



Care Team

Sonoma State University

Care Team Report 2023-2024

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Basic Needs and Care Team Lead Coordinator

Office of the Dean of Students

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EXECUTIVE SUMMARY

Qualitative

The Care Team began the 2023-2024 academic year with Edie Brown as the primary Care Team Coordinator, leading the work and continuing to develop procedures for the team to address students' needs.

The Care Team offered presentations to the REACH Residential Advisor staff, Professional Academic Advisor Group, and Staff Council (staff, MPP from across campus). We were hoping to meet with the Deans Council; however, Academic Affairs has been in the middle of restructuring and is planning to implement the new structure in the fall 2024 term. After the implementation has been rolled out, we will work with Katie Musick, Degree Audit and Catalog Analyst to determine a time to present to Academic Affairs administration.

It is still our belief that spreading awareness of the program has helped our community better understand 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 launched at the end of the spring term in anticipation of the Noma Cares Central office opening in the fall. At the time of this report, the space is still being renovated and we have a soft opening scheduled for July 29th.

There are two new additions to staff that will work with or collaborate with the CARE team. Kellie Douglas joined SSU in August of 2023 as the new Confidential Advocate and Jenna Mckee-Bakos came to us in June 2024 as the Residential Student Support Coordinator.

Quantitative

In the 2023-2024 academic year the Care Team saw a 38.49% drop in the number of unique cases.

The top five concerns our student population faced this academic year were:

- Personal Wellness (30.41%)
- Excessive Absences (19.23%)
- Academic Difficulty (9.44%)
- Injury/Other Illness (6.3%)
- Suicidal (4.9%)

Depression (4.54%) has shifted to the 6th position, and Social Adjustment (SA) no longer appears among the top five concerns—no cases were reporting SA as an issue this year. This marks a change from last year, indicating a shift in the types of concerns students are bringing forward. The current top five concerns collectively account for 70.27% of all cases.

The concerns for our Hispanic/Latino students shifted from the previous year. The number one concern for 2023-2024 AY among this population is personal wellness with 28 out of 74 cases or 37.83%. This was followed by excessive absences, safety and security concerns, academic difficulty, and alcohol.

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 notable decrease in concerns was in academic difficulty, depression, excessive anxiety, suicidal tendencies, and victim.

Regarding how the Care team served the different academic programs on campus, Psychology (40), Business Administration (32), Biology (22), Undeclared (19), Liberal Studies, and Computer Science (18), had the largest share of cases.

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 well-being of our students. The committee is chaired by the Dean of Students and includes representatives from Academic Advising, Academic Programs, Athletics, Counseling and Psychological Services, Disability Student Services, Faculty Affairs, Office for the Prevention of Harassment and Discrimination, Residential Education and Campus Housing, University Conduct, and the University Police Department.

Data

The following sections describe the work completed by the Care Team for the Academic Year of 2023-2024. The information is divided into six sections: Concerns, Ethnicity/Race, Gender, Group Affiliation, Campus Housing, and Academics. 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 2023-2024 as well as some comparison with previous academic years.

Unique Individuals	Unique Cases	Unique Concerns
262	290	286

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

7-year overview of concerns

Concern	23/24	22/23	21/22	20/21	19/20	18/19	17/18
Academic Difficulty	27	83	154	147	91	48	8
Alcohol Concern	4	5	5	2	9	11	1
Bizarre Behavior	0	1	2	1	1	6	0
Change in Mood/Appearance	0	2	5	0	1	0	1
Concern Student is Missing	0	3	5	0	1	2	0
Death of Family Member	9	23	21	8	3	0	0
Death of Fellow Student	0	0	15	1	1	0	0
Death/other	5	2	10	5	2	0	0
Depressed	13	31	63	17	15	16	6
Displayed Anger	0	1	4	1	2	3	2
Disruptive Behavior	0	2	1	0	2	1	3
Excessive Absences	55	56	72	43	53	1	2

Excessive Anxiety	8	17	29	4	30	4	2
Extreme Mood Swings	0	0	1	0	1	4	0
Financial Issue	3	6	17	18	19	4	0
Fire/Evacuation	5	0	0	12	0	1	0
Food Insecure	0	2	1	3	0	0	0
Housing Insecure	2	3	16	21	5	0	0
Injury/illness Hospital	8	6	13	7	5	1	7
Injury/illness Other	18	8	22	12	5	3	2
Jeopardizing Success	1	2		1	2	0	0
Medical	1	20	7	1	5	3	1
Other Drug Concern	4	1	3	3	0	2	0
Other Violation	0	0	3	2	0	0	1
Other Concerning Behavior	9	3	23	1	6	6	4
Pandemic Related	1	2	16	387	61	0	0
Personal Wellness	87	69	37	150	219	94	5
Room Cleaning	0	0	0	1	0	0	0
Safety & Security	0	3	1	0	6	2	0
Social Adjustment	0	39	7	0	16	2	0
Suicidal	14	38	38	14	29	23	6
Theft	1	0	0	1	0	1	0
Threat to Oneself	1	0	0	1	2	7	9
Threatening/Violent Behavior	0	3	1	0	2	1	1
University Withdrawal	0	0		3	0	0	0
Unusual Behavior	0	3	3	1	11	3	4
Unusual Injury	0	1	1	0	1	0	0
Victim	6	30	9	9	2	2	11
Total Concerns	286	465	605	877	608	251	76

Table 2: All Concerns over the last seven Academic Years

Distribution of All Concerns in 2023/2024

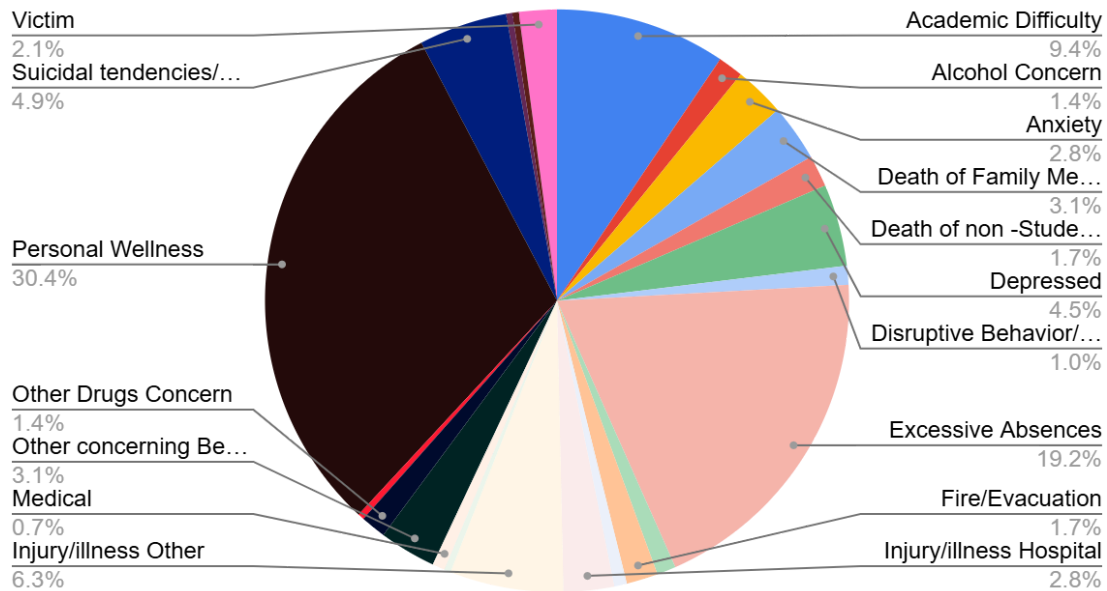


Figure 1: Distribution of All Concerns in the Academic Year 2023/2024

In the 2023-2024 academic year, there was a decline in reported cases compared to the previous academic year, likely due to decreased enrollment. Academic Difficulty dropped to the third most reported issue, with 27 out of 286 cases. This is unsurprising, as nearly half of all reports come from faculty, and it is often speculated that academic challenges stem from other underlying factors in a student’s life, whether known or unknown. Personal Wellness became the most frequently reported concern, accounting for 87 out of 286 cases (15.2%), while Excessive Absences rose to the second most common issue, with 55 cases (12.3%).

It’s interesting to note where there were cases that saw a minimal shift in numbers - Death of Other increased by 3, whereas Death of Family Member decreased by 14.

Academic Difficulty	27
Excessive Absences	55
Personal Wellness	87

Unique Concerns and Unique Cases 23/24

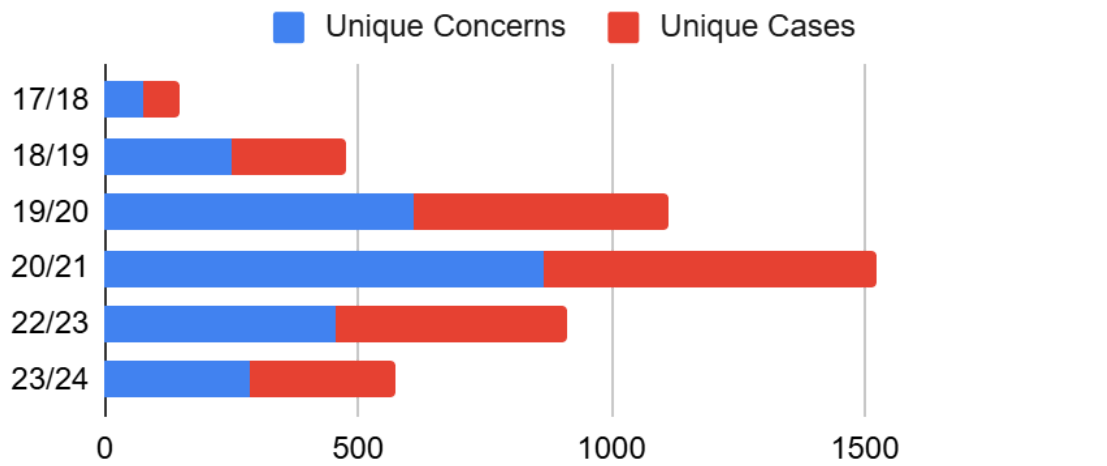


Figure 2: Comparison of Unique concerns v. Unique Cases over the last six Academic Years

