

Office of the Dean of Students
Student Care and Assistance Annual Report
2016-2017

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:

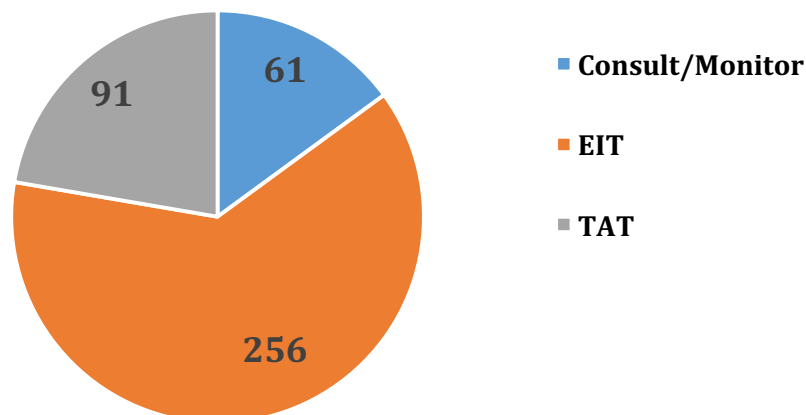
- 898 students including undergraduate, graduate, professional, and non-degree/non-enrolled (not including Title IX cases)
- 52 of those total cases were joint student conduct and student care cases (necessary to involve both offices to address the concerns of the student)

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.

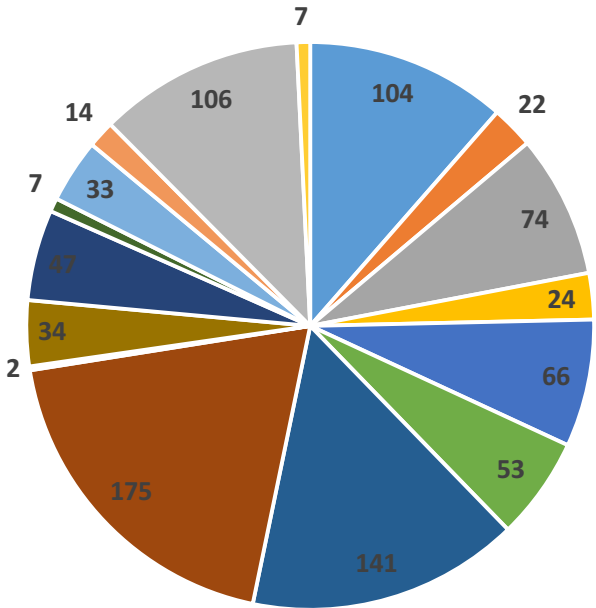
Students of Concern



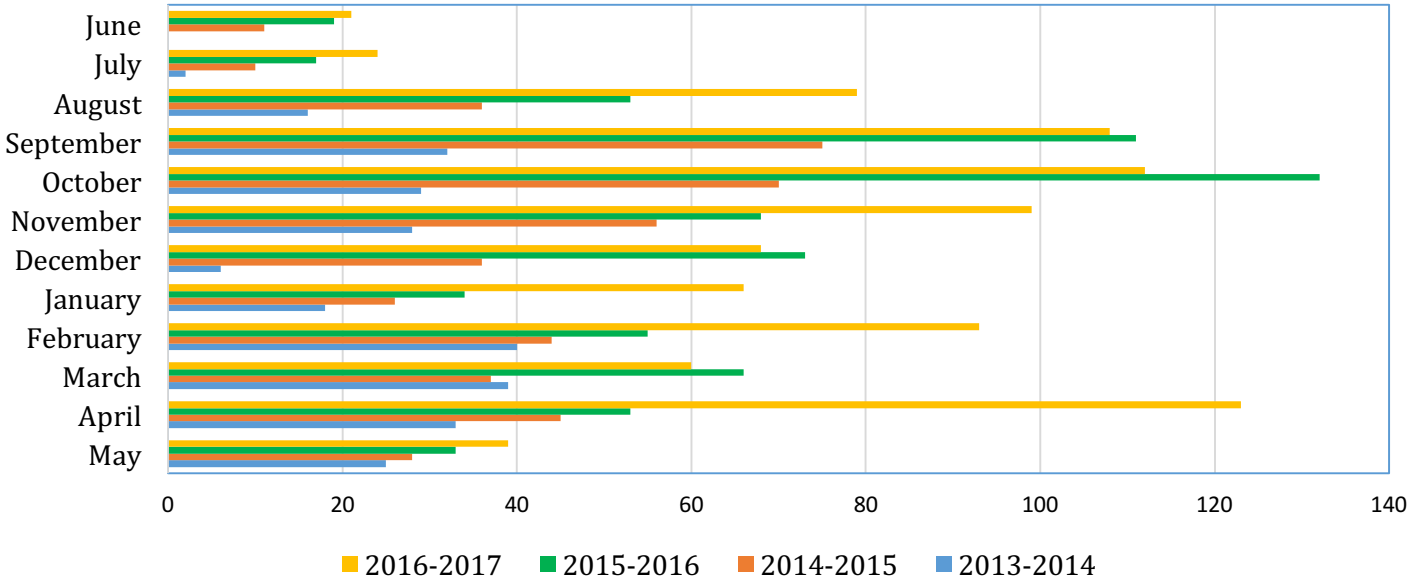
The types of concerns presented by students range from absence notices, emergency transports, and death of family members to hospitalizations, mental health concerns, natural disasters, and medical concerns. Below are the presenting concerns during 2016-2017. One student may present multiple concerns.

