

DIVISION OF STUDENT AFFAIRS

# Office of Student Support & Judicial Affairs

COSAF Presentation

**Leadership Team:**

Stacy Vander Velde, Director

Marilyn Derby, Associate Director Judicial Affairs

Jennifer Chow, Associate Director, Student Support

Melissa Andrews, Administrative Manager

**April 2023**

The Office of Student Support and Judicial Affairs (OSSJA) supports the University's educational mission by upholding standards of academic honesty and responsible behavior, promoting student development, and assisting students in need.

## 2021-22 Highlights

- New OSSJA Director Hired
- 3 Full Time Case Manager positions funded through the EMH grant funds
- Adjustments to Database for more effective and efficient management of cases
- Over 3400 referrals for services related to student conduct, student support and grievances



- Managed 273 referrals related to COVID as well as hundreds student emails.
- 55% decrease in student conduct referrals from prior year
- 20% increase in student support referrals from prior year

- Postvention Committee
  - Made up of multidisciplinary group of staff
  - Co-chaired by OSSJA who navigates support and assistance to those impacted by a student death
  - Goal: facilitate healing for impacted community
  - Convenes as needed
- Students of Concern Response Team
  - Multidisciplinary group of professionals that manage situations involving students that present serious risk of harm to self and/or others.
  - Meets every other week and consults as issues arise

- Students Services Funds support staffing and benefits for 12 Full-time positions
- Student Services Funds make up about 75% of our annual budget
- OSSJA receives funding from other sources to support 5 additional positions, and other operating costs



## Highlights - Student Feedback

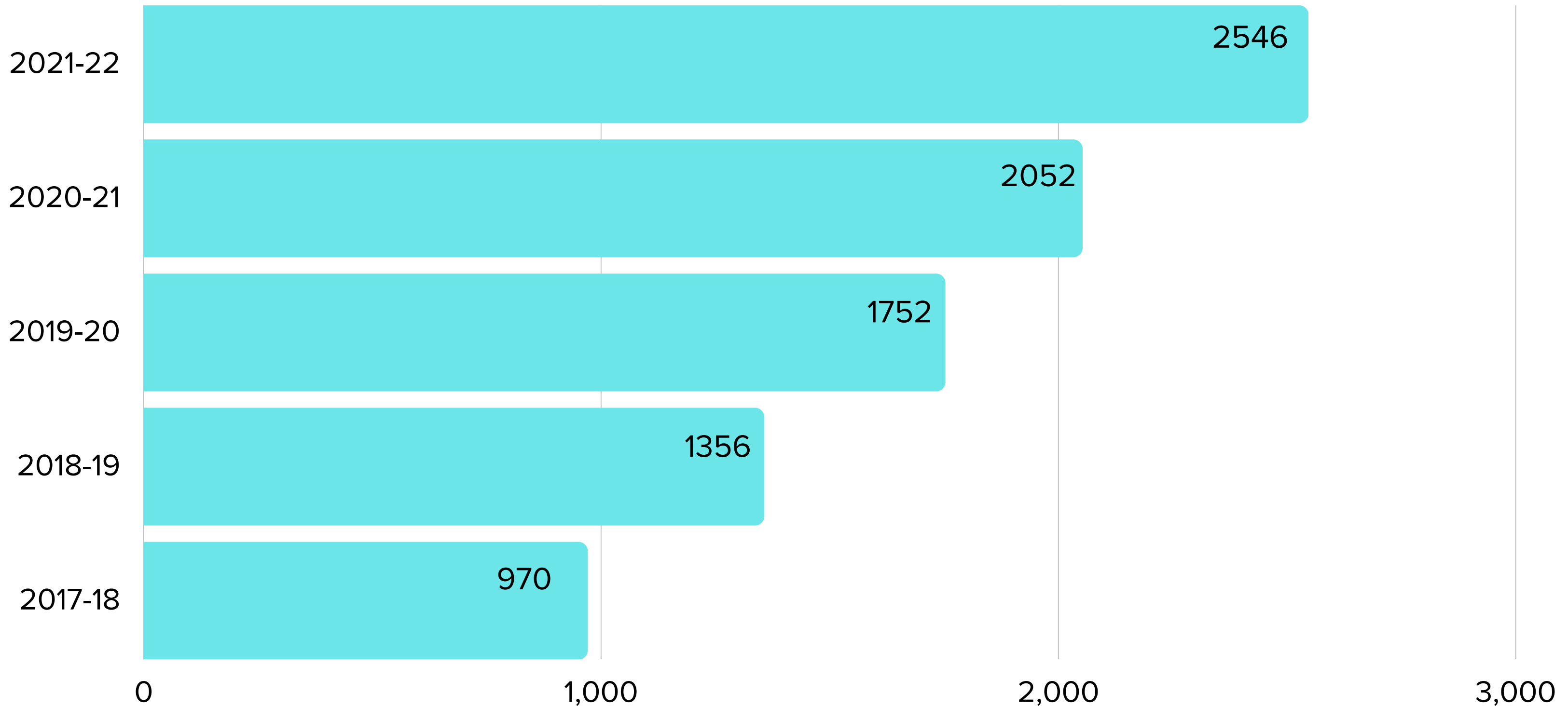
Staff was really helpful and gave me a lot of confidence in myself that my situation would get resolved. I really thank the time, consideration and care they put into their work.

