



STUDENT OUTREACH
& SUPPORT

ANNUAL REPORT

2024/2025





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LETTER FROM THE DIRECTOR



As we reflect on the past year, I'm proud to share how Student Outreach & Support (SOS) has deepened its commitment to student-centeredness. Our mission remains rooted in the belief that every student deserves holistic support—academically, emotionally, and socially. This year, we expanded our reach and impact through strategic partnerships, proactive engagement, and increased accessibility.

One of the most transformative developments has been our strengthened relationship with hospital social workers. This collaboration has significantly improved our ability to coordinate services for students facing complex challenges. By bridging campus and clinical care, we've built a more seamless support system that ensures students receive timely, compassionate assistance.

In November 2024, our department had the privilege of attending the annual NaBITA Conference, where we gained valuable skills and best practices in behavioral intervention and threat assessment. One key takeaway we implemented was the Mandated Health Assessment process. By introducing this new procedure and incorporating a post-hospitalization health assessment, we are not only aligning with national best practices but also providing an additional layer of support for students returning to the classroom during a vulnerable period. This ensures a smoother transition back to their academic responsibilities.

Our new location in the Shocker Success Center has also enhanced accessibility. The move led to a noticeable increase in walk-in traffic, allowing us to connect with more students who may not have otherwise sought help. This visibility has reinforced SOS as a safe and welcoming space for students navigating personal, academic, or financial concerns.

We've also taken a proactive approach to building relationships across academic departments. Through outreach and educational sessions, we've established strong partnerships, and appreciate the confidence staff and faculty have in our ability to deliver meaningful, responsive care to students. These conversations have fostered a shared understanding of student wellness and encouraged a campus-wide culture of care.

Looking ahead, our focus remains clear: to center students in all we do, build bridges within our community, and ensure every student feels seen, supported, and empowered to thrive. Thank you for being part of this journey.

Warm regards,

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



Jared Gullede

Case Manager & Advocate

Assignment: Engineering



Michelle Geesaman, LBSW

Case Manager & Advocate

Assignment: Liberal Arts & Sciences



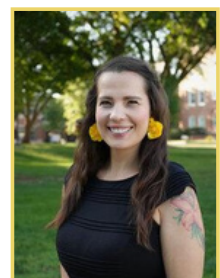
Ashley McKinney

Case Manager & Advocate

Assignment: Applied Students & Health Professions

Kailamai Nguyen
Case Manager & Advocate

Left October 2024



MISSION & VISION

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.



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**.



AT A GLANCE: CASELOAD OVERVIEW

1,119 Reports Received

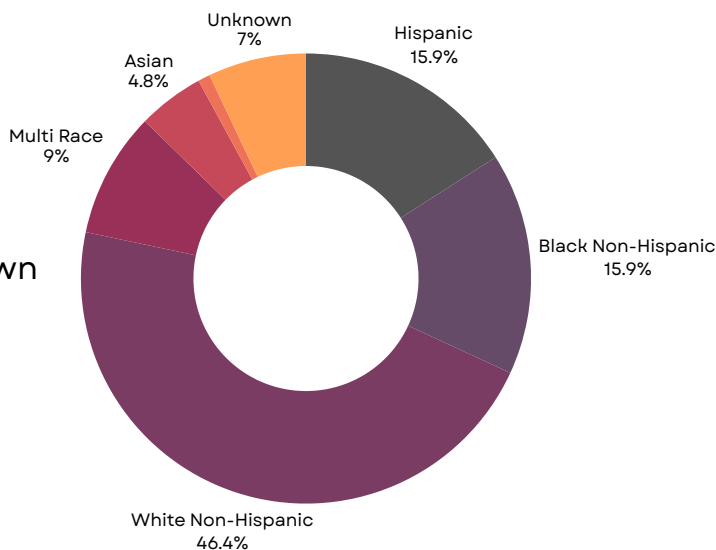
75% (739 students)
1st Generation

983 Unique Cases

871 domestic students referred, compared to 92 international students referred (20 not recorded)

