

An aerial photograph of a university campus. In the center, there is a circular plaza with a tall, thin clock tower. Surrounding the plaza are several parking lots filled with cars. The campus is lush with green grass and many trees, some of which have yellow and orange autumn foliage. In the background, there are modern university buildings with large windows. The image is framed by a blue diagonal banner on the left and bottom right.

2023-2024 SOC Team Annual Report



FREDONIA

STATE UNIVERSITY OF NEW YORK

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Introduction

Overview of the SOC Team's Mission and Purpose

The Students of Concern (SOC) Team at SUNY Fredonia is a dedicated, multidisciplinary group committed to fostering a safe, supportive, and responsive campus environment. The SOC Team works collaboratively to identify, assess, and respond to students whose behaviors indicate a need for additional support or intervention, balancing the individual's needs with those of the broader campus community. Through early identification and proactive intervention, SOC plays a vital role in promoting student well-being and academic success while maintaining a campus culture of care and respect.

Highlights of the 2023–2024 Academic Year

The 2023–24 academic year marked a period of continued adaptation and enhancement for the SOC Team. As student needs evolved, the team responded with targeted strategies, refined protocols, and expanded resources. This report highlights key data and trends observed throughout the year, documents the team's intervention outcomes, and outlines our partnerships with faculty, staff, and departments across the University. Notable achievements include a rise in faculty engagement, greater cross-departmental collaboration, and the successful management of an increased number of referrals, underscoring the effectiveness of Fredonia's community-based support approach.

In the following sections, we provide a detailed analysis of the cases handled, review data on referral patterns and intervention outcomes, and showcase initiatives that reinforce SOC's mission to support the health, safety, and success of SUNY Fredonia students. Additionally, we discuss challenges faced, lessons learned, and strategic goals for the coming year as we work to enhance the SOC Team's impact and sustain a safe and inclusive campus environment.





Students of Concern (SOC) Team

Description and Functions of the SOC Team

The Students of Concern (SOC) is a campus-wide, multidisciplinary team dedicated to the early identification, intervention, and response for students exhibiting behaviors that raise concern about their well-being. The SOC balances individual needs with those of the campus community, striving to maintain a safe and supportive environment that encourages student success and well-being.

The SOC Team performs a range of essential functions to support students and the campus community:

- Identifies students whose behaviors may indicate a need for intervention to promote their well-being and academic success.
- Centralizes communication among campus departments to provide a holistic view of each student's circumstances.
- Serves as a resource for early intervention on behavioral concerns, supporting the health, safety, and success of all students.
- Monitors case progress to determine the need for follow-up, assess response effectiveness, and identify insights for future cases.

Provides training and education to empower the campus community in recognizing and reporting concerning behaviors effectively.

Scope of the SOC Team's Responsibilities

SOC addresses concerns related to all currently enrolled Fredonia students. The SOC Team also may consider issues involving individuals without an official University affiliation or those formerly associated with the University, if those concerns affect campus safety and well-being.





Team Composition

Key Members and Departments Represented

The SOC Team is chaired by the Executive Director of Student Wellness and Support and includes representatives from critical areas across the University, such as:

- ▶ University Police
- ▶ Academic Advising
- ▶ Residence Life
- ▶ Counseling Center
- ▶ Student Conduct
- ▶ Care Coordinator (Prevention, Advocacy & Wellness)
- ▶ Academic Affairs (Associate Provost and Early Alert Coordinator)
- ▶ Student Engagement and Inclusion
- ▶ Office of the Vice President for Enrollment and Student Services



Ad Hoc and Cross-Departmental Collaborations

Ad hoc members from other University areas may join the SOC Team as needed, depending on the specifics of each case. All team actions are tailored to the individual needs of students while maintaining a balanced approach for campus safety.



Purpose

Objectives of the SOC Team

Fredonia's Students of Concern Team acts as a central hub, coordinating resources to prevent and address behaviors that may disrupt the University community.

