



# Personal Success at **Missouri State University:** Supporting Students During Difficult Times

Keys to Student Success Summit

*Jefferson City, MO*

*April 12, 2019*

**Dr. Kelly Wood**

*Center for Academic Success &  
Transition*

How do we support students at Missouri State University?

- “I’m just not motivated”: Coaching at the **Center for Academic Success**
  - Academic Care Team
  - Academic Coaching
  - *Other programs*
    - First Year Seminar
    - First Generation student support
    - Creating a path to graduation: Maroon Milestones
- “I’m not eating”: Food security at the **Center for Community Engagement**
  - *MSU Bear Pantry*

**Missouri  
State**<sup>™</sup>

**CENTER for  
ACADEMIC SUCCESS  
AND TRANSITION**

**1 MSU I'M  
FIRST**

# Academic Care Team

- Care alert referral
- Review case, assign to academic coach
- Coach contacts students and schedules in-take appt
- Voluntary
- Free and confidential

## Academic Care Alert



### CONCERNED ABOUT A STUDENT WHO IS MISSING CLASSES OR STRUGGLING ACADEMICALLY?

Use the [Academic Care Team Referral form](#) to send an alert.  
The sooner we intervene, the quicker we can offer help.

The referral will be forwarded to the Academic Care Team who will offer targeted academic assistance to the student. In some cases, we will contact the student and recommend meeting with you directly. In other cases, we will recommend academic services such as the BearCLAW or an academic coach. We recommend sharing with your student that you have made this referral.

#### Reasons to refer a student:

- Poor attendance and/or consistent tardiness
- Missed assignments or exams
- Needs to address study skills or time management
- Academic difficulty due to issues outside the classroom

#### Through this proactive program, the Center for Academic Success and Transition aims to:

- Provide students with the opportunity to increase their chances of success in a course by participating in active and effective strategies for improvement.
- Support student learning by connecting students with necessary support services.
- Encourage a culture of support between students, faculty, and support units at MSU.

#### Find the Academic Care Alert form at:

[www.missouristate.edu/academicsuccess/academiccare.htm](http://www.missouristate.edu/academicsuccess/academiccare.htm)

#### Further information:

Dr. Kelly Wood, Executive Director  
Center for Academic Success and Transition (CAST)  
836-8343  
[CAST@missouristate.edu](mailto:CAST@missouristate.edu)

**Missouri  
State**<sup>™</sup>

CENTER for  
ACADEMIC SUCCESS  
AND TRANSITION

Week Received	# of cases received	How the cases are assigned:		
		Colton	Kelly	Tracey
1	1		1	
2	6	5		1
3	5	4	1	
4	7	5	1	1
5	2	2		
6	6	4	1	1
7	2	1	1	
8	4	3		1
Spring break	1	1		
9	2	2		
10	4	2	1	1
11	4	3	1	
12	5	3	1	1
13	0			
14	0			
15	0			
16	0			
<b>Total</b>	<b>49</b>	<b>35</b>	<b>8</b>	<b>6</b>

## Cases received by week

- Colton-Graduate Assistant: primary role
- Kelly & Tracey: as needed
- Hiring a second graduate assistant for fall.

# Bear Pantry

Located in the Plaster Student Union, room 131

Open Monday - Friday from 9am-5pm

[Learn more about the pantry](#)

[BearPantry@missouristate.edu](mailto: BearPantry@missouristate.edu)



Set an appointment

Pantry request form

Get involved

Donate



## Supporting students with food insecurity at MSU

- Bear Pantry founded 2019
- Satellite pantry of Drew Lewis Foundation
- Center for Community Engagement coordinates
  - *All staff trained for intake and distribution*
  - *Social Work graduate student coordinator and research*
  - *Dietetics students for meal planning*
  - *Service hours offered for students*



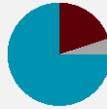
# MARCH 2019

## PEOPLE

 **20** CLIENTS

**26.3** AVERAGE AGE

  
 **34** PEOPLE SERVED

 75% UNDERGRAD  
20% GRADUATE  
5% STAFF

## GOODS

 **1,146 LBS**  
GOODS DONATED

**85%** LIVE OFF CAMPUS

  
 **570 LBS**  
GOODS DISTRIBUTED

**0%** AT-RISK HOMELESS

# MARCH 2019 DATA

# First Generation Student Support

- Definition at MSU: Neither parent has completed a 4-year degree.
- MSU is a leader in Missouri higher education institutions for supporting first generation students (e.g., conferences, research, visibility)
- Three-fold approach to support students
  - Summer orientation opportunities for families and students
  - Academic support
  - Student experience





# Maroon Milestones

A symbolic & visual pathway to demonstrate ways in which students will gain valuable educational experiences and be actively engaged with Missouri State University on their path to graduation.

