



# Care Team

**Member of the Noma Cares Family**

Sonoma State University

# Care Team Report 2022-2023

Prepared by Edie Brown, M.S.

Basic Needs and Care Team Lead Coordinator

Office of the Dean of Students

# TABLE OF CONTENTS

<b>TABLE OF CONTENTS</b>	<b>1</b>
<b>EXECUTIVE SUMMARY</b>	<b>2</b>
Qualitative	3
Quantitative	4
<b>PURPOSE STATEMENT &amp; CARE TEAM INTENT</b>	<b>5</b>
<b>DATA</b>	<b>5</b>
Cases & Concerns	5
Case Turnaround	5
Ethnicity/Race	10
By Number of Cases	9
By Number of Concerns	11
Gender	16
Campus Housing	20
Basic Needs	21
Academics	21
Degree Programs	22

## EXECUTIVE SUMMARY

### Qualitative

The Care Team began the 2022-23 academic year with Calee Spinney continuing in her role as Care Team Coordinator, leading the work and continuing to develop procedures for the team to address students' needs. In March of 2023, the Care Team added a Coordinator, Edie Brown, to work with Calee Spinney, who comes to the team with 22 years of experience in Advising at SSU, institutional knowledge, and is familiar with the campus resources available to students.

The Care Team offered presentations to the Graduate Studies Subcommittee (GSS), SSU Dean's Council, Faculty Affairs, Residence Advisors, and Peer Mentors as well as presented information to families during Noma Orientation. Spreading awareness of the program has helped our community have a greater understanding of how the Care Team supports students and when it is appropriate to make a Care Team referral. The Care Team continued its work with Strategic Communications to create a dedicated Noma Cares website to increase the visibility of the Care Team and its services. This website is scheduled to launch in fall 2023.

We did add a representative from Athletics, Julie Rudy, to the Care Team this year to help ensure that we are offering robust support to student-athletes.

In June 2023, Calee Spinney passed away. This was a huge loss to SSU and specifically the Care Team.

In June 2023 Confidential Advocate Susan Pulido retired.

## Quantitative

The 2022-23 academic year the Care Team saw a 24.8% drop in the number of unique cases. This is primarily due to a decision made at the start of the academic year to consolidate or combine cases; meaning the Care team does not have multiple cases open for a student.

The top five concerns our student population faced this academic year were Academic Difficulty (18.2%), Personal Wellness (15.1%), Excessive Absences (12.3%), Social Adjustment (8.6%), and Depression (6.8%) These concerns made up 61.1% of all cases. This continues to hold true for our students who identify as Hispanic/Latino; they identified academic difficulty as a concern in 36 out of 139 cases or 27.3%. Alcohol, personal wellness, excessive absences, and safety & security were the other cases of concern for this population.

The concerns that saw a decrease from the previous year are more than likely due to fewer cases being reported and the consolidation of cases for the same student. The largest decrease in concerns was in the academic difficulty concern. This saw a drop of 46%, from 154 cases in 21/22 to 83 cases in AY 22/23, but is still the number one concern for most students. Depression saw the second largest drop, 50%; 63 in 21/22 to 31 in AY 22/23. Followed by Excessive Absences, down 22%; 72 in 21/22 to 56 in AY 22/23.

Regarding how the Care team served the different academic programs on campus, Psychology (52), Pre-Business Administration (41), Undeclared (37), Early Childhood Studies (29), Sociology (26), and English (24) had the largest share of cases. Similar to last year, there were a large number of cases (135) in which the student's major was unknown, which likely has to do with software interfacing issues between PeopleSoft and Maxient.

## PURPOSE STATEMENT & CARE TEAM INTENT

Charged by the Vice President of Student Affairs, the Care Team's purpose is to recognize the vast issues that can impact a student's life and the complexity and compounding effect they may have on their academic success and progress. The Care Team achieves this through coordinating the support of students experiencing hardships and connecting them to resources on and off campus.

The Sonoma State Care Team is a committee of professional staff and faculty from across campus dedicated to the success and wellbeing of our students. The committee is chaired by the Dean of Students and includes representatives from Academic Advising, Academic Programs, Counseling and Psychological Services, Confidential Advocacy, Disability Student Services, Faculty Affairs, Faculty Member, Office for the Prevention of Harassment and Discrimination, Residential Education and Campus Housing, University Conduct, and the University Police Department. For the 2022-23 academic year, we look forward to adding a representative from Athletics to the Care Team.

## Data

The following sections describe the work completed by the Care Team for the Academic Year of 2022/2023. The information is broken down into four sections: Concerns, Ethnicity/Race, On and Off Campus Housing, and Basic Needs. This is done to shed light on trends that our community may be facing so that the Care Team can adjust to meet those needs.

## Cases & Concerns

In the Care Team, we refer to the individuals in each case as Students of Concern, and subsequently the issues identified as Concerns. Maxient uses the term "charges" to describe issues a student is facing, as it is primarily used as a student conduct management program; as such, the language used by Maxient sometimes does not reflect how the Care Team refers to things internally. This document will reflect the language used in the Care Team and may be inconsistent with the language utilized by Maxient.

The following is an analysis of the concerns recorded for the Academic Year 2022/2023 as well as some comparison with previous academic years.

Unique Individuals	Unique Cases	Unique Concerns
399	465	467

Table 1: Unique Individuals, Unique Cases, and Unique Concerns for the 2022/2023 Academic Year

### 6 year overview of concerns

Concern	22/23	21/22	20/21	19/20	18/19	17/18
Academic Difficulty	83	154	147	91	48	8
Alcohol Concern	5	5	2	9	11	1
Bizarre Behavior	1	2	1	1	6	0
Change in Mood/Appearance	2	5	0	1	0	1
Concern Student is Missing	3	5	0	1	2	0
Death of Family Member	23	21	8	3	0	0
Death of Fellow Student	0	15	1	1	0	0
Death/other	2	10	5	2	0	0
Depressed	31	63	17	15	16	6
Displayed Anger	1	4	1	2	3	2
Disruptive Behavior	2	1	0	2	1	3
Excessive Absences	56	72	43	53	1	2
Excessive Anxiety	17	29	4	30	4	2
Extreme Mood Swings	0	1	0	1	4	0
Financial Issue	6	17	18	19	4	0
Fire/Evacuation	0	0	12	0	1	0
Food Insecure	2	1	3	0	0	0
Housing Insecure	3	16	21	5	0	0
Injury/illness Hospital	6	13	7	5	1	7
Injury/illness Other	8	22	12	5	3	2
Jepordizing Success	2		1	2	0	0
Medical	20	7	1	5	3	1
Other Drugs Concern	1	3	3	0	2	0
Other Violation	0	3	2	0	0	1

Other Concerning Behavior	3	23	1	6	6	4
Pandemic Related	2	16	387	61	0	0
Personal Wellness	69	37	150	219	94	5
Room Cleaning	0	0	1	0	0	0
Safety & Security	3	1	0	6	2	0
Social Adjustment	39	7	0	16	2	0
Suicidal	38	38	14	29	23	6
Theft	0	0	1	0	1	0
Threat to Oneself	0	0	1	2	7	9
Threatening/Violent Behavior	3	1	0	2	1	1
University Withdrawal	0		3	0	0	0
Unusual Behavior	3	3	1	11	3	4
Unusual Injury	1	1	0	1	0	0
Victim	30	9	9	2	2	11
<b>Total Concerns</b>	<b>465</b>	<b>605</b>	<b>877</b>	<b>608</b>	<b>251</b>	<b>76</b>

Table 2: All Concerns over the last six Academic Years

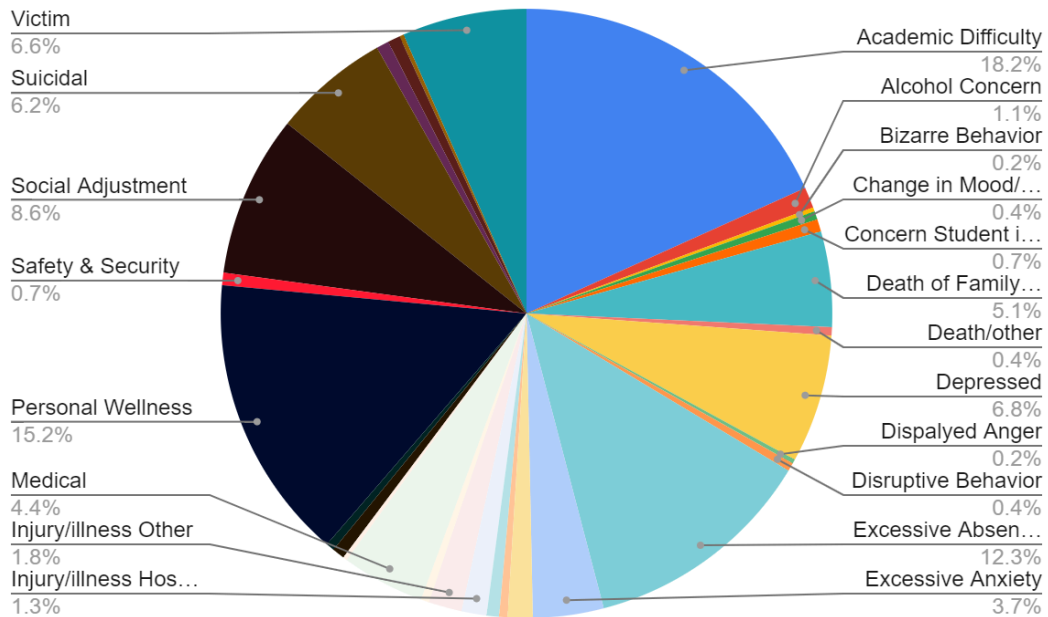


Figure 1: Distribution of All Concerns in the Academic Year 2022/2023

Academic difficulty maintained its standing as the highest recorded concern with 83 cases out of 455 (18.24%) for the 2022-2023 academic year. Given that almost half of all reports are submitted by faculty, this isn't a surprise. Often it was theorized that the academic difficulty was the result of some other factor in the student's life, whether those factors were known or unknown. Personal Wellness was the second highest recorded concern (15.2%) and Excessive Absences was the third highest recorded concern (12.3%); again, this isn't a surprise given that faculty submit the bulk of the reports that the Care Team receives.

