

Office of the Dean of Students
Student Care and Assistance Annual Report
2021-2022

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 Retention.

SUMMARY

Between June 1, 2021 and May 31, 2022, the Office of Student Care and Assistance (SCA) provided support and assistance to:

- 2480 students including undergraduate, graduate, professional, and non-degree/non-enrolled
- 23 of those total cases were joint student conduct and student care cases (necessary to involve both offices to address the concerns of the student)

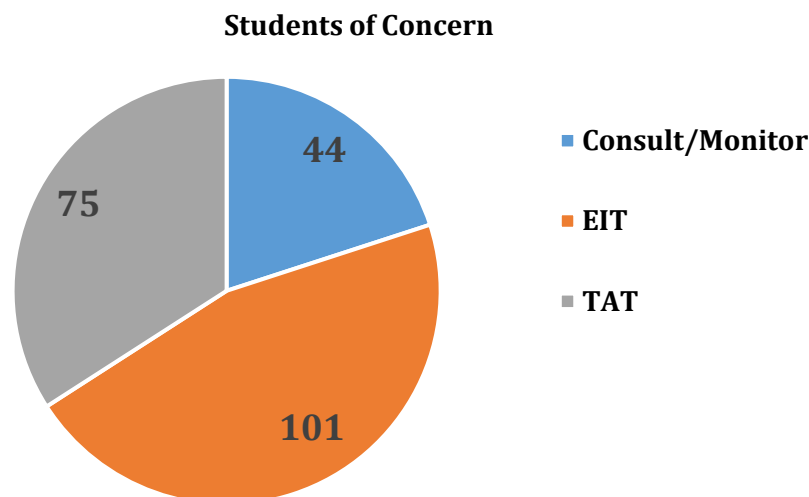
SCA Case Numbers

Student Care and Assistance: 2480

Joint Care and Conduct: 23

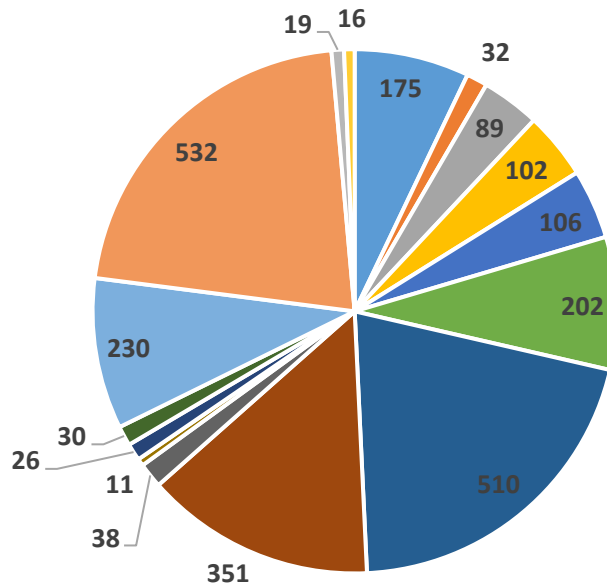
Total Cases: 2503

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 2021-2022.