Unique Individuals with Multiple Concerns

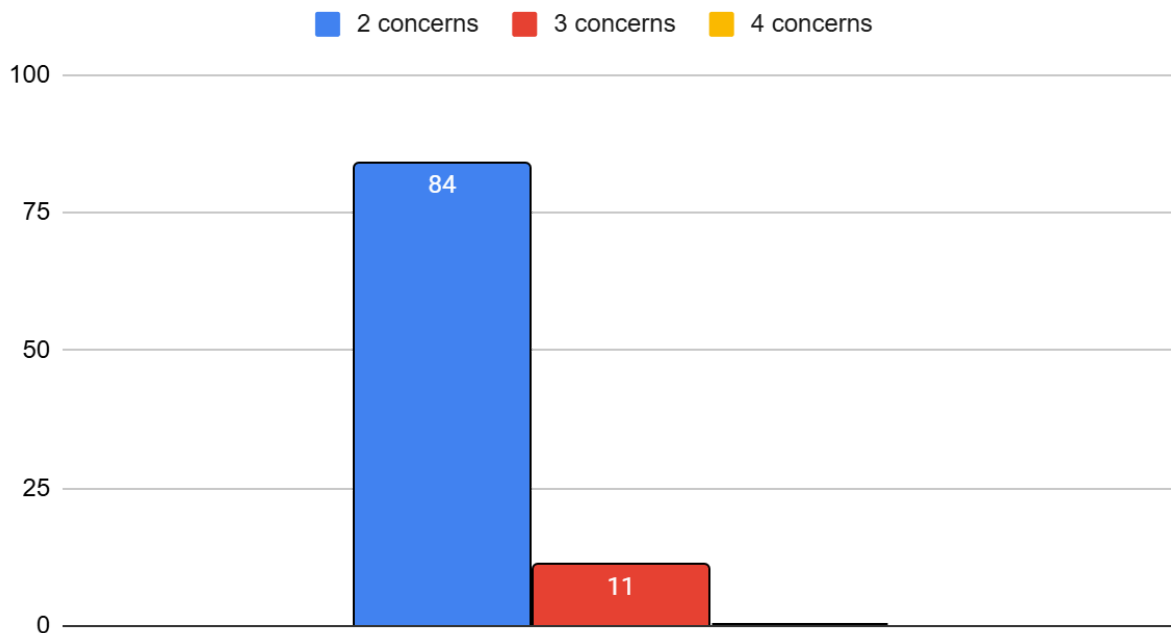


Figure 3: Individuals with multiple cases for the 2023/2024 Academic Year.

Mutliple Concerns of Unique Individuals

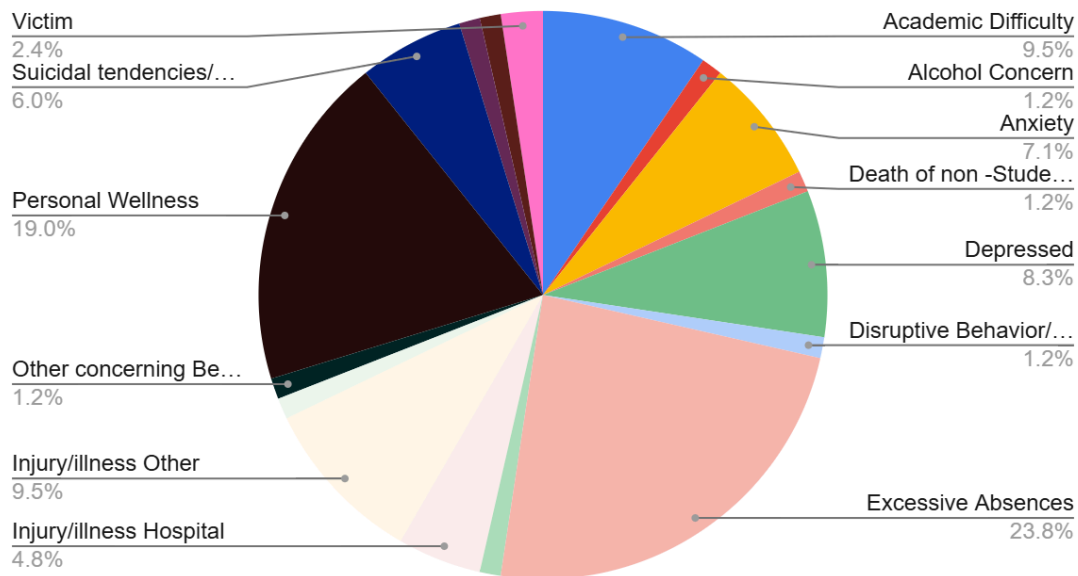


Figure 4: Distribution of concern for Unique Individuals with multiple cases in Academic Year 2023/2024

Case Turnaround

In 2023/2024, cases took on average 29 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.

Ethnicity/Race

To evaluate how effectively the Care Team program is meeting the needs of our diverse student body, we conducted an analysis of cases based on students' self-reported ethnicity and race. This analysis aimed to compare the demographic representation within the Care Team's cases to that of the overall student population. Our goal is to identify any potential gaps in service for specific populations and address any unique issues faced by certain student groups that may require additional support from the university.

The analysis of case distribution by ethnicity for the 2023/2024 academic year reveals disparities in how different groups report cases and concerns. American Indian/Alaska Native and students of Two or More Ethnicities show notable overrepresentation in cases relative to their student body percentages, suggesting possible compounded challenges. White students, who form a

significant proportion of reported cases, especially in personal wellness and safety/security, may reflect either better access to reporting services or greater vulnerabilities in these areas. In contrast, Asian and Hispanic/Latino students are underrepresented in cases, raising questions about potential barriers to accessing support or lower engagement with reporting services. Black/African American students show overrepresentation in safety/security and jeopardizing success, which could indicate systemic or situational issues.

Concerns across ethnic groups highlight personal wellness as a primary issue, suggesting the necessity for comprehensive mental health initiatives across campus. Safety and security remain significant for White, Black/African American, and Hispanic/Latino students, emphasizing the need for targeted support. Although financial and housing concerns are reported less frequently, they may still be critical but underreported issues. Addressing these findings involves targeted outreach, particularly to Asian and Hispanic/Latino students, to ensure better resource engagement, and enhancing personal wellness programs for the most affected groups. Additionally, policies that address the root causes of overrepresented concerns in safety/security and wellness could help reduce these disparities and support equity in student wellbeing.

We recognize the diversity within these broad categories, but some ethnicity/race options have been grouped for clarity in data presentation (e.g., Chilean with Hispanic/Latino, Not Specified with Decline to State, and European with White). Note that Maxient's categories have been used for ethnic/racial definitions, which may differ from those typically used by the Care Team (e.g., Latinx).

By Number of Cases

The following is the distribution of Unique Cases by self-identified Ethnicity/Race for the Academic Year 2023/2024 as well as the distribution of the Student Body by self-identified Ethnicity/Race for the Academic Year 2023/2024.

Ethnicity	Number
Decline to State	10
American Indian/Alaska Native	3
Asian	23
Black/African American	23
Hispanic/Latino	74
Native Hawaiian/Other Pacific	1

Two or More Ethnicities/Races	25
White	128

Care Cases by Ethnicity - 2023/2024

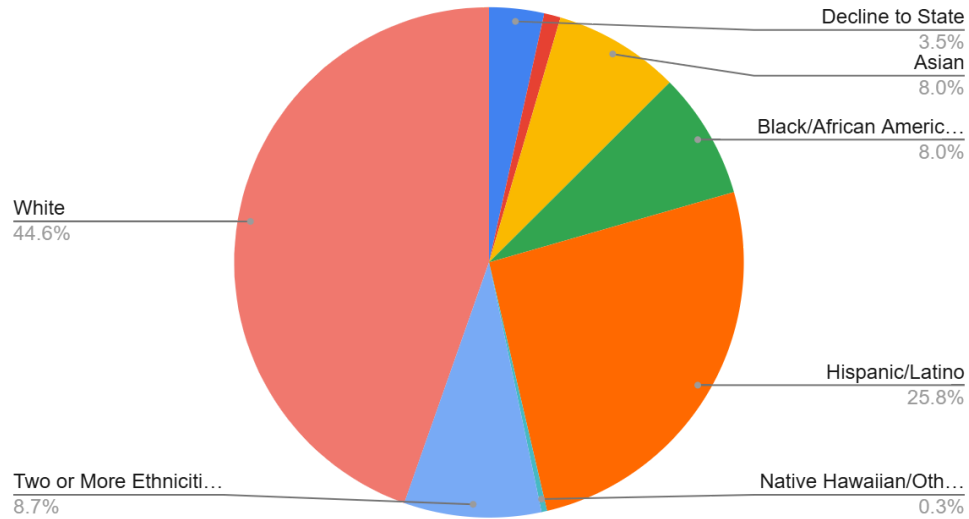


Figure 5: Overall Care Team Cases for the Academic Year of 2023/2024 by self-reported ethnic/racial identities

Student Body Demographics by Ethnicity 2023/2024

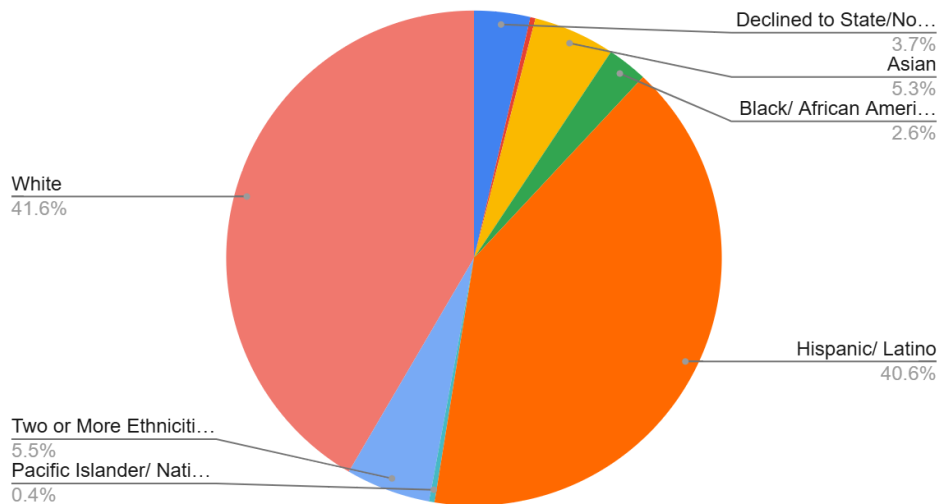


Figure 6: Student Body demographics for the Academic Year of 2023/2024 by self-reported ethnic/racial identities

