

ADVOCACY & SUCCESS HIGHLIGHTS 2018-19

DIVISION OF STUDENT AFFAIRS

The purpose of the office of Advocacy & Success (OAS) is to serve all current Clemson students as a trusted place for care, advocacy, and referrals to campus and community partners. This office works to inspire an individual sense of belonging, student success, and retention. We partner with students, their families, campus and community partners, faculty, and staff to empower our students to achieve academic and personal success and to build resilience.

CARE NETWORK

The CARE Network is a program facilitated by OAS and provides electronic and face-to-face care, support, and guidance for students experiencing issues of concern. Some students have more than one referral and those are counted as new incidents or new cases. Therefore, the number of cases opened better reflects the volume of work rather than number of individual students.

1,986

Total Cases Opened Representing **1,557** individual students



26%
increase from prior year

Below are the top issues that are noted by CARE file managers and have remained consistently the top five since 2014-15 which is the year OAS created a more standardized care and concern issues list. Emotional Health continues to remain the top concern each year noted by file managers.

CARE Issues	2017-18	2018-19
Personal Wellness Emotional Health	602	780
Injury/Illness Hospital	209	226
Academics Grades	140	203
Academics Absences	258	332
Academics Relational/Procedural	161	158

OAS will continue to analyze these issues to determine contributing factors and related response steps.

DEAN ON CALL

Dean on Call (DOC) is a team facilitated by OAS, who respond to after-hours incidents as needed. The team includes staff from across the Division of Student Affairs. During the 2018-19 year, there were **10** members on the team.

114 Calls in 2017-18
122 Calls in 2018-19

EDUCATION - OUTREACH - TRAINING

Education - Educate the university community about the Office of Advocacy and Success, the CARE Network and the types of support provided to students; *Outreach* - Planning and implementing events that are focused on creating visibility and awareness for the Office of Advocacy and Success; *CARE Training* - Training sessions planned for equipping select faculty and staff to provide CARE support to students both during business and after hours.

Event Type	Spring 2019
Education	11
Outreach*	12

*Notable Outreach Events:
Random Acts of Kindness Weeks
Exam Stress Events

12 2018-19
CARE Training
Sessions Provided

Student's Walking to Class