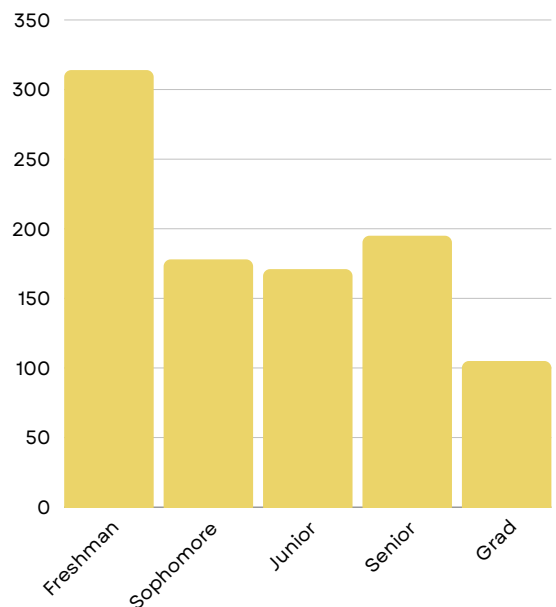
88%

Ethnicity Breakdown

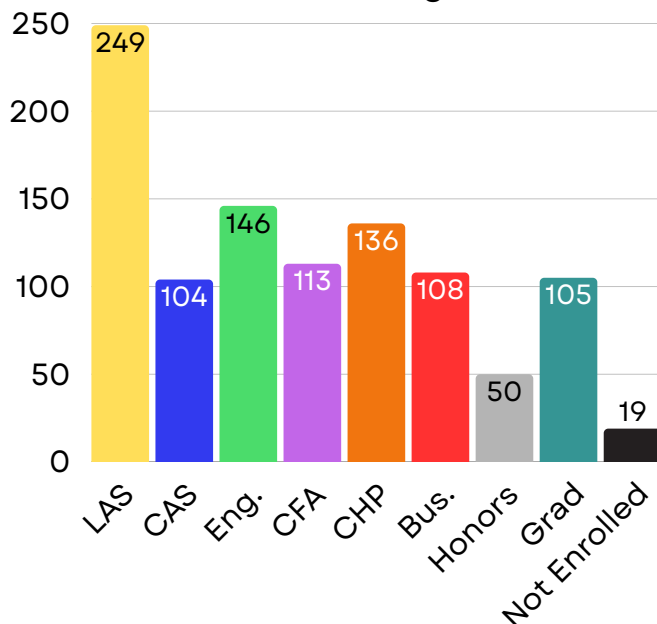


- 28% lived on campus (275 students)
- 34% adult learners (340 students)
- .07% athletes (7 students)
- 8% military, veteran, or dependent (75 students)
- 3% involved in Greek life (32 students)

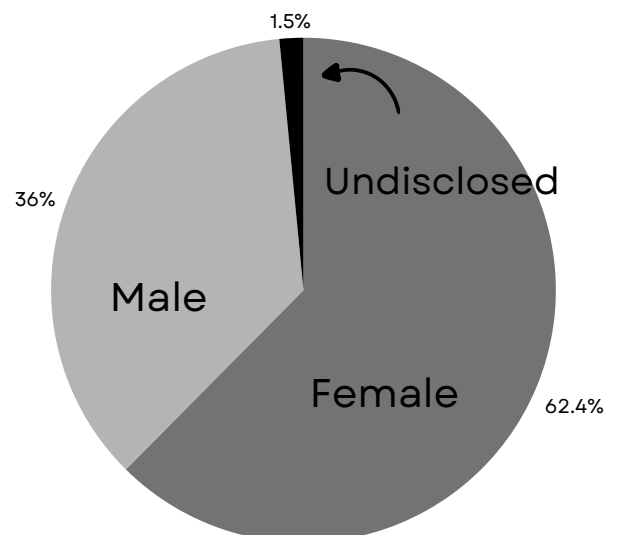
Classification



Academic Colleges



Gender Identity



SOS AT A GLANCE: IMPACT MEASURES

67% (681 students) met with a case manager at least 1x

30% (301 students) were closed non-responsive

3% (37 referrals) declined services

1,511 phone calls were made as a form of outreach.

33 calls were to the hospital for coordination of care for students transported to a higher level of care.

9 calls were to ComCare Community Crisis to coordinate care.



Letters

- 3,109 letter sent through Maxient
- 1,498 letters picked up
- letter retrieval rate of 48.18%
- average letter retrieval time: 23 hours

Time

- average time to create a case: 8 hours
- average time until first outreach: 8 hours
- average duration for an open case: 17 days.

192 SOS referrals received through Navigate.

- 42 SEAS alerts
- 3 Raise Your Hand
- 147 Navigate Intake Survey

SOS participated in **16 C.A.R.E. Team** meetings, assessing **safety** and **wellbeing** of individual students and the campus community. SOS hosted **12 Students of Concern** meetings with Housing and Residence Life (HRL) staff, **assessing** and **addressing** common mild severity **concerns** within students residing on-campus.