# Staff

Dr. Kelly S. Wood, Executive Director  
& Professor of Communication

[KellyWood@MissouriState.edu](mailto:KellyWood@MissouriState.edu)  
417-836-8343  
University Hall 205



Dr. Tracey Glaessgen,  
Associate Director of Center for Academic  
Success and Transition

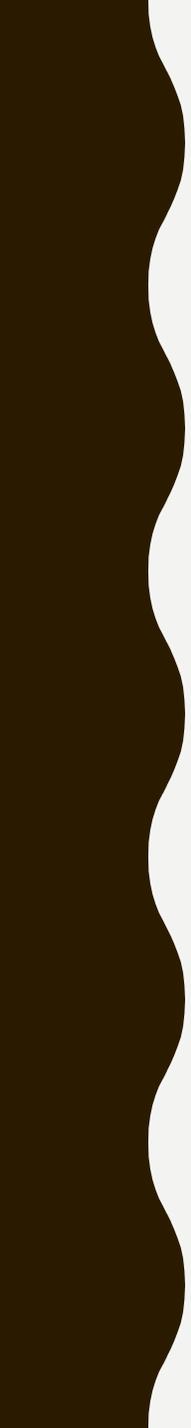
[TraceyGlaessgen@MissouriState.edu](mailto:TraceyGlaessgen@MissouriState.edu)  
417-836-8343  
University Hall 205





# **SUPPORTING STUDENTS DURING CHALLENGING TIMES**

**Assessing, intervening, and providing supplementary  
programs for students of concern**



**Krista Morris-Lehman, MA**  
**Senior Care Coordinator**  
**Missouri University of Science and Technology**

**Robin Kimberlin, MSW**  
**Director, Student Social Services**  
**University of Missouri - St. Louis**



**WHAT'S GOING ON?**



# Intervention: case management

**A support model in higher education where professionals serve their university and individual students by coordinating prevention, intervention, and support efforts across campus and community systems to assist at risk students and students facing crises, life traumas, and other barriers that impede success.**

**(HECMA, 2013)**

# Case Management

## Broker/Expanded Broker model

- Assessment
- Planning
- Linking to services
- Monitoring
- Advocacy

## University of Missouri

- Comprehensive, holistic intake/assessment
- Assistance navigating campus and community resources
- Coordination and follow up during and after hospitalization and/or medical leaves of absence
- Crisis management, threat and risk assessment
- Problem solving, skill development
- Help managing complex medical needs
- Exploration of and referral for mental health or physical health concerns



# **Intervention: support programs**

**Programs to support students of concern must be created to address barriers to student success in the same way academic support services address barriers to academic success.**

*“If you had told me 10 years ago that I would so passionately talk about poverty, I would have said that’s not my purpose or mission — my mission is to educate,”*

*Lowery-Hart says. “But what I’ve learned about generational poverty is that if I want to improve the outcomes for students inside the classroom, I have to be intentional about what happens to them outside the classroom.”*

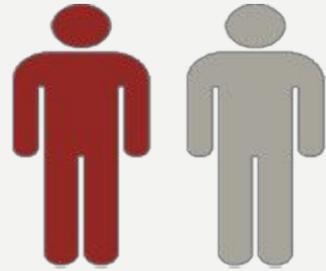
*Russell D. Lowery-Hart, president of Amarillo College*

