

NC STATE UNIVERSITY

Assisting Students of Concern

Annual Report 2015-2016



go.ncsu.edu/care

Program Overview:

Student Behavioral Case Management at NC State (also known as Assisting Students of Concern) was established in January 2014 to provide support for students in crisis or who have been identified as exhibiting concerning, worrisome, or threatening behavior. Prior to its establishment, issues related to concerning behavior were managed through the Office of Student Conduct.

The program supports two full time staff members and a graduate intern whose primary roles include 1) providing comprehensive outreach and consultation services to the NCSU community, 2) providing early intervention and behaviorally based assessments for students of concern, and 3) monitoring student progress through follow-up and collection of collateral information.

In addition its role with students, the program also houses the University's NCSU Cares team and provides support for all student-related cases for the University's Behavioral Assessment Team (BAT). The NCSU Cares team is a cross-campus program that provides support for students whose behavior *does not* indicate a direct threat of harm to the NC State Community. The Behavior Assessment Team (BAT) is a multi-disciplinary program that advises representative offices on situations that pose, or may pose a threat to the safety and well-being of the campus community. The BAT team is coordinated through the [University's Violence and Threat Management Office](#) and is chaired by the University's Risk Assessment Case Manager.

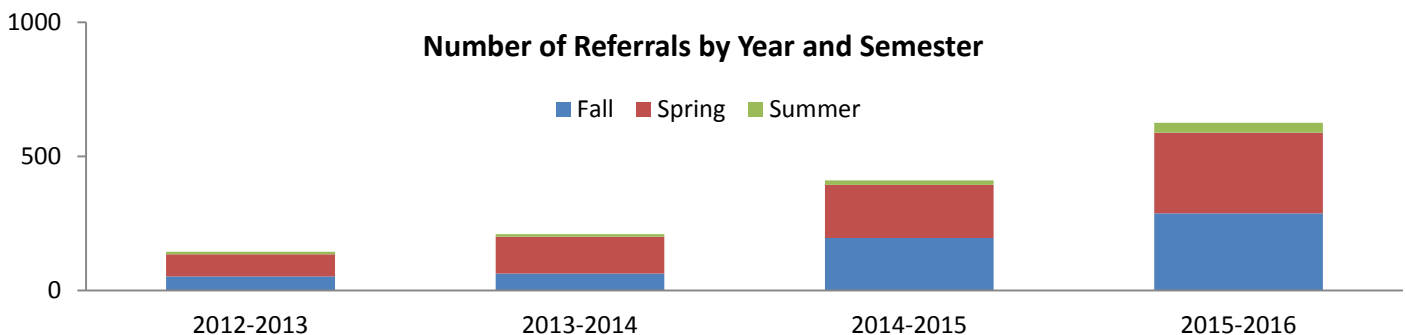
By the Numbers:

625	Number of Cases This Academic Year
152%	Percent Increase from Last Year (410 referrals)
205%	Average Monthly Increase since program inception (Jan 2014)
164%	Average Yearly Increase Since 2012
2	Number of Completed Suicides This Year
4	Number of Completed Suicides Last Year

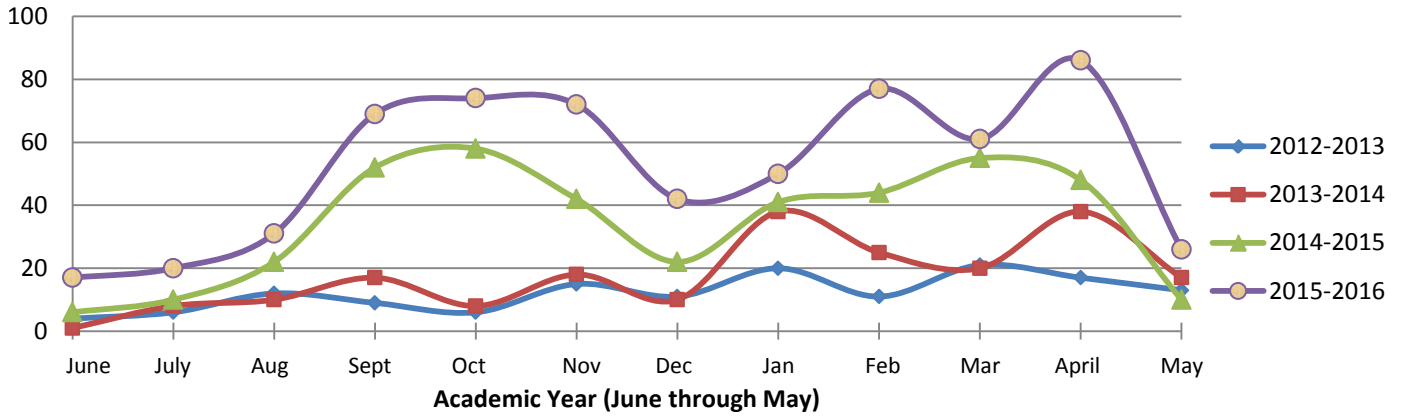
Data Summary:

New Referrals Continue to Increase:

The 2015-2016 academic cycle (June through May) was the program's second full year of operation. During this time, the program received 625 reports of concern, representing a 152% increase from the 2014-2015 academic cycle. The charts below summarize totals for each year, month, and semester between 2012 and present:

