



UNIVERSITY OF
NORTHERN
COLORADO

Student Outreach and Support Annual Report 2022-23



Division of Student Affairs and Enrollment Services

University of Northern Colorado



Section 1 – Mission, Vision, Goals

Mission

In alignment with [Rowing, Not Drifting 2030](#), Student Outreach and Support (SOS) helps students navigate difficult situations, such as food and housing insecurities, mental health concerns, personal or family crisis, and illnesses or injuries that limit their ability to be successful. Case managers assist with communication and referrals by connecting students with support services for their success. We achieve this mission by:

- Being accessible to students, faculty, staff and support people
- Guiding students through complex university procedures
- Helping develop student self-advocacy and agency
- Facilitating behavioral intervention
- Creating individualized action plans
- Facilitating students' access to sufficient, affordable and nutritious food through the Bear Pantry program

Vision

We envision a campus where each student can access needed supports and develop attitudes, skills and knowledge for their academic and ongoing success.

Goals

Student Outreach & Support staff did not develop unit level goals for the 2023 Fiscal Year (July 2022-June 2023). Goals will be identified for FY24.

Section 2 – Points of Pride

1. The Bear Pantry became an agency partner with the Weld Food Bank. The Bear Pantry utilized the Weld Food Bank to acquire many food items to stock the pantry as well as bring the Mobile Food Pantry/Farms to Families Food Truck to campus to provide fresh produce and meat for students, faculty and staff.
2. Staff supporting the function of SOS managed 777 student of concern cases, involving 619 unique individuals.

Section 3 – Assessment/Learning Outcomes, June 1, 2022 – May 31, 2023

Student Outreach and Support did not establish unit level assessment outcomes or learning outcomes for the 2023 Fiscal Year (July 2022-June 2023) but did work to ensure students meet the following institutional learning outcomes:

- Demonstrate the capacity to engage in civic, social, and political responsibilities. (ILO 2d – Bear Pantry)
- Connect experiences in and out of the classroom. (ILO 3d)
- Demonstrate practices that promote health and well-being. (ILO 5c)



Section 4 – Unit Metrics

Case Management on Behalf of SOS

Total Student of Concern Cases	778
Location of Incident	
On-Campus	396
Off-Campus	224
Occurring Virtually	227
Residential vs. Non-Residential	
Involving Residential Students	424
Involving Non-Residential Students/Individuals	354
Total Cases Involving the "Student of Concern"	771
Cases Currently in Progress	35
Case Management*	91
Outreach**	614
Total conduct cases involving witness(es), reporting party(ies), other	7
Unique students supported on behalf of SOS	718
Administrative Tasks	
Letters sent by conduct office/administrators***	850
Meetings facilitated on behalf of student outreach and support	101

* Students actively engaged in meeting with a case manager to receive assistance in navigating available resources.

** Students received referrals to resources but did not engage in meeting with SOS.

*** SOS has an 84.7% retrieval rate for letters sent on behalf of the office.

Bear Pantry

Pantry Visits	
Total Pantry Visits	4939
Unique Visitors at Pantry	1264
Bear Share Meal Swipes	
Bear Share Meals Distributed	825
Unique Users for Bear Share Meal Swipes	132
Total Donation Drives Hosted	60
Total Mobile Food Truck Events Hosted	1
Volunteer Information*	
Volunteer Shifts Logged	295
Volunteer Hours Logged	596

* Hours only include those logged using our tracking form. Other volunteer hours may have occurred that were not tracked by the individuals. Hours also do not include volunteer hours completed as part of the Adopt the Bear Pantry Summer 2023 program.