

STUDENT OUTREACH & SUPPORT

ANNUAL REPORT

2023/2024



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LETTER FROM THE DIRECTOR

Student Outreach & Support (SOS) is celebrating our 1-year anniversary as a department within the Division of Student Affairs! Though our department is new, the work and services we provide to students and the campus community have long been recognized as essential support. SOS houses the case managers for the University's CARE Team. Our role is to assess immediate student concerns, provide short-term case management support, address barriers to student success, and offer comprehensive care. We work tirelessly to ensure students feel supported not just as students, but as individuals.

As we reflect on this past year, you will see data that highlights the barriers students face in becoming the best Shockers they can be. You will see struggles and challenges. However, I encourage you to view these data points through our lens and see referrals to our office as positive connections. We are overwhelmed with happiness that the WSU community actively refers students to our office and truly cares for their well-being.

While a large portion of our services are reactive to student concerns, SOS also proactively supports students by providing mental health workshops. In these workshops, we explore our inner selves and encourage students to embrace discomfort. This workshop is popular among student organizations, and we are honored to provide a safe space where students can be vulnerable with one another.

This first year has been an incredible period of growth and intentional goal setting for SOS. I am proud to lead an amazing team that actively embraces the mission of Student Affairs by **connecting every student**.

Katie Davidson Director, Student Outreach & Support

MEET THE TEAM



Katie Davidson, MSW Director

Assignment: Business



Courtney Lockhart, M. Ed.

Lead Case Manager

Assignment: Fine Arts



Kailamai Nguyen

Case Manager & Advocate

Assignment: Engineering



Michelle Geesaman, LBSW

Case Manager & Advocate

Assignment: Liberal Arts & Sciences



Rachel Glass, MSW
Case Manager & Advocate

Left July 2024



Vaughn Sweet
Case Manager & Advocate

Left December 2023



MISSION & VISION



Mission:

To **connect** every student to resources on campus and in their respective communities that foster **wholeness** and facilitate **academic success**.

Vision:

To be one of the state's *leading* student *support* teams, known for advocating for student *wellness* and academic completion.



Higher Education Case Managers serve the University and individual students by coordinating intervention and support efforts across campus and community systems. They assist at-risk students who are facing crises, experiencing life stressors, and encountering barriers that impede their success.





1,228 Reports Received

1,091 Unique Cases

77% (846 students)
1st Generation

- 89
 students
 reported
 suicidal
 ideation
- 26
 suicide
 attempts
 took place
 during the AY

18
transports
to a higher
level of care
coordinated

66

Top Concerns

Direct Statements Indicating Distress

Academic Concerns

Expressions of hopelessness, fear, or worthlessness

13 reported student deaths due to illness, injury, or mental health 1/3
of students
referred lived oncampus. (335
students)

930 domestic students referred, compared to 133 international students referred

87%

55 reports of basic needs not being met

23 reports of housing instability

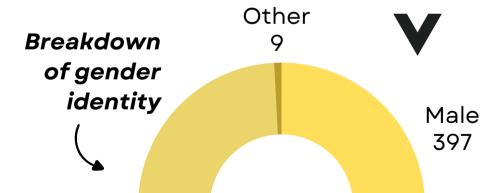
4% (47) of students referred were members of **Greek life**

less than 2% (15) of referrals were student athletes

21 reports of food insecurity

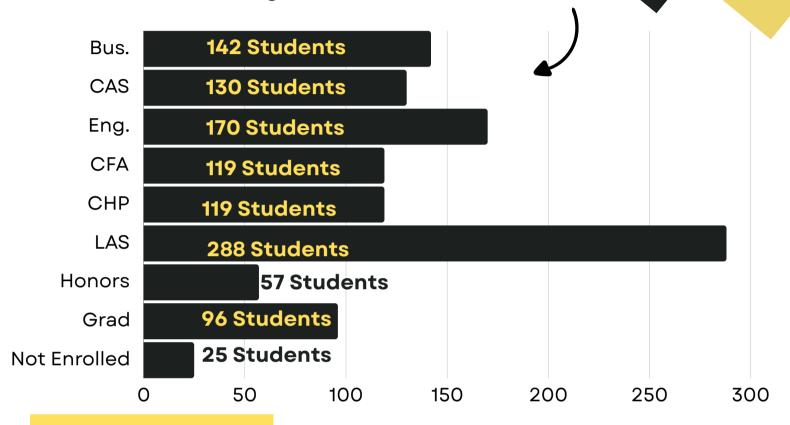
The highest
ethnicity of
students referred
was White NonHispanic 45.7%
(488)

Second highest ethnicity referred was *Hispanic* 18.85% (201)



Female 684

Academic College Break Down of Cases



- > 992 appointments scheduled
- ➤ 16 door knocks performed for students residing in residence halls
- ➤ 3 welfare checks performed with UPD present
- ➤ 7 walk-in students returned for a 2nd meeting / follow-up meeting

66

Top Referrals Made

Counseling and Psychological Services 559 referrals

Success Coach 277 referrals

Student Accommodations and Testing 226 referrals

"

Other *unique* data points



SOS participated in 18 Students of **Concern** meetings with Housing and Residence Life (HRL) staff, assessing and addressing common mild severity concerns within students residing oncampus.