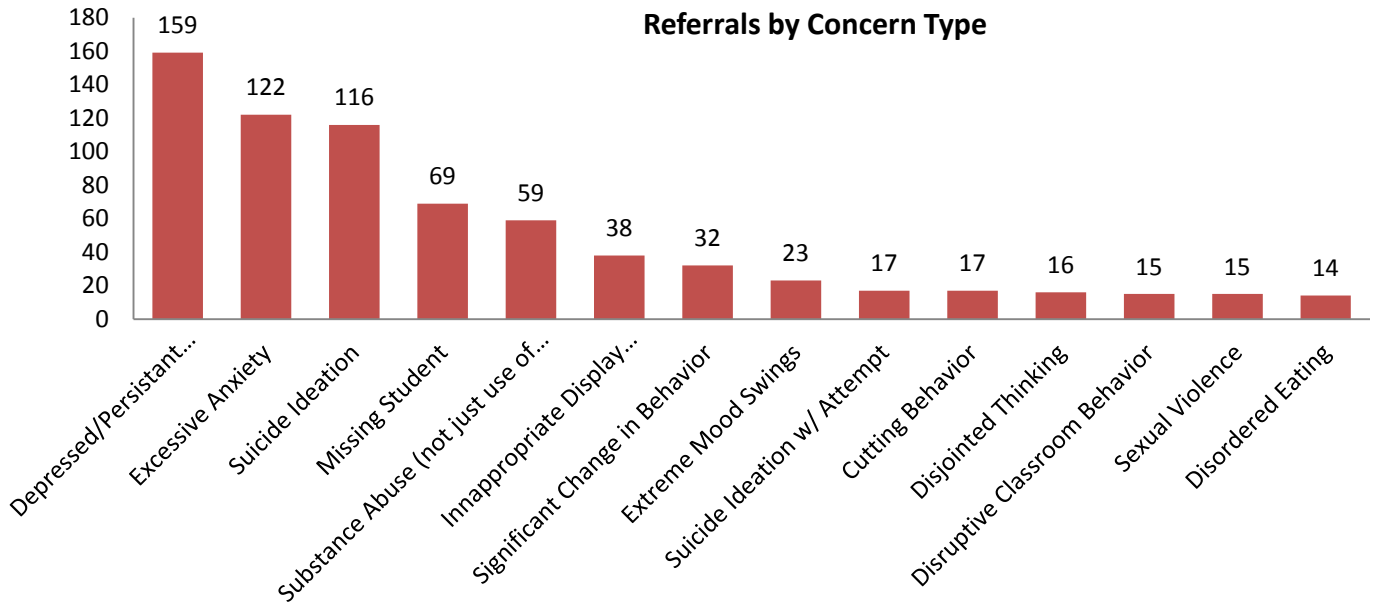


Number of Referrals by Month

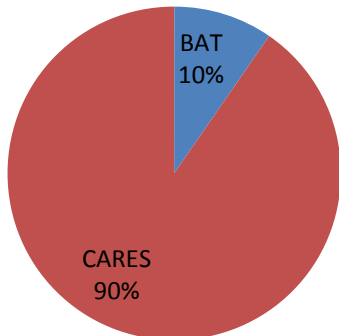


Self-Harm Remains a Top Priority:

Symptoms related to depression, anxiety, and suicidal ideation remain top concerns among those that have been referred. The chart below summarizes areas of concern with more than 15 referrals (NOTE: the “Other” category is excluded completely).



The overwhelming majority of cases were managed through the University’s Cares Team.



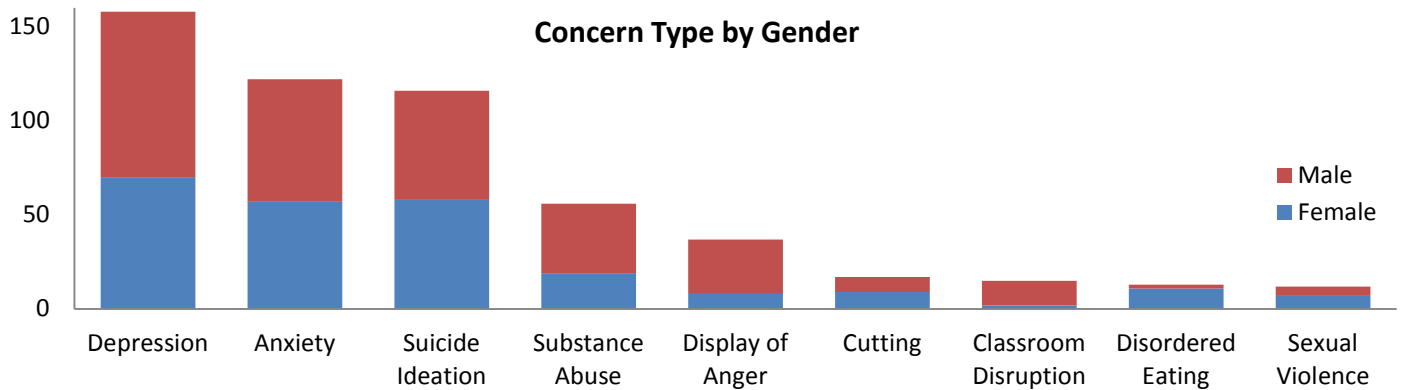
Top 5 Cares Concerns

- 1 Depression
- 2 Excessive Anxiety
- 3 Suicidal Ideation
- 4 Missing Student
- 5 Substance Abuse

Top 5 BAT Concerns

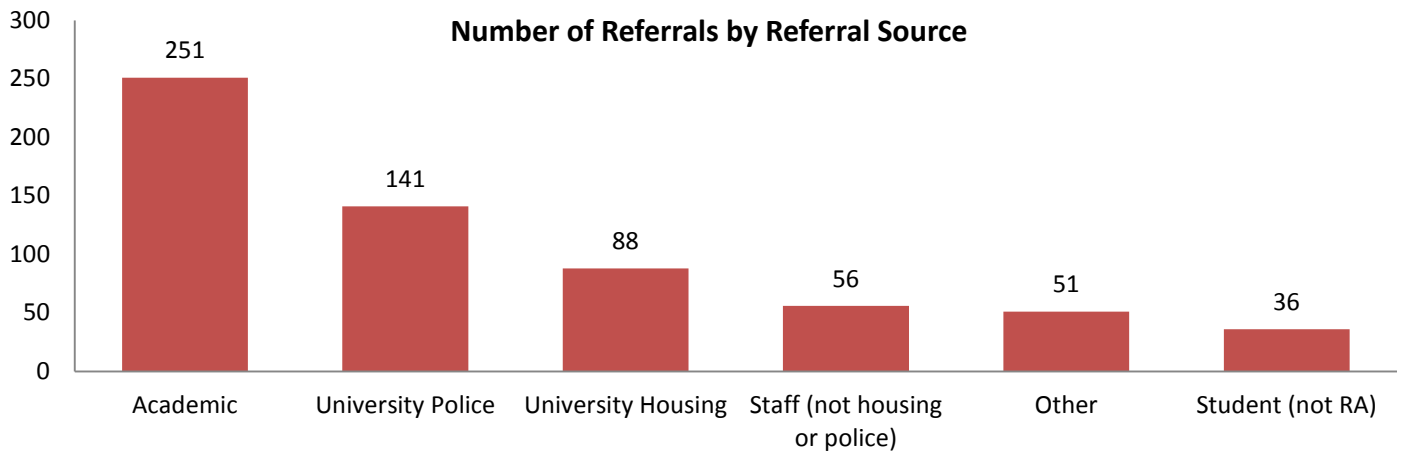
- 1 Inapp. Display of Anger
- 2 Substance Abuse
- 3 Extreme Mood Swings
- 4 Excessive Anxiety
- 5 Depression

Overall, referrals remained evenly divided between genders. Men are more likely to be referred for classroom disruptions or displays of anger and women are more likely to be referred for disordered eating patterns. Both were equally likely to be referred for depression, anxiety, suicide ideation, substance abuse, and cutting behaviors.



Faculty Remain the Largest Single Referral Source:

The program continues to benefit from high-impact marketing and word-of-mouth referrals from faculty. Among faculty referrals, anecdotal evidence suggests academic advisors are the largest portion of referrals.