It's interesting to note where there were cases that saw a minimal shift in numbers - Death of a family member increased by 2, where suicidal cases remained constant. Death of a student, dropped from 15 last AY to 0 this AY.

Other areas to note where an increase occurred was medical, from 20 this year compared to 7 last year. The concern of victims saw an increase from 9 in 21/22 to 30 this year.

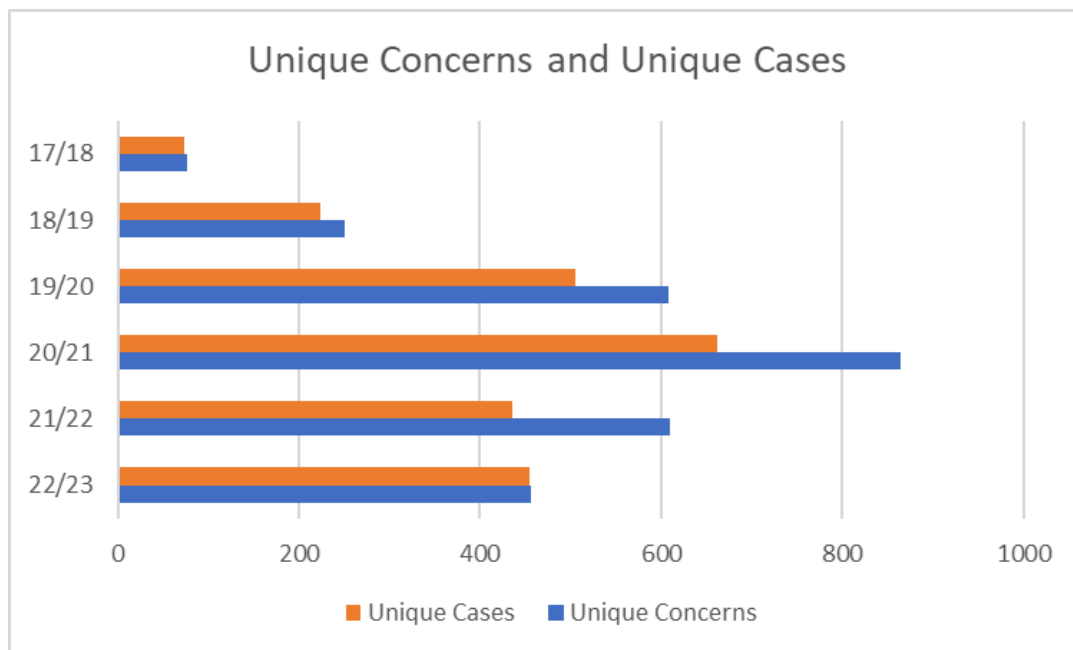


Figure 2: Comparison of Unique concerns v. Unique Cases over the last six Academic Years



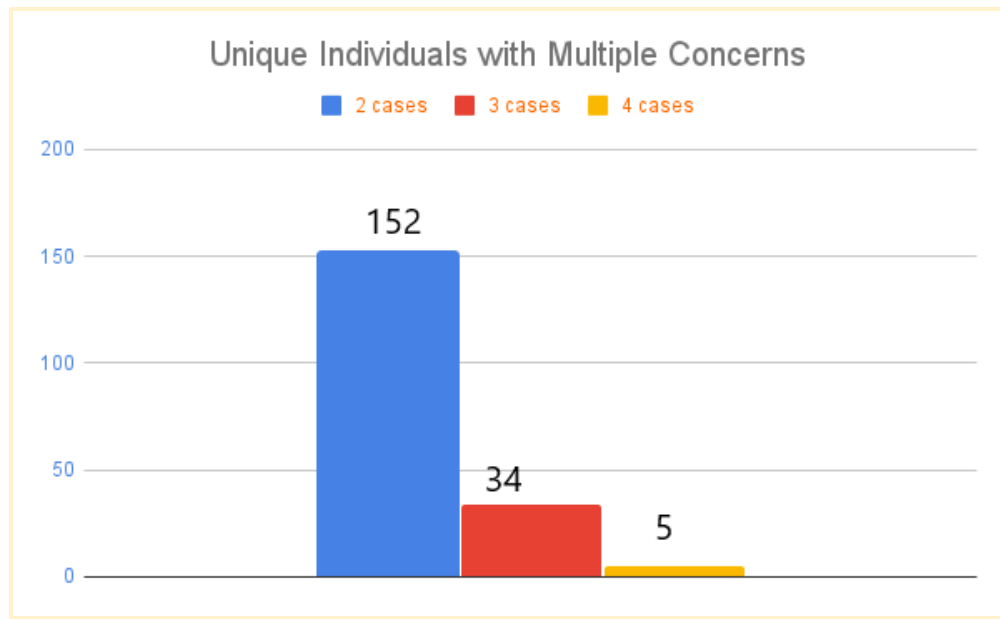


Figure 3: Individuals with multiple cases for the 2022/2023 Academic Year.

### Unique Individual with Multiple Concerns

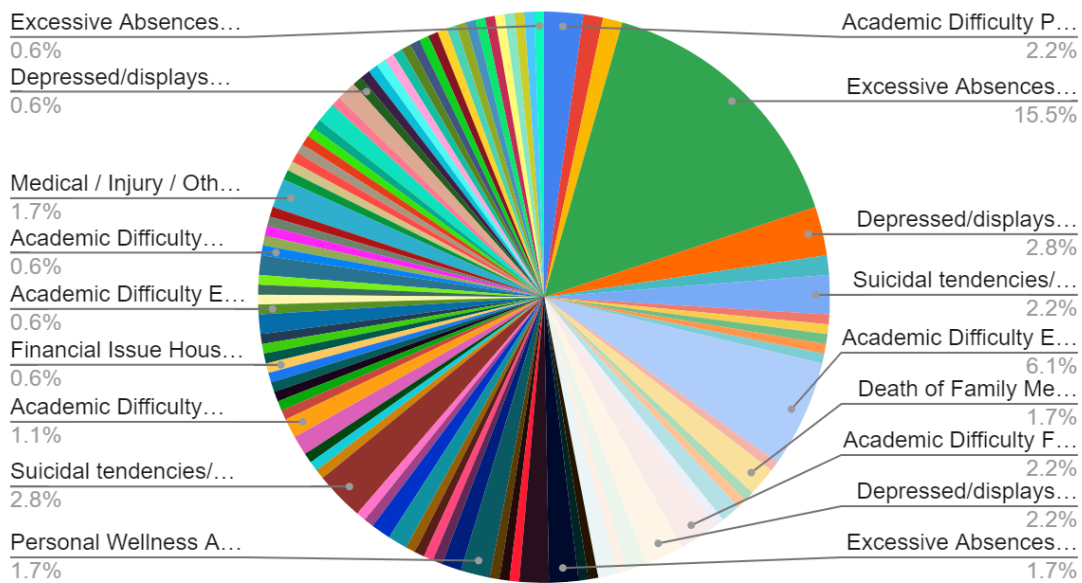


Figure 4: Distribution of concern for Unique Individuals with multiple cases in Academic Year 2022/2023

## Case Turnaround

In 2022/2023 on average, cases took 33 days to complete from the date the case was created. The protocol remains the same as in previous years where students are contacted within two days of the report being submitted. It appears this practice was upheld this year, with a mean of 1.76 days passing between a report being submitted and the case being created. The mode and median were both 0, same as in 2021/2022; meaning that the vast majority of cases were created the same day that the report was submitted.

## Ethnicity/Race

To understand how the Care Team program is serving the diverse student body, an analysis of cases by self-reported ethnicity/race was conducted to see how it compared to the overall student population of those identities. The intention is to identify if we are undeserving any specific population and if there are specific issues that students of a certain population are facing at our university that we may need to address and support. Note that while we recognize the vast differences within these broader identities, some ethnic/race choices have been combined for easier reading of the data (ie. Chilean with Hispanic/Latino, Not Specified with Decline to State, and European with White [there is no white/Latino-origin option within Maxient]). Additionally, the language used to define ethnic/racial categories matches that of Maxient and not necessarily the language the Care Team uses (e.g. Latinx).