The case manager contacted my teachers while I was in the hospital when I was unable to and continued to check in throughout the quarter.

OSSJA Case Manager was extremely helpful in understanding how to communicate with the University. I do believe that I was discriminated against for my disability, which is documented at UCD, and in contracting Covid-19. My dismissal was unnecessary and CM helped me to get back to UCD. I really appreciate the timeliness and overall effort CM made with my case.

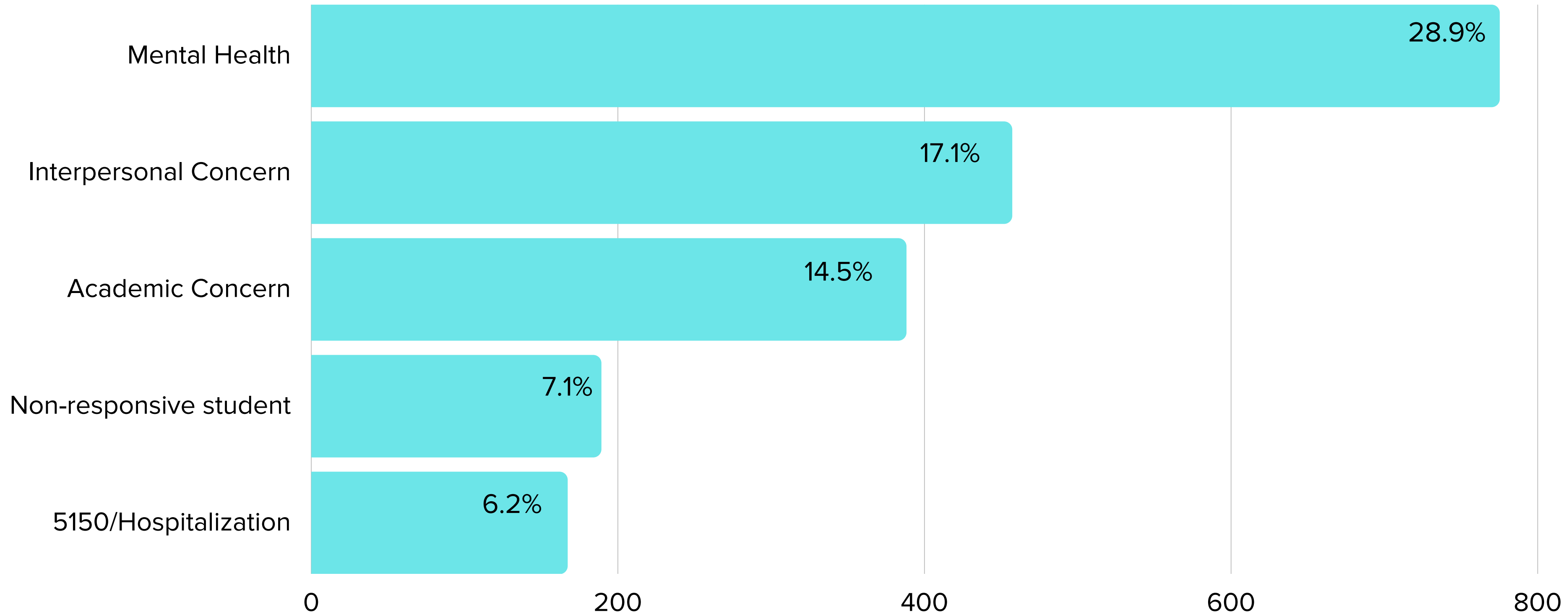
OSSJA CM is the reason I am still alive and be able to continue my education. Thank you so much for everything CM and they deserve more than anything else.