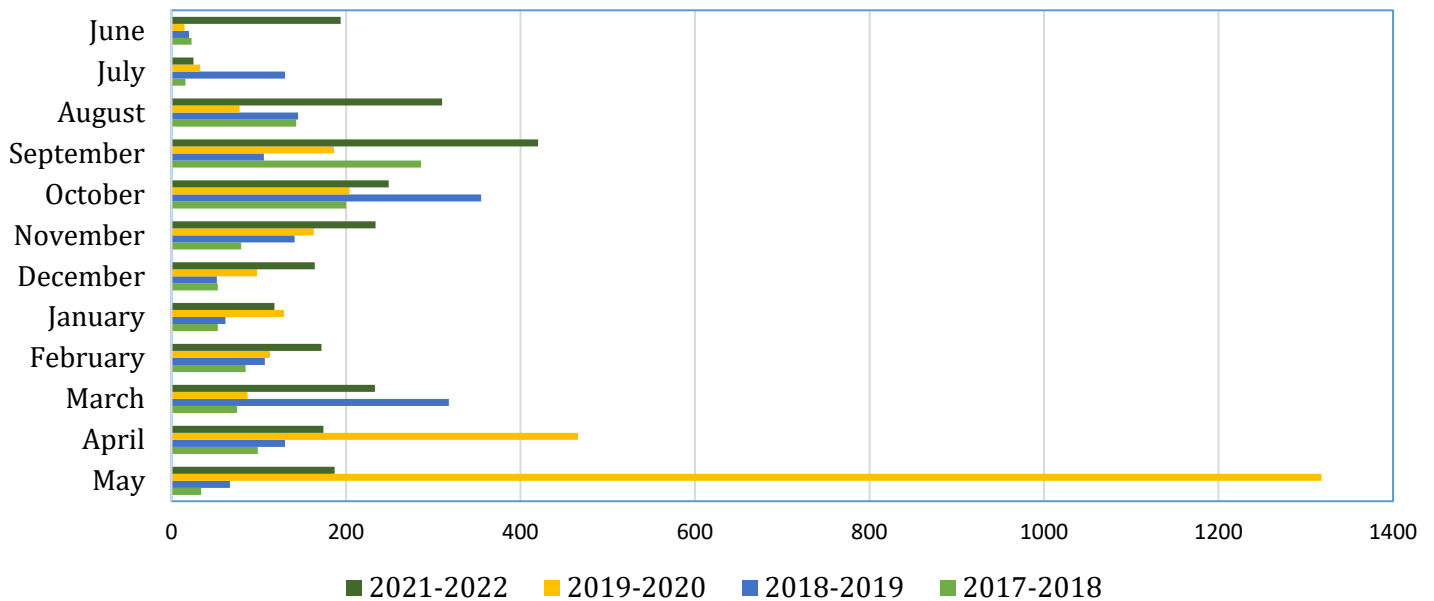
Presenting Concerns*



- Absence Notice (175)
- Accident/Injury (32)
- Condolence Card (89)
- Family Concerns (102)
- Hospitalization (106)
- Medical/Illness (202)
- Mental Health (510)
- Roommate/Other Student (351)
- Suicidal Ideation (38)
- Suicide attempt (11)
- Welfare check (26)
- Direct Referral from Mental Health Agency (30)
- Natural Disaster (230)
- Basic Needs (532)
- Victim of Violence (19)
- Transitional (16)

**Students may present with multiple concerns.*

Seasonal Nature of Concerns



Academic Status of Students of Concern:

	<u>2021-2022</u>	<u>2019-2020</u>	<u>2018-2019</u>	<u>2017-2018</u>	<u>2016-2017</u>
First Year	16%	11%	19%	27%	34%
Second Year	24%	18%	22%	21%	21%
Third Year	26%	25%	23%	20%	16%
Fourth Year+	24%	34%	21%	19%	15%
Unclassified	2%	3%	3%	10%	10%
Graduate/Professional	8%	9%	12%	3%	4%

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. 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 is given to students whose tenure at the University of Iowa may be at risk because of unexpected expenses. This fund is supported by the Undergraduate Student Government (USG) and the Graduate and Professional Student Government (GPSG) and significant donations, primarily through the University of Iowa Center for Advancement. During this past year, 401 requests were submitted. Of those, 314 requests (78.3% of all completed requests) were approved and awarded a total of \$159,968.31. 87 requests (21.7%) were denied. Of those, 16 were duplicate applications, 5 were not UI students, 27 had reached the maximum amount they were eligible for (either through the Office of Student Financial Aid or the Emergency Fund), 37 were funded through an Office of Student Financial Aid grant, 1 student cancelled their request, and 1 student was denied due to lack of information.

The partnership with the Office of Student Financial Aid has been essential, both in facilitating review of eligibility and helping to fund students from their grants as well. Because of this, 37 requests were fulfilled through OSFA grants (including Hawkeye Completion Grant, Hawkeye Retention Grant, and Higher Education Emergency Relief Fund.) Overall, this means of the 401 total requests, 351 requests (87.5%) received funding.