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:

	<u>2016-2017</u>	<u>2015-2016</u>	<u>2014-2015</u>	<u>2013-2014</u>
First Year	34%	42%	42%	25%
Second Year	21%	19%	17%	20%
Third Year	16%	18%	19%	21%
Fourth Year+	15%	13%	15%	20%
Unclassified	10%	5%	2%	10%
Graduate/Professional	4%	1%	4%	3%

SCA Initiatives

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:

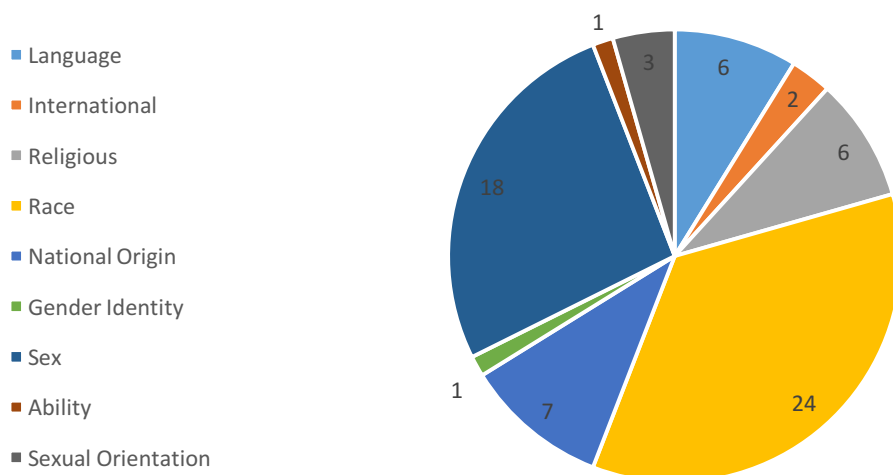
- Medical/Illness (19)
- Mental Health (11)
- Other (may include a combination of concerns involving substances or other disclosed concerns) (4)

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.