## By Number of Cases

The following is the distribution of Unique Cases by self-identified Ethnicity/Race for the Academic Year 2022/2023 as well as the distribution of the Student Body by self identified Ethnicity/Race for the Academic Year 2022/2023.

### Care Cases by Ethnicity

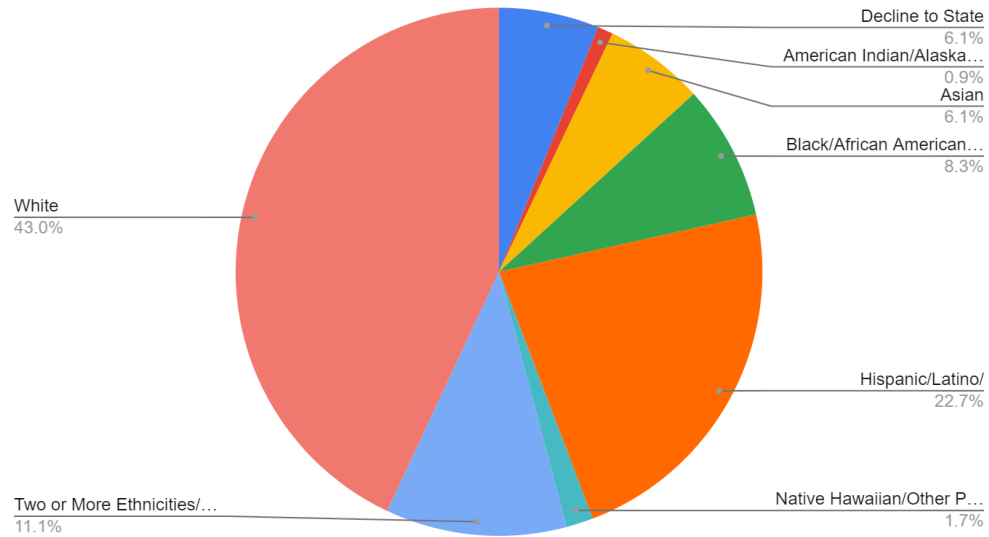


Figure 5: Overall Care Team Cases for the Academic Year of 2022/2023 by self reported ethnic/racial Identities

### Student Body Demographics by Ethnicity

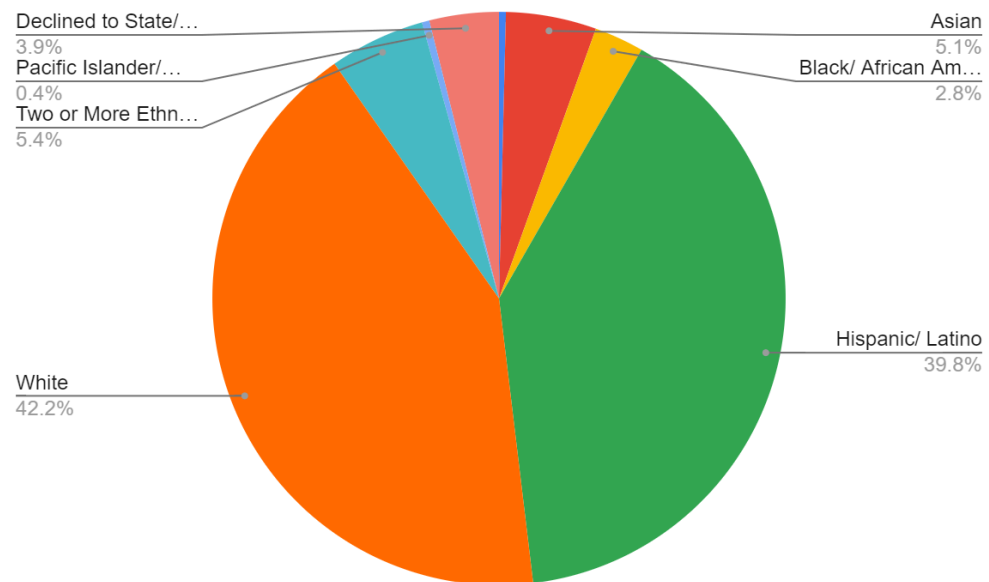


Figure 6: Student Body demographics for the Academic Year of 2022/2023 by self reported ethnic/racial Identities

Data Source	Native American/ Alaska Native	Asian	Black/ African American	Hispanic/ Latino	White	Two or More Ethnicities	Pacific Islander/ Native Hawaiian	Declined to State/Not Specified
Student Body	25	331	181	2581	2734	350	27	254
Care Cases	4	28	36	97	186	47	7	26

Table 3: Numbers of Students v. Care Cases for the Academic Year of 2022-2023 by self reported ethnic/racial identities

### By Number of Concerns

The following is the distribution of Unique concerns by self-identified Ethnicity/Race for the Academic Year 2022/2023. Note that concerns are separate from cases, as cases can have multiple concerns.

total # of cases American Indian/Alaska Native - 18

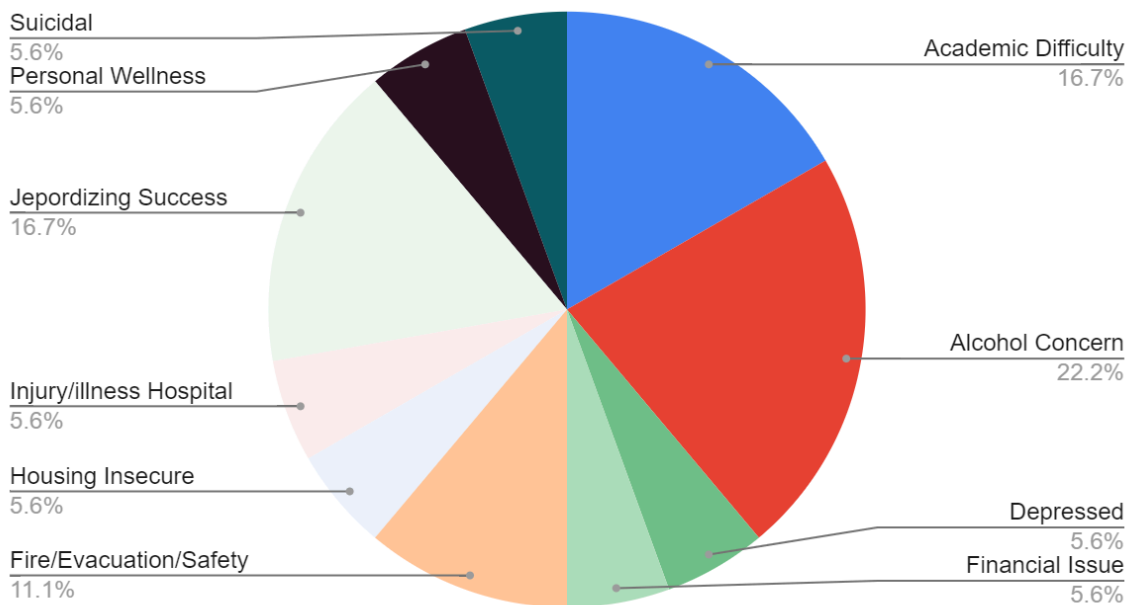


Figure 7: Number of concerns by self identified American Indian/Alaska Native students