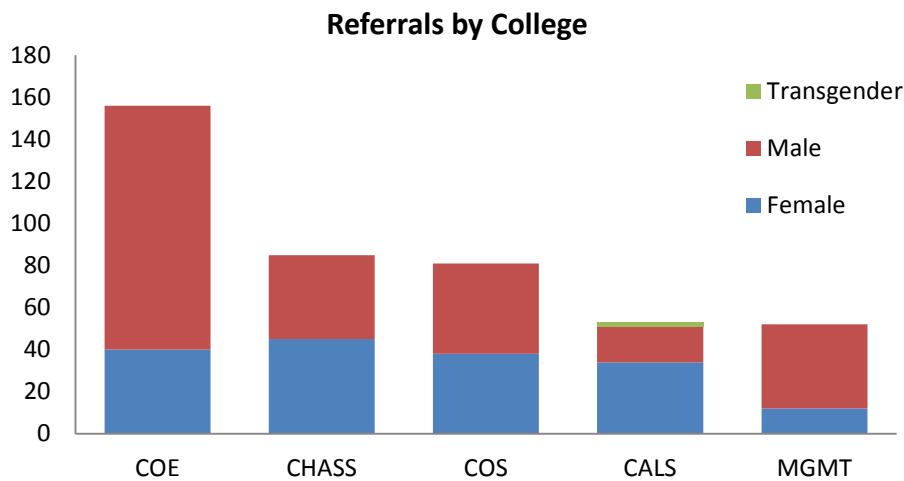
A review of referral sources highlights the obvious absence of student referrals. Over the next year, we expect the number of student-initiated referrals to increase as we market our efforts directly to the student body. Among those students who did submit referrals, concerns were more likely to focus on issues related to depression, substance use/abuse, extreme mood swings, excessive anxiety, and significant changes in behavior.

This year’s data continues to demonstrate a strong relationship between the Department of Student and Community Standards, University Police and University Housing. This is reflected in the number of referrals from each department and results from cross-departmental onboarding procedures and training, internal reporting policies that involve notification when concerns emerge, and collaboration between these offices on multiple University committees (Cares and BAT).

Top Concerns Initiated by Students

1	Depression
2	Substance Abuse
3	Extreme Mood Swings
4	Excessive Anxiety
5	Change in Behaviors
6	Suicidal Ideation
7	Disordered Eating

Referrals were consistent across colleges when controlling for the number of enrolled students within each college (see table at right). The College of Engineering accounted for the majority of referrals but was in the middle when controlling for enrollment numbers. See the **Appendix A** for a further breakdown of college data.



College	# Referrals Per 100 Enrolled
AGI	4.23
UC	4.08
CHASS	2.04
COS	2.22
DN	1.65
COE	1.64
MGMT	1.54
CALS	1.51
CNR	1.18
TEX	0.91
CED	0.57

Highlights from 2015-2016:

New Staff and New Connections

This year featured two new staff members for the program. During the Spring 2015 semester, the Department of Social Work selected the Students of Concern Program as an internship site for its MSW program. This year's intern, Leatha Pettress, greatly enhanced our social media presence and number-tracking while engaging directly with students to provide support for the issues they were facing. Based upon the success of that experience, we have once again been selected as an internship site and have chosen an intern for the upcoming year.

This year also saw the selection of a new, full-time staff member, Sahana Sankar. Sahana graduated from NC State in 2015 with a Master's Degree in Counselor Education. During her time as a student, Sahana worked concurrently with University Housing as a Residence Director and with the Counseling Center as a graduate counseling intern.



Sahana Sankar

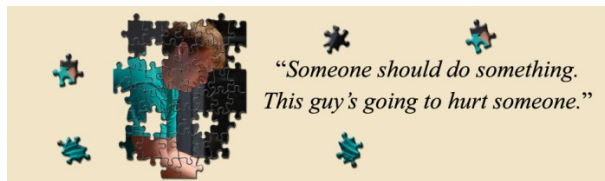
NCSU Cares Expands Representation:

This was the first full year of operation for the NCSU Cares team, a team of campus partners designed to promote an efficient sharing of information and resources with a goal of providing the best practical support for students in need. Following a review of the data, the team expanded to include representation from three new partners, each representing a vital demographic at the University: College of Sciences, Poole College of Management, and the Office of International Student Services. Full membership on the team now includes:

- Academic Support for Student Athletes (Jody Moylon)
- College of Engineering (MaryClare Robbins)
- College of Humanities and Social Sciences (Joe Johnson)
- College of Management (Melusian Wright)
- College of Sciences (Betsy Alexieff)
- Campus Police (Jason Dye)
- Counseling Center (Marina Cline)
- Department of Student and Community Standards (Paul Tongsri, Sahana Sankar)
- Disability Support Services (Mark Newmiller)
- Office of International Services (Beth James)
- University College (Dr. Carrie McLean)
- University Housing (Lisa LaBarbera-Mascote)

A Friendlier, More Caring Web Presence:

This year saw the creation of a new website designed to better reflect the program's philosophy and simplify the message for those interested in supporting students in need. It is our belief that the old website's focus on students as "risks" placed the emphasis on finding weaknesses in the community. In comparison, the new website places an emphasis on coming together as a community to better support friends in need. Thus far, the feedback has been extremely positive and is a likely contributor to the increase in overall referrals.



Old Website: "Share Your Piece of the Puzzle"



New Website: "Show you Care...Lend a Paw"

In addition to the website, this year's program placed a much greater emphasis on our social media presence. During the past year, we more than doubled our followers on twitter (from 66 to 159) and increased the number of overall tweets by 98. Our twitter and social media usage has three goals: 1) market the services provided by our program; 2) support the amazing job that other programs are doing; and 3) enhance the overall wellness education of the public.



Staff Highlights:

Awards and Recognitions:

- Paul Tongsri was recognized by the Southeastern Association of Housing Officers for his efforts toward collaboration with NCSU's University Housing program.
- Paul Tongsri was recognized at this year's Global Engagement Exposition for his "Leadership in International Education" in the area of Student Success. He was nominated by the Office of International Services based on his efforts toward collaboration and direct support of international student success.
- Leatha Pettress was awarded the federally-funded Health Resource and Services Administration scholarship. The HRSA is designed to promote clinical counseling in underserved areas.

Regional and National Involvements:

- Paul Tongsri continued this efforts with the Higher Education Case Manager Association by co-authoring the association's Case Manager Program Evaluation Rubric – a rubric designed to evaluate the effectiveness of case management programs. The rubric is based on assessment of 17 common functional areas and includes 108 guidelines for practice. Paul has been selected to present the Rubric on behalf of the Association at this year's upcoming HECMA Roundtable in Orlando, Florida.

- Paul Tongsri and Sahana Sankar were selected to present findings from their collaboration with the Office of Assessment, Department of Social Work, and Counseling Center as part of this past year's New Student Survey. The survey was designed to identify students in need of proactive outreach. Following its first year of implementation, the survey resulted in proactive outreach to more than 75 students. Their presentation will occur at the upcoming HECMA Roundtable in Orlando, Florida.

Goals for 2016-2017:

A Focus on Direct Student Engagement:

Beginning this year, a greater emphasis will be placed on marketing directly to students. While in the past our marketing efforts have been successful in making faculty the largest referral source, direct referrals from students about peers of concern have lagged significantly and make up the least number of referrals (even behind outside constituencies). It is our belief that students are among the first to recognize when a friend or peer needs assistance and that they are the greatest source of information when it comes to identifying and supporting a student in need.

