



The purpose of the Office of Advocacy and Success (OAS) is to serve all current Clemson students as the 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 both prior and future years.

## COMPONENTS OF THE OFFICE OF ADVOCACY AND SUCCESS

### EDUCATION, OUTREACH AND TRAINING:

OAS aims to cultivate a culture of care among students, faculty and staff. To 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 such as Stress Less and World Kindness Day and promotes peer-to-peer support. Additionally, OAS uses its website and social media to promote general information, the CARE network and student resources. OAS regularly trains staff who work within the various OAS programs, including staff who manage CARE files (Residential Living and Fraternity and Sorority Life). Finally, OAS continued facilitating and training staff serving on the Dean on Call (DOC) team. As a result of seeing an increase in the intensity of student needs, we have increased our training and communication efforts with our referral sources.

In FY23, OAS intentionally provided:

- Education to those who make CARE referrals, including students, to ensure all are knowledgeable of the most efficient ways to aid students
- Training materials to faculty, staff and students through the OAS website and other supporting documents shared across the university



### OFF-CAMPUS SERVICES:

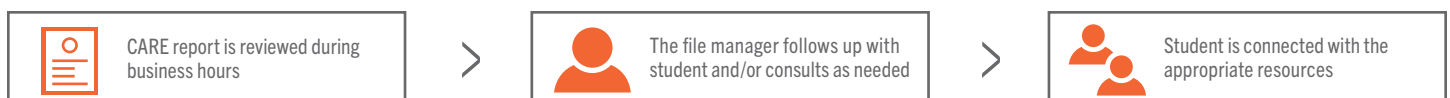
To increase care and support, OAS implemented initiatives to support the approximately three-quarters of Clemson students who live off campus. In FY23, OAS developed relationships with property managers in Clemson and the surrounding areas. Property managers participated in a survey with the goal of 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.

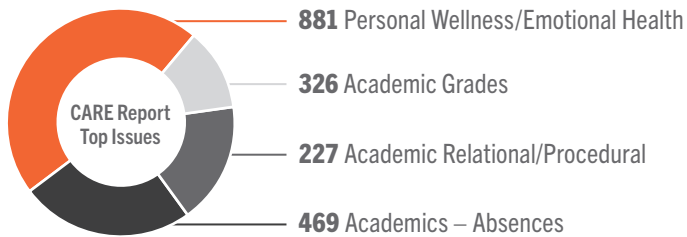
## SERVICES AND PARTNERSHIPS

### 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: academic concerns, adjustment issues, relationship concerns, grief, financial needs, emotional health, injuries and illness. The four issues in the pie chart at the start of the next page represent the top concerns reported to the CARE network during the FY23 year.

#### CARE Report Structure





	Number of Cases (not students)
FY19	1,986*
FY20	1,961*
FY21	1,956
FY22	2,343
FY23	2,116

\*Data impacted by the COVID-19 pandemic

## 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 Counseling and Psychological Services as a follow-up.

	MAAP Cases
FY19	33
FY20	40
FY21	17
FY22	34
FY23	33

## DEAN ON CALL (DOC) PROGRAM:

OAS oversees and trains 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. In FY23, OAS partnered with the Clemson University Police Department in restructuring how the Dean on Call system is implemented. This recently implemented system allowed for more efficient methods of student support and staff follow-up.

	DOC Cases
FY19	112
FY20	88
FY21	61
FY22	113
FY23	77

## 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 FY22, students were intentionally instructed to utilize the NOA system resulting in an increased number of submissions and follow-ups. In FY23, this direction continued resulting in the highest number of submissions and follow-ups completed since implementing the NOA system at Clemson.

	Number of Unique Students
FY21	208
FY22	1,190
FY23	9,112

# 28,889

Total number of NOAs submitted  
July 1, 2022-June 30, 2023

## TESTIMONIALS:

“I just wanted to let you know that I just finished with both of my degrees. I also just accepted a job within my field. I just wanted to thank you again for all your help during my time at Clemson.”

— Student

“Thank you for the assistance provided during these ‘dark times’ for our child and family. Your assistance has been instrumental. Clemson has truly been a No.1 School.”

— Parent (paraphrased to remove identifying information)

“Thank you for taking the time to speak with me today and talk me through the options for reporting my concerns and knowing what steps are most appropriate for me to take.”

— Faculty Member