### Total # of cases Asian students - 82

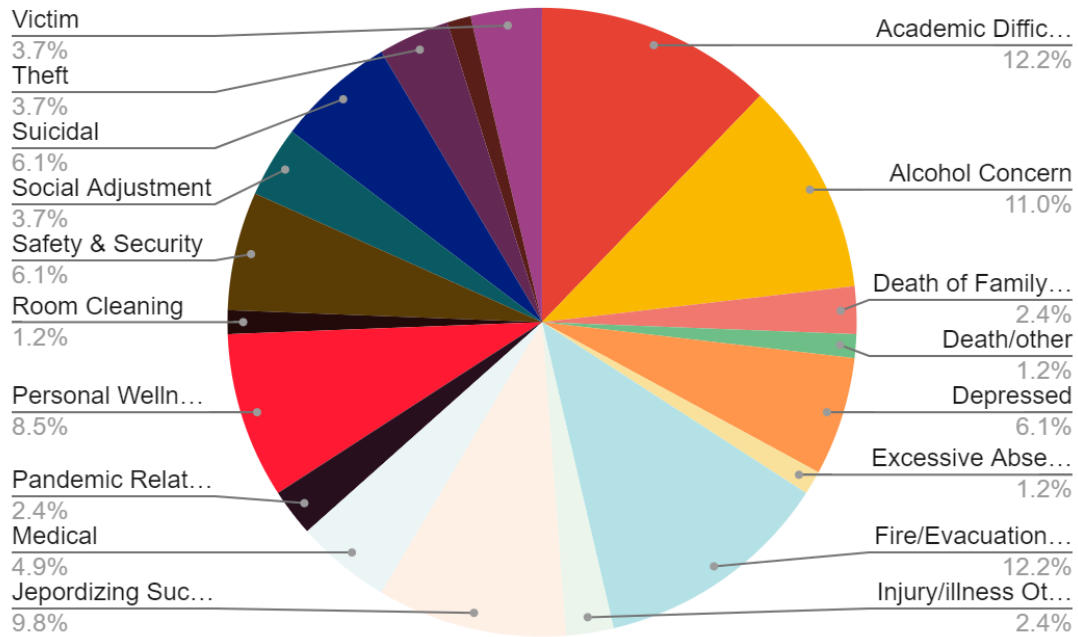


Figure 8: Number of concerns by self identified Asian students

### Total # of cases Black/African American students - 109

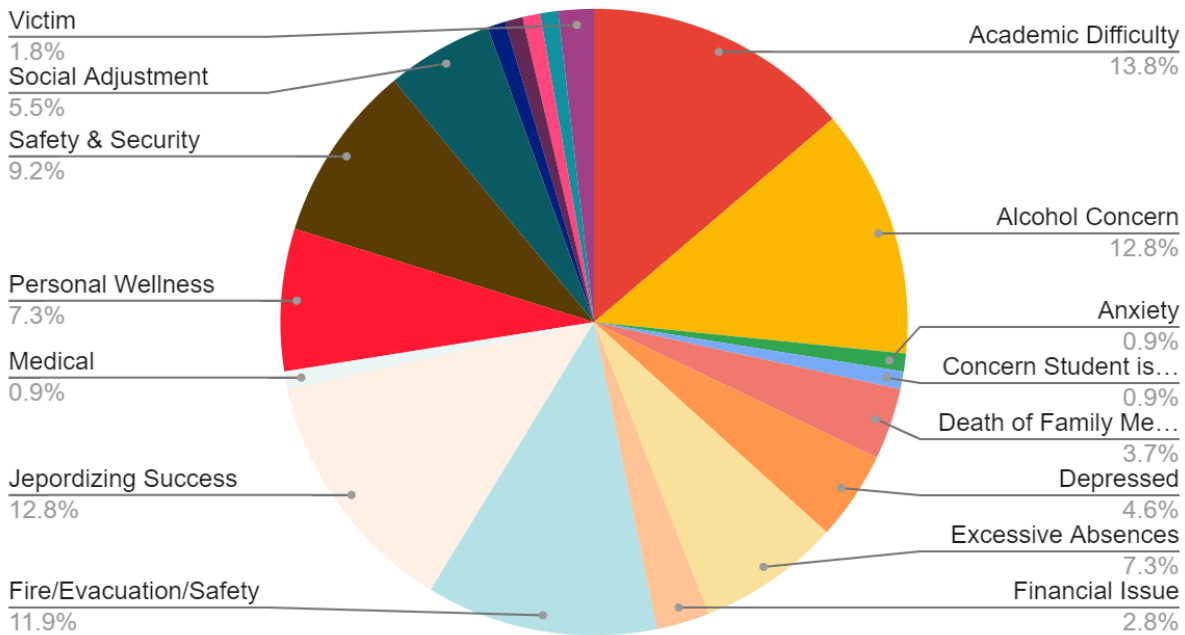


Figure 9: Number of concerns by self identified Black/African American students

### Total # cases Latino/Hispanic students - 226

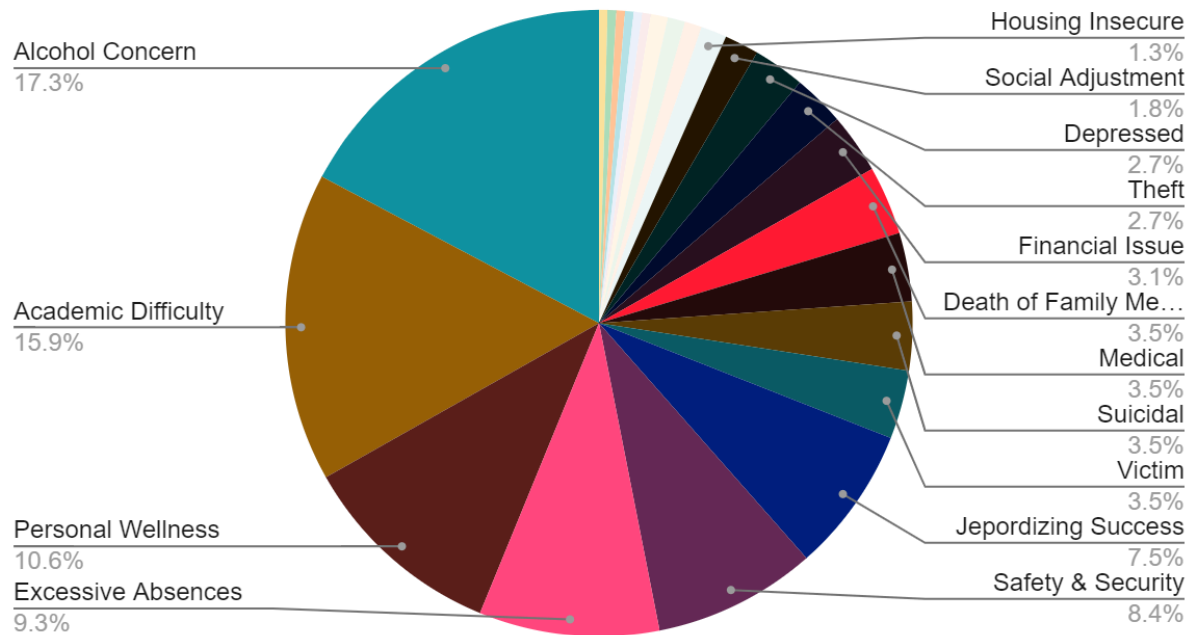


Figure 10: Number of concerns by self identified Hispanic/Latino students

### Total # cases White students - 530

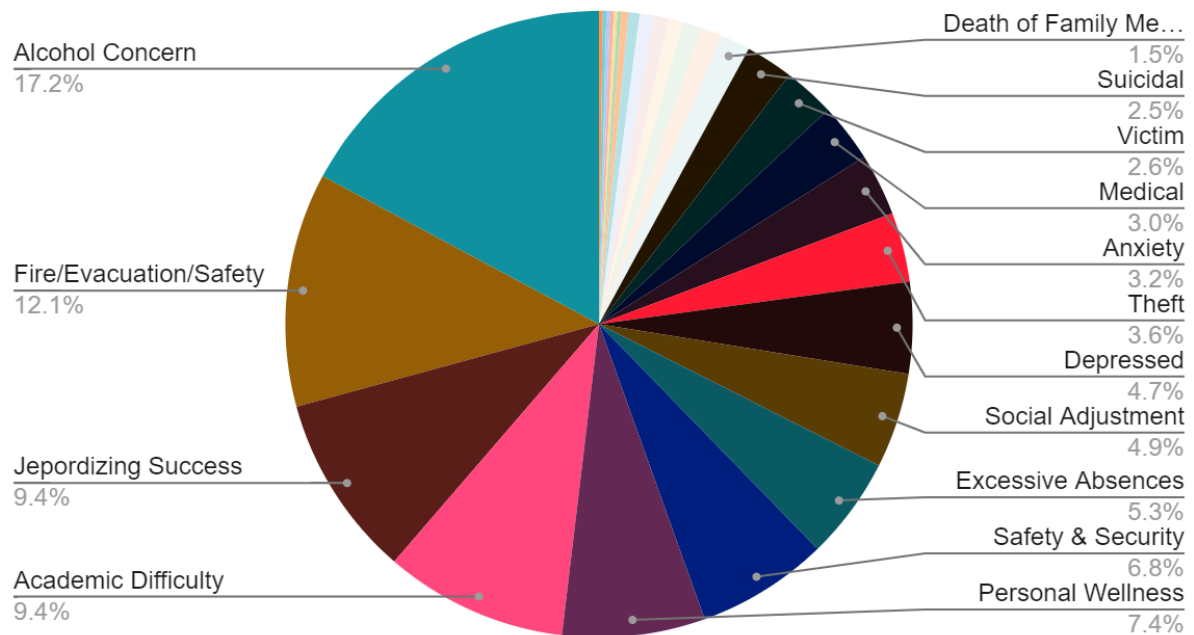


Figure 11: Number of concerns by self identified White students

### Total # cases Hawaiian/Pacific Islander students - 12

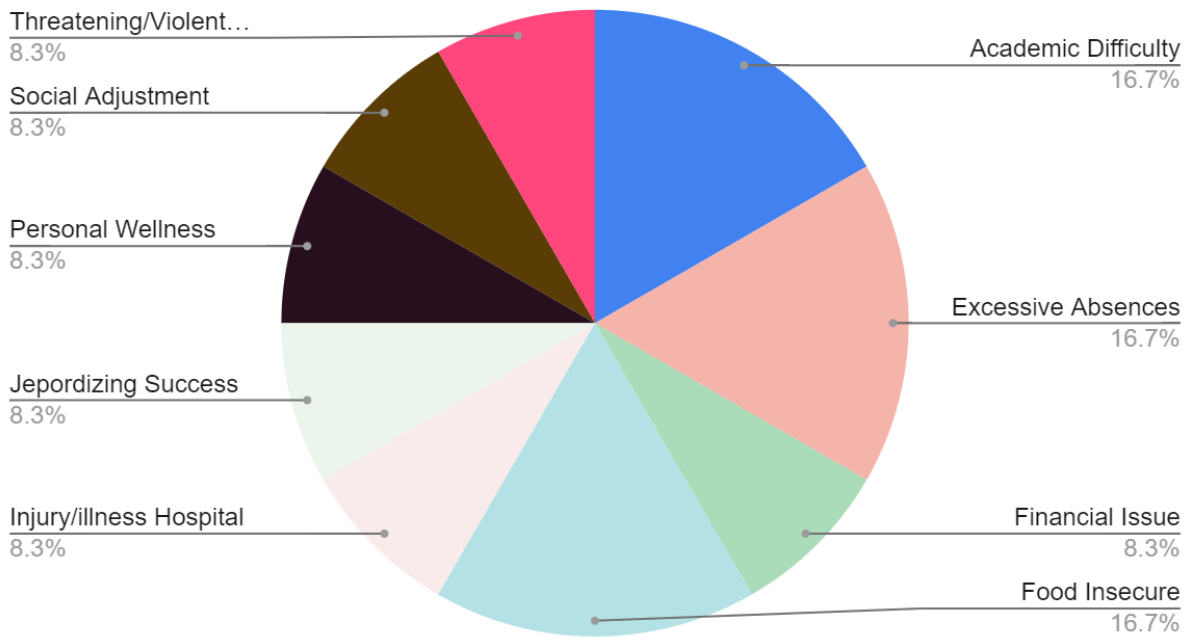


Figure 12: Number of concerns by self identified Pacific Islander/Native Hawaiian students