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	19	313	154	2382	2439	324	21	215
Care Cases	3	23	23	74	128	25	1	10

Table 3: Numbers of Students v. Care Cases for the Academic Year of 2023-2024 by self-reported ethnic/racial identities

By Types of Concerns by Ethnicity

Ethnicity	Academic Difficulty	Alcohol Concern	Anxiety	Death of Family member	Death of Non-Student /Other	Depressed/ displays persistent sadness	Displays anger/negative emotions inappropriately	Engages in disruptive classroom behavior
No Ethnicity Entered	2	1	0	0	0	0	0	0
American Indian/Alaska Native	0	0	0	1	0	0	0	0
Asian	2	0	1	0	0	1	0	0
Black/African American	4	2	2	1	0	2	0	0
Hispanic/Latino	14	3	3	1	3	4	0	1
Native Hawaiian/Other Pacific Islander	1	0	0	0	0	0	0	0
Two or more ethnicities	0	1	1	0	0	1	0	0
White	20	6	6	7	3	6	4	3
Ethnicity	Excessive Absences from Class	Financial Issue	Fire	Food Assistance /Food Insecure	Housing Insecure	Injury/Illness -Other	Injury/Illness - Hospital	Jeopardizing Success
No Ethnicity Entered	0	0	0	0	0	0	0	0
American Indian/Alaska Native	0	0	0	1	0	0	0	0
Asian	1	0	2	0	0	4	1	4

Black/African American	6	1	0	1	0	2	1	14
Hispanic/Latino	22	2	3	0	1	6	4	10
Native Hawaiian/Other Pacific Islander	1	1	0	0	0	1	0	1
Two or more ethnicities	3	3	0	3	1	6	1	2
White	24	1	0	6	3	10	5	41
Ethnicity	Medical/Injury/Other	Other Drugs Concern	Other Violation	Other concerning behavior	Pandemic Related Issue	Personal Wellness	Safety/Security	Social Adjustment
No Ethnicity Entered	1	0	0	1	0	1	2	0
American Indian/Alaska Native	0	0	0	0	0	3	0	1
Asian	0	3	0	2	0	10	1	0
Black/African American	0	0	0	1	0	9	14	0
Hispanic/Latino	0	0	0	3	1	28	19	1
Native Hawaiian/Other Pacific Islander	0	0	0	0	0	0	0	0
Two or more ethnicities	1	0	0	1	0	12	5	0
White	1	2	1	8	0	59	38	0
Ethnicity	Suicidal Tendencies	Theft	Threaten s/engages violent behavior	Threat to Oneself	University Withdrawal	Victim		
No Ethnicity Entered	0	0	0	0	0	0		
American Indian/Alaska Native	1	0	0	0	0	0		
Asian	2	0	0	0	0	0		

Black/African American	1	1	0	0	0	1		
Hispanic/Latino	1	6	0	1	0	4		
Native Hawaiian/Other Pacific Islander	0	0	0	0	0	0		
Two or more ethnicities	2	4	0	0	0	0		
White	9	12	2	0	1	7		

Table 4: Number of Concerns by type for Academic Year of 2023-2024 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 2023/2024. Note that concerns are separate from cases, as cases can have multiple concerns.

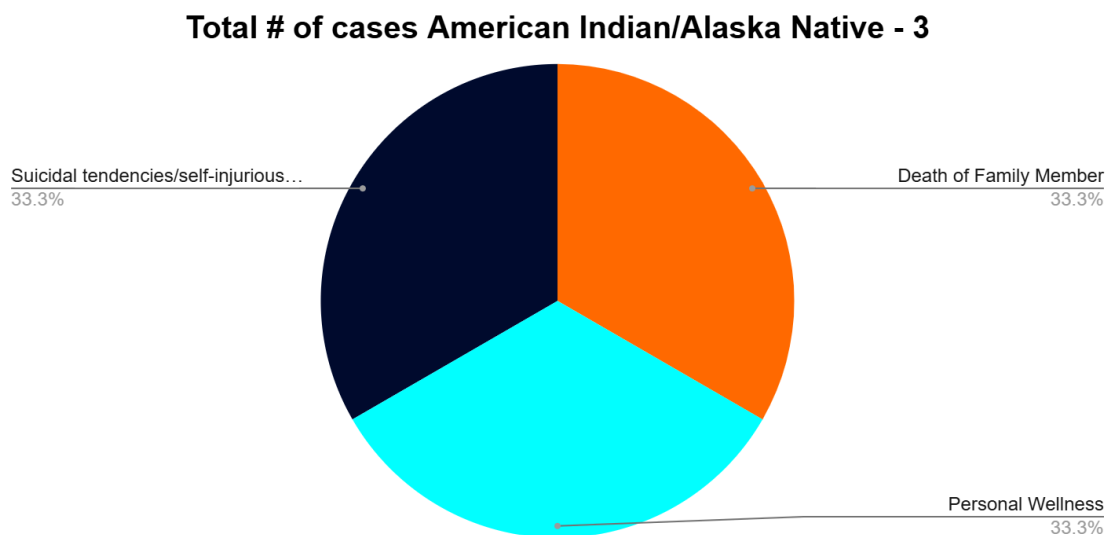


Figure 7: Number of concerns by self-identified American Indian/Alaska Native students

