

# Cougar Care Network

## The CSUSM Early Support Initiative

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# Presentation Outcomes

- Learn the history and overview of Cougar Care Network (CCN)
- Learn about the technology used in supporting CCN
- Learn how CCN partners with EOP, PASO, CAMP, Trio, and Latinx Center
- Strategies for buy-in with faculty and staff
- Discuss data and trends
- Success stories

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# About CSUSM

- Founded 1989
- 14,000 full-time, state students; 3,000 Extended Learning; 382 International
- 61% female/ 39% male; 68% 17-22yr old; 29% 23-35yr old
- By Ethnicity
  - Latino/a 45%
  - Caucasian 27%
  - Other 10%
  - API 9%
  - Multiple 5%
  - African American 3%
  - Native American <1%
- HSI & AANAPISI
- NCAA Division II Athletics
- 1600 students living on campus
- Over 500 veterans – higher than any other CSU (per capita)

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# History of Cougar Care Network

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## History and Development

- Graduation Initiative Discovery Café
- SOAR - *First Stop Shop for All Things Student*
- Faculty focus groups
- Software development (Maxient)
- CARE Manager position
- Soft launched CCN - Spring 2015
- Launched CCN - Fall 2015



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## Cougar Care Network



FIRST  SHOP FOR ALL THINGS STUDENT

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# Cougar Care Network

- Early warning/support initiative
- Faculty and Staff - online referral form
- Personal, academic and financial concerns
- Based in the Dean of Students Office
- Network of department contacts



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# Cougar Care Network Process Overview

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# Cougar Care Network

- **Cougar Care Network (CCN)** is CSUSM's early support initiative to improve student success, retention, and persistence.
- **We are all Cougar Care Network!** However, most referrals will be addressed by one of the following areas:
  - Care Manager (Dean of Students Office)
  - Housing & Residential Education
  - Personalized Academic Success Services (PASS)
  - Academic Success Center (ASC)
  - Student Outreach And Referral (SOAR)
  - Specialized Program area
  - Student Conduct
  - CARE Team (Behavioral Intervention)
  - Title IX/Discrimination, Harassment, and Retaliation
  - University Police Department

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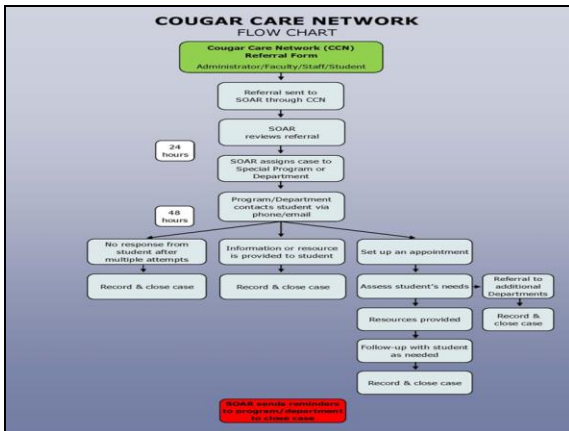
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# Communication Flow

- Referral
- Assessment of case
  - Single referral or multiple
- Request for more information
- Refer to network or Dean of Students staff
- Outreach to student
- Close the loop with referral

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## Marketing & Buy-in

- Started with a test group
- College presentations
- Department Chairs meeting
- New Faculty training
- Student Affairs Conference
- Email at the beginning of each year
- Give-a-ways and thank you gifts

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## Collaboration with Specialized Programs

- Referral will be assigned to advisor in the Specialized Program depending on primary concern
- If additional support is needed, the Dean of Students Office will strategize with the program on next steps
- Check-in meetings with Specialized Programs on patterns, updates, and process improvement

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## Technology

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# Technology

Maxient is the software of choice for managing behavior records at colleges and universities across North America.

Centralized reporting and recordkeeping helps institutions connect the dots and prevent students from falling through the cracks.