Types of Bias Reported



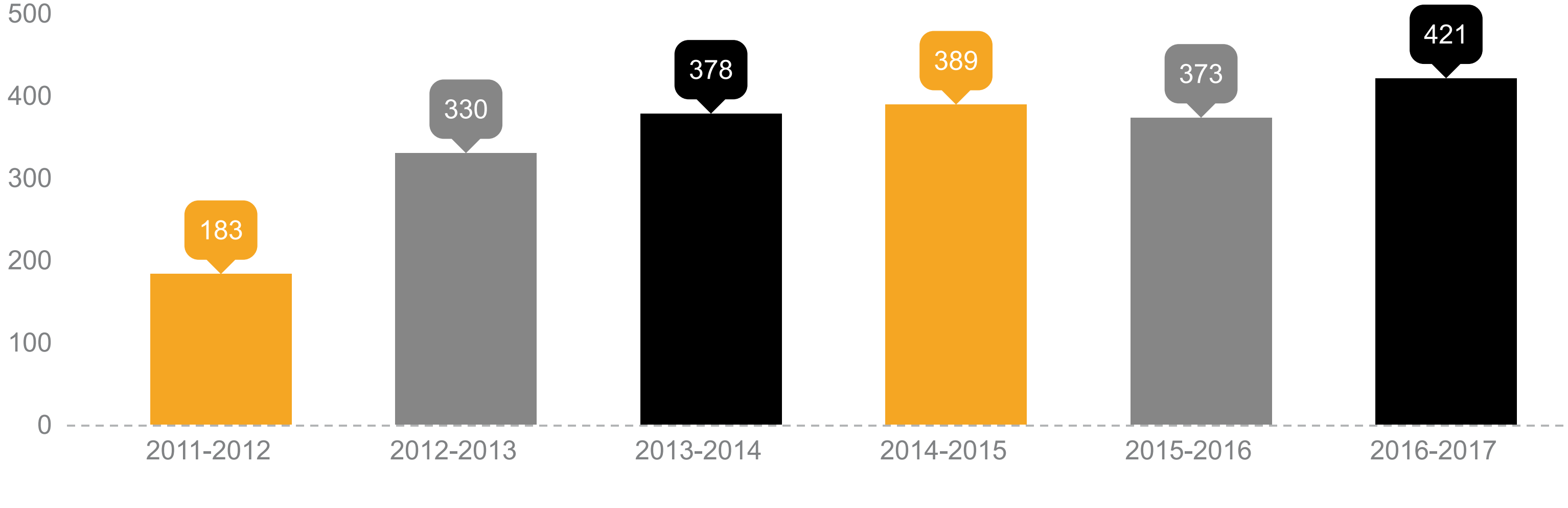
Early Intervention Team 2016-2017

End of Year Report

This is the executive report for the Early Intervention Team (EIT) for one year of caseload data and other EIT activities for the academic year 2016-2017. The statistics below pertain to the 421 students served during the 2016-2017 academic year.