### Total # cases Two or more ethnicities students - 103

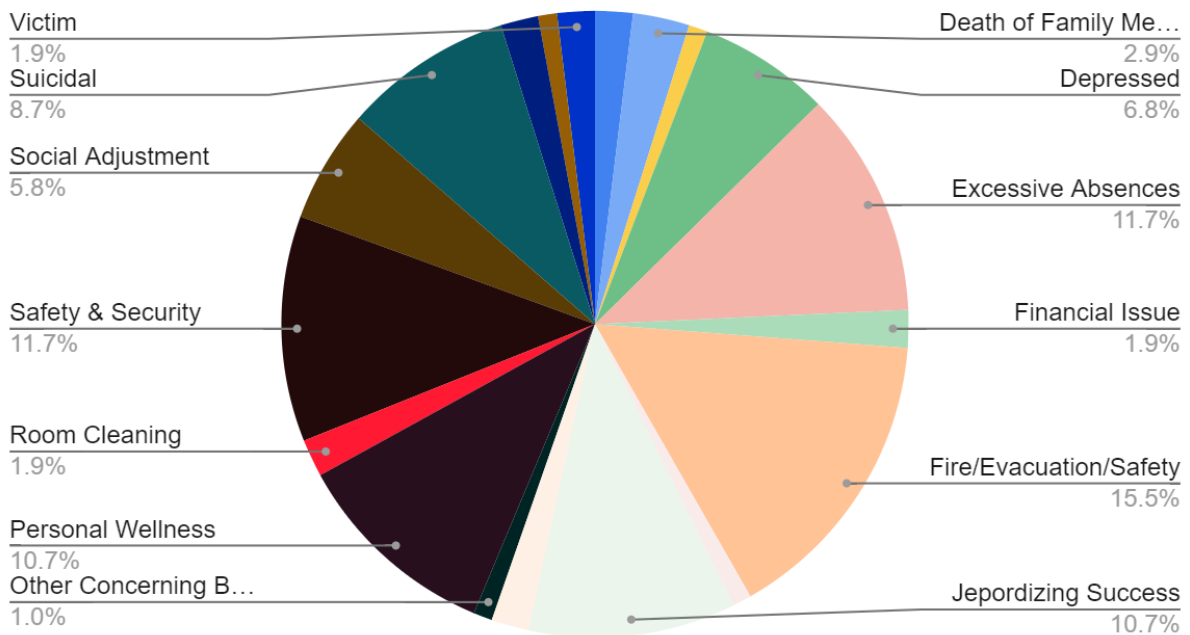


Figure 13: Number of concerns by student self identified as having two or more ethnicities

## Total # cases Not Specified/Declined to state - 50

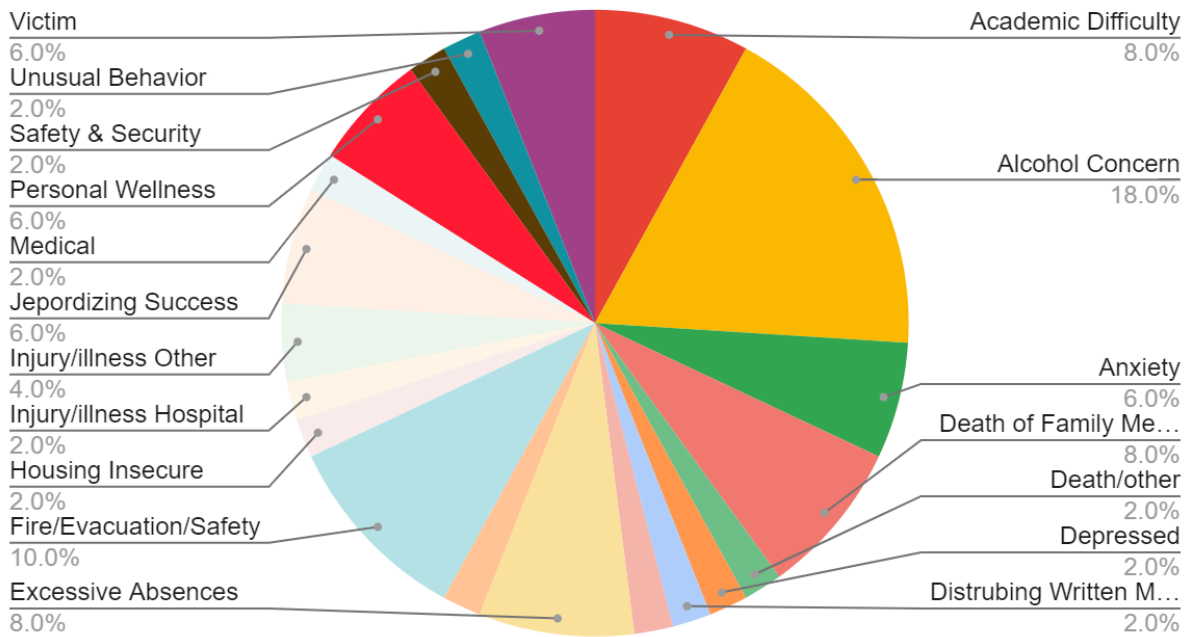


Figure 14: Number of concerns by self identified Decline to State/Not Specified students

## BIPOC - Distribution of Concerns

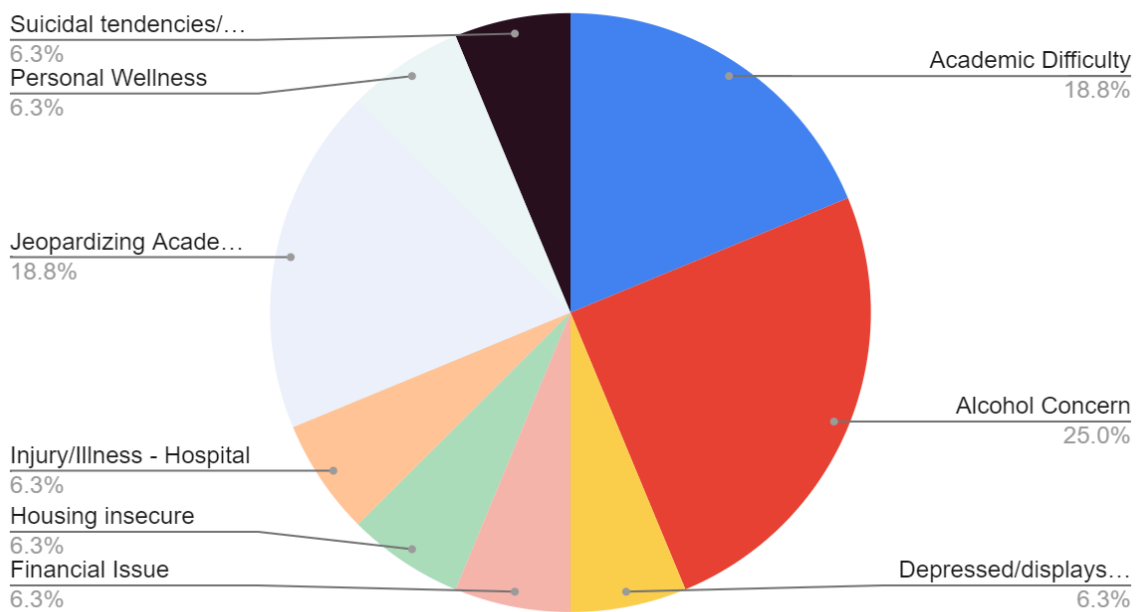


Figure 15: Distribution of Concerns for BIPOC student population as a whole for Academic Year 2022/2023



## Gender

As with the data on Ethnicity/Race, it's important to understand how we are serving our community from a gender perspective. This year Maxient was able to provide data on gender identity and the following categories were listed: no gender entered, Female, Male, N/A, Nonbinary, Other, and Transgender.