Coronavirus Self-Report Form Support

In order to facilitate a return to an in-person student experience, the Coronavirus Self-Report Form was created. Students diagnosed with COVID-19 or were considered a close contact to someone with a confirmed positive test were expected to submit a self-report form. This form helped to facilitate communication with appropriate campus offices, including the student's faculty. As a part of the form, students have the option to indicate they would like follow-up for additional needs for support or questions. Student Care and Assistance facilitated response to over 600 self-report form requests for follow-up assistance.

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 10 students for a total of 103 nights during the academic year for an average length of stay of 10 days.

Trans Support Fund/Name Change Student Support Fund*

The trans support fund was created to support University of Iowa trans students who desire to pursue legal name and document changes but have limited financial means to complete the process. 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.

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 UISG 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.

New SCA Initiatives

Quick Guide for Responding to Distress:

In fall 2013 SCA created a "Quick Guide for Helping Students" as a resource to UI faculty and staff to know how to respond to students in crisis and campus offices to contact for assistance. The folder was printed and distributed to employees. An online and printable PDF version continued to be maintained on the Office of the Dean of Students website.

To help meet the anticipated mental health demands of returning to regular functions following a highly virtual academic year, the Quick Guide was revised to become the Quick Guide for Responding to Distress. In addition to updating resources and information for supporting students, the newly revamped guide was amended to also serve as a resource for employees to know how to recognize, respond, and access resources for themselves or colleagues that may be in distress. Through funding provided by the Office of the Provost, printed copies of the new Quick Guide were distributed to over 5,000 campus employees. In addition to this, faculty and staff received a mass email about the resource and can access an online and printable pdf version of the guide at: <https://dos.uiowa.edu/assistance/quick-guide/>.

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. As a part of the partnerships, CommUnity staff provided students the option to have resources from the university community 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 32 students.

Student Care Coordinators

In fall 2020, the University of Iowa created the Reimagining Campus Safety Action Committee, charged with the responsibility to identify strategies, tactics, and timelines for creating a campus community that supports the safety of all individuals, with particular attention to people who have traditionally experienced disproportionate harm from systems such as law enforcement. After a year-long development process, recommendations for campus safety and mental health initiatives were identified. As such, the Division of Student Life, in partnership with the Department of Public Safety, created 2 Student Care Coordinators to provide follow-up services for students who have had law enforcement contact, crisis intervention, or hospitalization.

The Student Care Coordinators, starting in mid-November, provided on-going case management and support to students with mental health concerns, follow-up care for those who utilized the UI Support and Crisis Line, GuideLink Center, the Crisis Stabilization Unit at the UI Hospitals & Clinics, and CommUnity Crisis Services, and additional support to other general student care concerns. Using their support expertise and de-escalation techniques, Care Coordinators provided in person response with law enforcement to 4 students experiencing mental health. Since entering their positions, the Care Coordinators supported 190 students that had not had previous connection to SCA during the year along with countless others that had accessed SCA assistance earlier in the year. Included in those supported are 32 students requesting follow-up assistance from the UI Support & Crisis Line, 14 students who were victimized (ex. theft, non-Title IX related assault, etc.) and interacted with law enforcement, and over 30 students who spent time in a mental health facility (such as the Crisis Stabilization Unit, a psychiatric unit, and GuideLink Center).

Basic Needs Student Support

Student Care and Assistance has had a strong history of providing support to students struggling to have their basic needs met. Continuing efforts include the campus Basic Needs Committee and Hawkeye Meal Share Program. In summer 2021, a full-time position was created to coordinate and grow campus basic needs efforts. The Basic Needs and Student Care Coordinator facilitated existing SCA basic needs efforts and assumed oversight of the Food Pantry and the Clothing Closet.

-Basic Needs Committee

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, Academic Advising Center, Women's Resource and Action Center, and students impacted by or interested in the issue.

-Hawkeye Meal Share

Started in Spring 2018, 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 2021-2022 academic year, students donated over 7,000 meals to the program. Over 550 students requested meals and a over 7,000 meals were distributed. On average, each student received 13 meals.