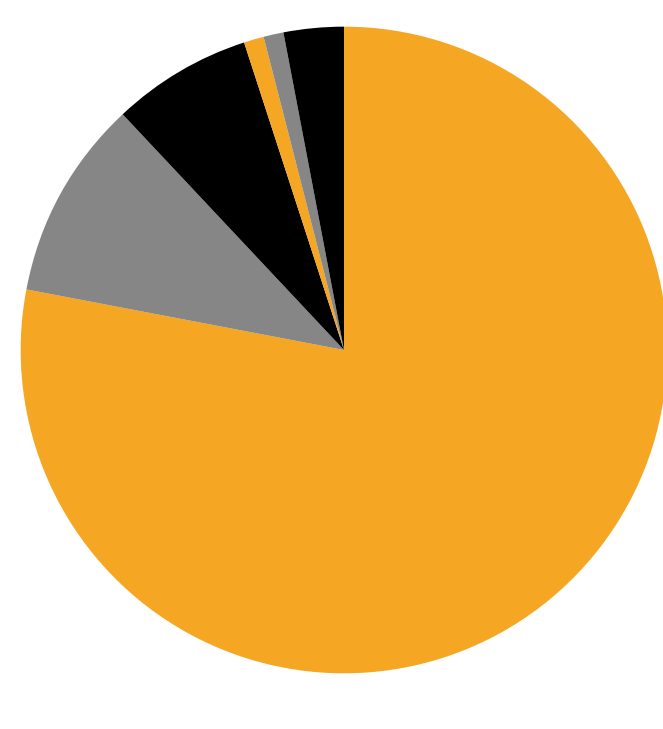
Students Served by EIT

Number of Students on EIT

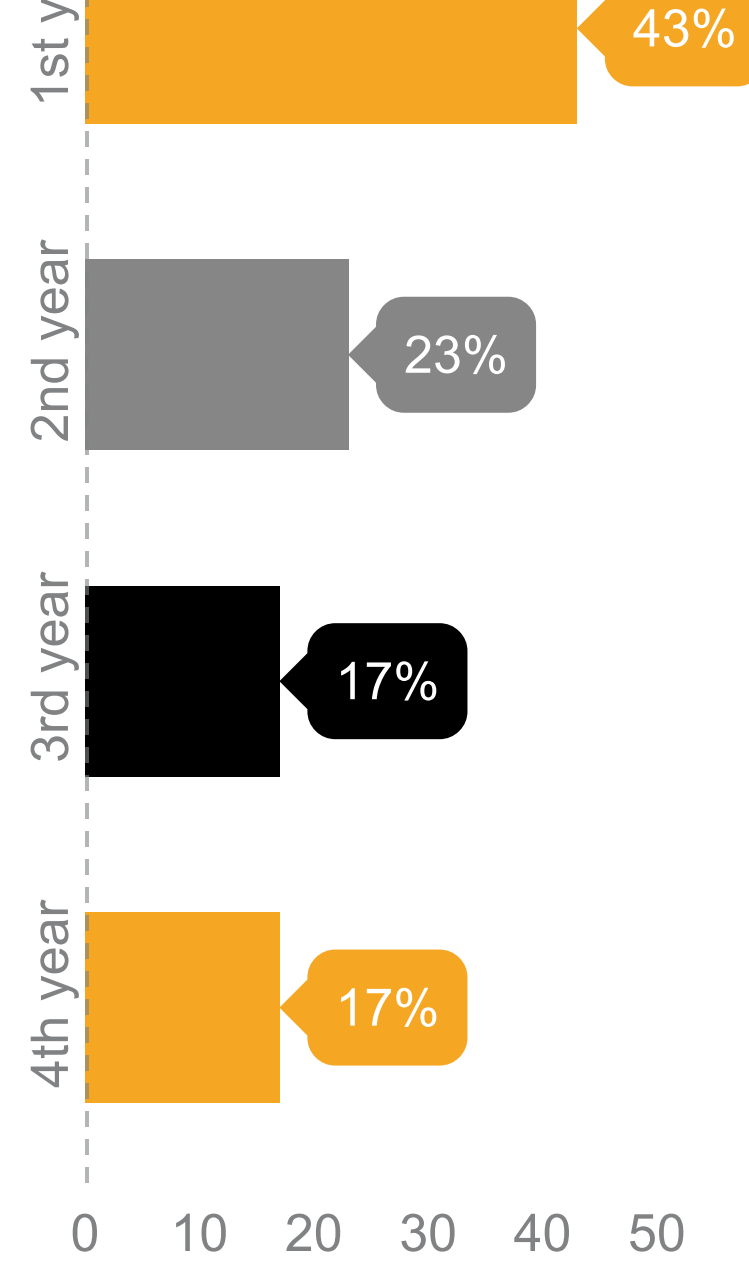


Student referrals to EIT have steadily increased since 