*Chronicle of Higher Education, April 2019*

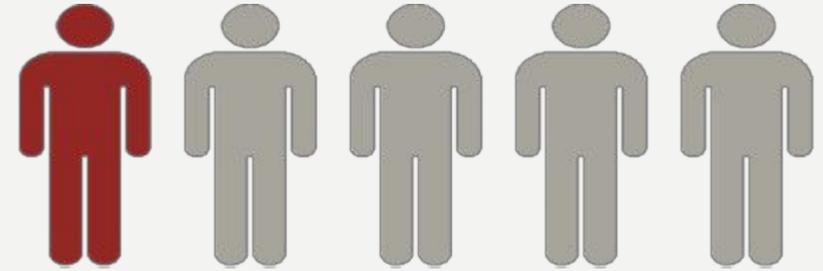
# **UMSL STUDENTS**

**STUDENT HUNGER AND HOUSING INSTABILITY ASSESSMENT**

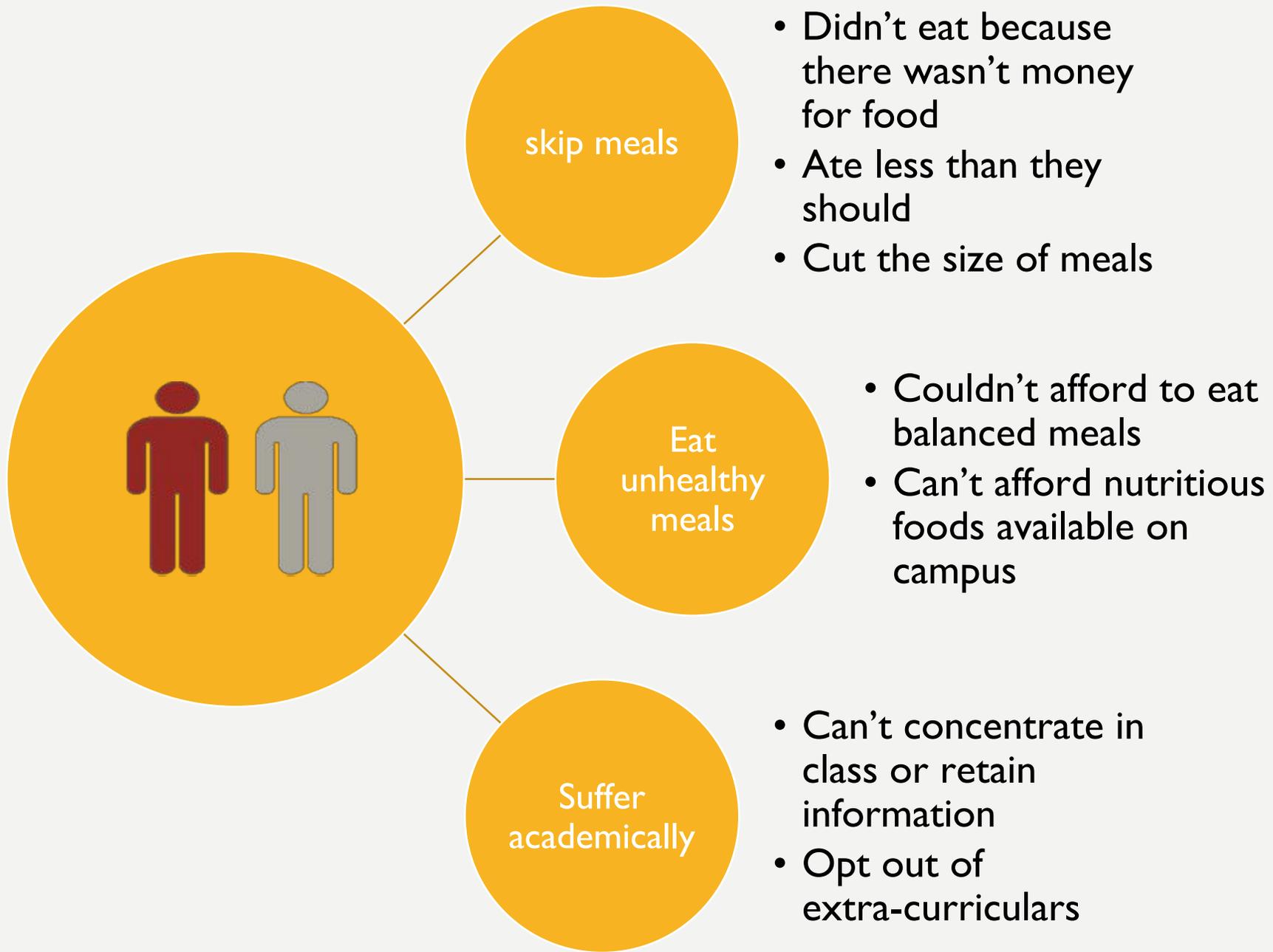
**APRIL 2017, N=397**



**HALF OF UMSL STUDENTS  
EXPERIENCED SOME FORM OF  
FOOD INSECURITY IN THE LAST  
