, mental health concerns, natural disasters, and medical concerns. Below are the presenting concerns during 2017-2018. One student may present multiple concerns.

Presenting Concerns

- Absence Notice (105)
- Accident/Injury (26)
- Condolence Card (96)
- Emergency Transport (3)
- Family Concerns (70)
- Hospitalization (59)
- Medical/Illness (126)
- Mental Health (204)
- Natural Disaster (309)
- Roommate/Other Student (44)
- Self-harm (7)
- Suicidal Ideation (30)
- Suicide attempt (15)
- Transitional Issues (106)
- Welfare check (6)



Seasonal Nature of Concerns



Academic Status of Students of Concern:

	<u>2017-2018</u>	<u>2016-2017</u>	<u>2015-2016</u>	<u>2014-2015</u>
First Year	27%	34%	42%	42%
Second Year	21%	21%	19%	17%
Third Year	20%	16%	18%	19%
Fourth Year+	19%	15%	13%	15%
Unclassified	10%	10%	5%	2%
Graduate/Professional	3%	4%	1%	4%

New SCA Initiatives

During the 2017-2018 academic year, Student Care and Assistance implemented multiple new initiatives, including the Hawkeye Meal Share program, the Hawkeye Completion Grant, and creation and distribution of campus resource magnets to all incoming students living on-campus.

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.

The planning and creation of the program occurred during the fall 2017 semester. At the end of November 2017, advertising about the program was shared with the greater campus community with a request for donations of unused guest meals. In less than 20 days, 875 students donated a total of 4,157 meals to the program. An additional 1,591 meals were donated by 301 students during the Spring 2018 semester.

Students were able to request meals at the start of the spring semester. During the spring, 532 meals were awarded to 46 students.

Hawkeye Completion Grant

The Hawkeye Completion Grant is a new program that will help students with positive academic progress, good non-academic misconduct standing, and demonstrated financial need to pay their university bills, in order to increase retention and graduation. Each semester, students at the University of Iowa are required to pay their university bill in order to register for classes or to graduate. With the high cost of college, and the ever-increasing nature of those costs, some students are not able to pay their university bills on time, leaving them at the end of the semester unable to register for classes or to graduate. Last fall semester, over 500 students still had a remaining university bill and of those students, 63% of them were third- and fourth-year students. These shortfalls occur for various reasons, including unmet financial need. Nationally, students who do not register on time, often leave their higher education institution at a disproportionate rate compared to their peers.

The University of Iowa Student Government, the Office of Student Financial Aid, the Office of the Dean of Students, and Academic Support and Retention worked together to develop the Hawkeye Completion Grant. Students with satisfactory academic progress, good non-academic conduct, and demonstrated financial need are contacted by the Office of Student Financial Aid and encouraged to apply for the grant. The funding for the grant is limited, so it is important that students apply as soon as they are able in order to qualify for the program. The committee works to ensure all of the students' resources to pay for the university bill are exhausted then reviews options for utilizing the grant. The grant also inspired Hawkeyes to help Hawkeyes as demonstrated by the quote below.

"I really appreciate that I was selected to receive the grant, but my tax return came in and I was able to pay off the remainder of my U-Bill. I no longer need the grant, and with the possibility that someone may need it more than I do, I would like them to have it."

The University of Iowa received a rose from the Des Moines Register for work on the Hawkeye Completion Grant and the retention and graduation support the grant provides. For the spring and summer semesters, 55 students have received the Hawkeye Completion Grant thus far and were able to register for summer/fall 2018 or graduate from The University of Iowa. The average grant amount has been approximately \$1,000. The committee hopes to sustain the program in order to continue to provide the support necessary to decrease the number of students withdrawing or leaving the institution early due to financial concerns.

Resource Magnets

With the support of the Parent & Family Network, IMU Marketing & Design, and Residence Education, Student Care and Assistance was able to distribute over 3,000 magnets to every student living in a residence hall. These magnets provided important resources for a first year student to be aware of, especially if they were to encounter a difficult situation. The resources highlighted were: Academic Support & Retention, University Counseling Service, Student Health & Wellness, Residence Education, Office of the Sexual Misconduct Response Coordinator, University of Iowa Police, and Student Care and Assistance.