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# Features

- ID photos & class schedules
- Student groups: DSS, EOP, CAMP, Greek Life, Veteran, ACE Scholars (pulls from PeopleSoft)
- Audit trails
- Restrict viewing (Title IX, Conduct, Threat)
- Clery reporting
- Letter templates

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# Features

- Connects with PeopleSoft and Banner
- Electronic file cabinet
- Text messaging
- Read receipts and notifications
- Assessment
- File sharing
- Analytics

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## Technology Partners

- NaBITA (Behavioral Intervention)
- atIXa (Title IX)
- Report Exec (Campus Safety)
- 3<sup>rd</sup> Millennium Classroom (prevention/intervention)
- Clery

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## How Maxient is Utilized

- Used for our CARE Team/Behavioral Intervention Team
- Helpful when multiple areas are working on supporting the same student
- Creates case history
- Record Keeping

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## Referring a Student

Dear Professor,

My name is (redacted) and I am currently enrolled in your summer course. I just enrolled a few hours ago. Unfortunately, due to recent circumstances in which I was hospitalized for being a danger to myself, I had to drop my on campus courses and enroll in online courses. I am currently in (redacted) with family awaiting to start an intensive outpatient program. The program will either take place in (redacted) during business hours. I was wondering if there is anyway I can get an extension on the first few assignments in order to purchase the text book & get myself settled. I would greatly appreciate it if this were an option. Please let me know and thank you for your help.

Regards,  
Student

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# Referral Form

CCN Referral Form

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# Maxient Demo

Maxient Demo

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# Data & Trends



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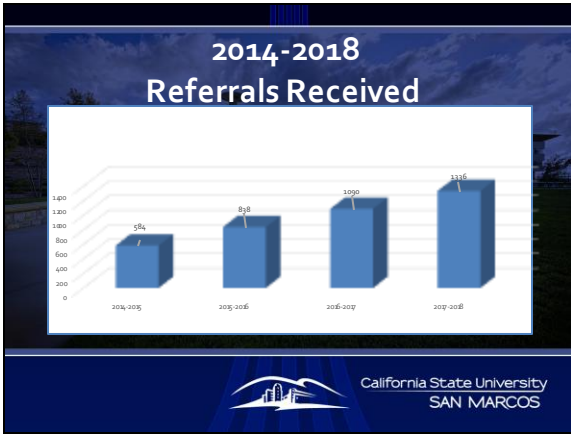
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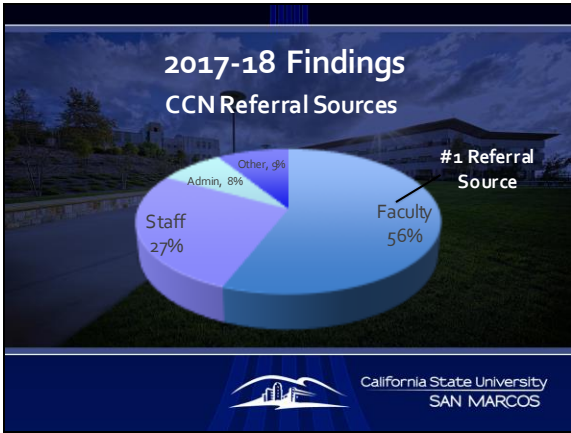
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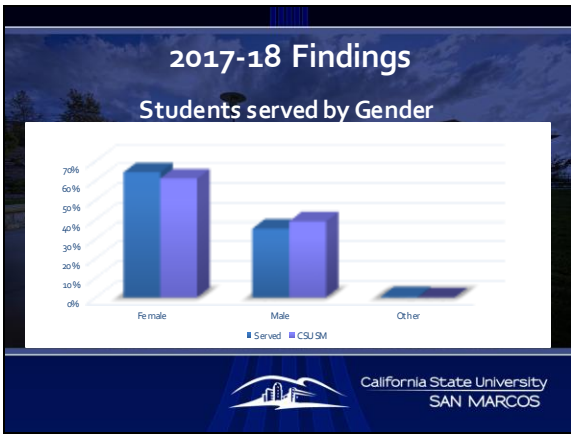
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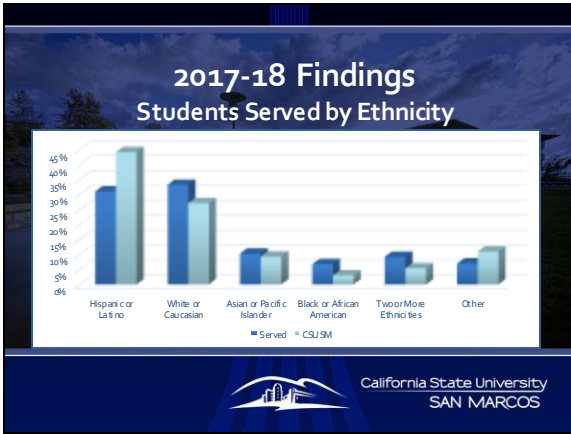
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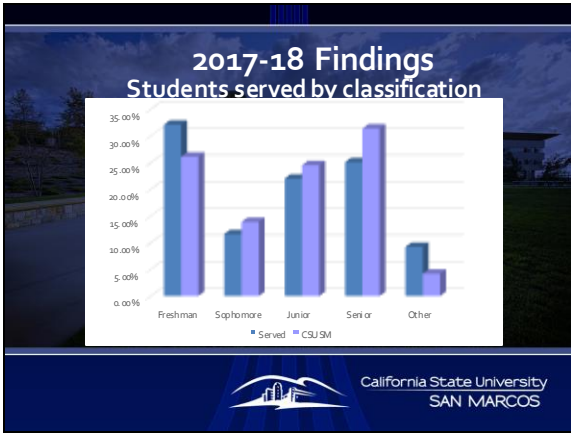
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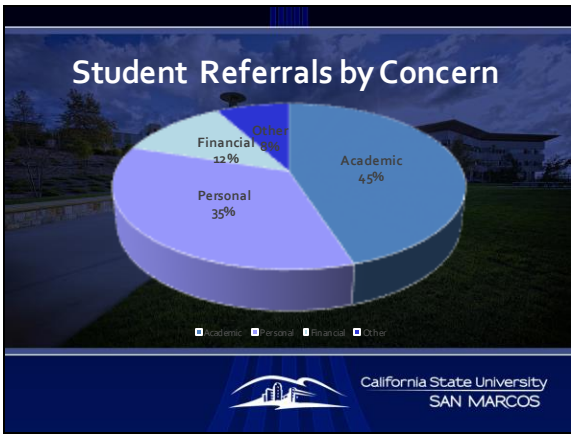
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**Student Trends**  
17-18