More work is needed to analyze how we are serving these students. We still do not have data on sexual orientation; it would be useful to be able to analyze how we are serving those populations within the Maxient system.

### By Number of Cases

The following is the distribution of Care cases by gender as populated in PeopleSoft for the academic year 2022/2023 as well as the distribution of the student body by gender for the Academic Year 2022/2023. There is not a significant change in numbers from the previous year. In fact, the percentage of gender care cases is exactly the same as 2021/2022. Students have the ability to update their individual gender marker within PeopleSoft which may have changed from their application to the CSU status.

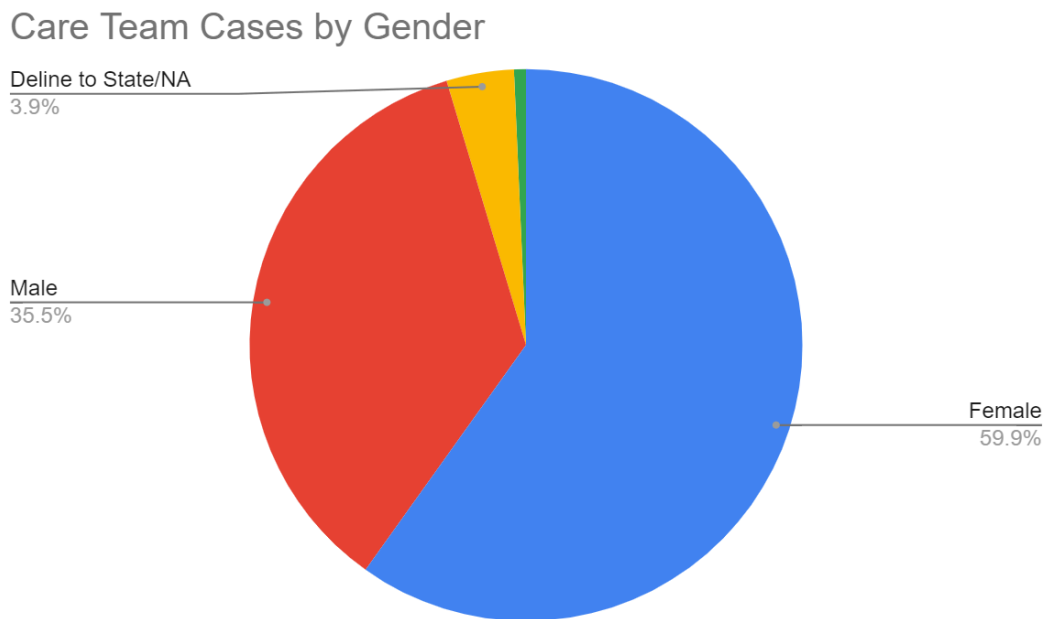


Figure 16: Care Team Cases by self reported gender

## Student Body by Gender

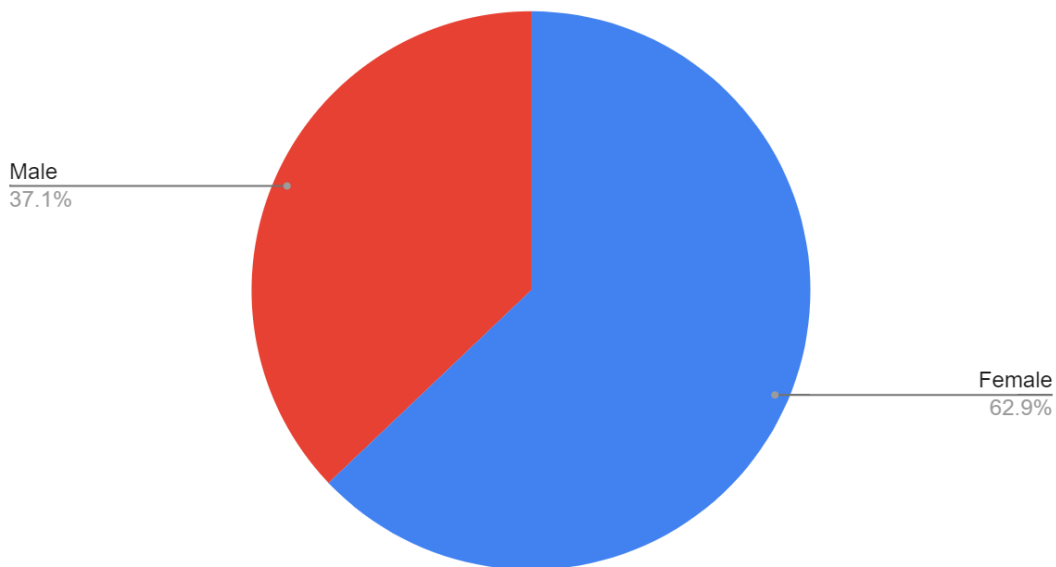


Figure 17: Student Body demographics by self reported gender

Data Source	Female	Male	Declined to state/NA	Nonbinary
Student Body	4077	2406	unknown	unknown
Care Cases	258	153	17	3

Table 4: Numbers of Students v. Care Cases by self reported gender

The university’s Institutional Effectiveness webpage states “Sonoma State University recognizes gender identification beyond the male/female binary, but does not release data for groups with fewer than 10 members.” This is important to note because it is through the care cases we get a sense of how our students identify themselves and the cases they are involved in.

### By Number of Concerns

The following is the distribution of unique concerns by self identified gender for the Academic Year 2022/2023.