Ongoing SCA Initiatives

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 22 students for a total of 127 nights during the academic year for an average length of stay of 6 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 13 recipients during the academic year for a total of \$5,947 in emergency funds.

**Due to the multiple natural disasters during fall 2017, UISG gave permission to increase the use of the emergency fund.*

Share a Concern Reporting Form

41 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/>

The *Quick Guide* was not mailed so distribution to campus was provided through a mass email in fall 2017 and spring 2018 semesters.

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.

University of Iowa Department of Public Safety and Police partnered with the Office of the Dean of Students to provide financial support for the On Call Dean Program.

The program assisted 22 students during the 2017-2018 academic year. The following were the presenting concerns that initiated the On Call Dean response:

- Mental Health (15)
- Medical/Illness (6)
- Other (may include a combination of concerns outside of scope of On Call Dean program) (1)

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.

No students utilized the fund through Student Legal Services this past academic year.

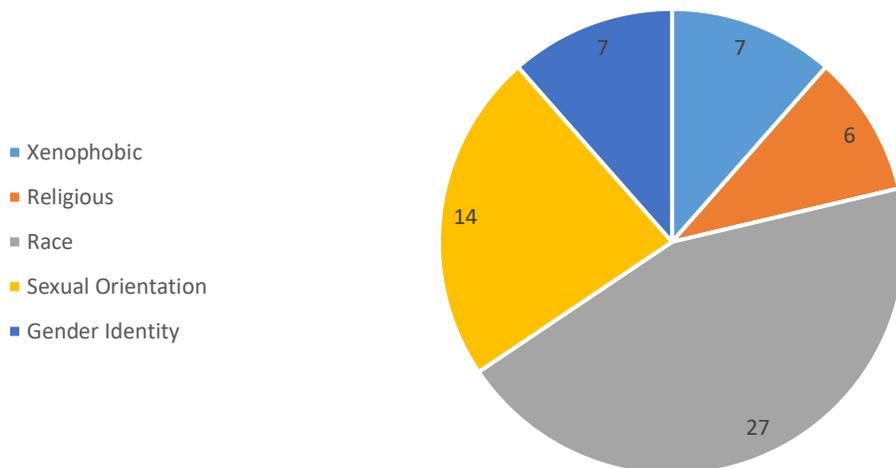
Campus Inclusion Team

Following a successful pilot semester, the Campus Inclusion Team (CIT) completed its first full academic year. 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 2017-2018 year, 53 incidents were reported to the CIT. Some incidents involved more than one impacted student and many involved multiple types of bias being reported, as noted below. From these reports, Campus Inclusion Team members outreached and provided support to 74 students that were identified as being directly impacted by the incidents. In certain instances, campus partners, including Residence Education and the Office of the Sexual Misconduct Response Coordinator, followed up with impacted and involved students. In addition to direct outreach, one report resulted in a campus-wide email notice sent by the Chief Diversity Office. Another situation led the Vice President for Student Life to directly outreach to affected students. Student response to CIT outreach varied from no response to replying to an email to report they did not need assistance to meeting with members of CIT. In all instances, students were provided access to a variety of campus resources to assist. Members of CIT also followed up on behalf of students by communicating with other campus departments to seek additional information and to coordinate support.

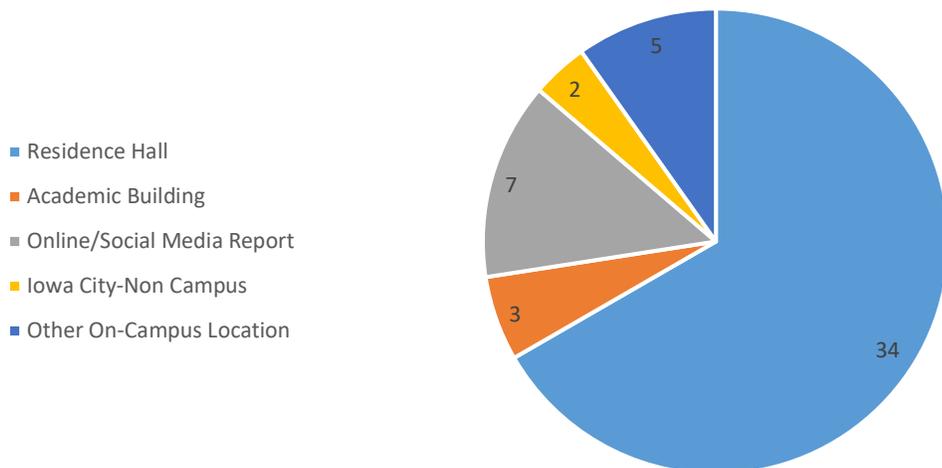
As noted above, the type of bias reported is not equal to the number of incidents reported as some instances have more than one type of bias that occurred. It should also be noted that an incident may have more than one affected student, but the type of bias represented would still only be counted as one in the chart below.