To meet this challenge, the program has begun forming new marketing goals and has established new connections. Among these new connections is NAMI on Campus at NCSU. NAMI focuses on raising awareness of mental health issues on campus, advocating for those in need, and encouraging those who need it to get help. We hope to include NAMI as a primary source of feedback when it comes to student-outreach.



A Continued Focus on Collaboration:

Over the past year, our efforts to collaborate with other offices and services have increased significantly. Despite our gains, there is more to be done. As we grow in our efforts to market directly to students, we must also enhance our profile with other offices and student groups that provide direct service to students. With that in mind, we are in the process of reaching out to unfamiliar offices.

Application of NC State's Strategic Plan:

The following program practices align with NC State's Strategic Plan:

- *Enhance the success of our students through educational innovation.*
 - The program continues to innovate – especially in terms of creative marketing strategies and methods for increasing student efficacy for success. Over the past year, the program has enhanced initiatives related to its web and social media presence. Future plans include an expansion of these efforts and direct marketing to students.
- *Enhance scholarship and research by investing in faculty and infrastructure.*
- *Enhance interdisciplinary scholarship to address the grand challenges of society.*
- *Enhance organizational excellence by creating a culture of constant improvement.*
- *Enhance local and global engagement through focused strategic partnerships.*
 - NCSU Cares Initiative
 - Participation on the University's Behavioral Assessment Team (BAT)

Application of DASA's Strategic Plan:

The following program practices align with DASA's Strategic Plan:

- *Goal 1: Shape your Life*

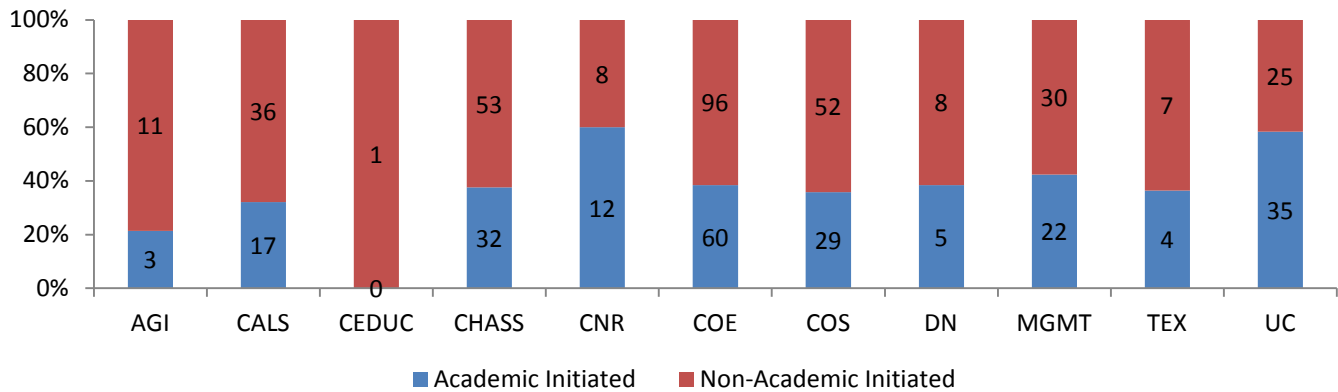
- As a primary aspect of the program's mission, the case manager "works constructively with students to foster resilience and self-advocacy."
- *Goal 2: Open your Mind*
 - A primary goal of marketing the programming efforts involves raising awareness of issues related to self-harm, depression, anxiety, and other common student concerns. Raising the culture of care and empathy on campus requires opening student's minds to the needs of those around them. Many of the program's specific initiatives are detailed above.
- *Goal 3: Build your Community*
 - Through its marketing efforts and support of students, the program seeks to create a "culture of caring" at NC State. By encouraging students, faculty, and staff to make appropriate referrals, the program raises the social consciousness of the University and assists in forming community. When appropriate, students are connected to student involvements that allow them to participate actively in community building.
- *Goal 4: Serve the University*
 - The formation of the graduate internship program provides a venue for students interested in serving the University while enhancing their academic experience.
- *Goal 5: Ensure Sustainability*

Appendix A: Data Summary by College

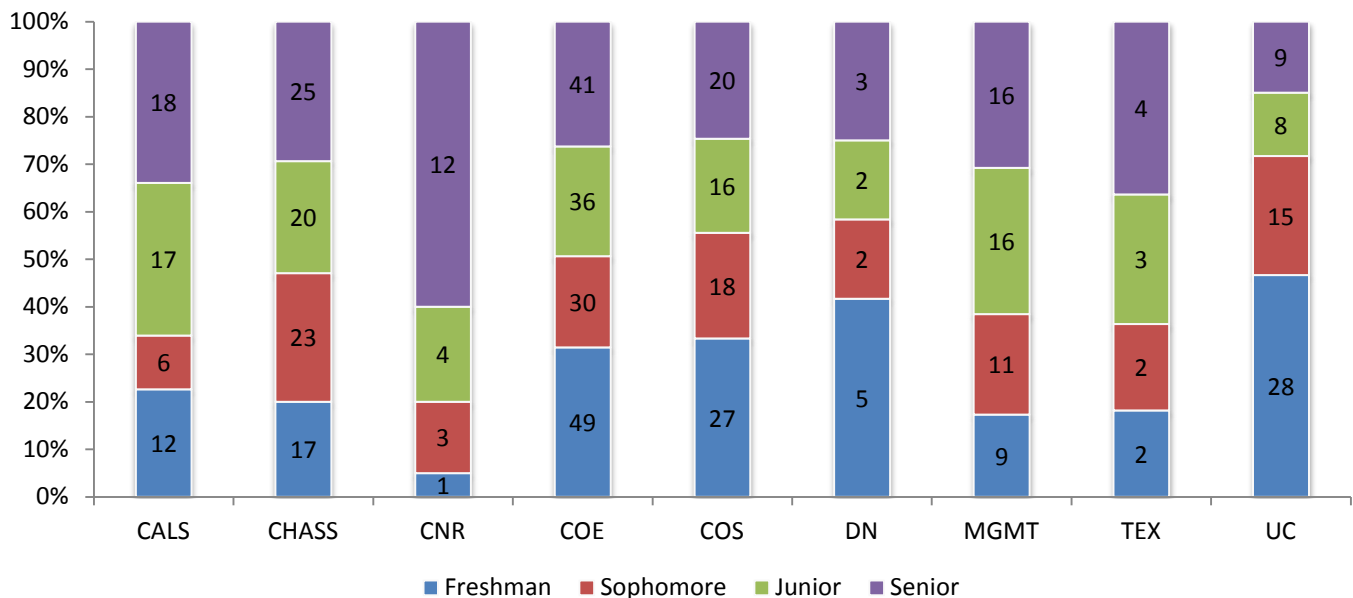
Number of Referrals for Depression, Anxiety, and Suicide Ideation by College:

College	Depression	Excessive Anxiety	Suicide Ideation
AGI	3	2	3
CALS	13	15	11
CED	0	4	0
CEDUC	1	0	0
CHASS	15	15	18
CNR	5	2	2
COE	39	39	36
COS	30	13	20
DN	3	3	0
MGMT	20	5	5
TEX	1	2	1
UC	18	14	9