Core Principles of Intervention and Support

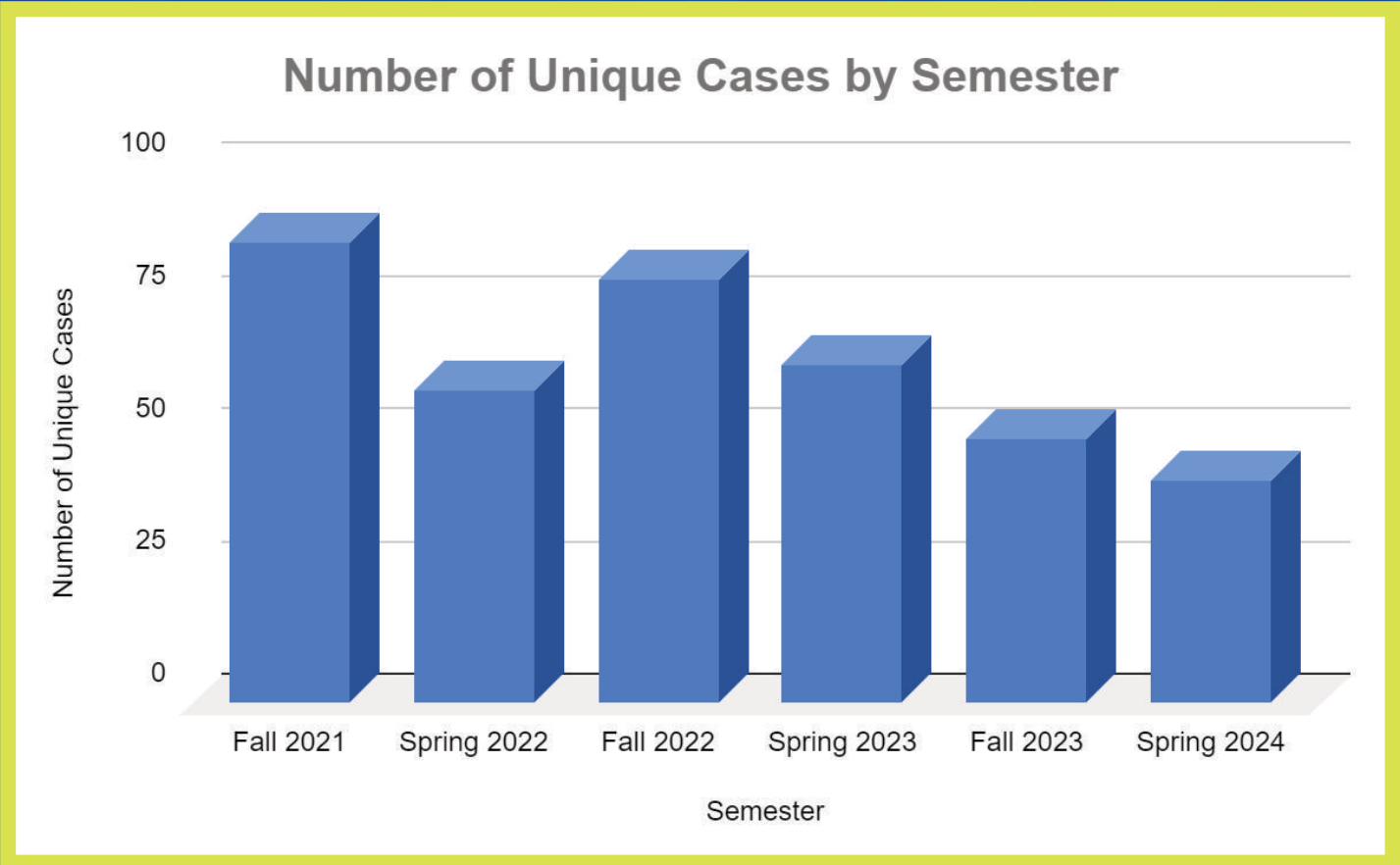
- ▶ Coordinates resources for early intervention and support for members experiencing distress or engaging in disruptive behaviors.
- ▶ Conducts assessments when a student's actions or behaviors pose a potential threat to themselves or others.
- ▶ Develops intervention plans and provides case coordination to support students in need.
- ▶ Continuously reviews cases to recommend actions aligned with University policies.
- ▶ Educates the campus on identifying and reporting concerning behaviors, promoting proactive support across the University.