Types of Bias Reported



As evident in the below graph, on-campus residence halls comprise the vast majority of locations in the reports. One reason for this is the high level of training and presence of residence hall staff with the responsibility to report concerns. Hall coordinators and other leadership within the department were aware of each incident and collaborated with CIT in responding and supporting students.

Locations of Incidents



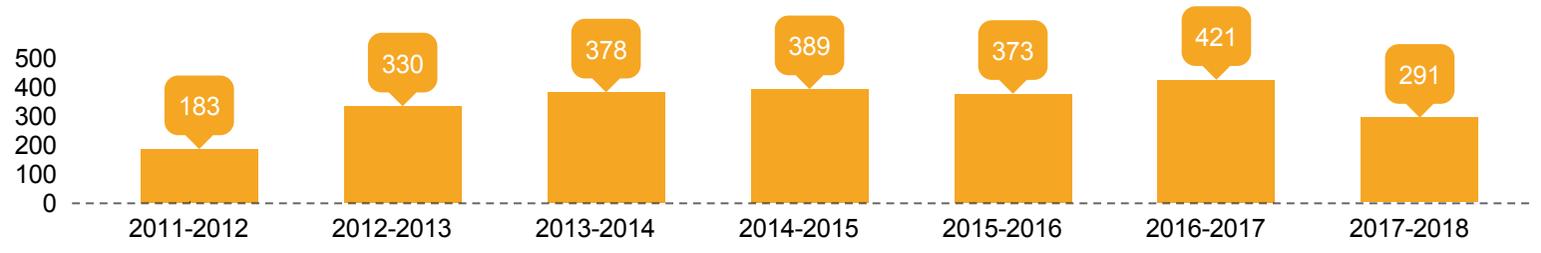
After completion of the first full academic year, the Campus Inclusion Team is undergoing review to further assess the past 3 semesters of information and to ensure it is best serving students and the campus community.



Early Intervention Team 2017-2018 Report

This report summarizes one year of caseload data for the University of Iowa's Early Intervention Team (EIT). EIT is a group of staff members who meet regularly to coordinate outreach and support for students who may be experiencing multiple concerns that are impeding their ability to be successful during their collegiate experience. The data below pertain to the 291 students served during the 2017-2018 academic year.

Number of Students Supported By EIT



The decrease in 2017-2018 was due to multiple changes related to determining if a student would be added to EIT (for example, no longer automatically including every absence notice, etc.)

9

EIT members from:

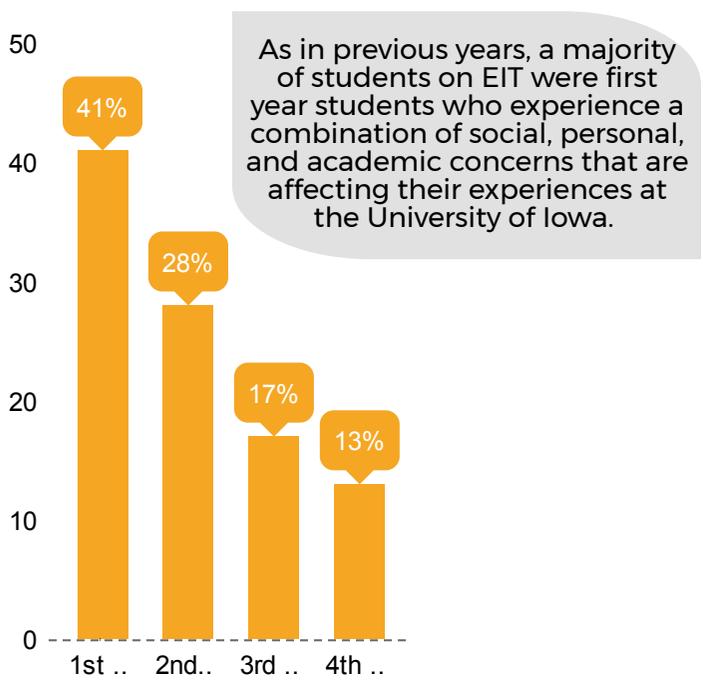
- Office of the Dean of Students
- Academic Support & Retention
- University Counseling Service
- Center for Diversity & Enrichment
- Academic Advising Center
- College of Liberal Arts & Sciences
- Threat Assessment Team
- Residence Education