## Concerns by Gender - Female

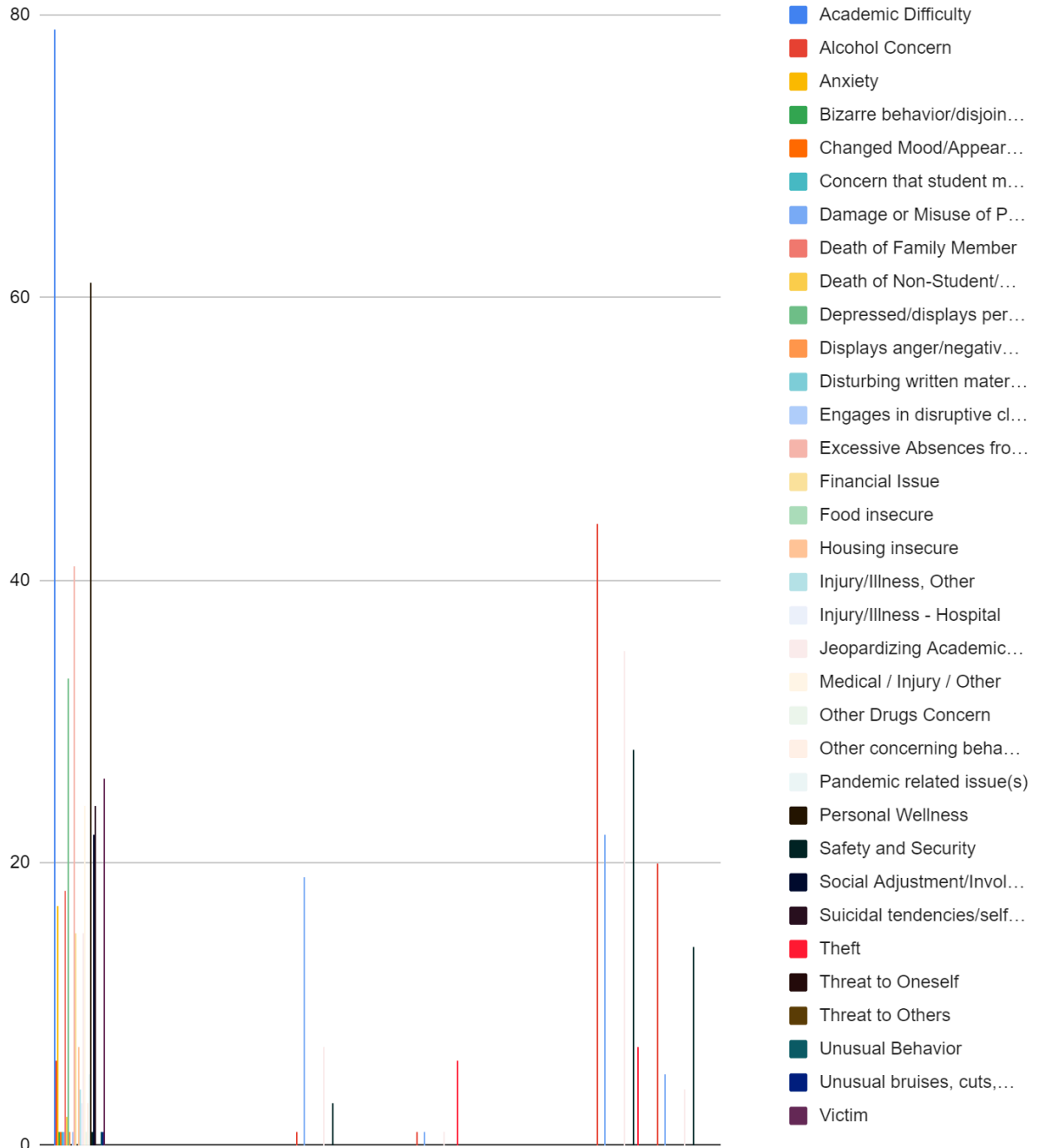


Figure 18: Number of concerns by self identified female students

### Cases by Gender - Male

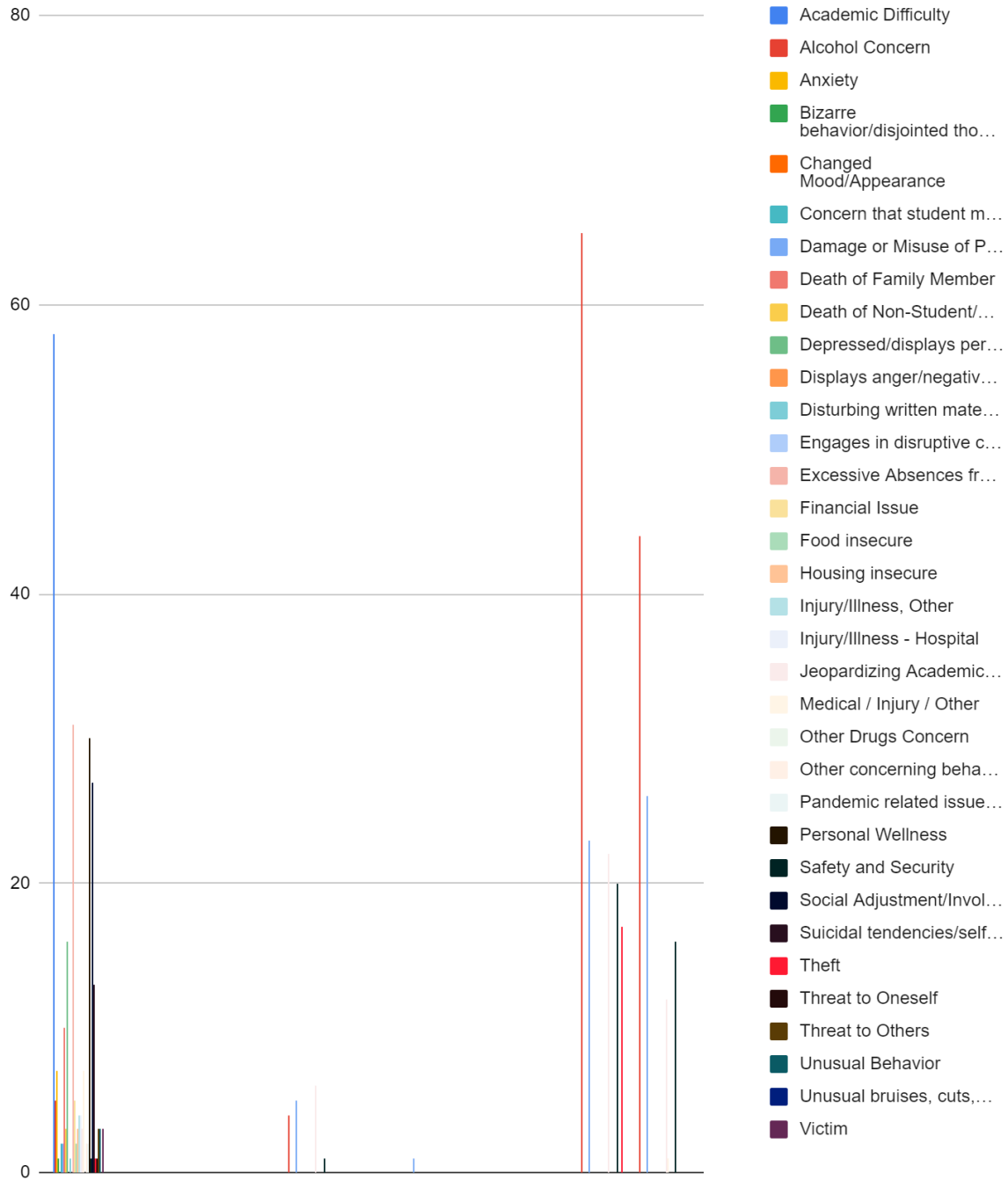


Figure 19: Number of concerns by self identified male students

## Campus Housing

The following is the distribution of Unique concerns for students who lived on campus for the Academic Year 2022/2023.

### Housing: Distribution of Concerns

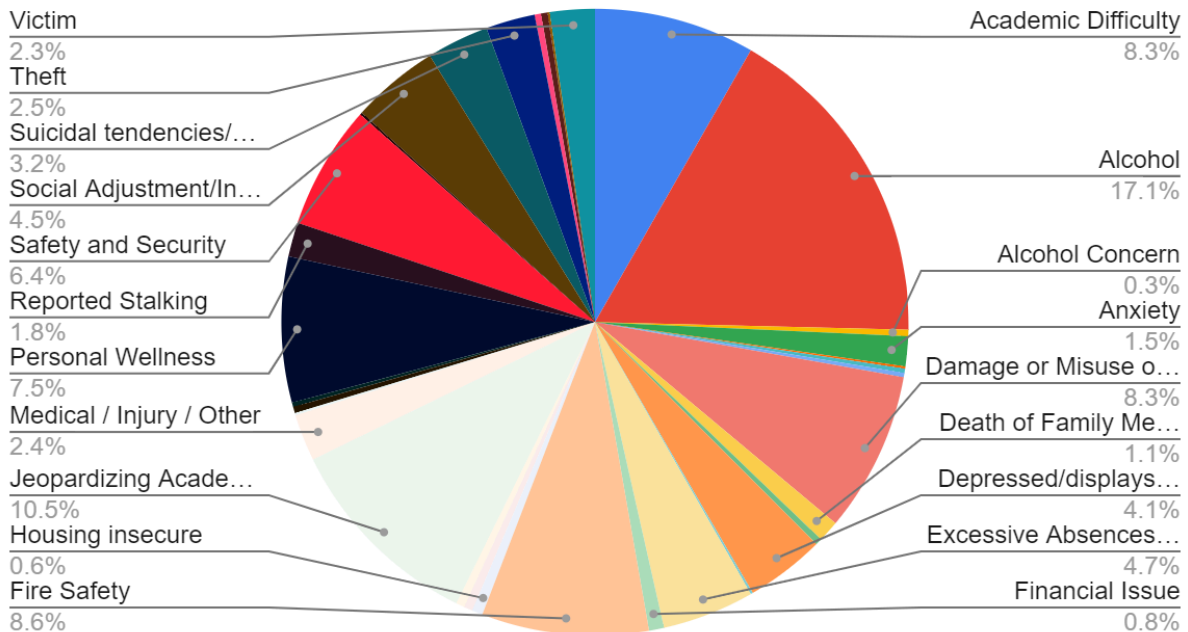


Figure 27: Distribution of Concerns for On Campus Students

Academic Difficulty	Alcohol	Alcohol Concern	Bizarre behavior/ disjointed thoughts	Changed Mood/ Appearance	Civil and Responsible Behavior	Concern that student may be missing	Death of Family Member	Death of Fellow Student	Death of Non-Student /Other
75	155	3	1	2	1	2	10	0	3
Death of Student	Depressed /displays persistent sadness/unexplained crying	Destruction of Property	Displays anger/ negative emotions inappropriately	Engages in disruptive classroom behavior	Excessive Absences from Class	Excessive anxiety	Extreme mood swings	Financial Issue	Food insecure
0	37	75	1	0	43	33	2	7	0

Housing insecure	Injury/ Illness, Other	Injury/ Illness - Hospital	Medical / Injury / Other	Other Drugs Concern	Other Violation	Other concerning behavior	Pandemic related issue(s)	Personal Wellness
5	4	4	22	1	0	3	18	68
Reported Stalking	Safety and Security	Significant change in appearance /behaviors	Social Adjustment /Involvement	Suicidal tendencies/ self-injurious behavior	Threatens or engages in violent behavior (written/ verbal)	Unusual Behavior	Unusual bruises, cuts, abrasions, or scrapes	Victim
16	58	1	41	29	3	3	1	21

Table 11: Total concerns for On Campus Students

## Basic Needs

It is challenging to compare numbers directly as Basic Needs cases weren't all tracked through Maxient, and their avenues for assistance don't correspond with the concern categories we have in Maxient. This section is just to compare how many cases that concern Financial, Food, and Housing Insecurity come to the Care Team first before being directed to BNI. Note that not all cases that come to the Care Team go to Basic Needs if the issue can be worked out before intervention is needed, and obviously not all BNI cases come to the Care Team first.