Total # of cases Asian - 23

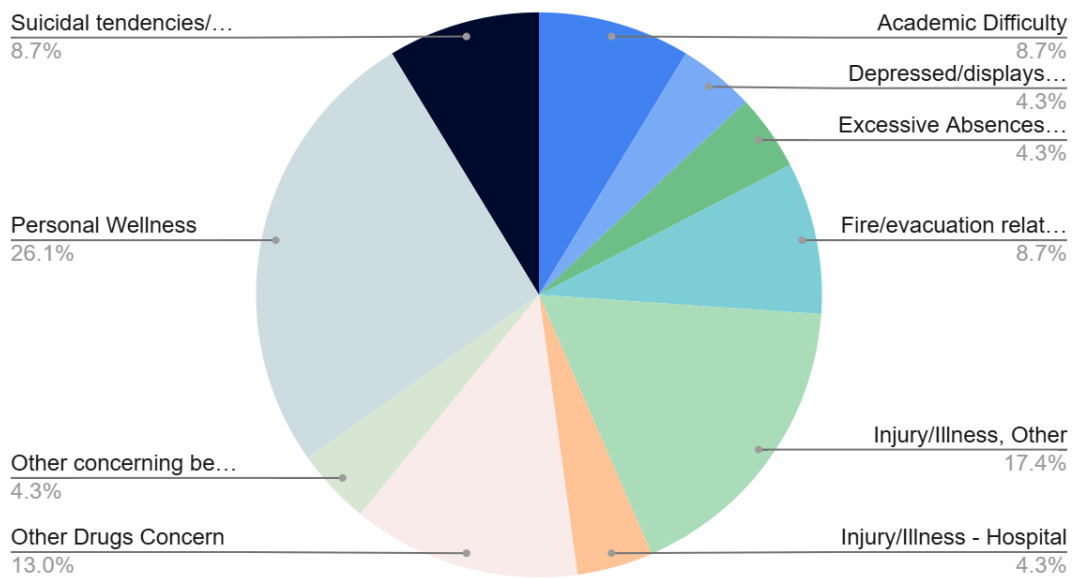


Figure 8: Number of concerns by self-identified Asian students

Total # of cases Black/African American - 23

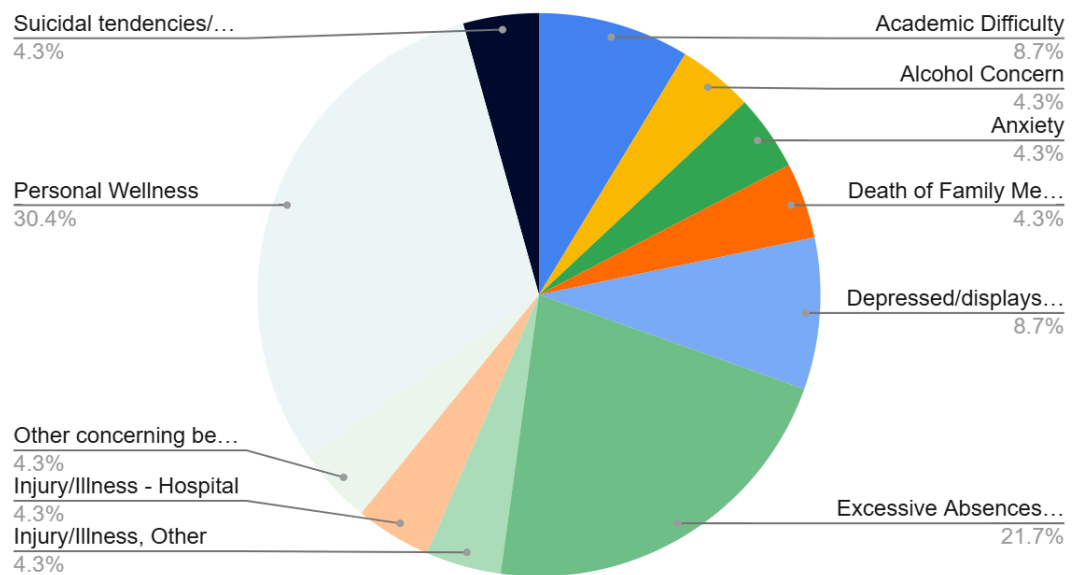


Figure 9: Number of concerns by self-identified Black/African American students

Total # of cases Hispanic/Latino - 74

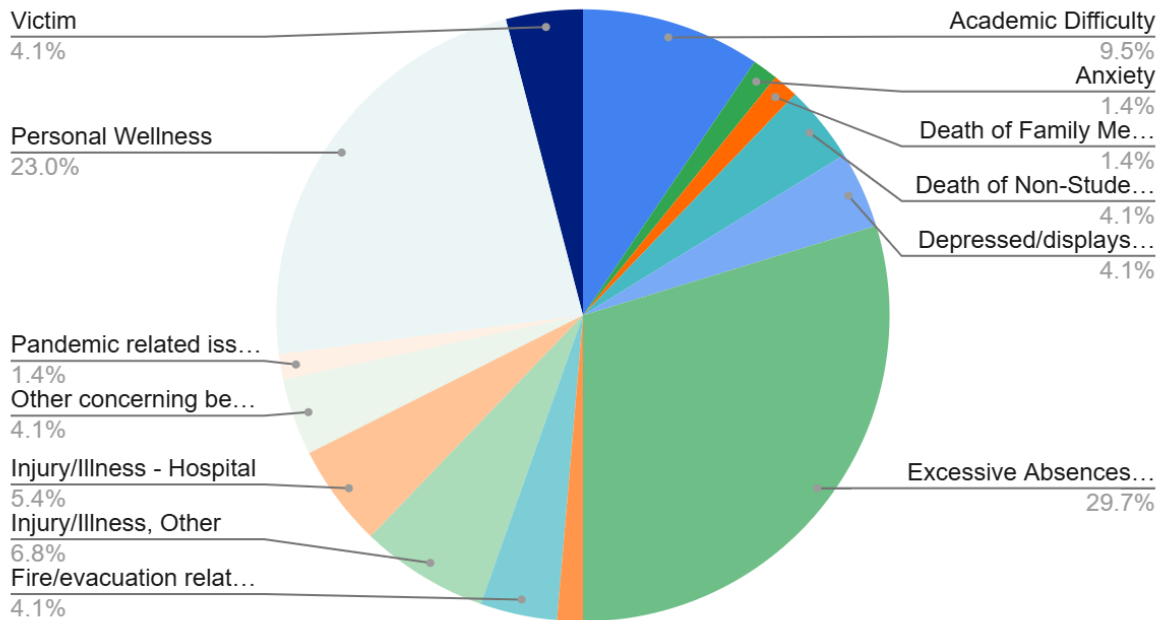


Figure 10: Number of concerns by self-identified Hispanic/Latino students

Total # of cases White - 130

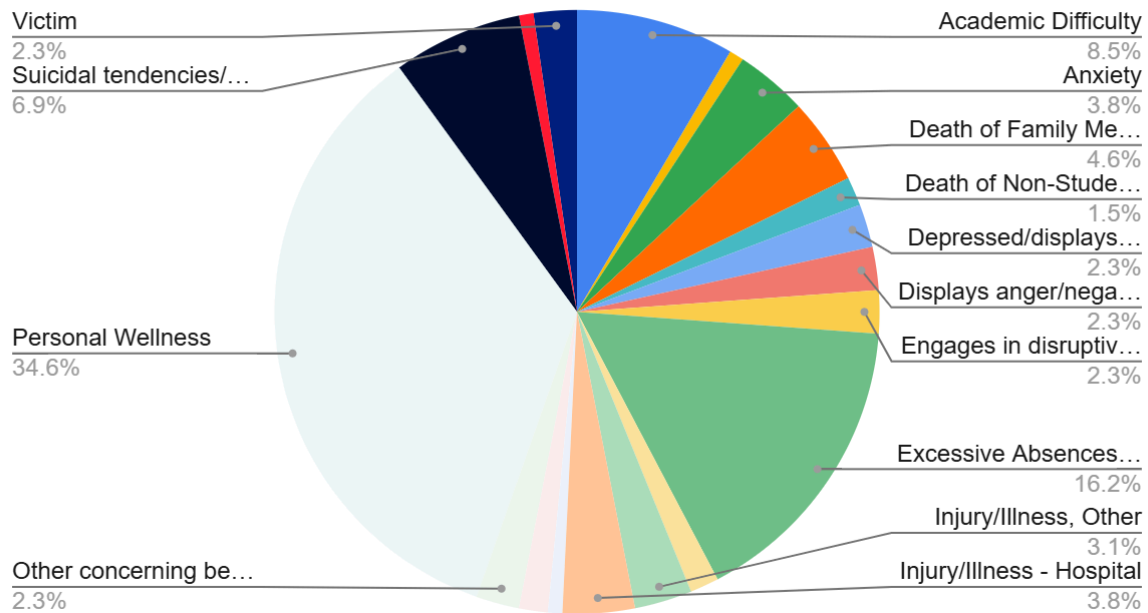


Figure 11: Number of concerns by self-identified White students

Total # of cases Native Hawaiian/Other Pacific Islander - 1



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

Total # of cases Two or More Ethnicities/Races - 24

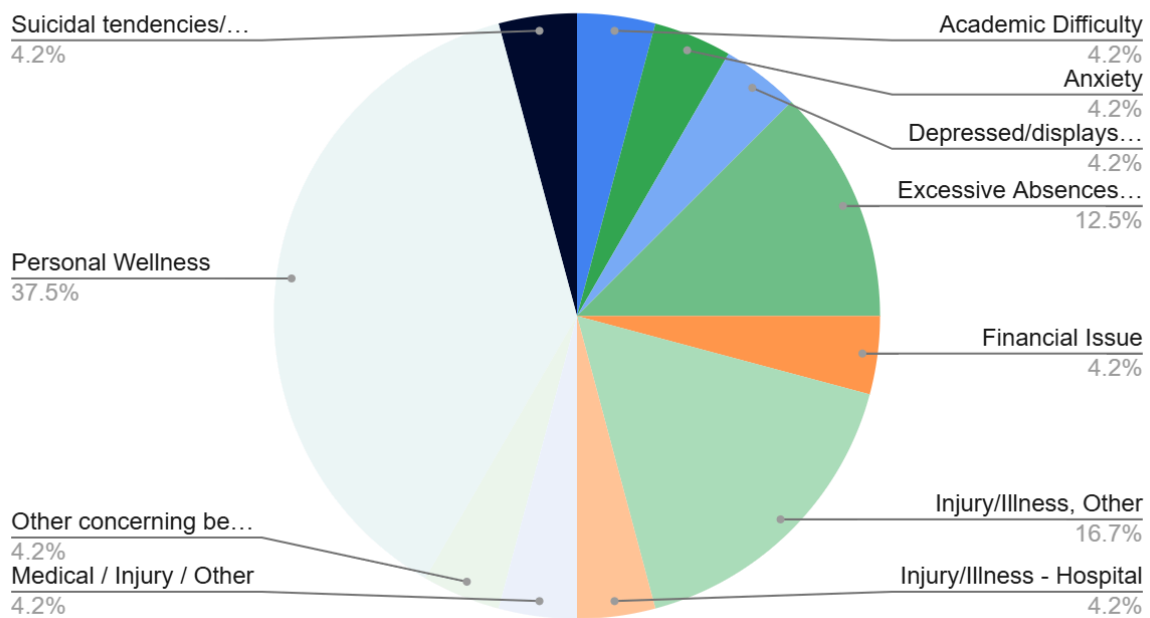


Figure 13: Number of concerns by student self-identified as having two or more ethnicities

Total # of cases Declined to State - 11

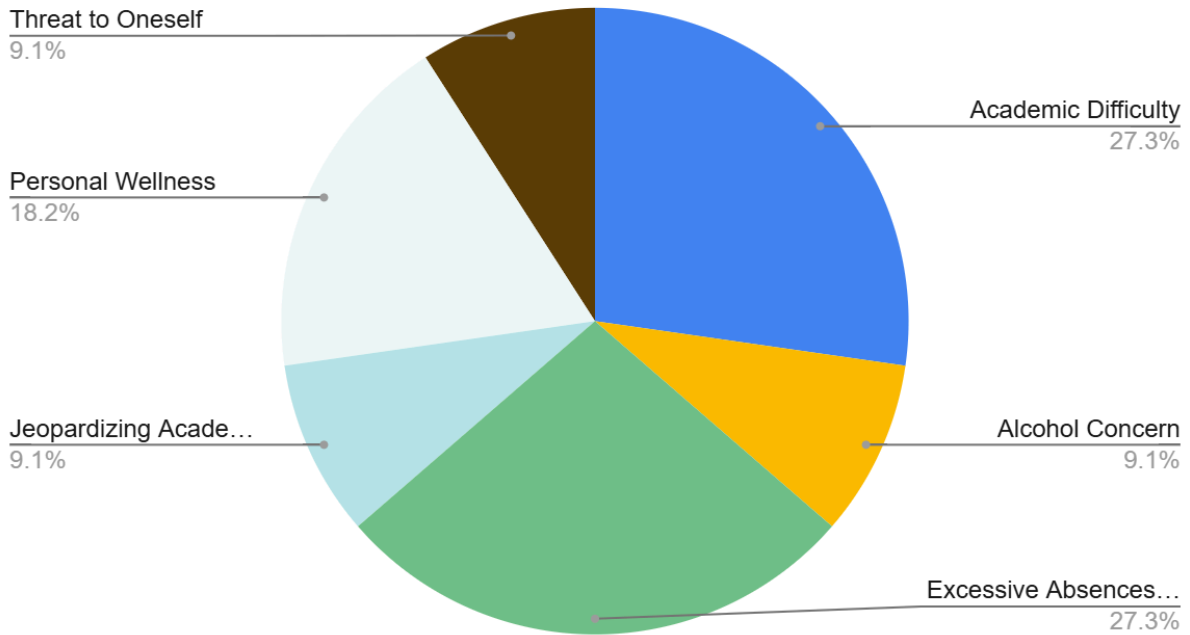


Figure 14: Number of concerns by self-identified Decline to State/Not Specified students

