

ADVOCACY & SUCCESS HIGHLIGHTS 2019-20

The purpose of the Office of Advocacy and 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.

2019-20 was a unique year for our University and impacted all, including the Office of Advocacy and Success. There are notations regarding the impact from COVID-19, which is generally reflective of the time period of March 1, 2020 to June 30, 2020 for this fiscal year report period. OAS provided additional support systems during this time, for example: assisted with support for students moving back from Study Abroad, assisted with follow-up with students who did not engage after the transition to remote learning, partnered with the Office of Teaching Effectiveness and Innovation to provide education to faculty and instructors on supporting students, and managed questions from students and family members.

CARE NETWORK

The CARE Network is a program facilitated by OAS that 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.

1,985 Total Cases Opened 2018-19 **1,962** Total Cases Opened 2019-20

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.

Top Five CARE Issues	2017-18	2018-19	2019-20
Personal Wellness Emotional Health	602	780	607
Academics Absences	258	332	495
Academics Grades	140	203	185
Academics Relational/Procedural	161	158	157
Injury/Illness Hospital	209	226	156

CARE SURVEY RESULTS

The Office of Advocacy and Success piloted an electronic survey to follow up after CARE cases from January 2018 to June 2020. The goal of the survey was to evaluate the effectiveness and satisfaction of services provided. Out of the 659 students invited to take the survey, 62 students responded. OAS established baseline and target data in the areas of: understanding of CARE, understanding privacy of information, CARE staff knowledge, issue resolution and confidence in the resources.

DEAN ON CALL (DOC)

The Dean on Call program continues to operate as a response to students transported to the hospital, and the team is comprised of trained staff from within Student Affairs departments. This year, Residential Living on-call staff were engaged as a first tier of response supporting the current team of DOCs. Below is the comparison of calls to the DOC phone.

	2017-18	2018-19	2019-20
Program Calls	114	122	83

NOTIFICATION OF ABSENCE

Notification of Absence (NOA) follow up is done by OAS. When needed, students receive a supportive message and resources when experiencing an issue such as the loss of a grandparent.

	2018-19	2019-20
Emails sent from NOA Submissions	36	46

EDUCATION, OUTREACH AND 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. (Planned in-person outreach events for the end of the Spring 2020 semester were cancelled.)

	2018-19	2019-20
Education	11	14
Outreach*	12	15
Care Staff Training	12	17

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

TESTIMONIALS

Faculty or Campus Partner:

“Your presentation was both informative and engaging, and the attendees appreciated the information, resources and explanations. Some were not even aware of CARE reports before attending the webinar. One attendee wrote: ‘I found it helpful to learn about the CARE network, where to access the form, and when it would be appropriate to use the form.’ Another wrote: ‘Staff did well to ‘demystify’ the role of the CARE process.’”

Student:

“I just wanted to personally reach out to you and thank you for your speaking with me on the phone yesterday. Although at times I feel like my feelings are necessarily justified, your call really made my week. I haven’t been able to talk with any kind of third party about what’s been going on within my family and personal life, and I thank you for listening yesterday. It means a lot to me that you and the University dedicate resources to checking on people who might not be okay, and I’m deeply appreciative.”

Parent:

“I just wanted to take a moment to say thank you so much for all your patience and extending yourself in helping to get our student registered for Fall. It certainly is reassuring for our family to know there are some caring and professional people who truly have students’ best interests in mind. Thank you again. Your time and efforts are very much appreciated by this out-of-state family. Go TIGERS!”

Campus Administrator:

“Many of the hardest and most critical tasks at the University are performed by units that don’t operate in the spotlight and don’t usually get the praise they deserve. OAS is such a unit, and without them the academic endeavor would likely collapse. The efforts by OAS to keep our students healthy and engaged is much appreciated by Undergraduate Studies.”

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