Percent of Referrals Initiated by an Academic Source by College (i.e. faculty/academic advisor):



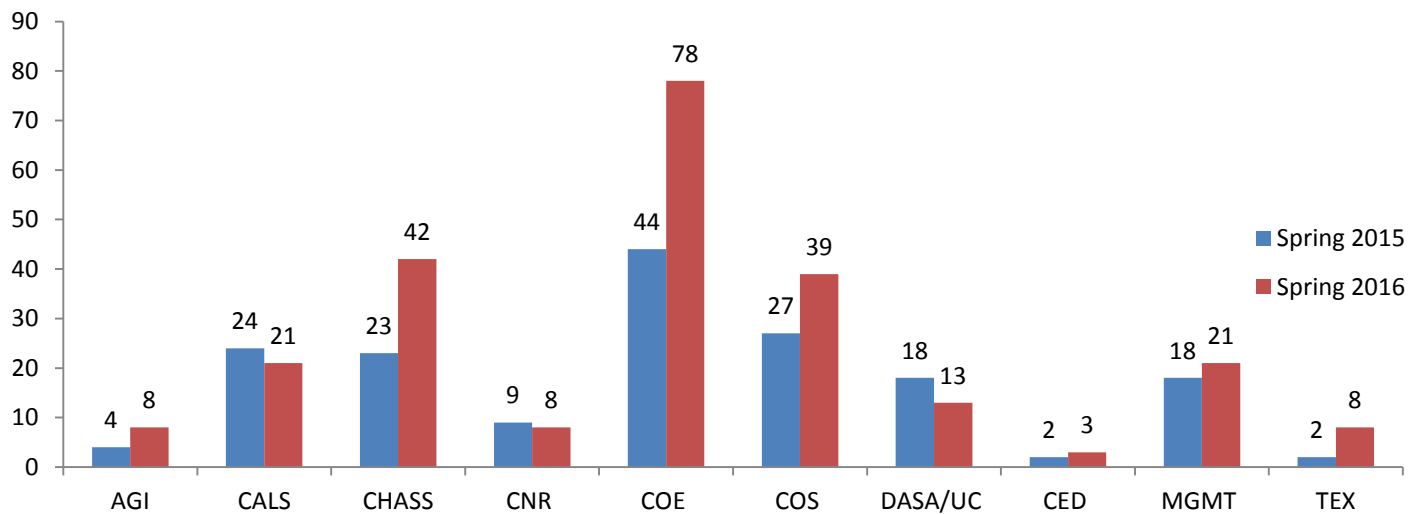
Percent of Undergrad Referrals by College and Classification:



Number of Referrals by Self-Reported Ethnicity:

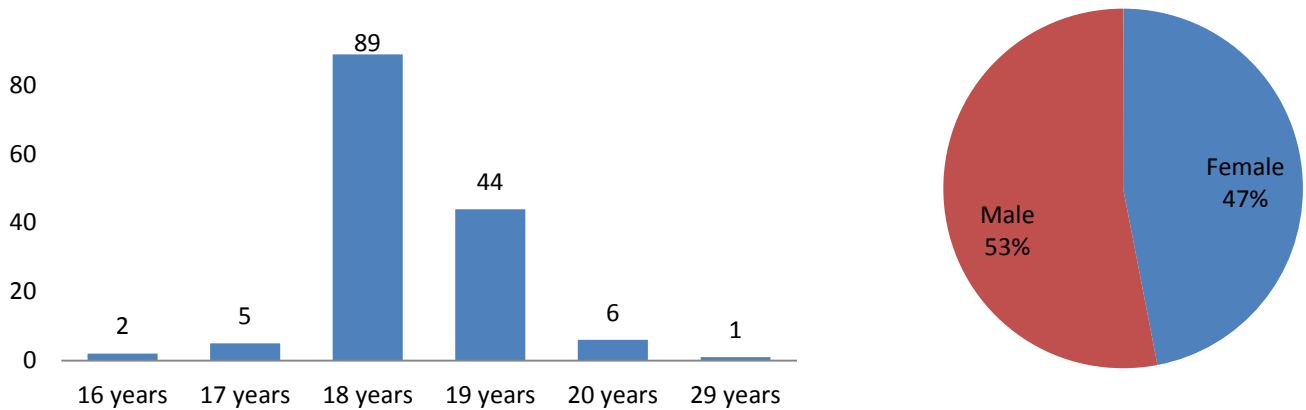
College	American Indian	Asian/Pacific Islander	Black	Hispanic	White	Multi-Ethnic	Not Specified
AGI			1		8	4	
CALS		6	3	4	34	4	
CHASS	1	4	9		57	7	
CNR				1	15	2	1
COE		22	9	3	93	11	2
COS		12	5	3	53	3	
DN		1			9	3	
MGMT	2	5	7		28	3	2
TEX		2	1		7		
UC		3	6		45	2	2

Comparing Last Spring to This Spring: Number of Referrals by Spring Semester and College

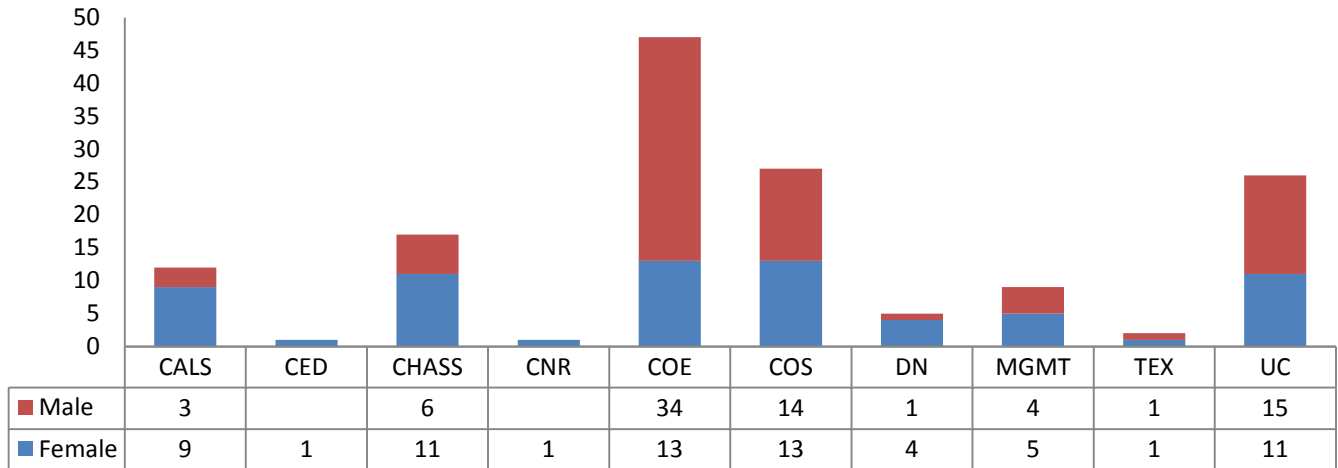


Appendix B: Data Summary by First-Year Classification:

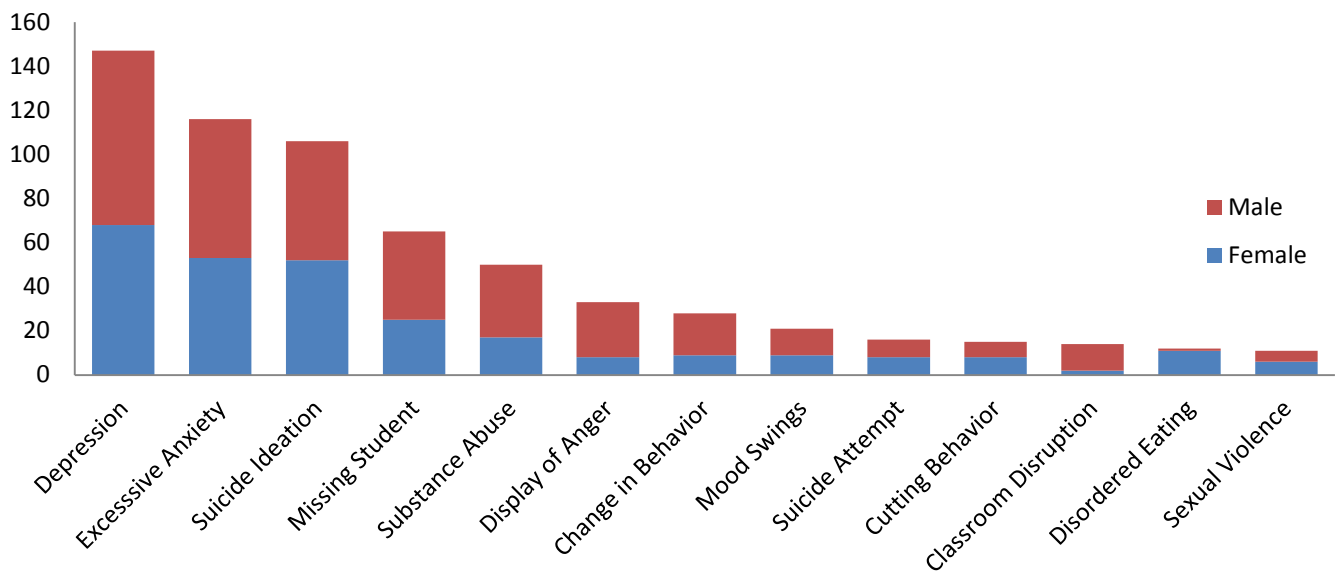
First-Year Classification by Age and Gender:



First-Year Classification by College and Gender:

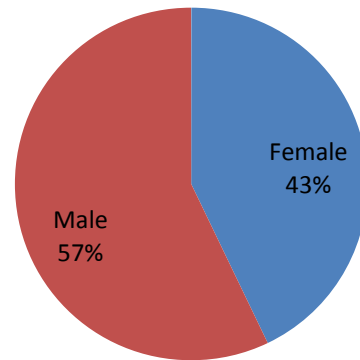
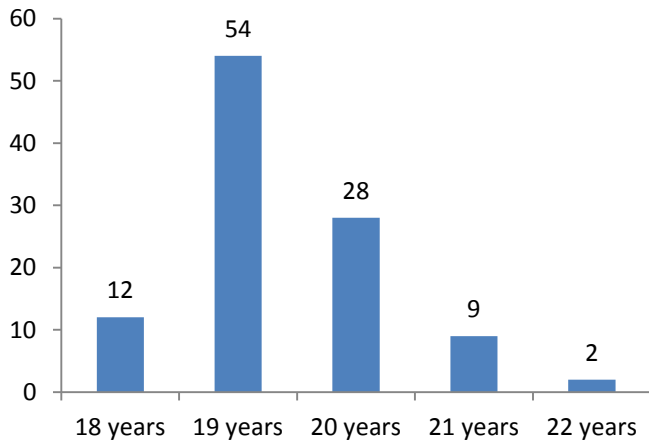


First-Year Classification by Concern Type and Gender:

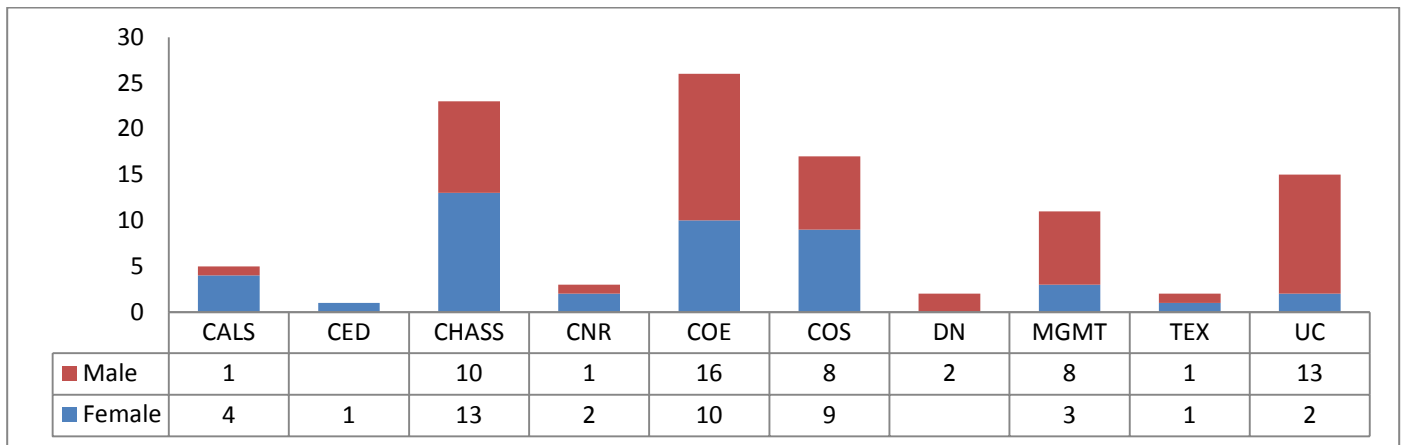


Appendix C: Summary Data by Second Year Classification:

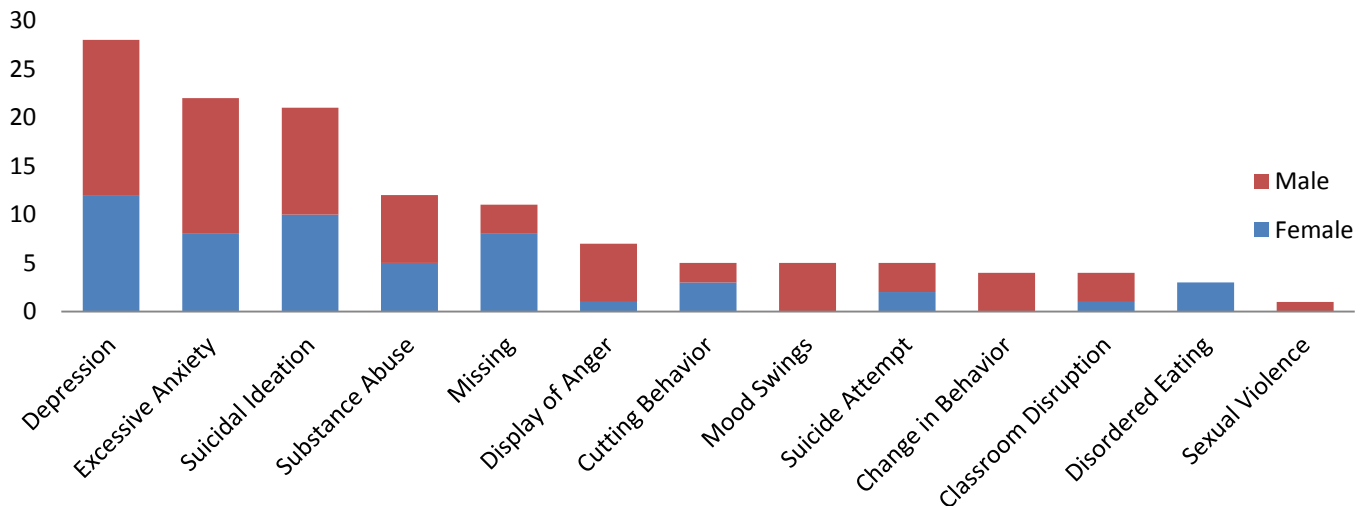
Second Year Classification by Age and Gender:



Second Year Classification by College and Gender:



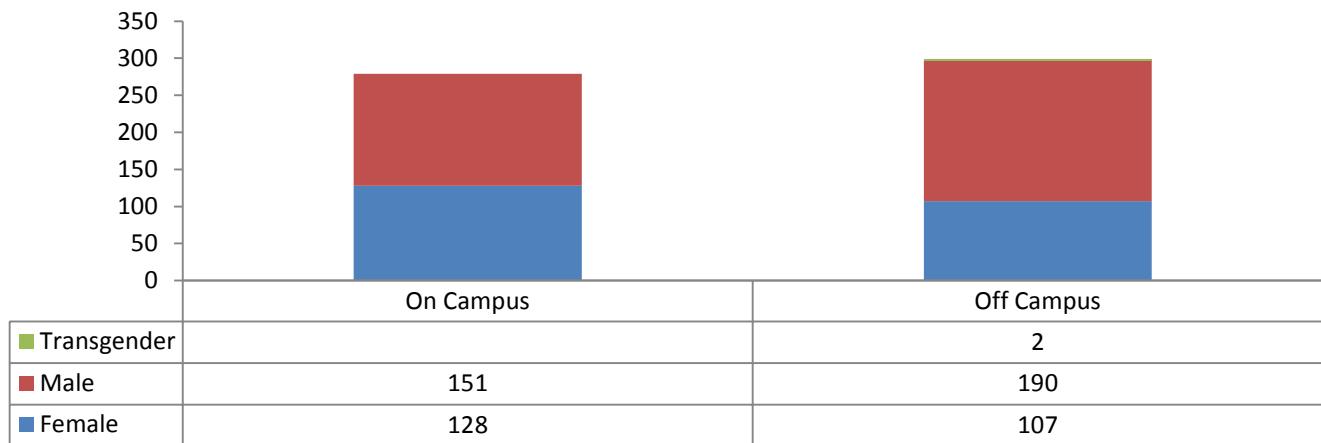
Second Year Classification by Concern Type and Gender:



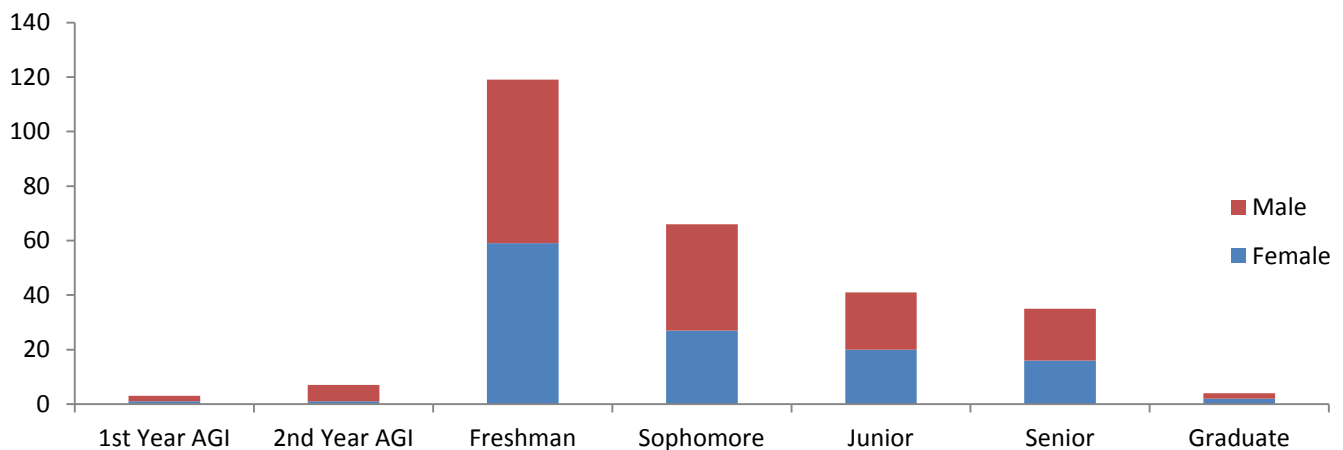
Appendix D: Data Summary by Housing Status*:

*All numbers include Greek Life Housing unless otherwise specified

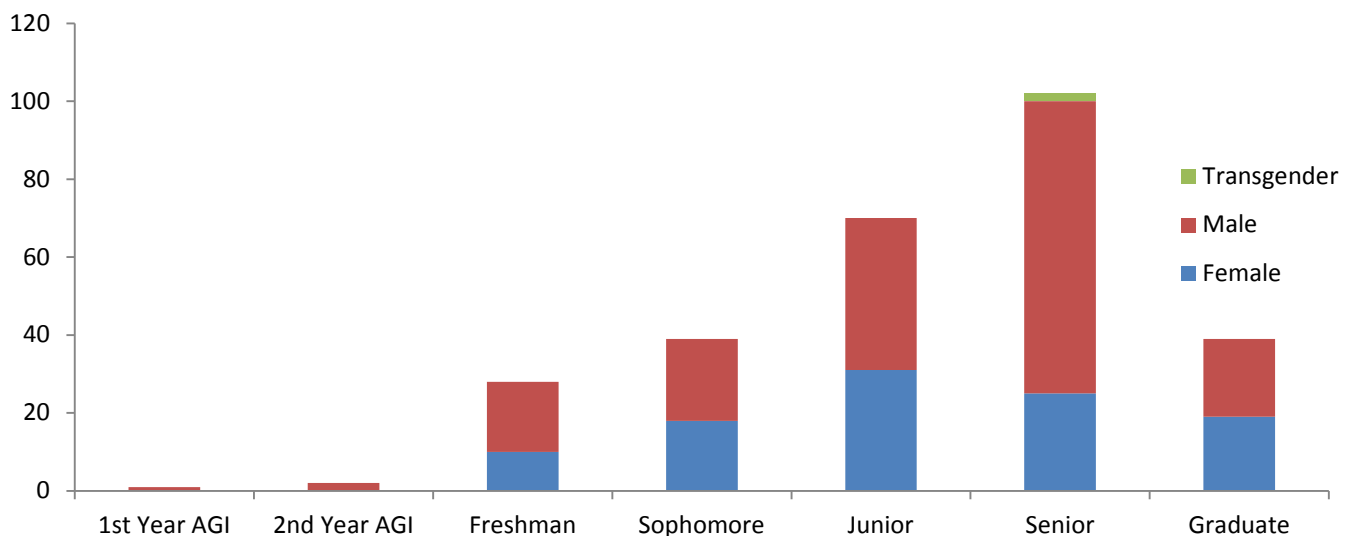
Number of Referrals by Housing Status and Gender



