

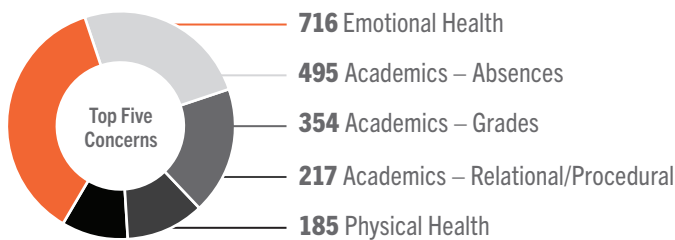
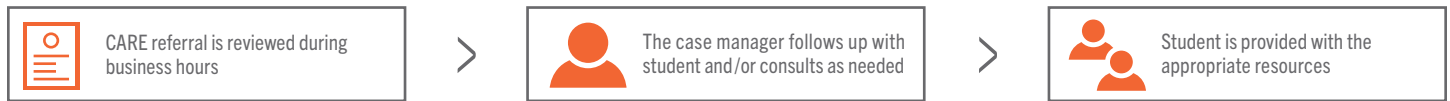


The Office of Advocacy and Success (OAS) supports the Student Experience by serving all current Clemson students as a trusted place for care, advocacy and referrals to campus and community partners. We partner with students, families, campus and community partners, and faculty and staff to empower students to achieve academic and personal success and to build resilience.

## CARE NETWORK

The CARE Network provides individualized assistance to students navigating a wide range of issues, including but not limited to academic difficulties, adjustment issues, relationship concerns, grief and loss, financial hardship, emotional health, injuries and illnesses. Through a non-clinical case management approach, CARE Case Managers address the presenting concern, explore students' holistic needs, identify their current strengths and support systems, provide tailored referrals to campus and community resources and collaborate with the student to create an action plan. In FY24, OAS implemented a new referral review process guided by evidence-based industry standards and best practices. Through an objective assessment of the available information, a designated OAS professional staff member determines the level of concern, which then guides outreach and follow-up implemented by the assigned CARE Case Manager.

### CARE Process Overview



	Number of Cases (not students)
FY20	1,961*
FY21	1,956
FY22	2,343
FY23	2,116
FY24	1,794

\*Data impacted by the COVID-19 pandemic

## SERVICES AND PROGRAMS

### MEDICAL AMNESTY POLICY (MAP) PROGRAM:

The Medical Amnesty Policy Program facilitates access and removes barriers for students requiring medical assistance in alcohol and drug-related emergencies and provides caring, nonpunitive interventions. In qualifying incidents, the Office of Community and Ethical Standards (OCES) refers students to OAS for support. Students are then connected to educational programs at Counseling and Psychological Services as a follow-up. In FY24, MAP expanded to provide amnesty for drug-related emergencies as well. Additionally, in FY24, OCES and OAS collaborated to streamline the referral process and increase the students understanding of OAS's role in the MAP program.

	MAP Cases
FY20	40
FY21	17
FY22	34
FY23	30
FY24	42

## DEAN ON CALL (DOC) PROGRAM:

OAS oversees and trains the division's Dean on Call (DOC) team, which responds to after-hours hospital transports 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, allowing for more efficient methods of student support and staff follow-up.

30

Total number of DOC notifications for FY24

## NOTIFICATION OF ABSENCE (NOA):

The NOA system provides students with a streamlined way of notifying instructors of an absence. For NOAs submitted with extenuating circumstances, such as the loss of a family member or friend, physical or mental health concerns, etc. OAS sends a supportive message with resources to the student and facilitates follow up through the CARE Network, if needed. During FY22, students were intentionally instructed to utilize the NOA system resulting in an increased number of submissions and follow-ups. In FY23 and FY24, 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
FY20	45
FY21	208
FY22	1,190
FY23	9,112
FY24	9,830

33,120

Total number of NOAs submitted for FY24, a **14.6%** increase from FY23

## COMPONENTS OF ADVOCACY AND SUCCESS

### OUTREACH, EDUCATION AND TRAINING:

OAS aims to cultivate a culture of care and belonging among students, faculty and staff. To encourage and equip campus partners to care for and support students, OAS provides educational presentations on how to refer a student to the CARE Network, when to contact emergency/safety services and how to provide relevant resource information. OAS participates in outreach events, such as Stress Less and World Kindness Day, to promote self-care, peer-to-peer support and OAS programs and services. 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, Dean of Students Office 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 and complexity of student needs, we have increased staff training and communication efforts with our referral sources.

1,710+

Interactions

### 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 FY24, OAS continued to develop 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.

### TESTIMONIALS:

"Thank you so much for reaching out to me when you did, and for taking the time to help! I don't know if I could have motivated myself to keep taking steps towards recovery without the assistance and support you gave me, and I appreciate it a lot."

— Student

"I appreciate the excellent care that your office gives to our students; I have repeatedly found that when I refer a student to CARE they are grateful. My student has kept me up to date on their support and seems genuinely pleased."

— Faculty Member (paraphrased to remove identifying information)