-Food Pantry

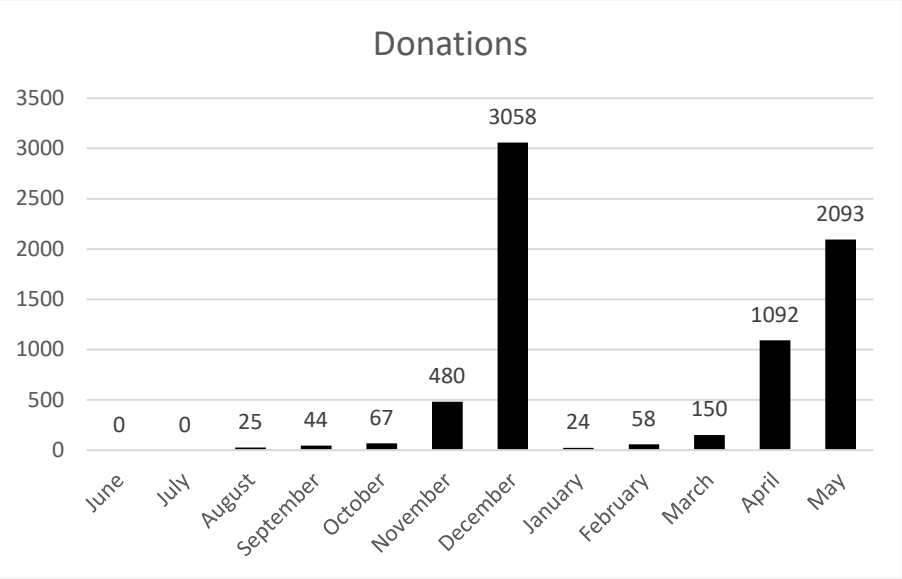
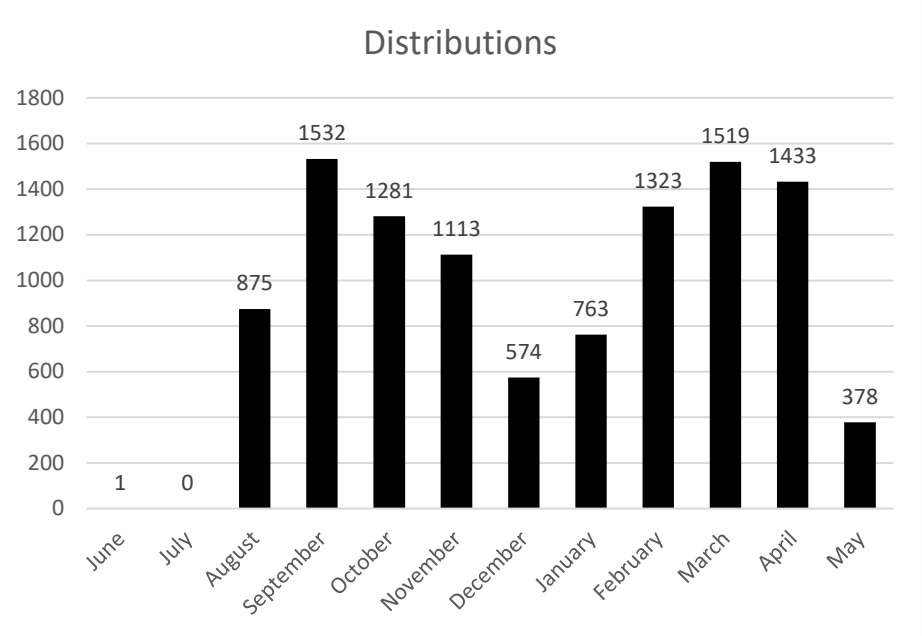
The Food Pantry at Iowa started after a group of University of Iowa students saw a pressing issue: peers at the University of Iowa were going hungry, unable to pay for the necessities to survive, and attend college at the same time. The Food Pantry Steering Committee was created to collect statistics on food insecurity Iowa, identify a place to house the food pantry, garner funding and support, and more. The Food Pantry at Iowa was first opened to the University of Iowa students, faculty, and staff at the beginning of the Fall 2016 semester.