**Mental Health concerns**– 29% (primarily anxiety and depression)

**Financial barriers**– 12% (including food and housing insecurity)



California State University  
SAN MARCOS

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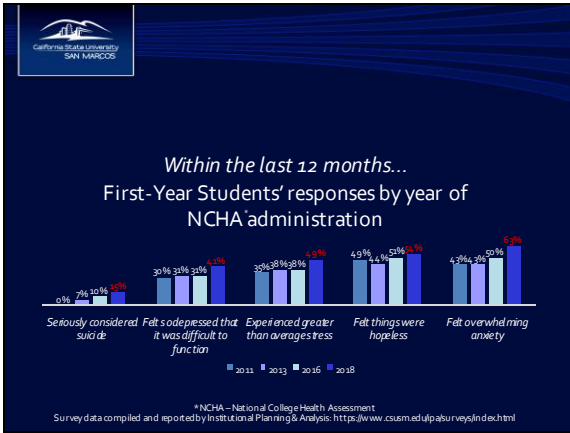
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## Basic Needs Initiative

- CSU wide initiative
- CSUSM Basic Needs Committee
- Cougar Pantry
- Student Emergency Fund
- Transportation cards
- CalFresh Application Assistance
- Maxient Grant
- Connections with community agencies

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# Questions?




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# Contact Information

Cougar Care Network  
 Dean of Students Office  
<http://www.csusm.edu/ccn/>  
 ccn@csusm.edu  
 760-750-7627  
 USU 3500

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