SOS AT A GLANCE: PRESENTING CONCERNS & RISK TRENDS

“

Top Concerns Reported

1. 361 students expressed direct statements indicating distress
2. 274 students expressed hopelessness, fear, or worthlessness
3. 229 students reported a deterioration of quality of their work

”

4% of cases were elevated to a critical level per the NaBITA Risk Rubric (40 students)

Risk Level at Closing

- 859 **mild** risk cases
- 75 **moderate** risk cases
- 21 **elevated** risk cases
- 8 **critical** risk cases

Unique Risks

- 139 students reported **suicidal ideation**
- 49 students **attempted suicide** by various means
- 7 students **overdosed** on alcohol or drugs
- 5 student **deaths** took place
- 17 students were **transported** from campus to hospital for **illness/injury**
- 26 students were **transported** from campus to hospital/crisis center for **mental health**
- 108 students reported their **basic needs** not being met (food, shelter, financial)



AY25 had a
recidivism rate of
14.85% compared to
AY23 recidivism rate
of 16.23%

- **93** students supported during and/or after hospitalization
- **62** students hospitalized for illness or injury
- **30** students hospitalized for mental health
- **1** student hospitalized for severe alcohol intoxication

SOS AT A GLANCE: SUPPORT PROVIDED & OUTREACH EFFORTS

- 18 students were supported through **Swipe Out Hunger**, providing them with meals through the dining hall.
- 13 students received a **full withdraw** from courses
- 7 students received a **partial withdraw** from courses
- 115 students were referred to the **Shocker Support Locker**

“

Top Referral Made by SOS

1. 524 referrals to Counseling and Psychological Services (CAPS)
2. 272 referrals to a Success Coach
3. 168 referrals to the Office of Student Accommodations and Testing (OSAT)

”



Due to the rising numbers of students voicing they need assistance learning public transit, SOS hosted Transit 101 during SHOCKFEST in August 2024, and again in January 2025. During this event, our department assists students in downloading the transit app, education them on it's functions, and took students on a route. Roughly 90 students attended.

In July 2024, our department set a goal to increase student-facing engagement opportunities across campus by 5%. Through proactive outreach to First Year Seminar classes, collaboration with student organizations, and the provision of self-care activities during high-stress periods. We exceeded our goal. The Student Outreach & Support (SOS) team engaged with approximately 2,500 students through these out-of-office interactions.

STAFF HIGHLIGHTS & PROFESSIONAL DEVELOPMENT

The entire department was able to attend the NaBITA conference in Palm Beach, FL. At this professional development opportunity, 4 staff became certified in Non-Clinical Suicide Assessment and one staff became certified in Non-Clinical Case Management Interventions.



Director Katie Davidson and Lead Case Manager Courtney Lockhart presented alongside Dr. Christopher Leonard at the Shocker S.T.R.I.V.E. Conference on the topic Mental Wellness in the Workplace



Our department was selected as the AY25 Suspenders4Hope Mental Health Advocates on campus. Recognition will take place in October of 2025.



APPLIED LEARNING

SOS received Applied Learning funds through the state of Kansas. These funds allowed us to hire 2 Student Intake Specialist in Spring 2025. Below is a testimonial from student Golam Morshed Khan - our first applied learning student!

*“This role has been instrumental in shaping my professional growth. One of the most important skills I have developed is **communication**, it’s a vital skill for building any career. I’ve learned how to communicate effectively with diverse groups, including staff, students, and visitors, and I’ve gained a deep understanding of local office culture as well as how to engage with younger generations.*

*Additionally, this role has provided me with hands-on experience in **inventory management**, allowing opportunities to work on **data organization and visualization tasks**, which have enhanced my proficiency with Microsoft Office tools.*

*Another key area where I’ve grown is **customer service**. Serving as the first point of contact for students and visitors has helped me build strong interpersonal skills and taught me the importance of **patience, empathy, and professionalism** in handling a wide variety of questions, concerns, and situations. These customer service skills are highly transferable and will benefit me in any future career.*

*Most importantly, this job has brought me **mental peace** and a **sense of belonging** on campus.”*



**Golam Morshed Khan seen in yellow.*

CONCLUSION

Student Outreach Services continues to shape a more supportive and inclusive student experience. By offering personalized guidance and proactive resources, we've helped students overcome barriers to wellbeing and stay on track toward graduation.

This year brought growth in engagement and deeper collaboration across campus. We faced challenges—from rising mental health needs to environmental stress—but responded with compassion, innovation, and a commitment to equity.

Looking ahead, we remain focused on empowering every student to thrive. Our work is driven by their voices, needs, and potential—and we're ready to keep evolving with them.

AY26 Goals

- Develop and begin a Masters Level Social Work pipeline for practicum opportunities within our department.
- Increase our out-of-office student engagement programming by 10%.
- Expand our outreach through targeted Navigate campaigns to deliver more personalized, differentiated support to students.