The mission of the Food Pantry is to provide nutritious food and necessities for University of Iowa students, faculty, and staff in need and to fight food insecurity through education and advocacy. This is accomplished by the 2 campus food pantries (Iowa Memorial Union and Pride Alliance Center), which are supported and facilitated by the efforts of the student organization and advising and operational support of an AmeriCorps volunteer. Raising awareness and activism to address food insecurity is an integral part of these efforts. Hunger awareness events, such as food drives, hunger banquets, and cooking demos, are held throughout the year. The Food Pantry also sponsored an alternative spring break trip, centered on food insecurity, which included financial support and professional staff instructing the course and facilitating the trip. Information regarding usage and other notable data can be found below.

-Clothing Closet

In spring 2018, a group of student leaders advocated to help students access professional clothing as a part of student government elections. In May 2018, the Clothing Closet became an organization and began operating in fall 2018 in the Iowa Memorial Union. The Clothing Closet's mission is to provide undergraduate and graduate students at the University of Iowa with access to quality, new or used, professional clothing at no cost. This access supports academic and professional success for students as they participate in class projects and presentations, events for student organizations, conferences, job fairs, interviews, and more. In addition to supporting students, donations to the Clothing Closet help address sustainability through the diversion of textile waste from landfills,

2021-2022 HAWKEYE MEAL SHARE



10,792

TOTAL MEALS DISTRIBUTED

7,091

TOTAL MEALS DONATED

556

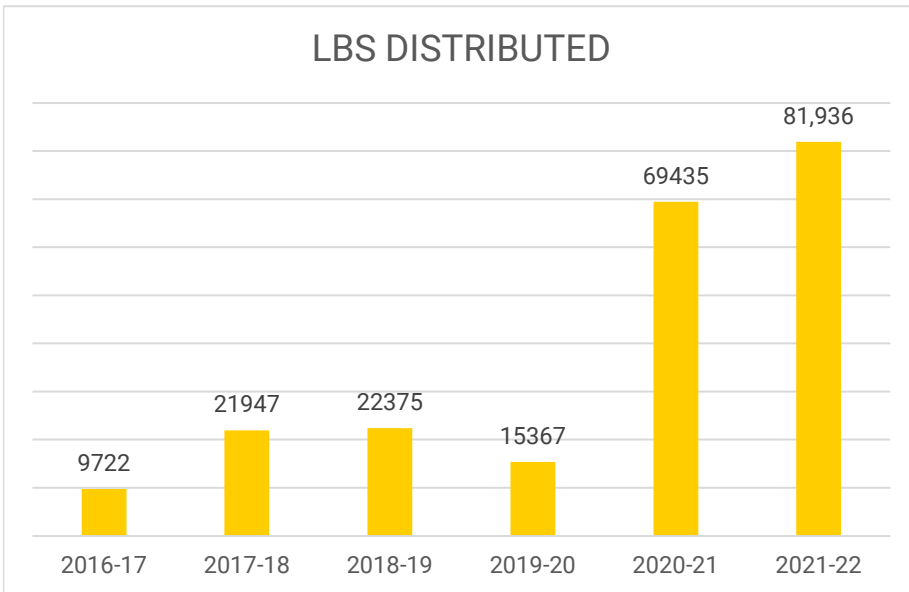
NUMBER OF STUDENTS REQUESTING MEALS

THE FOOD PANTRY AT IOWA

The Food Pantry at Iowa firmly believes that healthy food is a basic human right. Food accessibility and affordability are very important for college students to survive, maintain a healthy lifestyle, and to concentrate in classes. We believe that no University of Iowa student, faculty, or staff member should have to go hungry or sacrifice a healthy diet.

The Food Pantry at Iowa aims to not only provide resources for food-insecure college students, faculty, and staff but also aims to raise awareness about the important issue of college food insecurity. By hosting hunger awareness events throughout the year like food drives, hunger banquets, and cooking demos, Food Pantry at Iowa is fighting for a change.