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Goals of EIT:

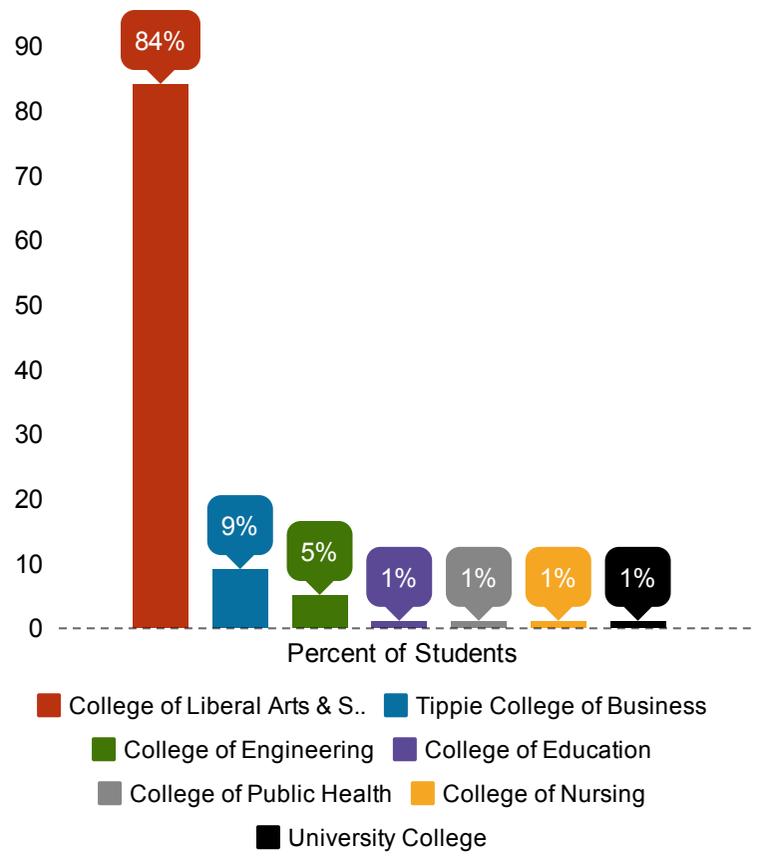
- 1.) Provide support and assistance to students in need: this is the primary focus of EIT
- 2.) Outreach via presentations and consultations with the campus community
- 3.) Identify populations of students who may struggle and respond by creating initiatives to foster more inclusive environments

Year at UI



As in previous years, a majority of students on EIT were first year students who experience a combination of social, personal, and academic concerns that are affecting their experiences at the University of Iowa.

