Office of Student Support & Judicial Affairs
COSAF Presentation

Leadership Team:
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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.
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
2021-22 Highlights

- 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
Highlights

- **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
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.

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.

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 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.
Advocate Data Snapshot

Student Support Referrals

<table>
<thead>
<tr>
<th>Year</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td>970</td>
</tr>
<tr>
<td>2018-19</td>
<td>1356</td>
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<tr>
<td>2019-20</td>
<td>1752</td>
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<tr>
<td>2020-21</td>
<td>2052</td>
</tr>
<tr>
<td>2021-22</td>
<td>2546</td>
</tr>
</tbody>
</table>
Advocate Data Snapshot

Student Support Report Types

- Mental Health: 28.9%
- Interpersonal Concern: 17.1%
- Academic Concern: 14.5%
- Non-responsive student: 7.1%
- 5150/Hospitalization: 6.2%
Student Conduct Referrals

- 2021-22: 1830
- 2020-21: 3383
- 2018-19: 1726
- 2017-18: 1770
Most Common Academic Violations

- Plagiarism: 296
- Cheating: 227
- Unauthorized Collaboration: 155
- Not Following Instructor's Directions: 154
Most Common Social Violations

- Threatens Health or Safety: 25
- Prohibited use of alcohol: 8
- Disorderly Conduct: 5
- Disruption: 5
Student Satisfaction Survey Results
Student Satisfaction Survey Results

Strengths

- Accessible 3.61
- Courteous Staff 3.64
- Knowledgeable Staff 3.59
Student Satisfaction Survey Results

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