On-Campus Housing by Classification and Gender:

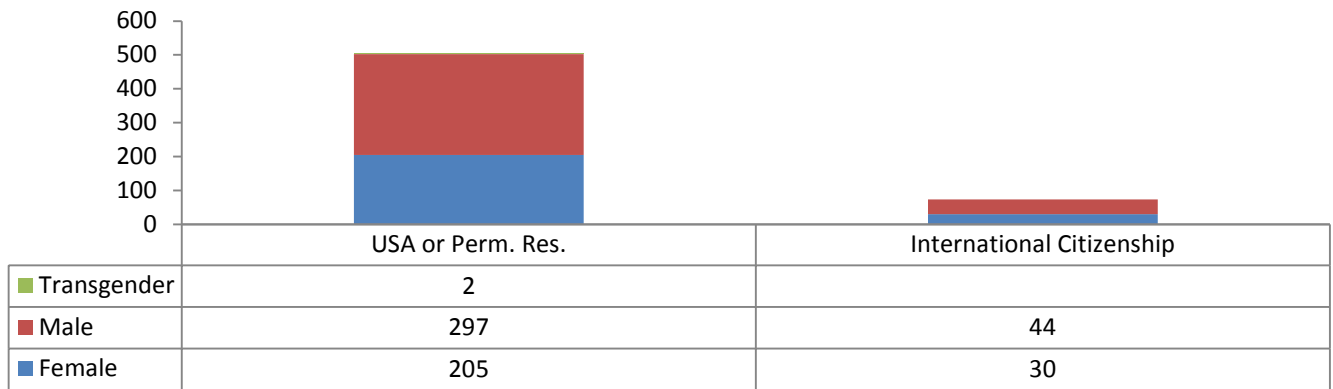


Off-Campus Housing by Classification and Gender:

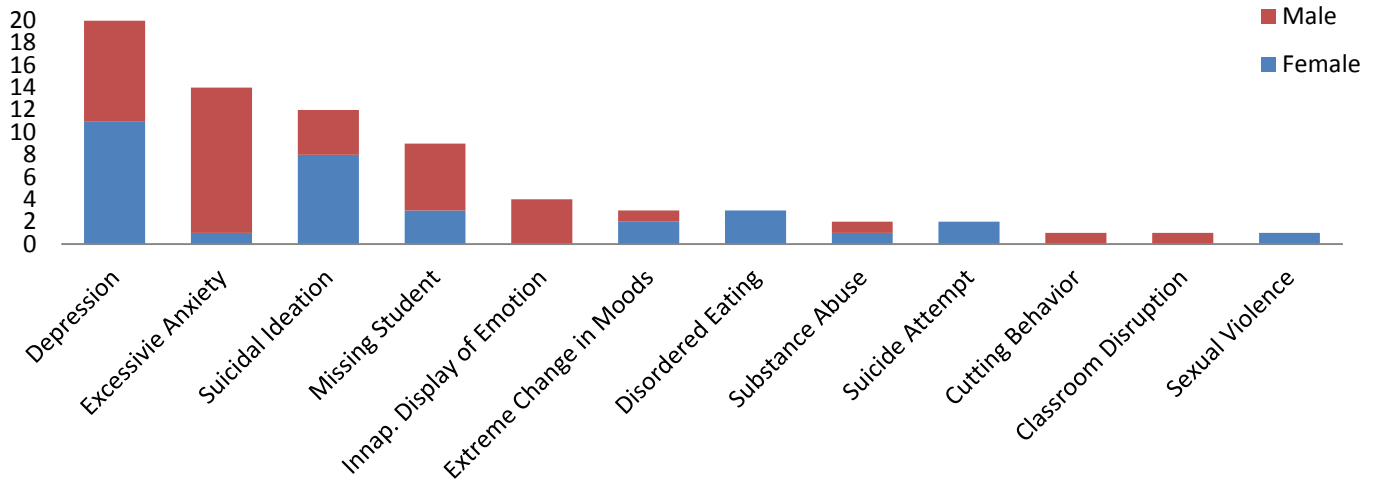


Appendix E: Data Summary by Citizenship Status:

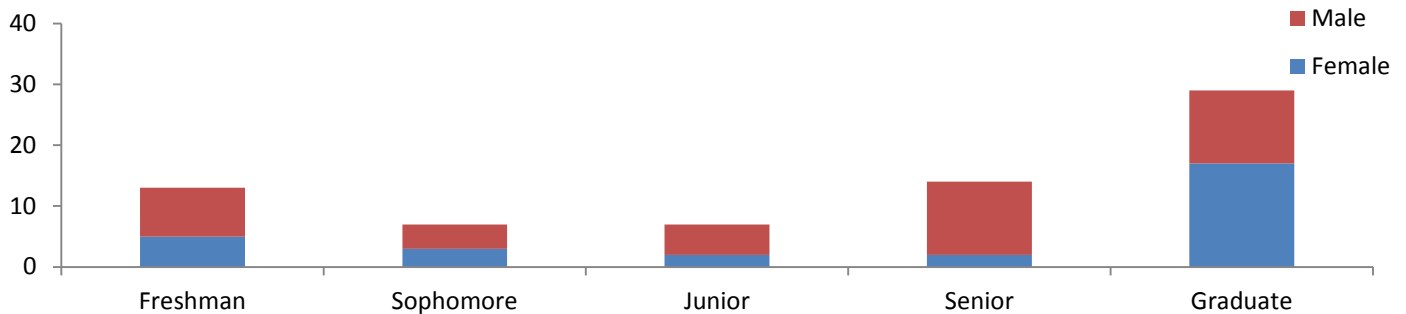
Number of Referrals by Citizenship Status and Gender:



International Citizenship by Concern Type and Gender:



International Citizenship by Classification and Gender



Non-International Citizenship (USA and Permanent Residents) by Classification and Gender:

