

# **IOWA**

**Student Care & Assistance**

# **2022-2023 Annual Report**

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## Introduction

Student Care and Assistance aids 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.

That said, 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.

Partnership is a key piece to that success. Student Care and Assistance (SCA) works closely with the Early Intervention Team (EIT) and the UI Threat Assessment Team (TAT) to best support students and the community. The associate director for SCA co-leads the Early Intervention Team with the director of Retention in Academic Support and Retention.

## Summary

Between June 1, 2022, and May 31, 2023, Student Care and Assistance (SCA) provided support and assistance to:

- 2371 students including undergraduate, graduate, professional, and non-degree/non-enrolled
- 832 of those total cases also included basic need support through the Student Life Emergency Fund and Hawkeye Meal Share program. Earlier this year support for basic needs found additional support as an independent unit that works collaboratively with Student Care and Assistance. As this no longer falls exclusively under Student Care and Assistance, future numbers reported for both programs will not be included in total cases.

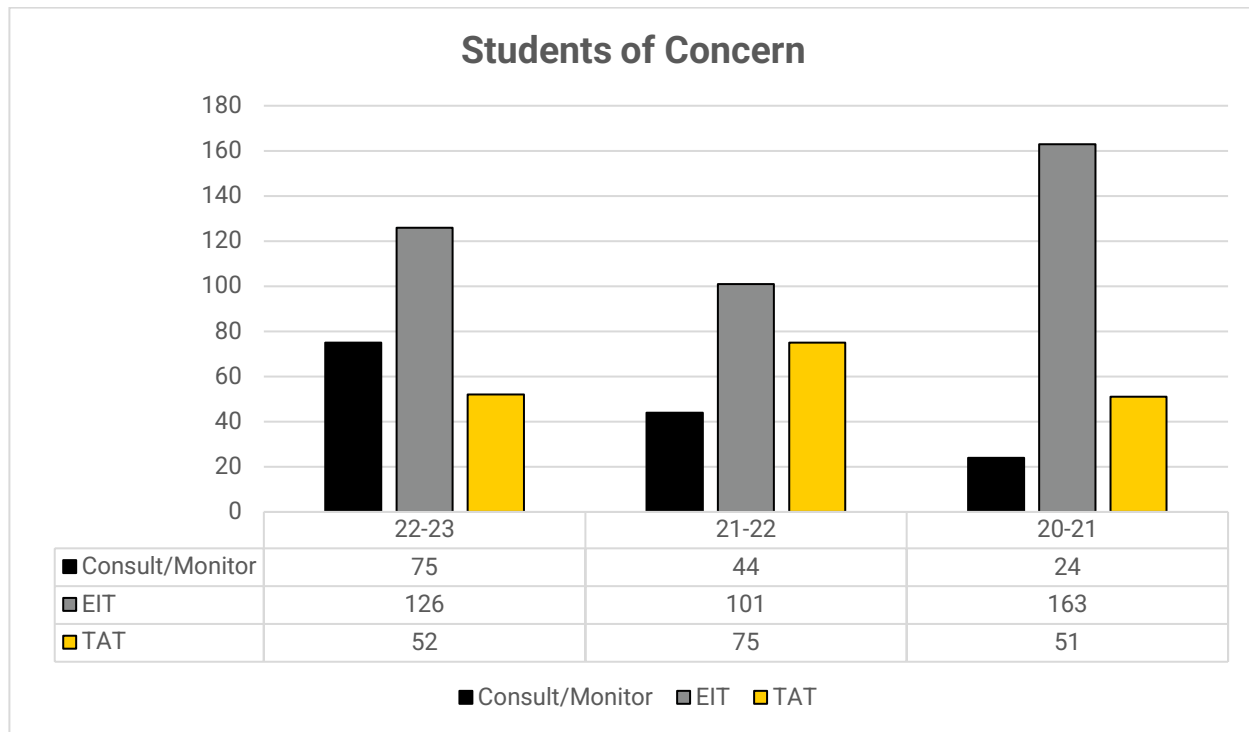
## Case Numbers

Student Care and Assistance: 1539

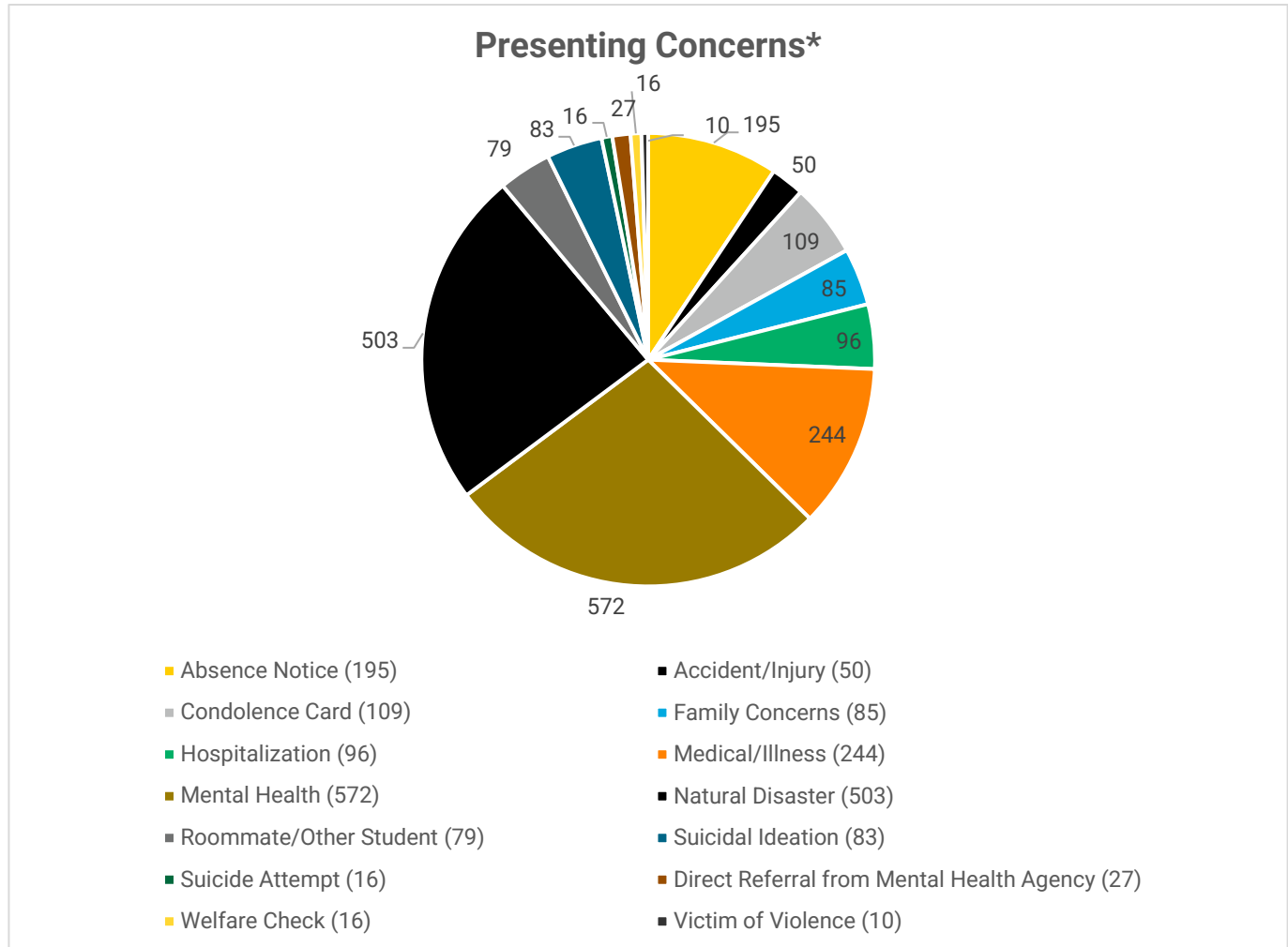
Student Life Emergency Fund/Hawkeye Meal Share: 832

**Total Cases: 2371**

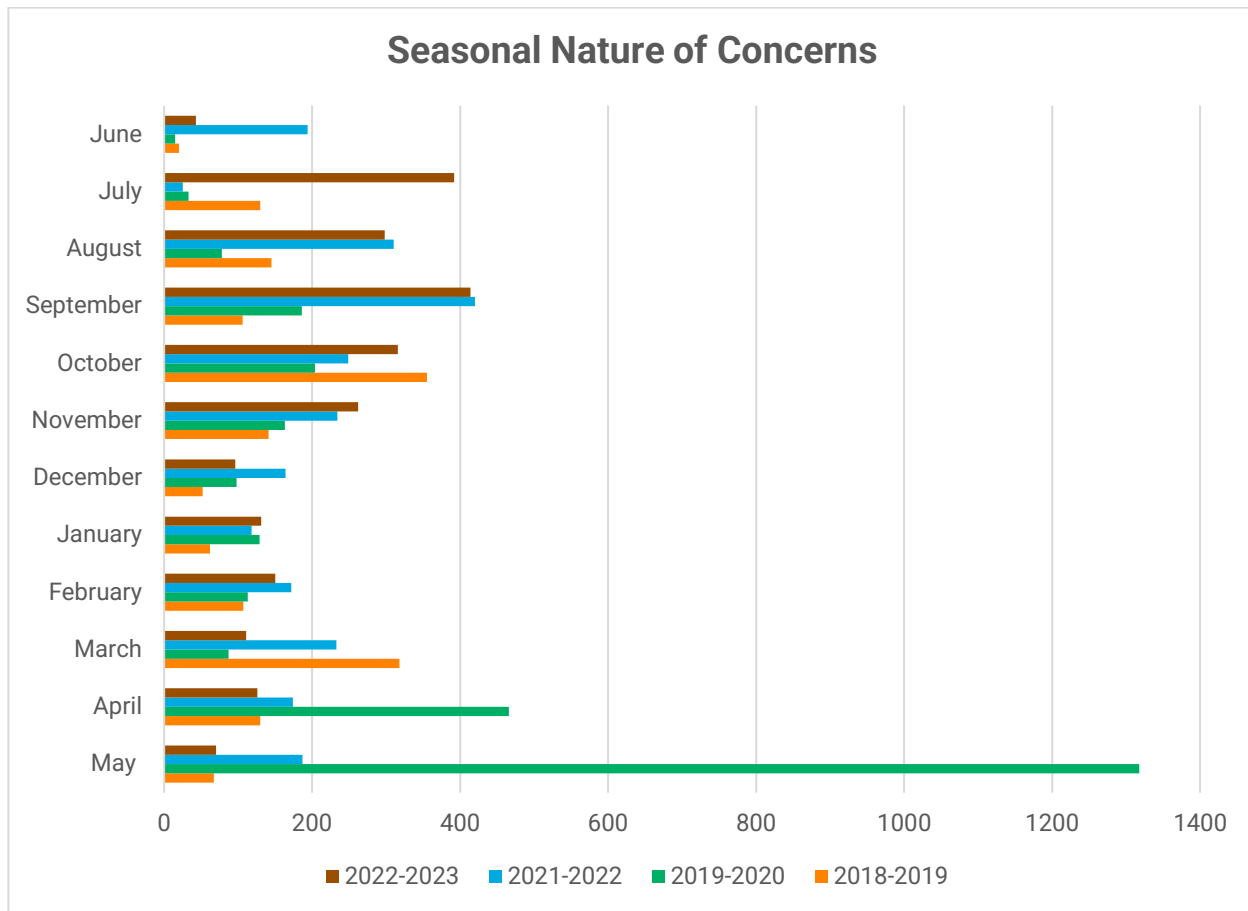
Students of concern engage with SCA in different ways including meetings, various communications, consultations with faculty/staff, discussion on EIT or TAT, or a combination of methods. The numbers below regarding consultations and EIT or TAT primary cases may overlap due to the type and level of engagement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



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 2022-2023.



\*Students may present with multiple concerns



### Academic Status of Students of Concern:

Year in School	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019
First Year	20%	16%	17%	11%	19%
Second Year	18%	24%	20%	18%	22%
Third Year	24%	26%	24%	25%	23%
Fourth Year +	24%	24%	23%	34%	21%
Unclassified	2%	2%	3%	3%	3%
Graduate/Professional	12%	8%	13%	9%	12%

## Ongoing Initiatives

### Safe Room Program

The Office of the Dean of Students, in collaboration with the Iowa Memorial Union and the Iowa House Hotel, provide 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 Title IX and Gender Equity unit, University of Iowa Police Department, Rape Victim Advocacy Program, Student Care and Assistance, or other advocacy programs.

The Safe Rooms were used by 3 students for a total of 15 nights during the academic year for an average length of stay of 5 days.

### Name Change Student Support Fund

The name change fund was created to support University of Iowa students who desire to pursue legal name and document changes but have limited financial means to complete the process. Student Care and Assistance, in collaboration with the UI Trans Alliance organization, Undergraduate Student Government (USG), 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.

This fund was expanded to assist any UI student pursuing a legal name change. 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. The fund is supported by USG and GPSG. Students applying for funds will work with Student Legal Services to complete the legal process for changing their name and documents.

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

### UI Support and Crisis Line

Partnering with CommUnity Crisis Services, the university established the UI Support and Crisis Line. Beginning in October, this resource provided 24/7 mental health support by trained crisis counselors to students via phone, text messaging, and online chat accessible at [mentalhealth.uiowa.edu](https://mentalhealth.uiowa.edu). As a part of the partnerships, CommUnity staff provided students the option to have resources from the university community follow up with them directly for additional assistance. With the student's permission, University Counseling Service and SCA were able to follow-up with students. SCA provided follow-up support, on-going care, and access to resources for 26 students.

### New Initiatives

#### Therapy Dog Program

The University of Iowa has welcomed its first therapy animal to the Student Care and Assistance team. Wilkie is a one-year-old Whoodle—a Wheaten Terrier/Poodle mix. Wilkie and his handler, Student Care Coordinator Elley Mohling, are fully trained through the American Kennel Club and earned certification through Pet Partners.

Therapy animals help with physical, social, emotional, or cognitive functioning. The animals are exemplary in terms of behavior, tolerance, and acceptance, and are specifically trained to provide affection and comfort. The sole purpose of therapy animals is to improve the lives of those they interact with. They differ from service animals and emotional support animals, which aid people with disabilities by performing tasks and work only with their owners.

Thus, Wilkie's primary responsibility is to provide one-on-one support for students using the services of Student Care and Assistance, specifically those navigating mental health crises. His role is an extension of the student care coordinator to provide oversight and response to mental health concerns and manage follow-up care in partnership with community and campus resources, including students who utilize the University of Iowa Support and Crisis Line and request additional follow up and support. Data on usage of the SCA Therapy Dog program will be collected starting June 1, 2023.