



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. We partner with students, their families, campus and community partners, faculty and staff to empower students to achieve academic and personal success and to build resilience. Due to COVID-19, OAS implemented modified CARE procedures, which makes data from FY20 and FY21 different than prior years and years to follow.

COMPONENTS OF THE OFFICE OF ADVOCACY AND SUCCESS

EDUCATION, OUTREACH AND TRAINING THROUGH OAS:

OAS aims to cultivate a culture of care among faculty, staff and students. To help encourage and equip campus partners to care for and support students, OAS provides educational presentations on how to file a CARE report, when to contact emergency/safety services and how to provide updated resource information. OAS participates in outreach events including but not limited to Stress Less and World Kindness Day to support students and promote peer-to-peer support. Additionally, OAS uses its website and social media to promote general and CARE network information and student resources. Finally, OAS regularly trains staff who work within the various OAS programs including but not limited to staff who manage CARE files (Residential Living and Fraternity and Sorority Life) and the Dean on Call (DOC) team.

OFF-CAMPUS SERVICES:

Approximately 3/4 of Clemson students live off campus. To increase care and support for all students, OAS began implementing initiatives to support those living off campus. This year OAS started developing relationships with property managers in Clemson and the surrounding areas. Property managers participated in a survey with the goal of identifying student needs and potential areas of collaboration. OAS used responses to inform initiatives throughout the year such as semesterly newsletters, outreach events and meetings between property managers and key University departments.

Professor discussing OAS outreach (paraphrased for privacy)

"Thanks for your support in this. I am very pleased that Clemson offers this care for our students. I know our students have been highly impacted by the pandemic."

Off-Campus Partner



INTERPERSONAL VIOLENCE RESPONSE (IVR)

Interpersonal Violence Response serves students who identify as primary or secondary survivors of interpersonal violence by providing support, advocacy and facilitating connections to on- and off-campus resources.

DIRECT SERVICES:

- Student meetings and follow-up correspondence
- Accompaniment to related meetings
- Consultations with community partners, on-campus resources, faculty, staff, etc.
- Student connections to resources on- and off-campus
- Safety planning

Parent discussing OAS contact (paraphrased for privacy)

"I'd like to thank [the] staff at Advocacy and Success. Thank you so much for advising me on who I needed to contact and for directing me accordingly."

Student discussing an existing issue (paraphrased for privacy)

"Thank you for all your help! I got great news today regarding the concern we were working through. And I'm going to contact the resources you gave me today. I think all the support you gave me helped me a lot."

NOTABLE ACCOMPLISHMENTS:

Service Development

To ensure continued provision of support and advocacy services to student survivors, IVR:

- Hired a second Interpersonal Violence Response Coordinator
- Published a website to increase awareness of survivor resources and rights and IVR services
- Developed IVR Policies and Procedures
- Created a physical safe space where survivors can go to take a break, pass time between classes or do course work

Outreach and Programming

To increase visibility on campus and in the community, IVR:

- Coordinated and executed multiple outreach events for SAAM (Sexual Assault Awareness Month) and DVAM (Domestic Violence Awareness Month)
- Offered presentations to student organizations and employees, resulting in increased awareness of IVR (Interpersonal Violence Response) services and connections to response coordinators
- Continued networking and collaborations with on- and off-campus partners

SERVICES AND PARTNERSHIPS

MEDICAL ALCOHOL AMNESTY POLICY (MAAP):

The MAAP facilitates access and removes barriers to students requiring medical assistance in alcohol-related emergencies and provides caring, nonpunitive interventions. In qualifying incidents, the Office of Community and Ethical Standards refers students to OAS for support. Students are then connected to educational programs at Redfern's Counseling and Psychological Services as follow-up.

	Number of Unique Students
2019-20	40
2020-21	17
2021-22	34

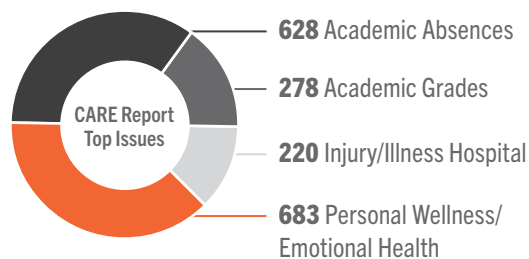
NOTIFICATION OF ABSENCE (NOA):

The NOA system provides students with a streamlined way of notifying professors of an absence. For NOAs submitted with extenuating circumstances such as grandparent death, friend death or medical need, OAS sends students supportive messages with resources and follow up through the CARE network if needed. During the 2021-22 academic year, students were more intentionally instructed to utilize the NOA system resulting in an increased number of submissions and follow-ups.

	Number of Unique Students
2019-20	45
2020-21	208
2021-22	1,190

CARE NETWORK:

The CARE network is a nonemergency system designed to assist students experiencing issues of concern. A CARE report can be made electronically by anyone and submitted to OAS via the website. Common reasons for a CARE report can include but are not limited to: academic concerns, adjustment Issues, relationship concerns, grief, financial needs, emotional health, and injuries and illness. The four issues in the pie chart generally remain top concerns reported to the CARE network each year.



	Number of Cases (not students)
2019-20	1,961*
2020-21	1,956*
2021-22	2,343

*2019-21 numbers were impacted by COVID-19

DEAN ON CALL (DOC) PROGRAM:

OAS oversees the division's Dean on Call (DOC) team, which responds to after-hours emergencies when notified by a University official. The team is one part of the University's crisis management system.

	DOC Contacts
2019-20	88
2020-21	61
2021-22	113

CARE Report Structure