BIPOC - Distribution of Concerns

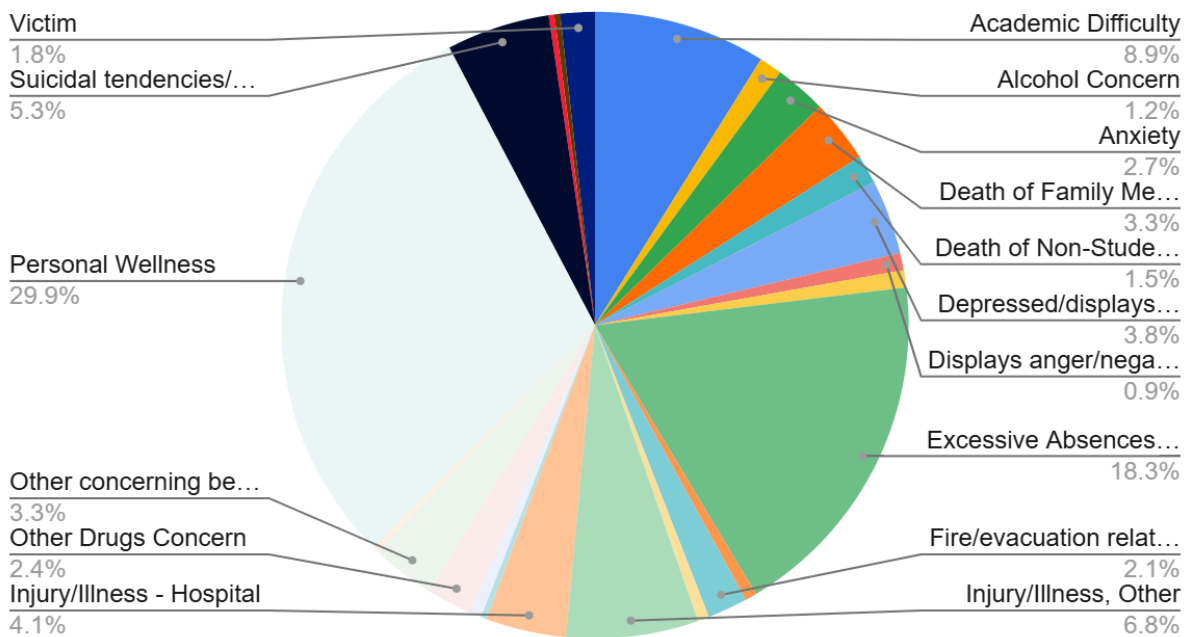


Figure 15: Distribution of Concerns for BIPOC student population as a whole for Academic Year 2023/2024

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 2023/2024 as well as the distribution of the student body by gender for the Academic Year 2023/2024. The following categories were available in Maxient: no gender entered, Female, Male, N/A, Nonbinary, Other, and Transgender; however, the gender data provided listed only Male, Female, Nonbinary, and Unknown. There was a slight increase in the number of female and male students and a decrease of approximately 3.86% for unknown/declined to state. In 2022/23 AY, Nonbinary students did not appear in the data. In this AY, 1.7% of students appear in the data. This demonstrates a change in how students elect to identify themselves in PeopleSoft. However, in overall student body representation, Nonbinary is not represented.

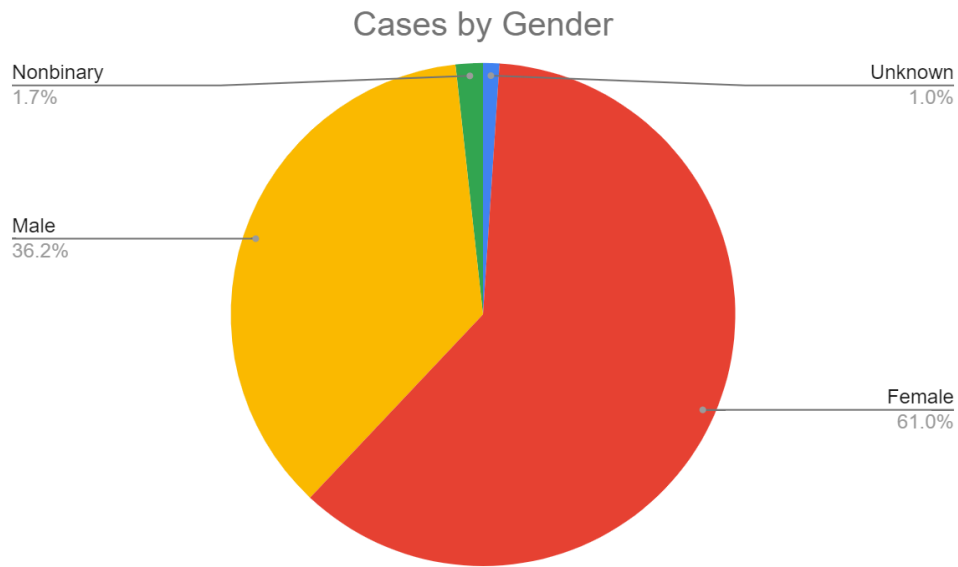


Figure 16: Care Team Cases by self-reported gender 2023/2024

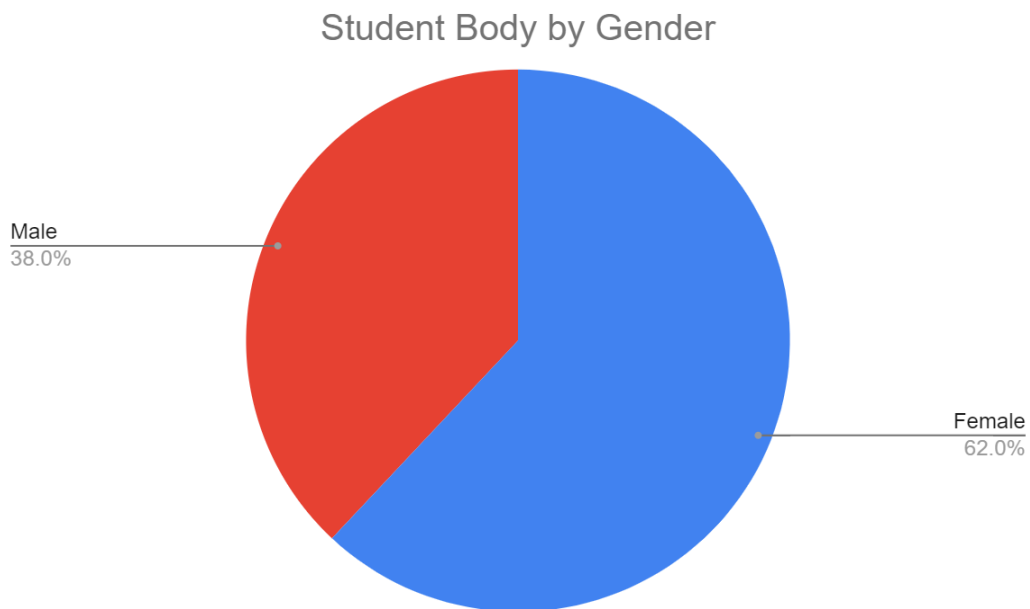


Figure 17: Student Body demographics by self-reported gender 2023/2024

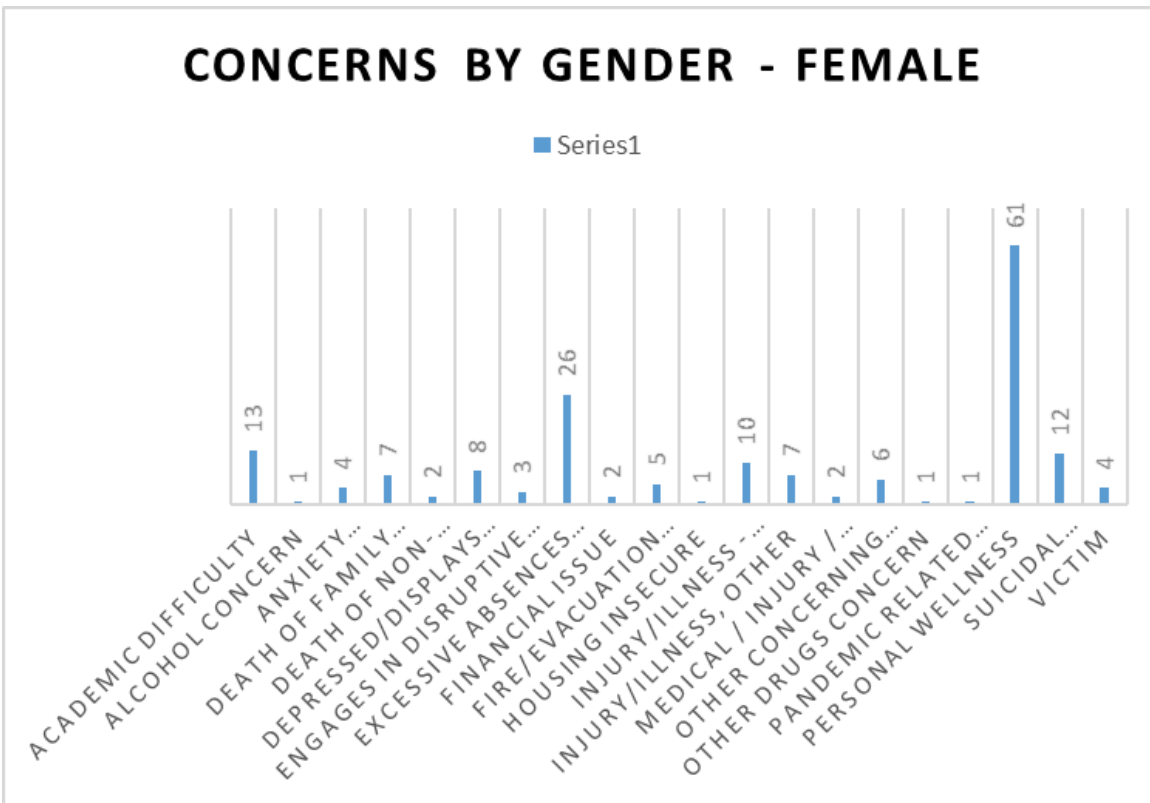
Data Source	Female	Male	Declined to state/NA	Nonbinary
Student Body	3637	2230	unknown	unknown
Care Cases	175	104	3	5

Table 4: Numbers of Students v. Care Cases by self-reported gender 2023/2024

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 2023/2024.