2011. EIT provides support to students across colleges and classification level.

Students by College

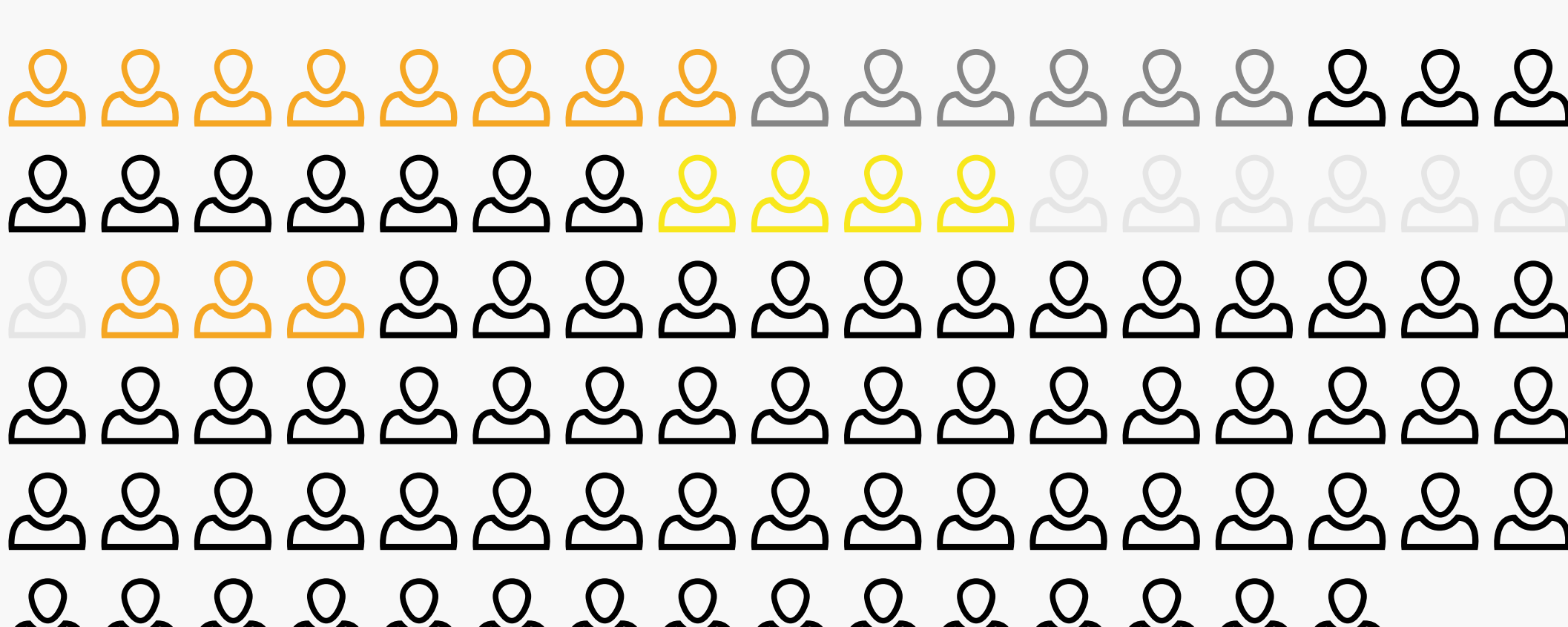
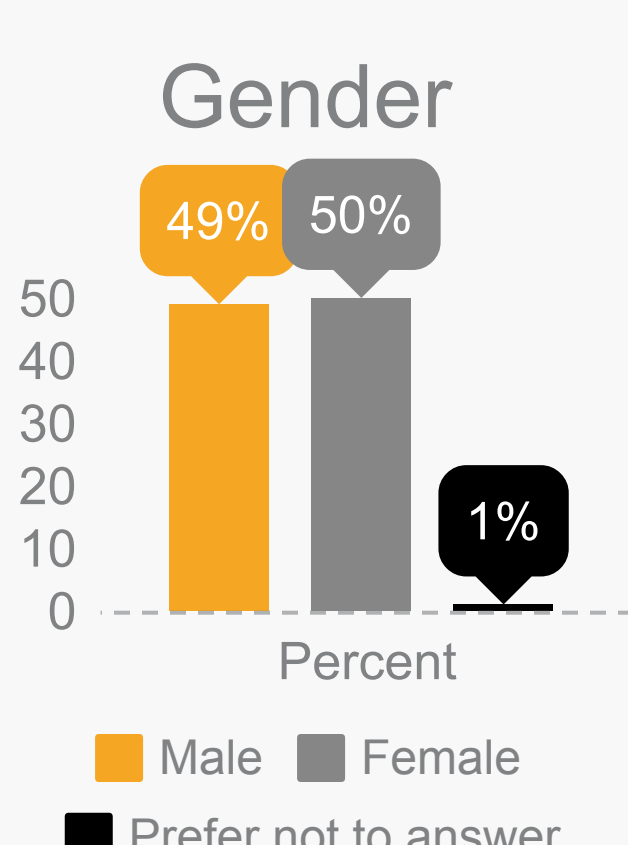