YEAR.**



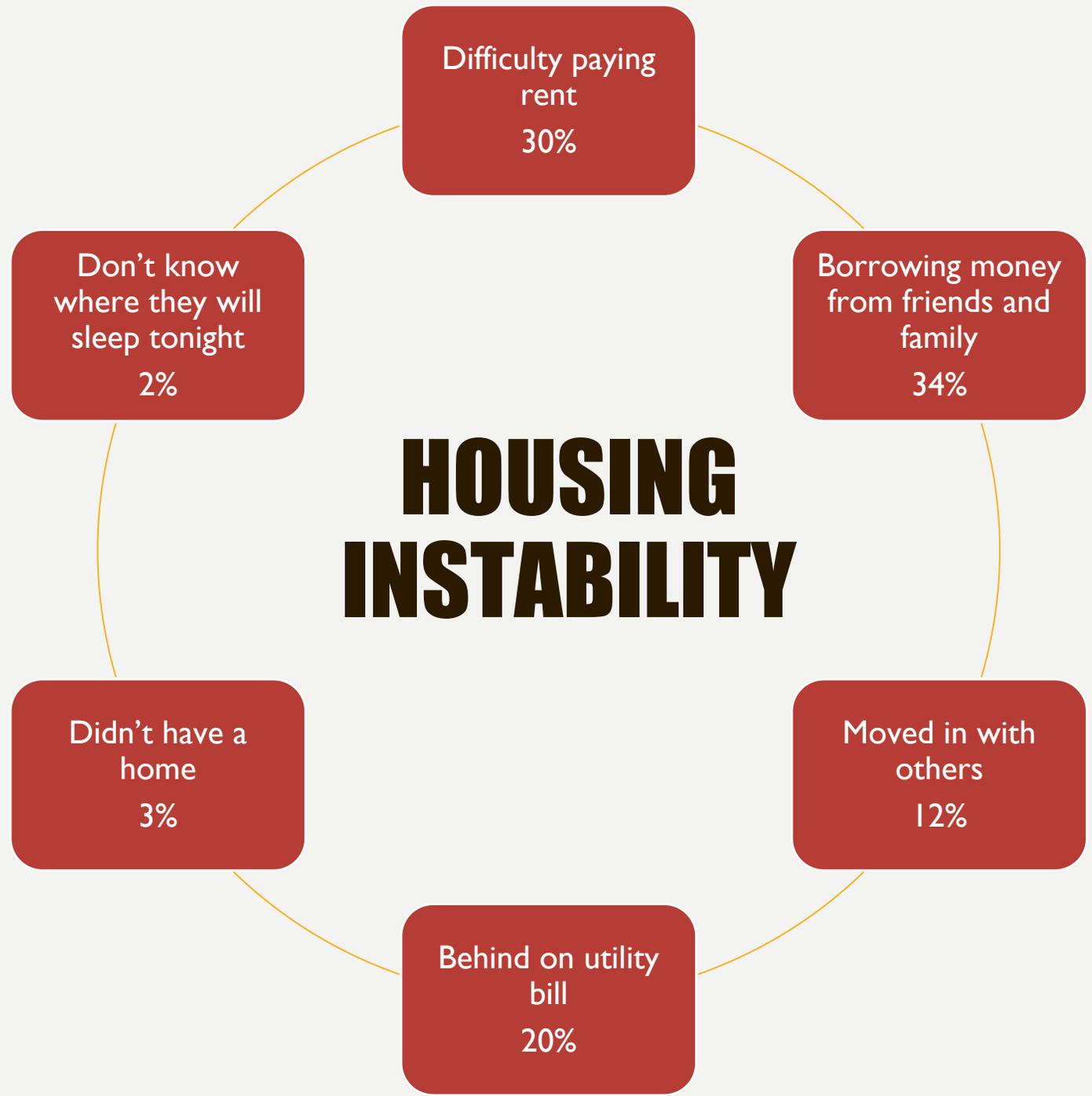
**1 IN 5 UMSL STUDENTS  
FACED HUNGER OR  
VERY LOW FOOD  
SECURITY IN THE LAST  
YEAR**



Having a safe and consistent place to stay each night is a challenge for many of our students.

This creates tremendous risk to their wellbeing and ability to be a student.

