



## FY21 HIGHLIGHTS

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.

### CARE NETWORK

A primary focus of OAS is the CARE Network, which provides electronic and face-to-face care, support and guidance for students experiencing issues of concern. During COVID-19 modified operations, CARE follow-up continued with contacts being primarily by phone or Zoom in contrast with the more traditional in-person meetings.

#### CARE CASES OPENED:

**1,956** CARE cases were opened in FY21. Some students had more than one case which may not have been for the same issue. The numbers to the right reflect the total number of cases opened for each of the last three years.

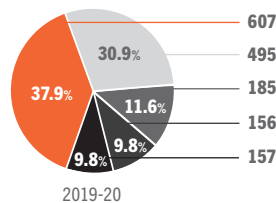
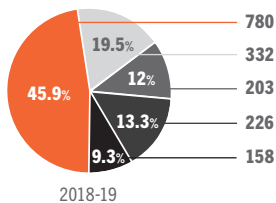
2018-19	1,985 cases opened
2019-20	1,962 cases opened
2020-21	1,956 cases opened

#### PRIMARY REFERRAL SOURCES:

Anyone can refer a student to the CARE network for a non-emergency concern. Of the total number of CARE cases opened this year, **1,444** or **73.8%** referral sources identified themselves as a campus employee(s).

#### PREVALENT ISSUES IN CARE:

Below are the top issues noted by CARE file managers, which have remained the top five in recent years though at times in slightly different order. Emotional health continues to remain the top issue. An individual CARE case can have more than one issue assigned to it.



#### OVERALL EVALUATION:

During FY21 with modified operations and less in-person meetings, we continued to evaluate the effectiveness and satisfaction of CARE. OAS received positive student survey feedback on staff knowledge, issues resolution and confidence in the use of the resource referrals. Counseling and Psychological Services (CAPS) was the top resource referral.

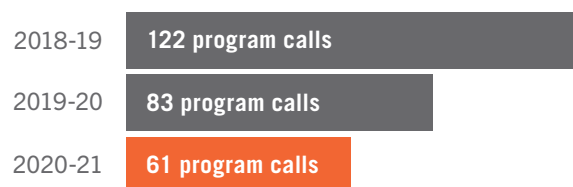
*“That was an excellent seminar. Thank you for putting it on. I’ve only had one need (thankfully) to refer a student. The experience was easy and seamless. Most importantly, it was my sense that it was helpful to my student. It’s evident that the OAS team has a real heart for our Tigers!”*

–Professor

## ADDITIONAL SUPPORT SERVICES

### DEAN ON CALL (DOC) PROGRAM:

DOC operates as an after-hours support response to students transported to the hospital. The team is comprised of trained staff within Student Affairs. Support continued during modified operations and during a time of hospital restrictions as well. To the right is a three-year comparison of calls to the DOC after-hours phone.



### NOTIFICATION OF ABSENCE (NOA) SUPPORT:

The NOA is a form students submit to alert professors of an absence from class. OAS also receives and reviews these notifications to determine if additional follow-up is needed. If so, a supportive email is sent and in more extreme situations, a CARE case opened. As part of COVID-19 modified operations, the University instructed students to submit NOAs resulting in an overall increase in NOAs and supportive emails sent. To the right is a three-year comparison of supportive emails students received.



## TYPES OF ENGAGEMENT

### OUTREACH:

Planning and implementing events focused on creating visibility and awareness of OAS.

### EDUCATION:

Informing campus partners on the functions of OAS and the student support resources within the CARE network. Education efforts include webinars, presentations and targeted education.

### TRAINING:

Equipping select faculty and staff to provide CARE support to students both during business and after hours. Trainings include protocols and processes for electronic and face-to-face response.

	Outreach	Education	CARE Staff Training
2018-19	12	11	12
2019-20	15	14	17
2020-21	3*	13	21

\*Impacted by COVID-19 restrictions

## INTERPERSONAL VIOLENCE RESPONSE

OAS created a new focus area in FY21 for interpersonal violence response. New coordinators provide advocacy and crisis support services to students who experience interpersonal violence. Specifically, they assist student survivors with safety planning, crisis intervention, and identification of and connection to resource needs throughout the support process.