Figure

18: Number of concerns by self-identified female students

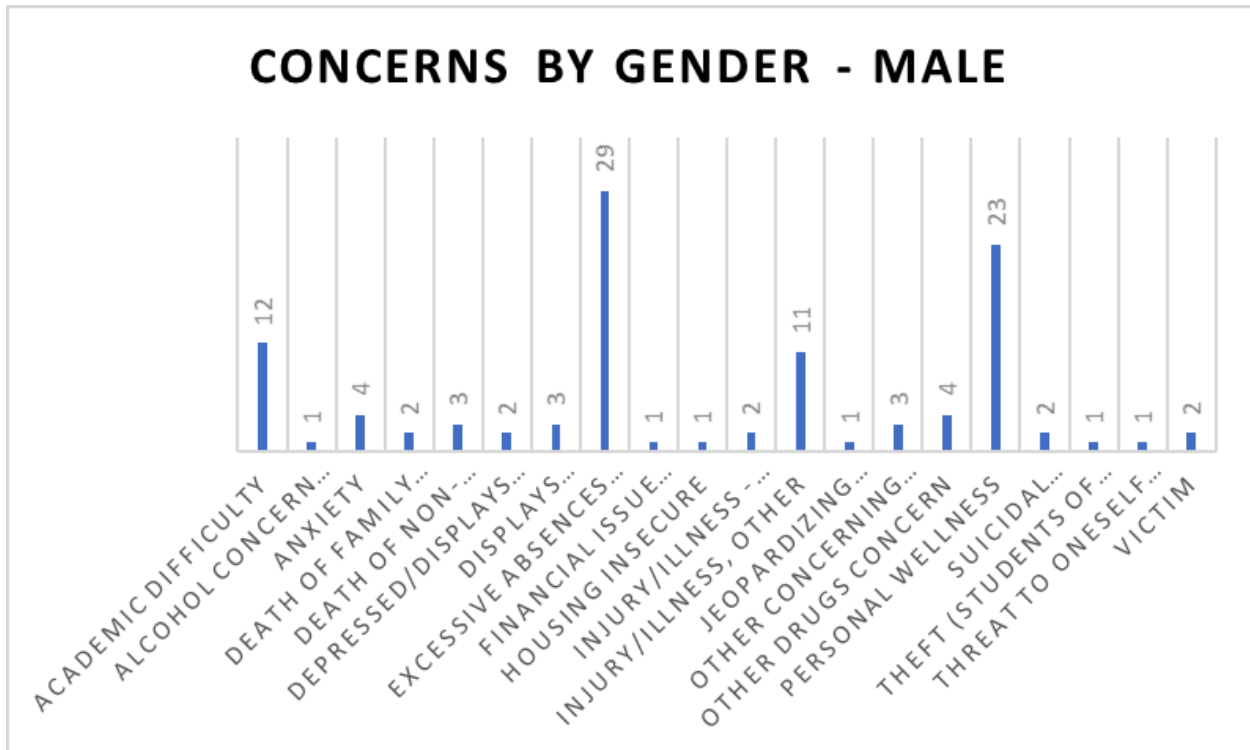


Figure 19: Number of concerns by self-identified male students

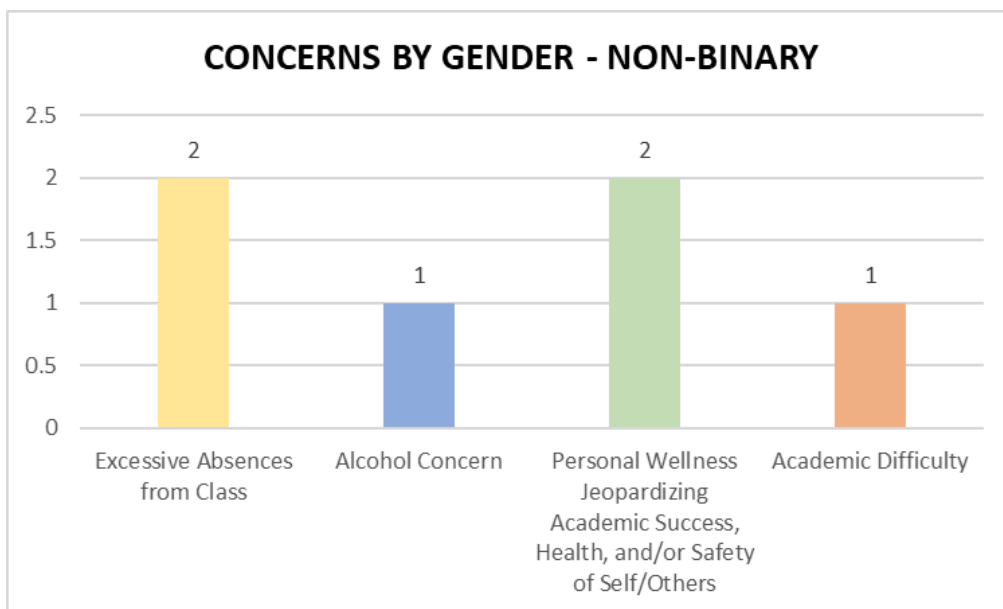


Figure 20: Number of concerns by self-identified non-binary students

Group Affiliation

The following data pertains to four groups on campus, Athletics, Educational Opportunity Program (EOP), Greek Life, and Military and Veterans Resource Center (MAVRC). For each grouping, the data display the distribution of unique cases among subgroupings (e.g. Women’s Soccer, PUERTA, etc.) and overall distribution of unique concerns for the larger group as a whole (e.g. Athletics, EOP, etc.).

Athletics

These are the numbers for unique cases and unique concerns for members of Athletic Teams that had a Care Team Case for the Academic Year 2023/2024. There were 17 cases from the following teams: Baseball, Mens Basketball, Mens Soccer, Softball, Womens Basketball, Womens Soccer, and Womens Track.

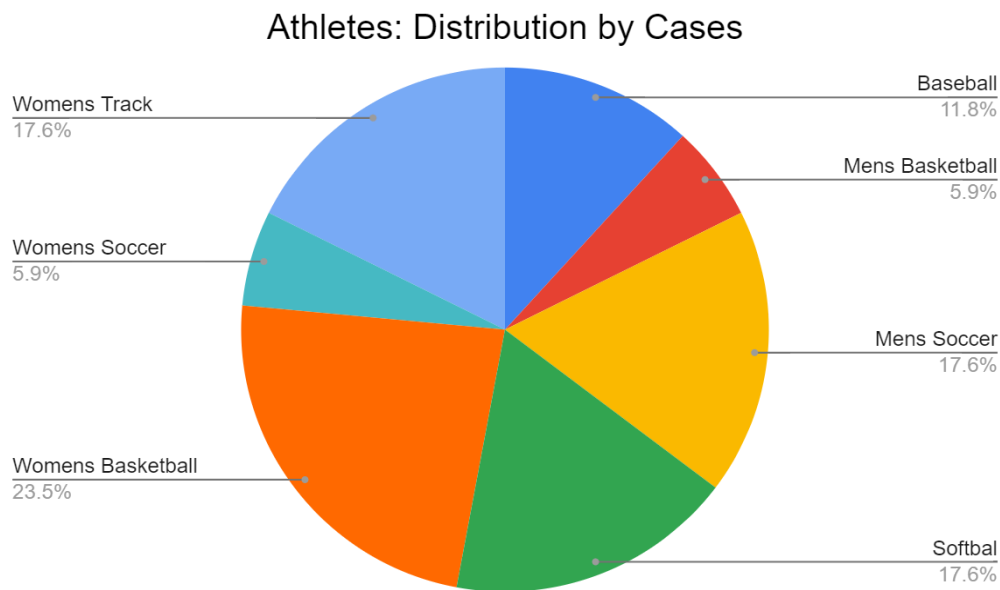


Figure 21: Distribution of cases of Athletes

Athletes: Distribution of Concerns

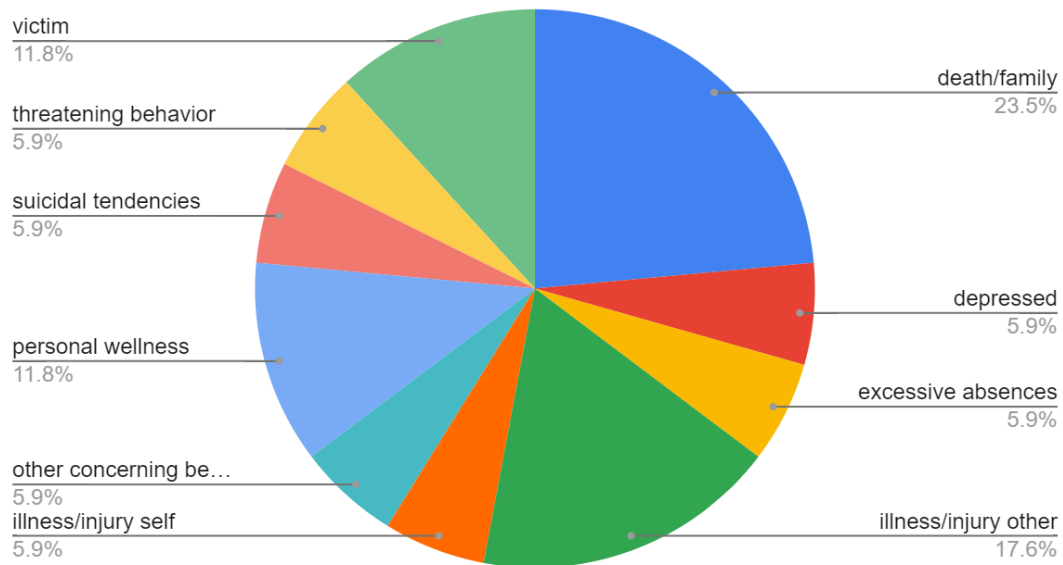


Figure 22: Distribution of Concerns of Athletes

	Death of family member	Depressed	Excessive Absences from Class	Injury /Illness - other	Injury/ Illness - self	Other Concerning Behavior	Personal Wellness	Suicidal Tendencies	Threatening Behavior	Victim
Baseball				2						
Men's Basketball	1									
Men's Soccer									1	2
Softball	1						2			
Women's Soccer			1							
Women's Basketball	1			1		1		1		
Women's Track	1	1			1					

Table 5: Total concerns by athletic team

Disability Services for Students

With respect to student confidentiality, Disability Services for Students (DSS) was unable to share a list of their students with the Care Team, but they reviewed a list of the students served in the 2023-24 academic year and found that 22 of the students with Care cases were also registered with DSS. This means that 7.71% of the 285 students received services from both areas.

EOP

These are the numbers for unique cases and unique concerns for members of EOP that had a Care Team Case for the Academic Year 2023-2024. It should be noted that other programs emerged with larger numbers of students that stood separately from EOP. For example, TRIO, a program not included in previous End of Year reports, had 28 cases in the AY 2023-2024. TRIO is different from EOP but share students.

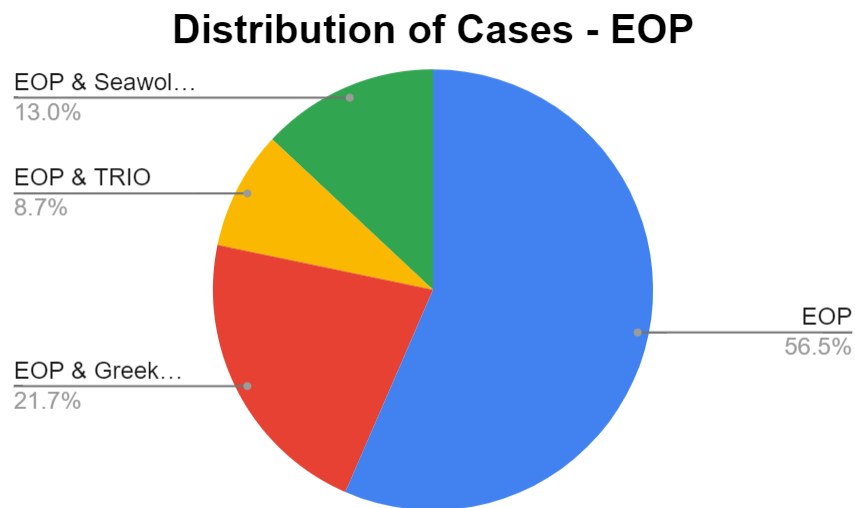


Figure 23: Distribution of Cases - EOP program

EOP	13
EOP & Greek Life	5
EOP & TRIO	2
EOP & Seawolf Scholar	3

Table 6: Distribution of Cases - EOP and other programs

Distribution of Concerns - EOP

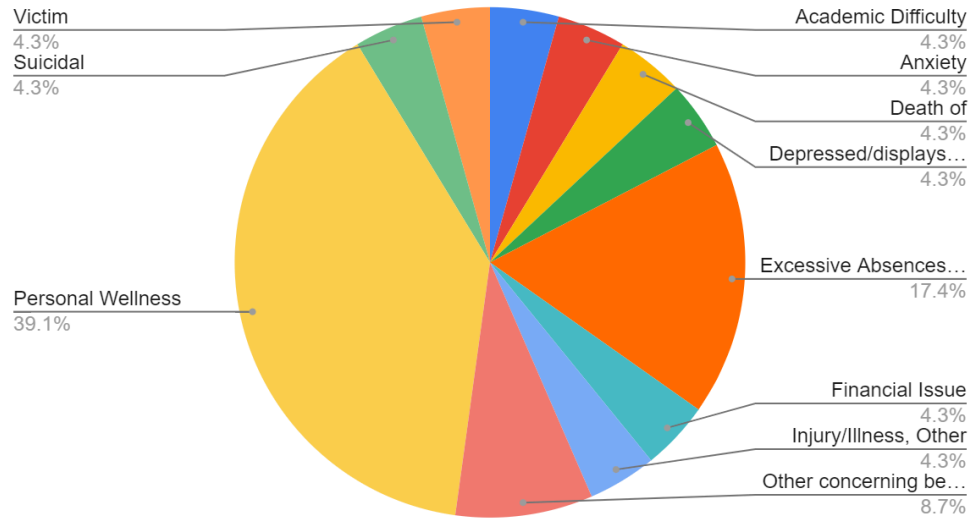


Figure 24: Distribution of Concerns - EOP program

Program	Academic Difficulty	Anxiety	Depressed/ Displays persistent sadness	Death of Family member	Death of Non-Student/ Other	Excessive Absences from Class	Financial Issue	Injury/ Illness, Hospital	Injury/ Illness, Other	Other concerning behavior
EOP	1	1	1		1	2	1		1	2
PUERTA										
Seawolf Scholar				1						
TRIO	5		3		2	6	2		4	1

Table 7: Total concerns for all EOP programs part 1, part 2 below

Program	Personal Wellness	Social Adjustme nt	Suicidal tendencies/self -injurious behavior	Theft (self or student of concern)	Victim
EOP	5				1
PUERTA					
Seawolf Scholar	3			1	
TRIO	15	3	1	1	

Program	Academic Difficulty	Depressed/ Displays persistent sadness	Excessive Absences from Class	Other concerning behavior	Personal Wellness	Suicidal tendencies/self-injurious behavior
EOP/Greek Life	1	1	1		3	
EOP/TRIO				1	2	1
EOP/Seawolf Scholar			1		2	1
TRIO/Greek Life		1			1	

Table 8: Total concerns of EOP and other programs

Greek Life

These are the numbers for unique cases and unique concerns for members of fraternities and sororities that had a Care Team Case for the academic year 2023-2024.

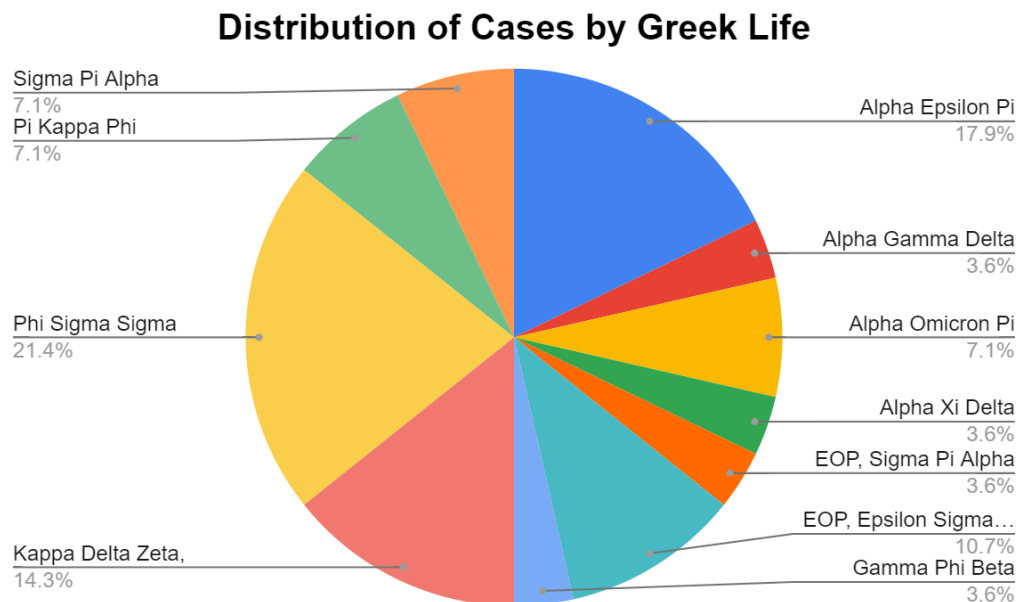


Figure 25: Distribution of Cases - Greek Life

Distribution of Concerns by Greek Life

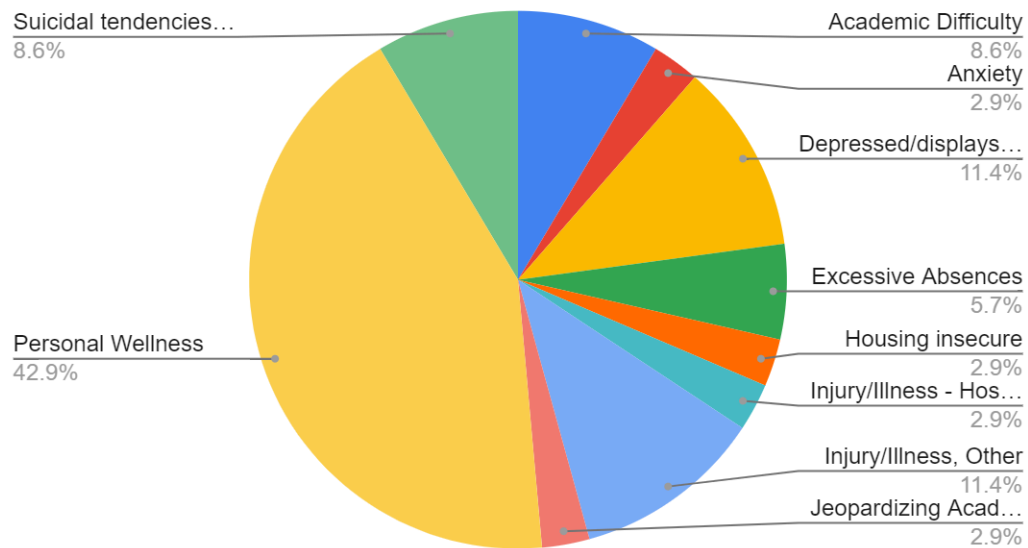


Figure 26: Distribution of Concerns - Greek Life

MAVRC

This Academic Year the Care Team saw 9 cases involving students that are part of MAVRC.

Distribution of Concerns - MAVRC

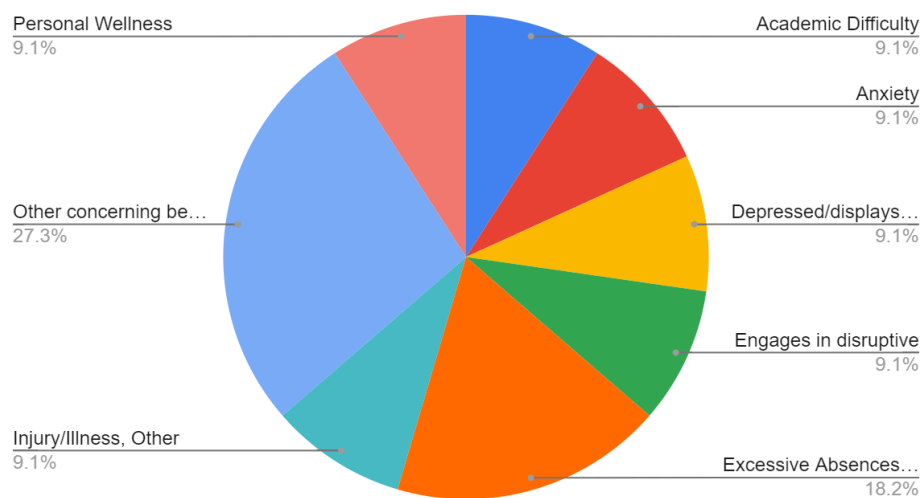


Figure 27: Distribution of Concerns - MAVRC

Academic Difficulty	Anxiety	Depressed/displays persistent sadness/unexplained crying	Engages in disruptive classroom behavior	Excessive Absences from Class	Injury/Illness, Other	Other concerning behavior	Personal Wellness
1	1	1	1	2	1	3	1

Campus Housing

The following is the distribution of Unique concerns for students who lived on campus for the Academic Year 2023/2024. Some categories from the previous year were removed (Bizarre behavior/disjointed thoughts, Changed mood/appearance, Concern a student may be missing, Damage or Misuse of Property, Death of a fellow student, Excessive Anxiety, Extreme Mood Swings, Other Violations, Unusual Behavior) while 1 concern (Jeopardizing Academic Success, Health, and/or Safety of Self/Others) was added due to number of students with the concern.