Campus often becomes home



# IMPACT ON STUDENT SUCCESS



**CURRENT  
RESOURCES  
OFFERED**

# Triton Pantry

**On campus food pantry located in the student center, serves students and staff once a month or as needed**

- Officially opened in Fall 2018
- Supported by a partnership with St. Louis Area Food Bank, campus donations, and fundraising by campus development office
- Currently open once a month and as needed
- Run by Student Social Services, office in Student Affairs
- Included in the university strategic plan for next 5 years
- Practicum placement, work study position, marketing project opportunities
- Serves as a gateway to identify and address other needs



# TRITON PANTRY

- Shelf stable foods
- Fresh fruit and veggies
- Hygiene products
- Choice model, self-identified need



Had almost 900 visits this year so far and provided over 25,000 lbs of food



# Triton Mobile Pantry

a one day, outdoor food resource for students, staff, and community members

- Collaborative program with St. Louis Area Foodbank
- Great opportunity for campus volunteering and getting involved
- Positions university as a hub for community partnerships
- Program costs are included in office budget
- No control over product selection



*UMSL Student Social Services*

## TRITON MOBILE PANTRY



*Friday, October 19, 2018*

**OPEN:**  
**2:00PM-6:00PM**

A food resource\* for  
UMSL students, staff,  
and faculty in need  
\*first come first serve

**LOCATION:**  
UMSL **South Campus**  
Parking Lot VV

**BRING YOUR**  
**UMSL ID** and bags or a  
rolling cart **to carry food**

Provided with support from St. Louis Area Food Bank

# SNACK PACKS

small bag of a week's worth of healthy snacks, intended to address food insecurity while on campus

- Program began in 2014
- Created by a practicum student that saw a need and thought outside of the box
- Funded by the UMSL Alumni Board
- Over 900 snack packs handed out last year
- 5 locations on campus



STRUGGLING WITH HUNGER?

## PICK UP A SNACK PACK HERE

Pick up a bag here once a week – they're designed to keep you full and focused. It's that simple! Available to all students – no strings attached!

Help with other unmet needs, request assistance at [umsl.edu/studentsocialservices](http://umsl.edu/studentsocialservices)

TRITONS CARE

[View email in a webpage](#)



### Fight Food Insecurity With Double The Impact!

It is a heartbreaking thought that there are students on our campus who are not sure where their next meal is coming from. These students are here seeking an education to brighten their futures while battling the real challenges of food insecurity.

Snack Packs are bags of healthy snacks available at multiple locations on campus for those who need them. Each semester, the UMSL Alumni Association and UMSL Crowdfund hold a Snack Pack Drive. Donations to this drive have supplied Triton Pantry with over 600 bags of food in the last year. There is a continued need for Snack Packs and your donation fills that need.

We need your help to solve this problem. Your gift means a student doesn't have to question whether they will have access to food. You are providing a student with the nutrition they need to succeed in class.

**Right now your impact is being doubled!** The UMSL Alumni Association is matching the first \$1,500 raised. Make your gift today to take advantage of this match opportunity and make sure that no student has to go a day without access to the food they need.

Give 5 Snack Packs

Give 10 Snack Packs

Give 15 Snack Packs

Other



**MISSOURI S&T  
STUDENTS**

# Missouri S&T Student Emergency Fund

Assists students by providing financial support for unexpected emergency expenses.

- > Funds are provided only when there is funding available.
- > Funds awarded are generally between \$25-\$500.
- > Funding is a one time option and does not need to be repaid.
- > Students may apply for the fund once they have exhausted other resources.
- > Approval is based on eligibility, documentation of need and funding availability.

## EXPENSES POTENTIALLY COVERED



GROCERIES



MEDICAL



BOOKS



SAFETY NEEDS



PERSONAL BELONGINGS



TRAVEL

# Missouri S&T Student Emergency Fund

## WAYS TO GIVE



Monetary donations accepted at [giving.mst.edu](https://giving.mst.edu) (choose Other and write in Student Emergency Fund), or contact University Advancement at 800-392-4112. All donations are tax deductible.



In-kind donations such as store gift cards.



Tangible items such as toiletries, laundry detergent, non-perishable food, and other goods based on student needs.

For more information visit [carecoordination.mst.edu](https://carecoordination.mst.edu)

In-kind donations and tangible items can be dropped off at 204 Norwood Hall, 320 W. 12th Street, Rolla, MO 65409