Program	Financial Insecurity	Food Insecurity	Housing Insecurity
Basic Needs	36	19	16
Care Team	18	3	21

Table 12: Basic Needs cases v. Care Team cases

The breakdown of the particular Service/Program and number of students assisted was not available at the time of this writing. Further research will be done to get the information into the next report.

## Academics

### Degree Programs

The following are Unique Cases and Unique concerns by degree program for the Academic Year of 2022/2023. Some programs have been combined to make the data easier to read (e.g. Biology BA and BS). Due to the current integration system, there are a significant number of students who have an unknown major, which is separate from undeclared.

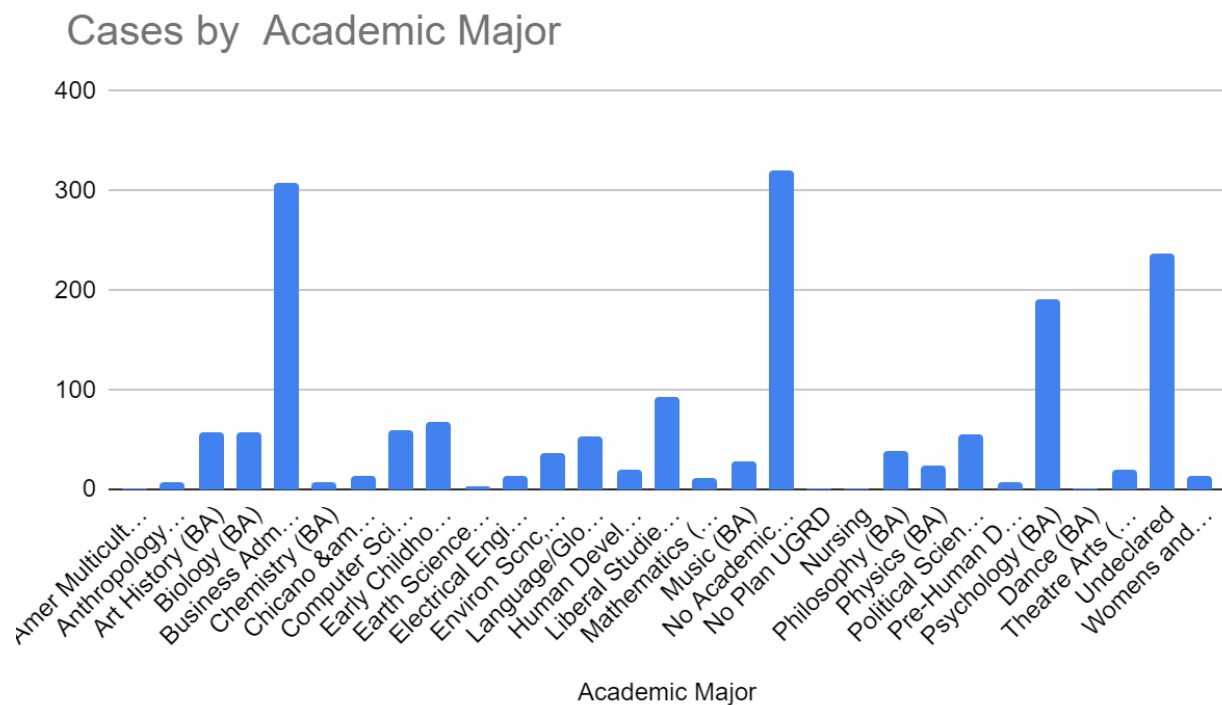


Figure 28: Distribution of cases by academic program

### Classification

The following is data regarding the students involved with the Care Team based on their Classification, or grade status. Note that the more inclusive term First Year is used in place of Freshman. Additionally, Maxient places students into these classifications based on their academic progress; a student might be in their 5th year at SSU, but would still be classified in this context as a senior.

## Classification: Distribution of Cases

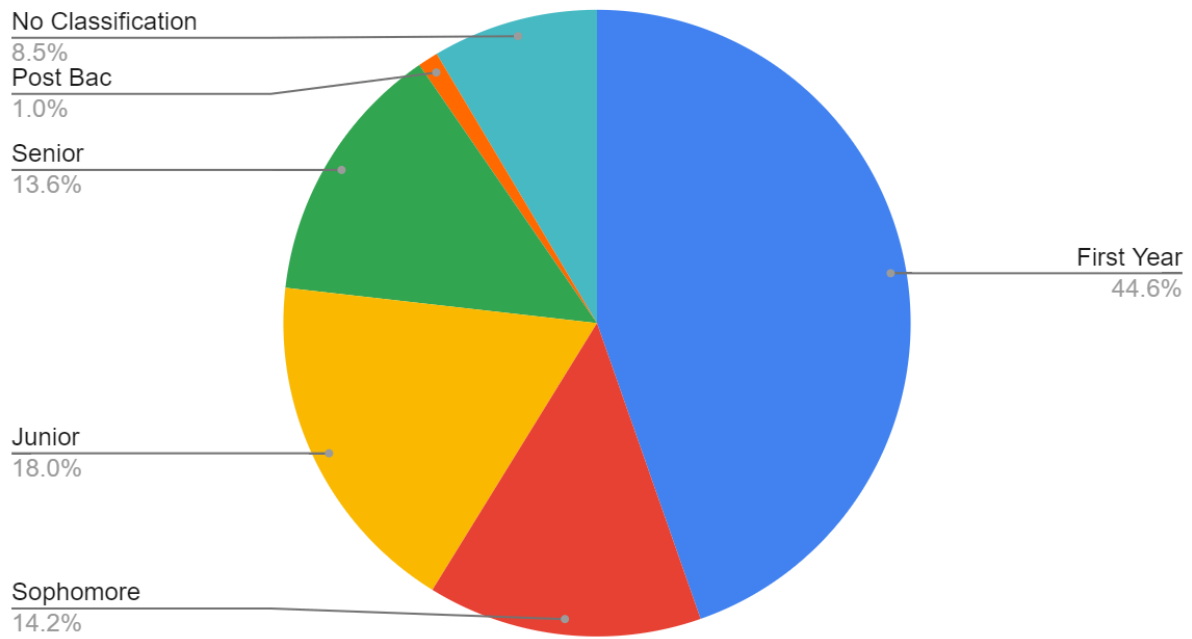


Figure 29: Distribution of cases by classification type



## Post Bac/Grad vs Classification

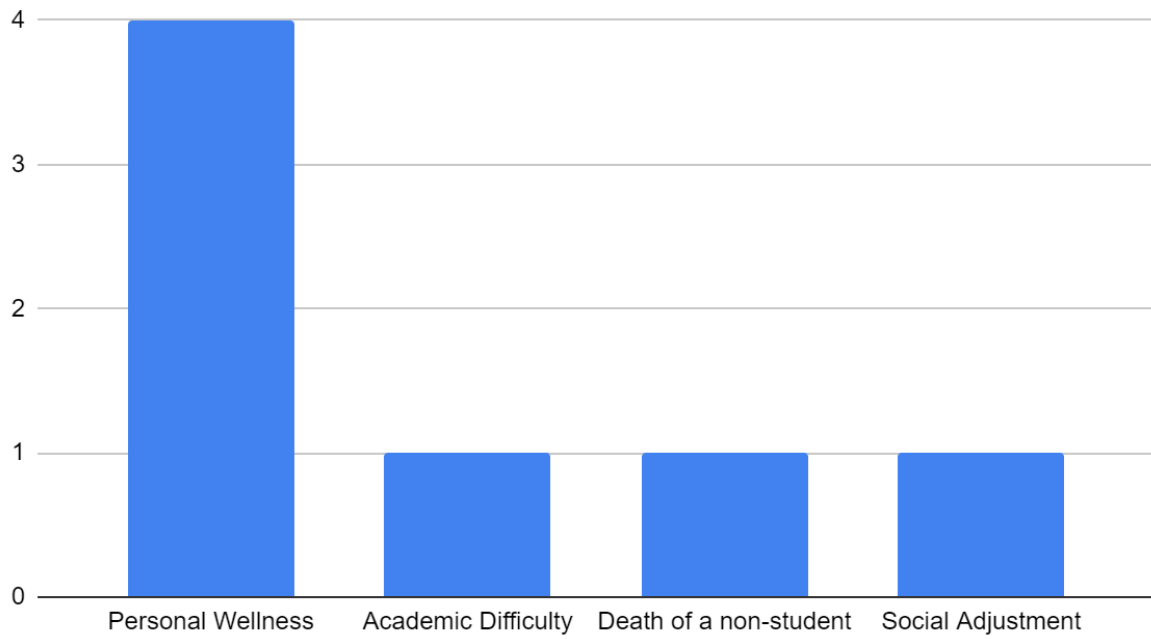


Figure 34: Distribution of Concerns for post-bacc/graduate students