# Student Support Referrals

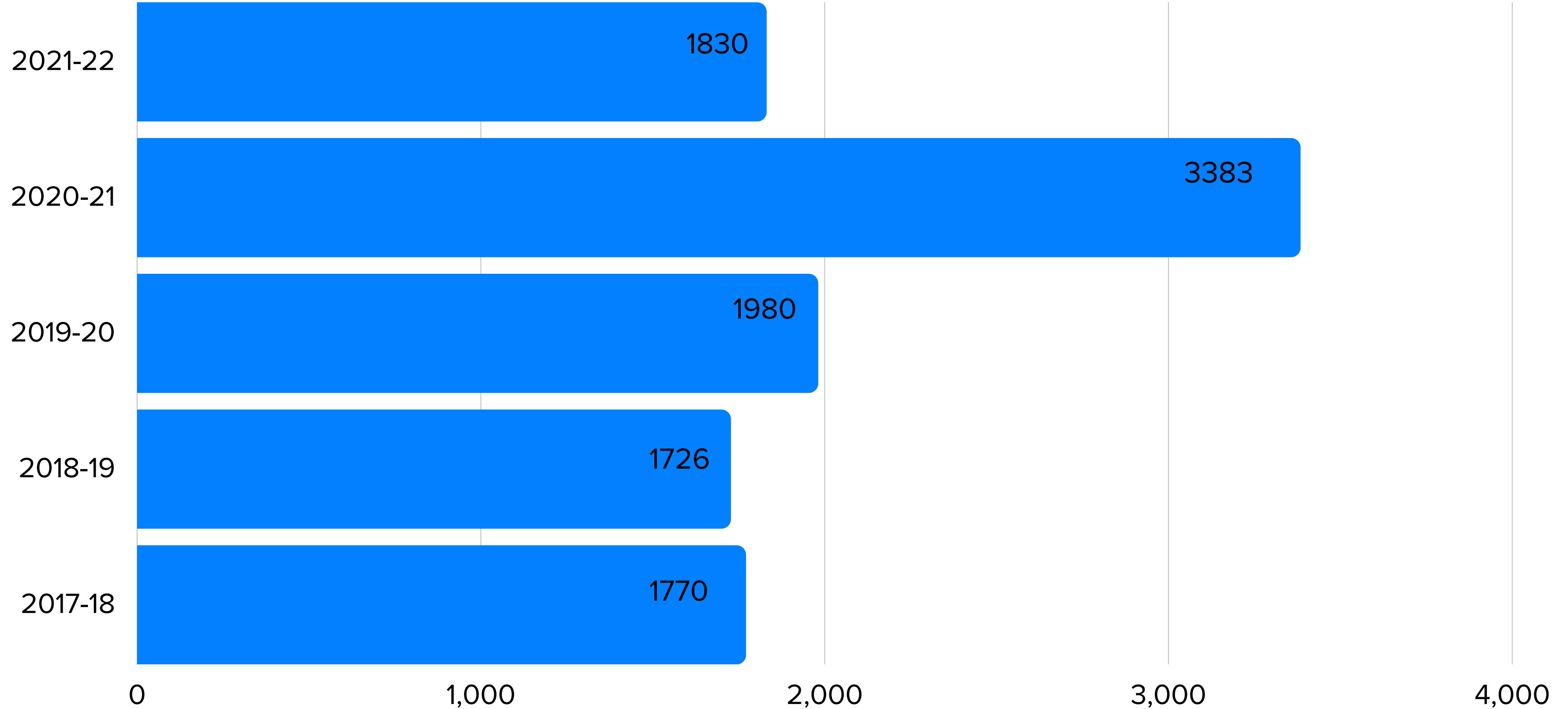




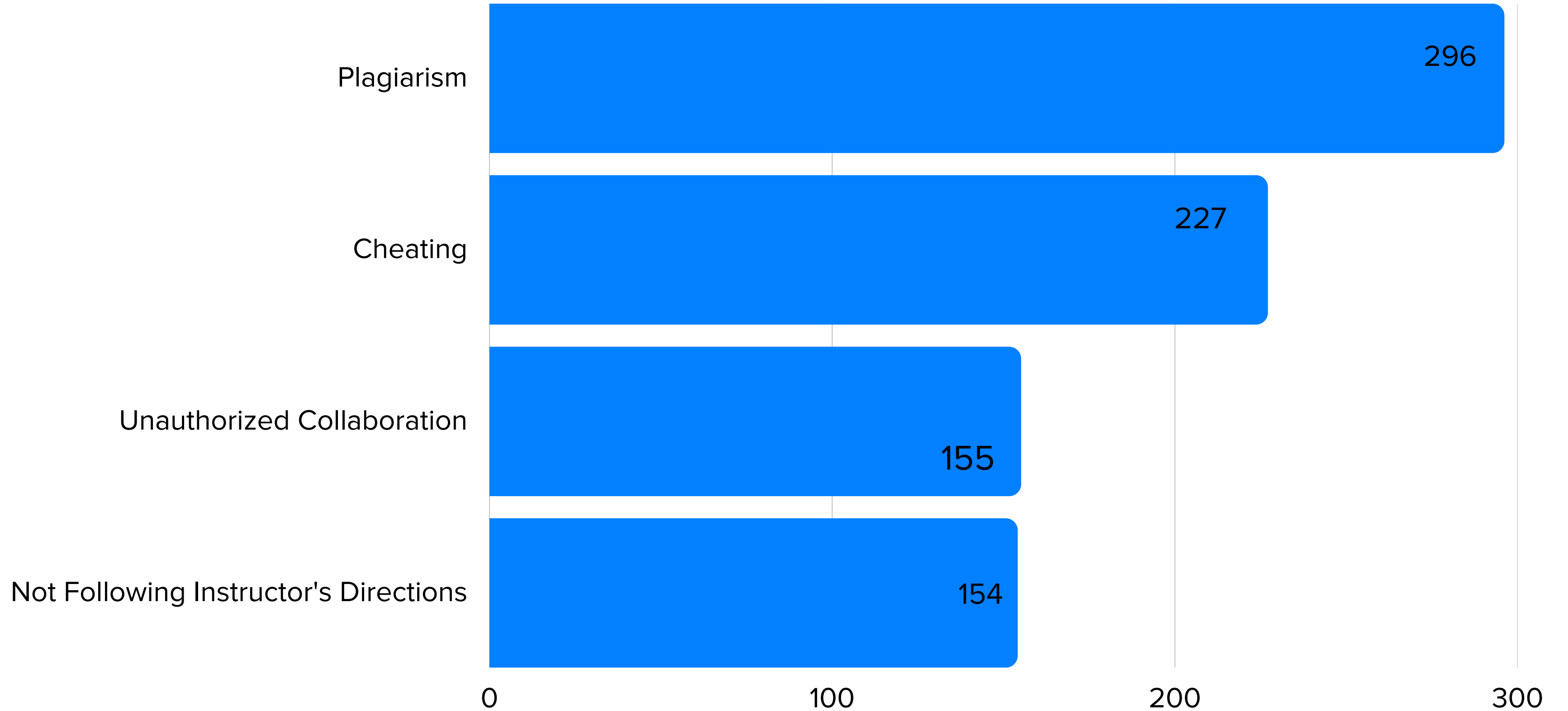
# Student Support Report Types



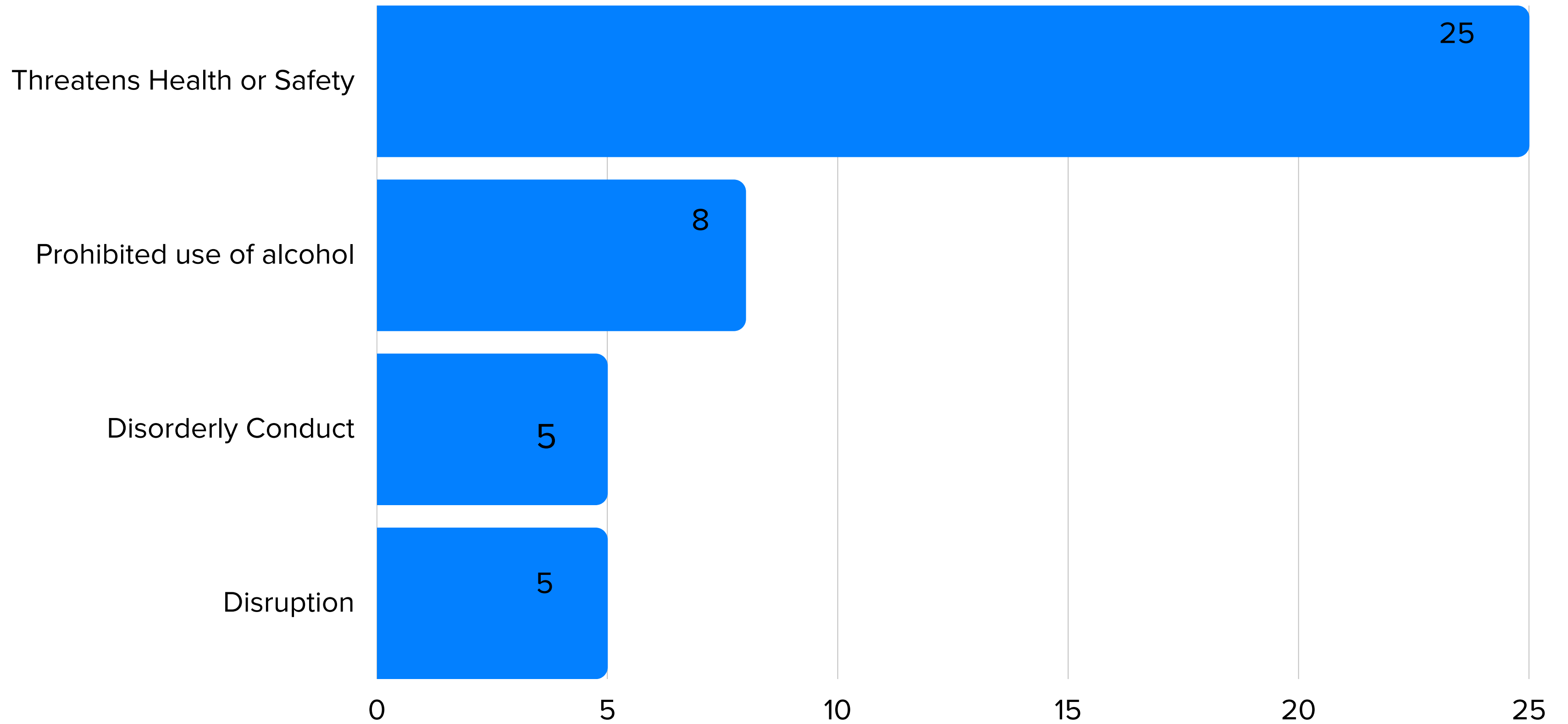
# Student Conduct Referrals



# Most Common Academic Violations



# Most Common Social Violations



# Student Satisfaction Survey Results



# Strengths

- Accessible 3.61
- Courteous Staff 3.64
- Knowledgeable Staff 3.59

# Opportunities

- Understands my needs 3.17
- Facilitates Problem Resolution 3.11
- Moving in a Positive Direction 3.15

- Virtual and In Person Outreach on various topics to students, faculty & Staff
  - Overview of OSSJA
  - Ethics & Academic Integrity
  - Avoiding Plagiarism
  - Working with Distressed & Distressing Students
  - How to refer students for support
  - Individual faculty and staff consultations



# Action Plan

- External Review conducted in August/September 2022
- Staff returned to providing in person services Spring 2022
- In 2022-2023, Strategic Visioning Workgroup convened to identify unit priorities
- Currently working to identify opportunities to learn effective strategies for working with populations most referred to office.
- Examining services and recalibrating sanctions for conduct cases
- Working to reduce barriers for students to access support services