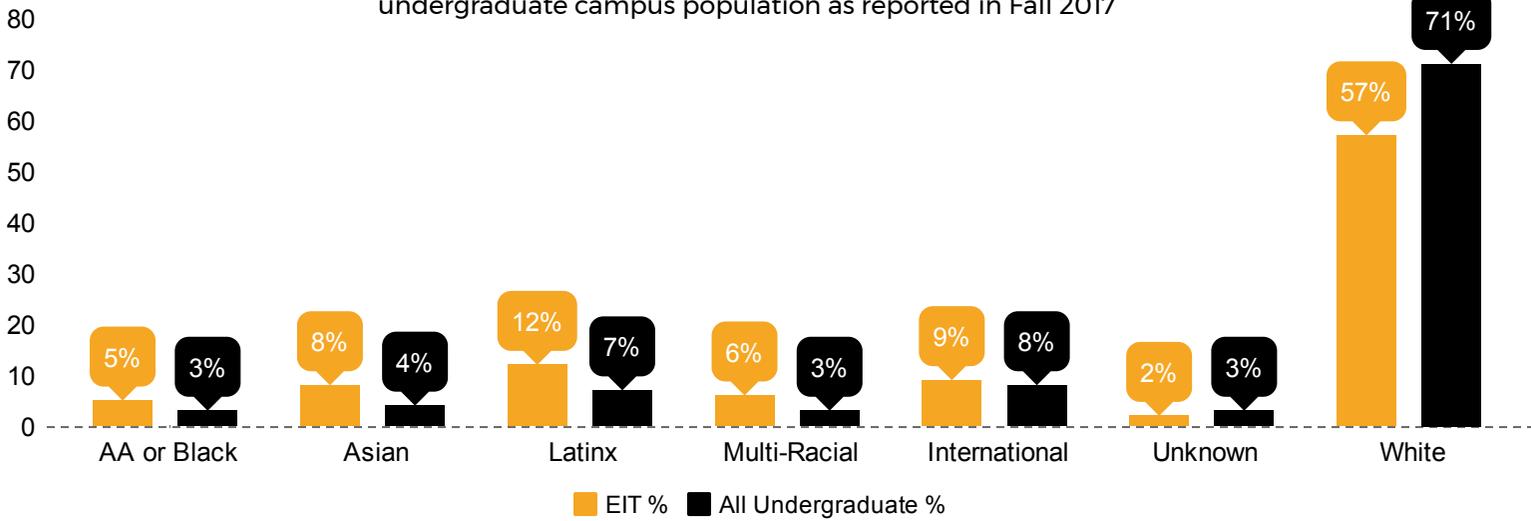
Students by College



- College of Liberal Arts & S.
- Tippie College of Business
- College of Engineering
- College of Education
- College of Public Health
- College of Nursing
- University College

Students by Race and Ethnicity

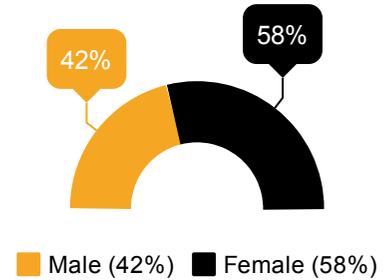
Comparing the distribution of EIT students by race and ethnicity and international status to that of the overall undergraduate campus population as reported in Fall 2017



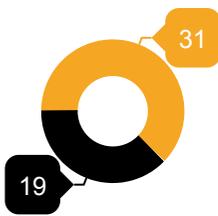
A little over 1% of students are veteran status.

32% of students are eligible for Center for Diversity and Enrichment (CDE) Services. This is an increase compared to previous years, where the percentage of CDE-eligible students was between 20-25%.

EIT Students by Sex



Number of EIT Students who Withdrew During 2017-2018



Percent of total students on EIT in the 2017-2018 academic year who enrolled for Fall 2018*

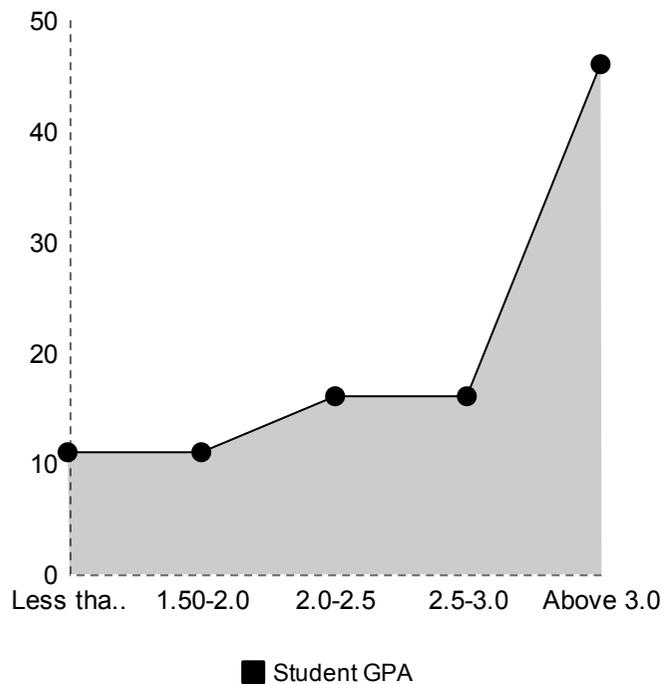
63%

Percent of total students on EIT in the 2017-2018 academic year who graduated by Spring 2018