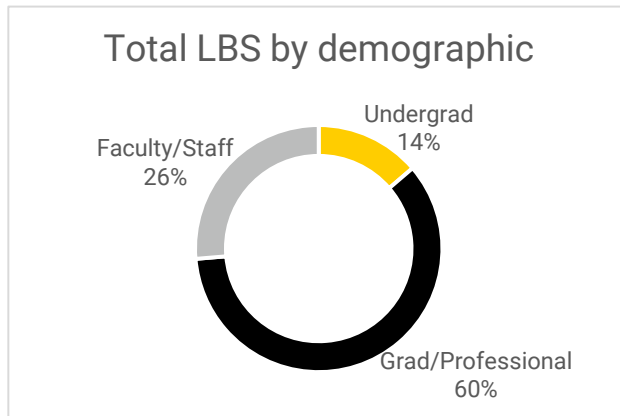
LBS DISTRIBUTED



67%

ATE LESS
BECAUSE
THEY
COULDN'T
AFFORD
MORE FOOD

Total LBS by demographic



3,920 VISITS

TOTAL VISITS

Undergrad: 695

Graduate: 2012

Faculty/Staff: 872

22 LBS

AVERAGE LBS PER VISIT

81,936 LBS

TOTAL LBS FOOD DISTRIBUTED

2020-21: 73,901

52 VOLUNTEERS

FRIENDS

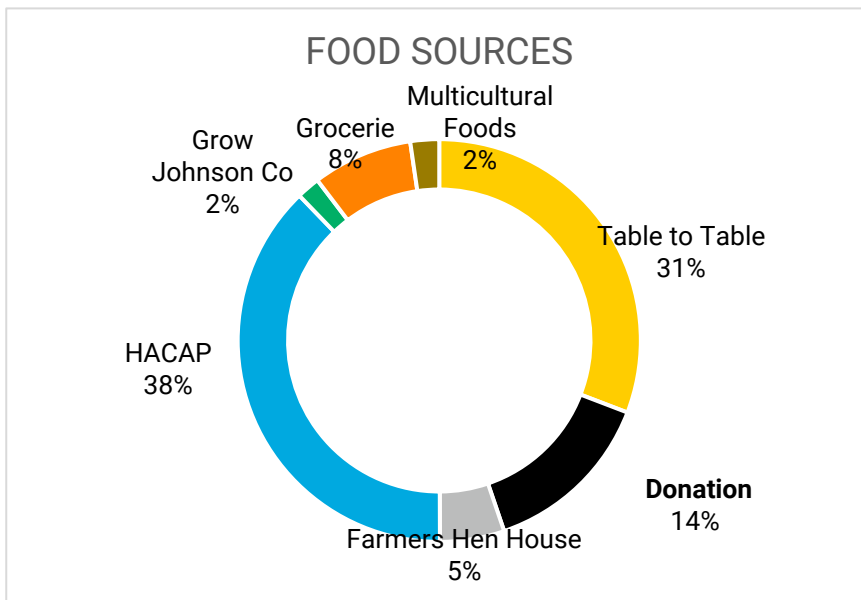
HOW STUDENTS HEAR ABOUT THE PANTRY

*Mass email listed second



ACCOMPLISHMENTS

- Expanded East and West Side pantry hours to increase accessibility to clients.
 - Spring 2021 - Both pantries opened for a combined total of 11 hours.
 - Spring 2022 - Both pantries opened for a combined total of 28 hours.
- Received over 16,540lbs of food from community donations for the academic year I (I included Hen House), 11,116lbs from the spring semester alone.
- Established new partnerships with community donors - Farmer's Hen House, Bump's Restaurant - Finkbine Golf Course, Iowa Hillel House.
- Partnered with USG to offer period products in the pantry.



"I'm so thankful for the Food Pantry at Iowa! I was in a tough financial spot and not having to buy groceries for a few days helped a lot with the stress. They had great healthy food options and a lot of variety too. The volunteers were all very kind and helpful! Thank you for all that you do for the University of Iowa community!"

7 VISITS

AVE VISITS PER PERSON

Undergrad: 3

Graduate: 9

Faculty/Staff: 8

2.6 people

HOUSEHOLD SIZE

Undergrad: 2.3

Graduate: 2.3

Faculty/Staff: 3.5

29% students

FIRST GENERATION

100% students

LIVE OFF CAMPUS

FACULTY/STAFF

Merit: 65%

P&S: 30%

Faculty: 2.5%