Year at UI



Demographics

Students by Race and Ethnicity

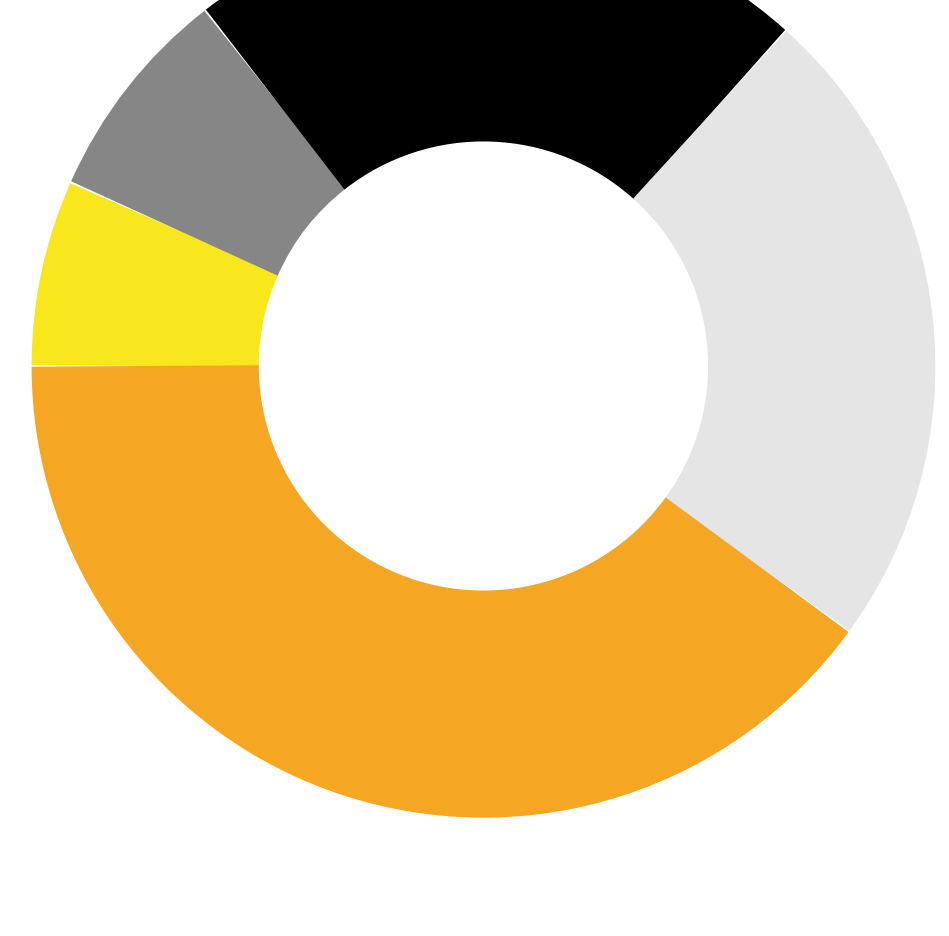
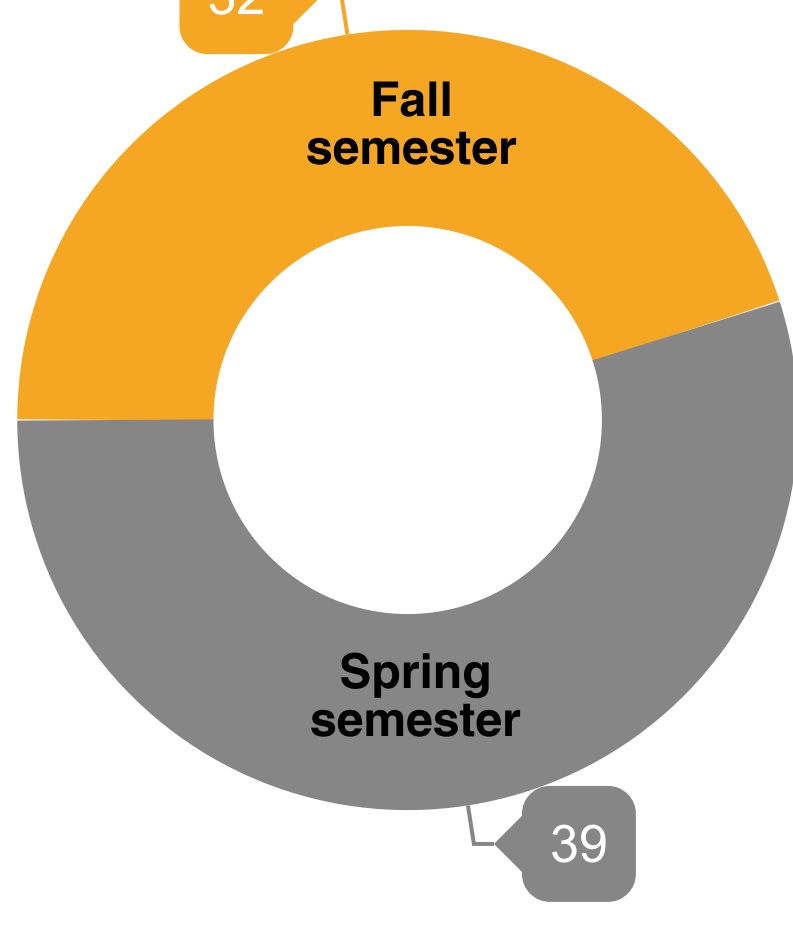