5%

*Enrolled in fall 2018 as of June 15, 2018

Spring 2018 Grade Distribution

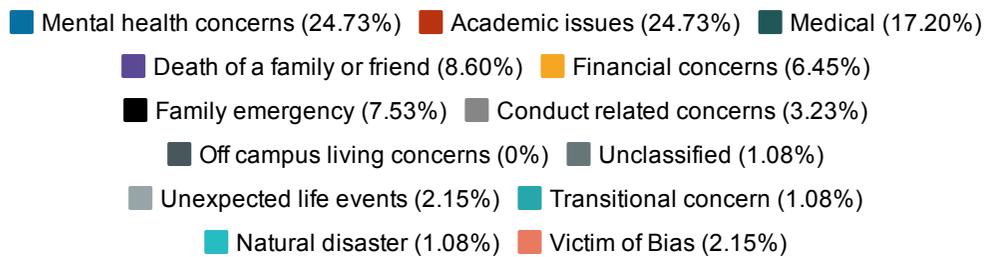
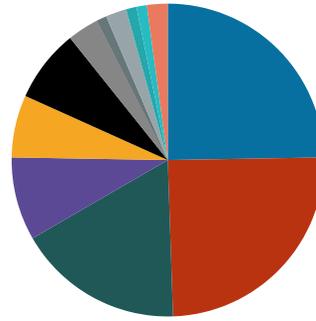


Type of Referral Reasons/Student Concerns

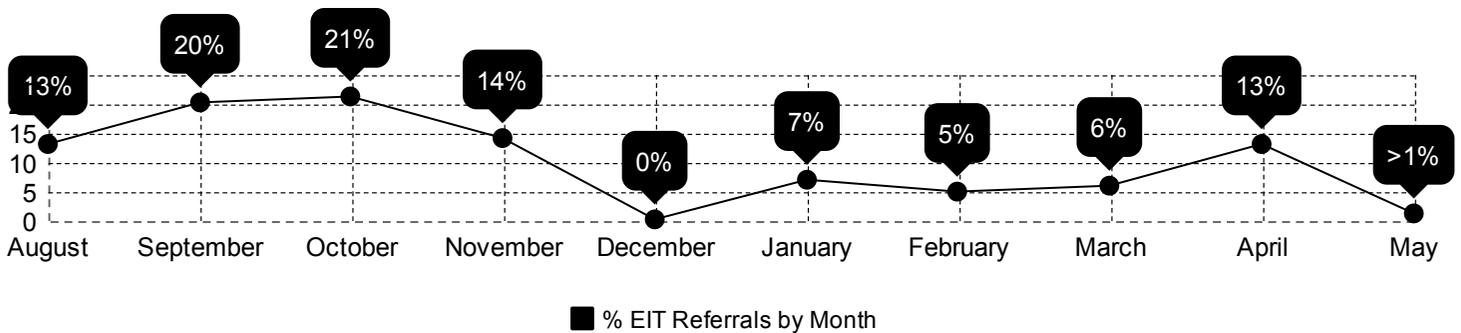
Consistent with previous years, mental health concerns are the top concern that EIT students experience. Academic issues have always been a top concern as well, but this year, academic related concerns increased, which necessitates further discussion given the higher percentage of EIT students with GPAs above 3.0 compared to previous years.

Medical concerns and death of a family or friend decreased this year compared to the previous year.

We added a new category of type of concerns, "Victim of Bias" given changes in social and political climates.



Distribution of Referrals by Month



Longitudinal Trends

- Increasing numbers of students who are CDE-eligible; higher proportion of students on EIT from marginalized populations
- Increasing number of concerns related to bias
- Increasing number of academic-based concerns, but cumulative GPA for EIT students has been higher the past two years compared to previous years
- Increasingly have seen students with Autism, or behaviors/characteristics consistent with Autism, referred to EIT
- Of all EIT students, anywhere between 62%-67% of students return for the following the fall or graduate
- Consistently have seen 40%-50% of EIT students from the first-year student population
- Consistently have seen that mental health concerns are the top concern/reason for referral
- October and April are the peak months for referrals
- Decline in total number of students on EIT for the 17-18, suggesting that EIT is ready to evolve yet again to meet student and institutional needs

Early Intervention Team Contact Information:

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