Services to Support a Safe and Inclusive Learning Environment

December 2023
Setting the tone begins at orientation
New Student Orientation

Each Orientation session includes presentations and a resource fair for participants to learn more about offices and support services available to students, including the following:

- Dean of Students Office (DOSO)
- Office of Multicultural Student Engagement (OMSE) - presentation and interactive activity
- Counseling and Psychological Services (CAPS)
- Student Disability Services (SDS)
- Campus Health Center

- The W Pantry and Thrift Shop
- Transfer Student Success Center (TSCC)
- Colonel Gregory Gadson Office of Military and Veterans Academic Excellence (OMVAE)
- Learning Community program
- Student Senate
Orientation services:

During Orientation (more than 20 in 2023), all new students are introduced to services provided to promote a safe and inclusive environment.

Dean of Students Office (DOSO)

- Overview of DOSO services to promote the benefits of engaging in student activities and organizations.
- Access to 500+ student organizations with options to establish “new” student organizations in areas important to the student community.
- Calendars of events providing cultural, social and other activities.
- Vibrant and numerous Greek fraternities and sororities, including the “Divine 9.”
- Student basic needs, including a free pantry and thrift store.
- Conduct and care resources for students with any issues or concerns they may have.
- Student Services Resource Fair  DOSO participates in these opportunities to speak personally with interested students and parents about services provided by DOSO and the university at large.
OMSE:

Welcome presentation includes:

• Interactive networking activity through a cultural and identity-based lens
• Discussion of OMSE programming, Learning Communities and ways to get involved
• Overview of leadership opportunities within OMSE
What is MCA?

A student organization created to unite various cultures through exciting events.

Provides a safe space for meaningful discussions regarding shared minority struggles.

Inspired and engaged in the celebration of different backgrounds and traditions.

Join our WhatsApp group.

Why Should You Join?
- Exciting social events!
- Chance to get involved at Wayne!
- Try new foods, explore new music!
- Teach people about your culture!
- Learn about other cultures!

Follow us on Insta!!!

Mission Statement

The Multi-Cultural Association at Wayne State University is committed to creating a space that amplifies the voices and stories of people to not only provide but also empowering individuals within the university to share their voices.
Ongoing services
Dean of Students Office

• Assist student organizations with organizational operations, event planning and education on campus policies.

• DOSO staff attend programs and events for support.

• Coordinate collaborative responses to student life and organizational crises.

• Respond to campus and community inquiries about events.

• Provide care, support and intervention services for students, such as Student Care Reports, basic needs assistance, student complaint forms and Student Code of Conduct.
Volume: Student Care Report data

Aug. 28 through Nov. 16, 2023 (fall 2023) – 349
Anxiety-70, Stress-69, Personal Wellness-61, Depression-50

Jan. 1 through May 3, 2023 (winter 2023) – 381
Stress-62, Personal Wellness-53, Anxiety-49, Depression-48

Aug. 28 through Nov. 16, 2022 (fall 2022) – 343
Stress-73, Anxiety-62, Missing From Class-50, Depression-47

Many cases are referred to CAPS; there is a prevalence of world issues causing strife in this semester’s cases as well as an increase in homeless and precariously housed student issues.
OMSE - General Support

Heritage months and identity-based events

• Disability Awareness Month
  3 events, 2 attendees

• Hispanic Heritage Month
  4 events, 29 attendees

• Native American Heritage Month
  3 events, 22 attendees (for the 2 so far)

• International Education Week
  2 events, over 30 attendees

LGBTQ+ student engagement

• Welcome Back Brunch, 45 attendees (one of the largest attendance)

• Coming Out Week
  2 OMSE events, 33 attendees

Welcome Black events

• Welcome Black Fall Event, 337 attendees

• Resume Writing with Career Services, 6 attendees

• Vision Board, 300 attendees

• Soul Food Friday, RSVP count 215
OMSE - General Support

Learning Community events for students of color
• The Network
  1 event, 8 attendees
• RISE
  3 events, 12 attendees
• Joint event: Friendsgiving
  19 attendees

Training and workshops
Social and Personal Identity — most requested
• Law School, 120+ students
• Peer mentors, 100+
• Housing student staff, 100+

Programming around current events
Dialogue and Listening Circles
• Israel-Palestine
• Stop Asian Hate
• Sense of Belonging for Students of Color during COVID & virtual experiences

• Student-led programming through our Multicultural Student Advisory & Programming Board (MSAPB)
CAPS nonclinical/prevention services

New – *Collegiate Recovery Program* (funded by Jamie Daniels Foundation):
- Peer support for students in recovery from addictions
- Master’s-level social worker hired as coordinator; student assistant hired
- Weekly support group underway

*Let’s Talk*:
- Informal drop-in sessions offered by CAPS counselors
- Approximately 110 sessions so far this semester

*Critical Incident Stress Management*:
- Partnership with WSUPD and CAPS
- Debriefing intervention designed to prevent post-traumatic stress reactions
- Eleven responses this semester (e.g., faculty death, police difficult call, two protest events)
- Most responses involve several debriefing sessions
CAPS clinical services (pre- to post-pandemic)

Students are receiving much better service:
- Wait list peaked at 160 in Nov. 2018; now 29 (as of 11/16/23)
- Average wait was around 22 days; now 8.6

Receiving more services:
- So far this fall, 678 students attended 2,801 appointments vs. 794 students who attended 2,246 appointments in the same period in 2019
- Average number of counseling sessions was five in 2019, now 6.3
- Many more now receiving psychiatry (the costliest service)
- Many more receiving case management (assistance with getting insurance, basic needs, etc.)
- Student no-show rate has dropped from 6.5% to 5.3%

Shift from helping students mainly via individual counseling to now providing a suite of different coordinated services
CAPS nonclinical/prevention services (cont’d)

“Mental Health First Aid” trainings:
  Six- to eight-hour “Gatekeeper” training for suicide prevention
  All who complete our trainings earn a three-year certification
  CAPS has two instructors and has trained thousands of WSU students, faculty and staff:
    All medical students, all resident assistants, athletics staff, Law School, physician assistant program

Outreach:
  Educational presentations, tabling events, etc.
  About 75 so far this semester (more than one per day)

Workshops:
  Koru Mindfulness, Imposter Syndrome in Grad School, Stress Management in BIPOC & Marginalized Groups, etc.
CAPS Clinical Services (students served fall 2023; change year over prior year)

- Initial consultations (462; +16%)
- Individual counseling (617; +8%)
- Group counseling (105*; +106%)
- Brief problem-solving (11; +267%)
- Psychiatry (105; +57%)
- Case management (174; +107%)
- Daytime urgent consultations/crises (33; +22%)
- After-hours crisis management (118; +123%)
  * Counted more than once if attending multiple groups
Recent enhancements

Mental Health Triage program
- Single point of initial contact
- Needs-based referral to appropriate level/scope of practice of provider/service

Enhancements to Behavioral Intervention Team
- Added two non-clinical caseworkers
- Provides continuity for students
- Differentiates clinical care for mental health needs from other behavioral issues
Recent enhancements

**Strengthen crisis response for continuity of care**
- Added on-call CAPS support to crisis response
- Provides a WSU mental health professional as first point of contact; promotes continuity

**Sexual violence prevention and education**
- Differentiate Title IX adjudication from counseling/support
- Provides campus-wide education
Next steps

• BIT review to align with national best practices
• Support systematic use of Maxient platform across services to facilitate review and coordination of services
• Review, evaluation and ongoing coordination of services through the Inclusive Culture of Care team