A little over 1% (five students) are veteran status; 28% of students are eligible for Center for Diversity and Enrichment Services

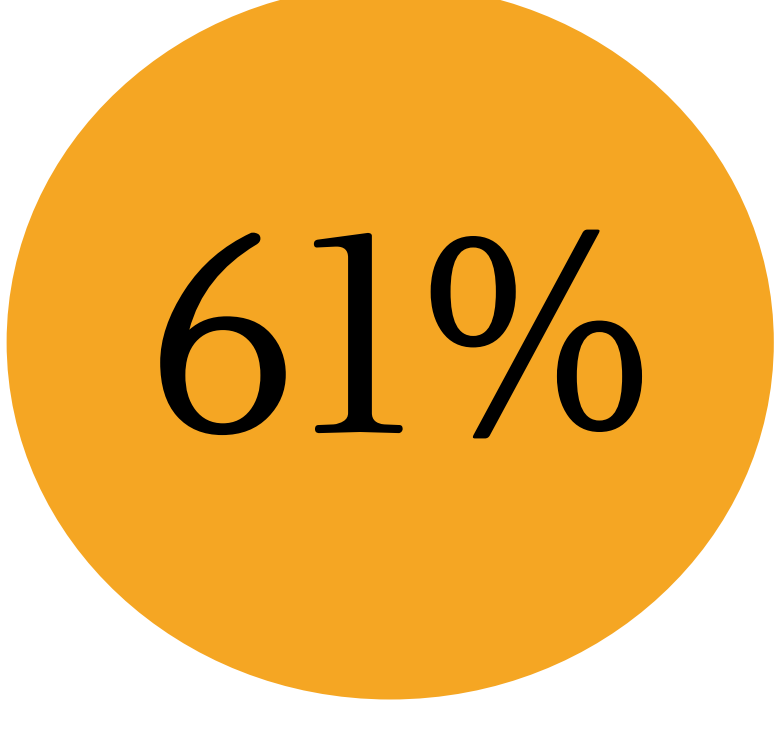
Student Persistence & Grade Status

Spring 2017 Grade Distribution

Student Withdrawals



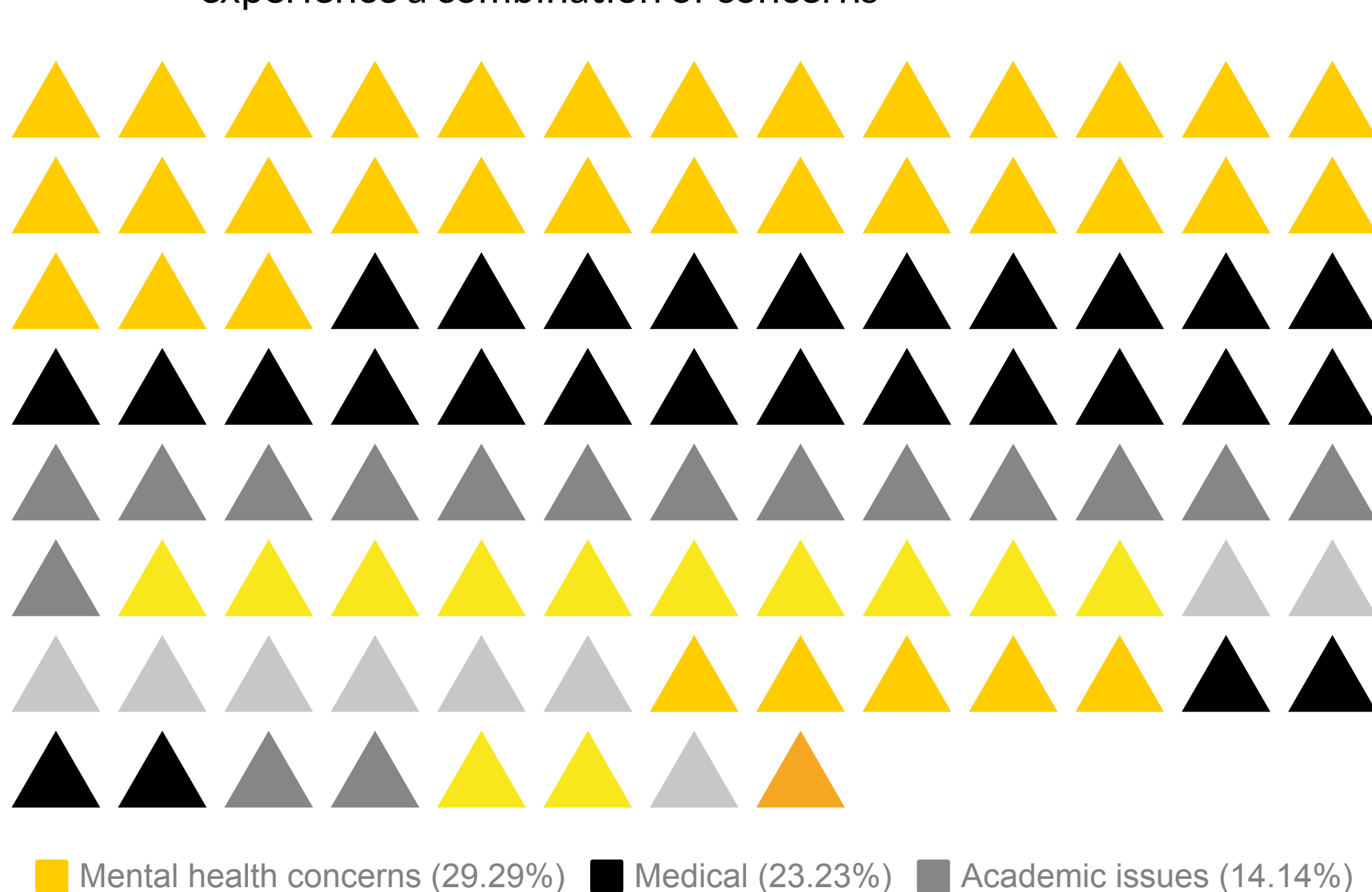
Enrolled for Fall 2017



Referrals & Types of Concerns

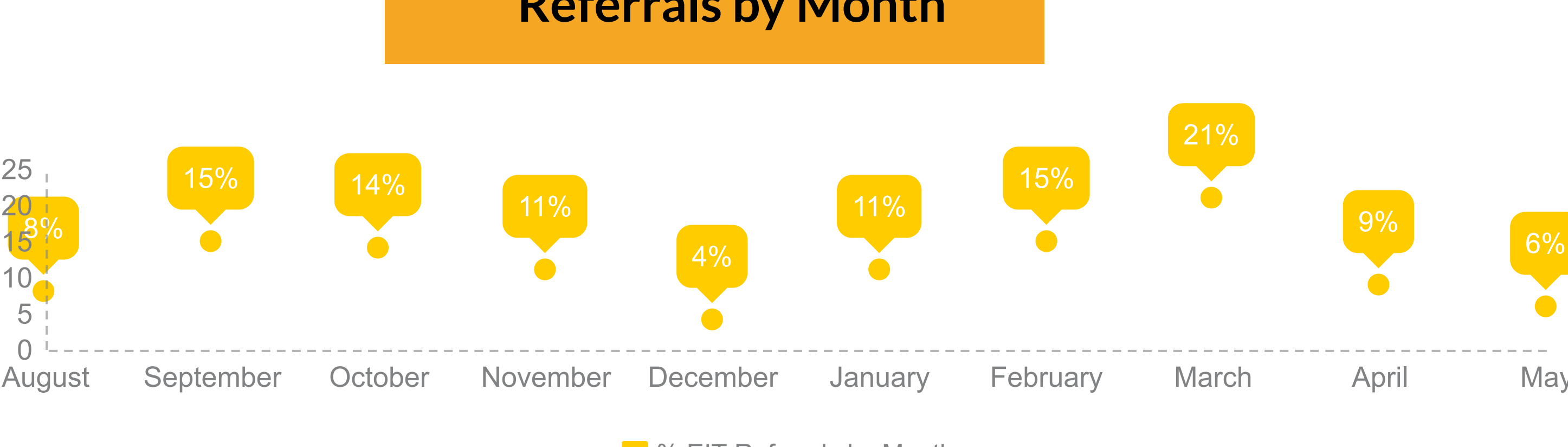
Type of Referral Reasons

Most students referred to EIT experience a combination of concerns



Other concerns for this academic year include concerns surrounding political environments (for international and domestic students) and ongoing issues related to campus inclusion.

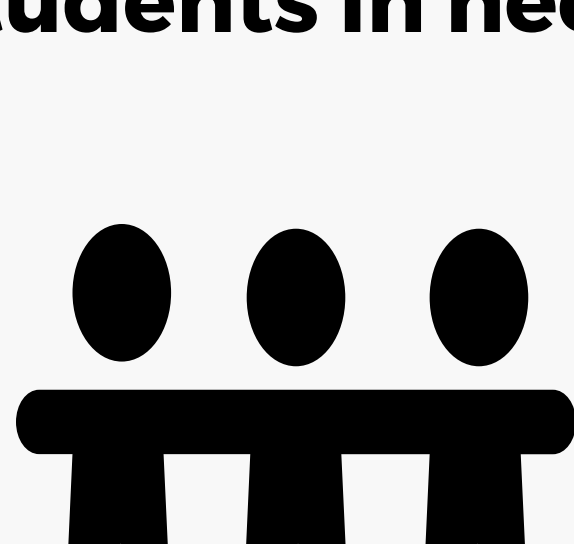
Distribution of Total Referrals by Month



The most frequent concerns by month varies. This academic year, mental health, medical, academic concerns, and death of a family member or friend occurred with the most frequency.

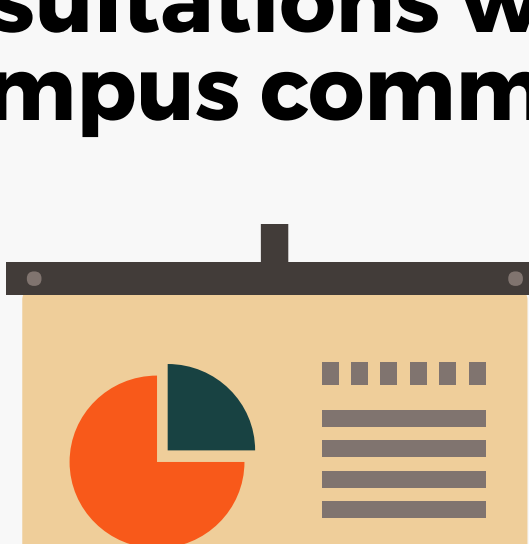
EIT Outcomes & Next Steps

Provide support and assistance to students in need



As numbers of student referrals arise, it is increasingly important to collaborate with individuals across campus to better support students.

Outreach via presentations and consultations with the campus community



The co-directors of EIT continue to take an active role in assisting with plans to promote campus-wide efforts surrounding student mental health and wellness. A Further, campus awareness of EIT has grown over the past few years, but ongoing to educate the campus community about EIT, and other campus and community resources, is an ongoing effort.

Identify populations of students who may struggle at UI and foster more inclusive environments



The EIT co-directors continued the initiative to better support students with Autism by co-directing a long-standing Autism Spectrum Disorder (ASD) Committee that includes faculty and staff. The committee will focus on improving communication (both between offices and with students and their families); providing faculty and staff development on how best they can provide support; and exploring ways to provide comprehensive student support.

Early Intervention Team Contact Information:

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