

COLLABORATING WITH CAMPUS PARTNERS TO SUPPORT POSITIVE STUDENT OUTCOMES

The hasty progression of the COVID-19 pandemic provided unique circumstances that shed light on areas of growth within Student Support & Case Management's (SSCM) processes, including how we collaborate with our campus partners. Working remotely required SSCM to develop a more streamlined system for communication and to promote liaison relationships across campus that did not exist before.

Student Support & Case Management

provides support to students throughout their college career and helps them achieve their academic and personal goals. SSCM does not solve a student's problems for them, but helps identify issues, connects the student with appropriate resources and works collaboratively with them to develop an action plan. Students who are facing extenuating circumstances relating but not limited to, mental and physical health concerns, hospitalization

and family emergencies, are often supported by SSCM case, m9BDC BTT09Tos9To 111

supported by Counseling & Psychiatric Services (CAPS) as well. Given that CAPS' focus area and students they support often overlap with SSCM, our collaborative relationship with CAPS has had the most considerable impact.

Supporting similar missions

1400
1200
1000
800
600
400
200
0

F

Developing relationships across campus

In order to expand Student Support & Case Management's presence across campus, it was determined that an effective path would be developing a liaison program to intentionally create relationships with various support services and departments. Through the liaison program, SSCM has established partnerships with 22 offices and departments across campus. These partnerships start with SSCM giving a presentation to another office about its mission, goals and services, how to support students who are in crisis and what other campus services are available if SSCM is not the best resource for the student. The staff member who gave the presentation then serves as the SSCM liaison to the office they presented to and is available when that team inquires if a student is best supported by SSCM or another department. Additionally, SSCM seeks out a liaison in that partnering office, so that we can ask them specific