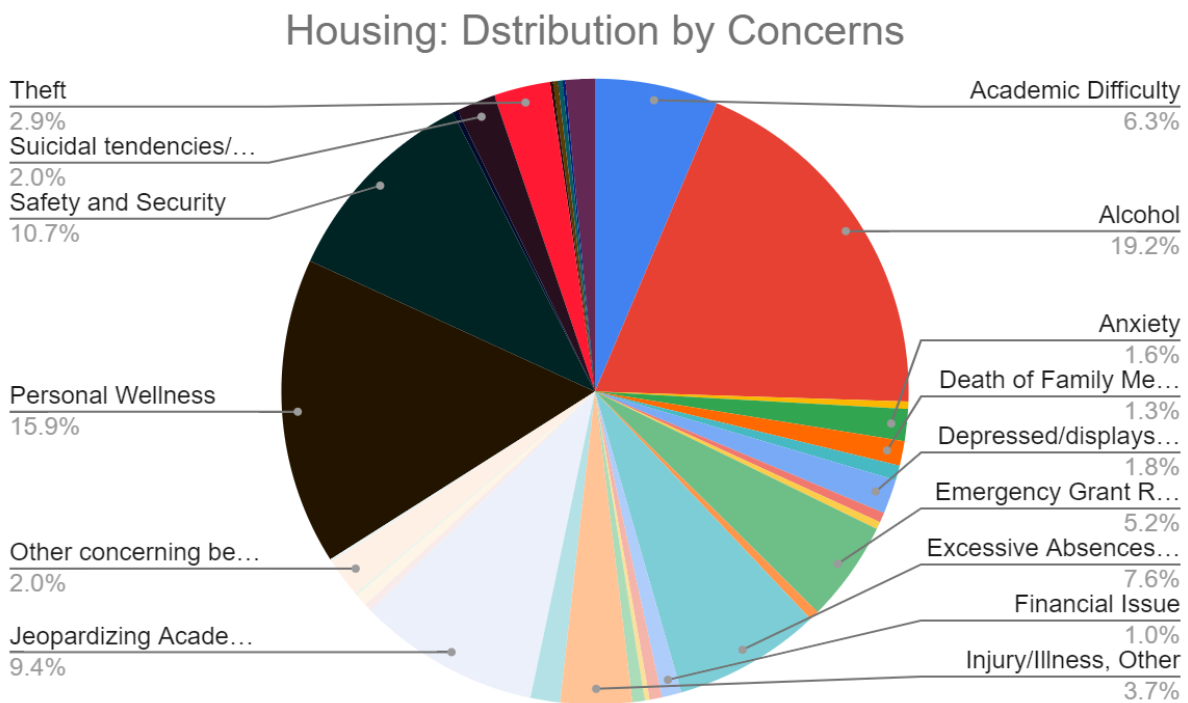


Figure 28: Distribution of Concerns for On-Campus Students

Academic Difficulty	Alcohol	Alcohol Concern	Anxiety	Civil and Responsible Behavior	Death of Family Member	Death of Student	Death of Non-Student /Other	Depressed/di displays persistent sadness/unexplained crying
50	151	3	13	50	10	0	6	14
Displays anger/negative emotions inappropriately	Engages in disruptive classroom behavior	Excessive Absences from Class	Financial Issue	Food insecure	Housing insecure	Injury/Illness, Other	Injury/ Illness - Hospital	Jeopardizing Academic Success, Health, and/or Safety of Self/Others
4	4	60	8	2	5	29	3	74
Medical / Injury / Other	Other Drugs Concern	Other concerning behavior	Pandemic related issue(s)	Personal Wellness	Reported Stalking	Safety and Security	Significant change in appearance/ behaviors	Social Adjustment/Involvement
3	5	16	1	125	1	84	0	2
Suicidal tendencies/self-injurious behavior	Threatens or engages in violent behavior (written/verbal)	Unusual bruises, cuts, abrasions, or scrapes	Victim					
16	2	0	12					

Table 11: Total concerns for On Campus Students

Academics

Degree Programs

The following are unique cases and unique concerns regarding the degree program/academic major for the academic year of 2023/2024. Some programs have been combined to make the data easier to read (e.g. Biology BA and BS). Due to the current integration system, a number of students (79) have an unknown major, which is separate from undeclared.

Cases by Academic Majors

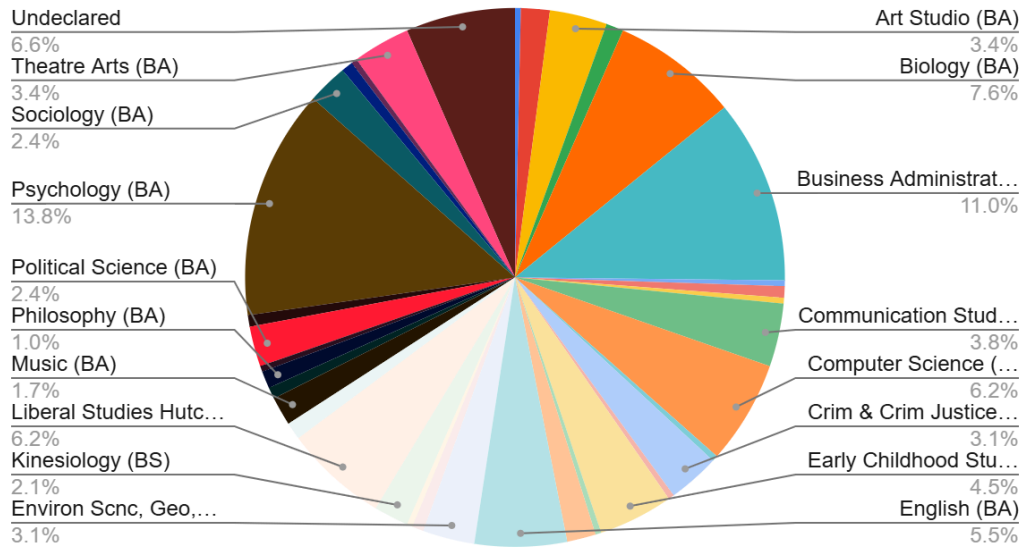


Figure 29: Distribution of cases by academic program

Classification

The following is data regarding the students involved with the Care Team based on their Classification, or grade status.

Classification: Distribution of Cases

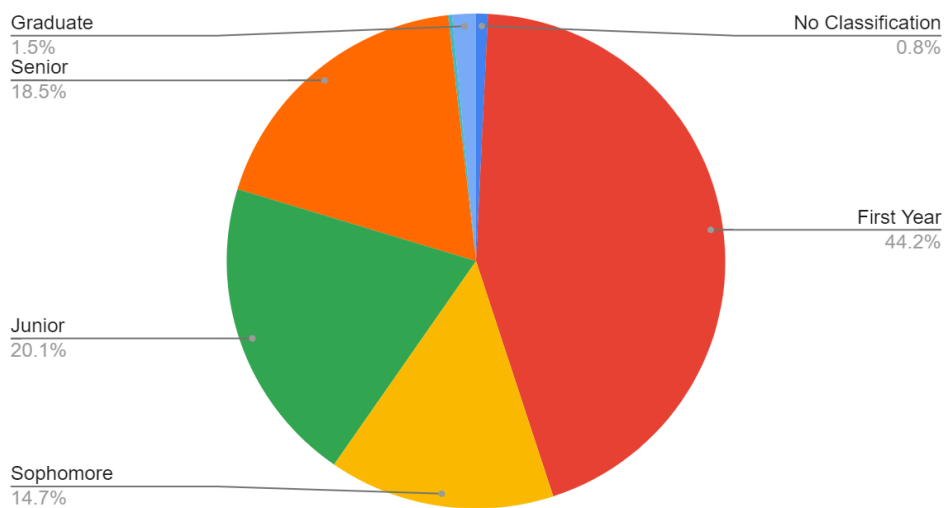


Figure 30: Distribution of cases by classification type 23/24

Post Bac/Grad vs Classification

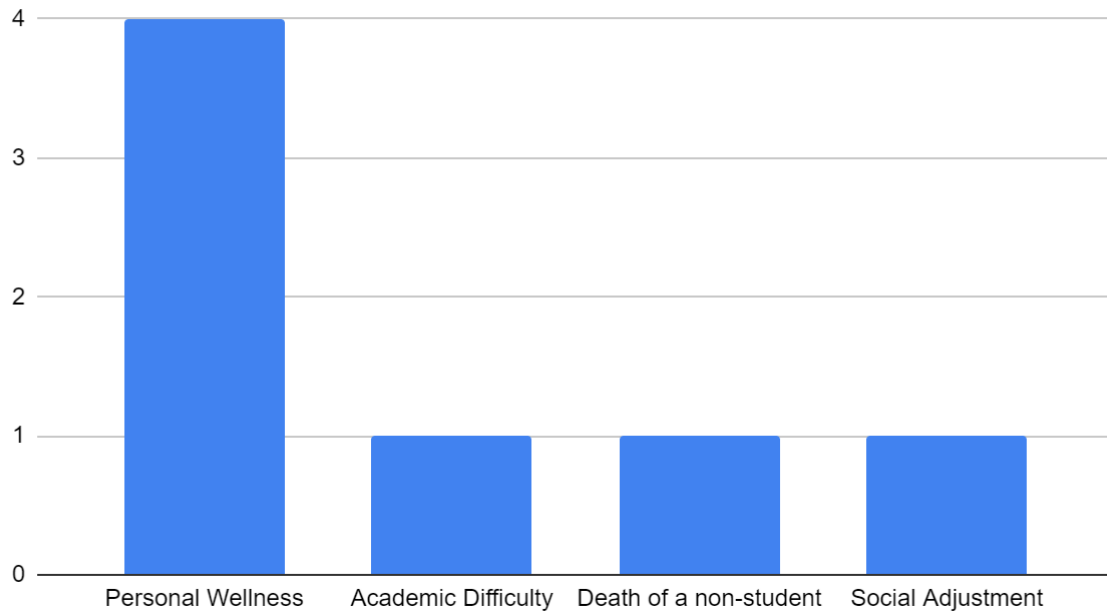


Figure 31: Distribution of Concerns for post-bacc/graduate students