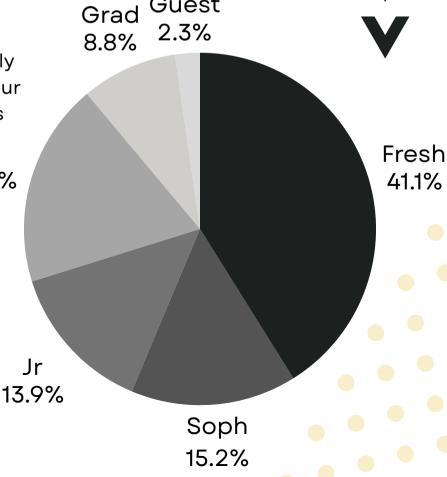
SOS participated in 14 C.A.R.E. Team meetings, assessing *safety* and wellbeing of individual students and the campus community.

771 students that SOS worked with were **FAFSA** eligible for the 2023-2024 academic year.

Freshmen and seniors generally receive the most referrals to our office. The AY24 data confirms this ongoing trend. Sr

18.7%

AY24 had a recidivism rate of 16.23% compared to AY23 recidivism rate of 6.13%



Guest

STAFF HIGHLIGHTS

SOS, as members of the University's CARE Team, received WSU Rick Rewards. An award presented by President Rick Muma to show his appreciation for the efforts of the campus community





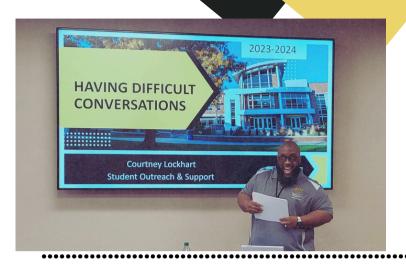
Case Manager, Rachel Glass, receive the Dottie C. Miller award which recognizes an individual who gives outstanding support to Greek life on campus & in the community.

Director, Katie Davidson, attended NASPA conference as department representative. *National Association of Student Personnel Administrators



STAFF HIGHLIGHTS

Lead Case Manager, Courtney
Lockhart, presented on behalf of the
department at WSU's first ever STRIVE
Conference on the topic of Having
Difficult Conversations. This topic was
requested as a response to staff and
faculty wanting to enhance their skills
in immediate ersponses to student
barriers. STRIVE Conference is hosted
by Staff Senate and is part of
Professional Development..





SOS, as members of the University's CARE Team, coordinated a Meet & Greet with community partner COMCARE Community Crisis who provides after hours mental health crisis services to students. This annual Meet & Greet assist the CARE Team in maintaining our MOU with the crisis center. 8 members, representing 3 campus departments, attended the Meet & Greet.









CAMPUS OUTREACH EFFORTS

36 students attended *Rock out The Semester With SOS!*, a rock painting destress activity hosted during finals week.



SOS staff lead a workshop titled *Unmasking*Mental Health to 7 student organizations including Hispanic American Leadership Organization (HALO), Shocker Engineering Academy, TRIO, Upward Bound, Shocker Promise Scholars, and GEAR UP (SE and West).



SOS presented at 11 Freshmen Orientations as CARE Team representatives on students' Success Teams. SOS reached 1,431 students during orientation.



SOS presented to 5 first year seminar classes on services the department provides, how to refer someone, and what to do if you are referred. This strategic effort aims to help students feel more at ease when a referral is made on their behalf and to ensure they feel supported throughout their academic journey.









CONCLUSION

Goals for the upcoming year...BIG 3!

- Finalize our standard operating procedures manual. This will ensure staff consistency when working with students and providing outreach.
- Increase student-facing engagement opportunities across campus by 5%. This will be obtained by presenting to more First Year Seminar classes, participating in campus tabling events, and offering selfcare activities to students during high stress points during the semester.
- Implement a case management intake form to better track data and recurring concerns, enhancing our ability to support and address student needs. This will enable SOS staff to streamline the intake assessment process.