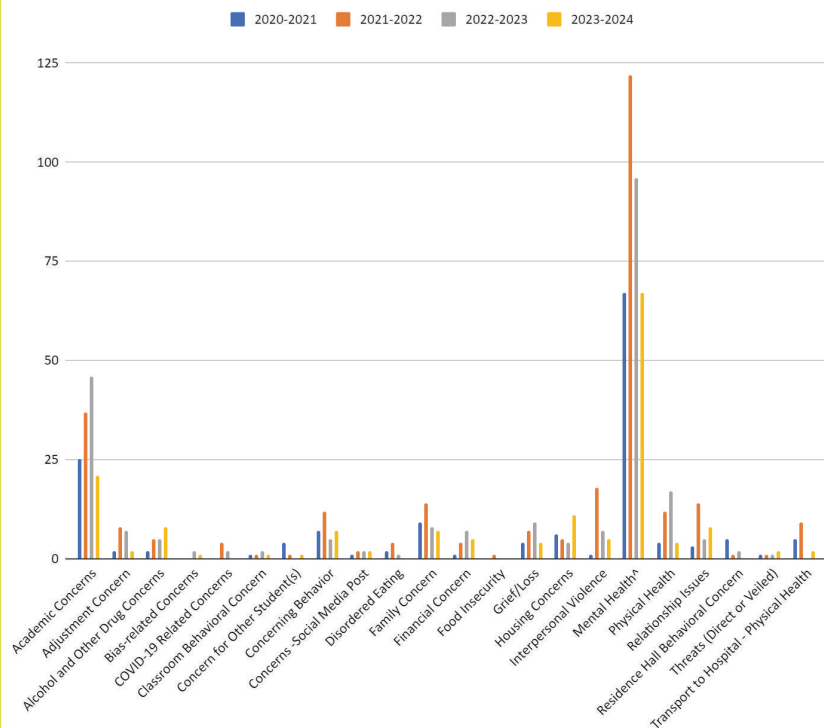
Annual Data and Trends

Overview of Referral Data and Patterns

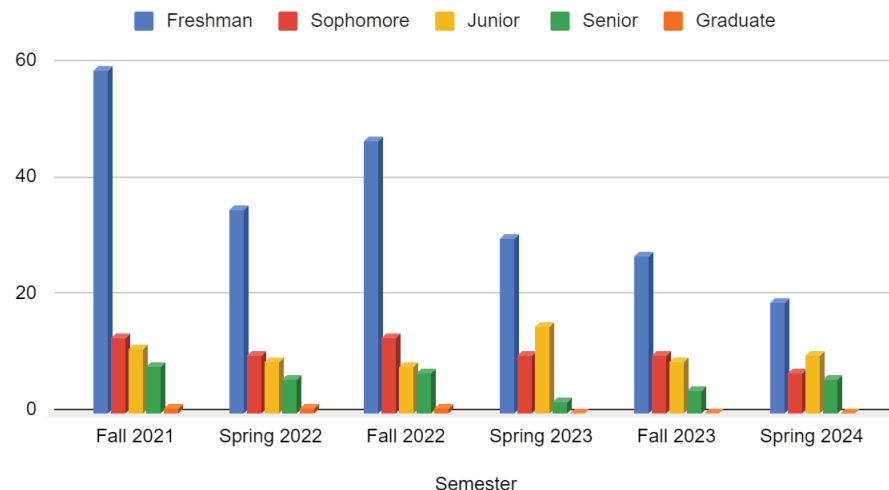
During the 2023-24 academic year, SOC observed a decline in the overall number of referrals, despite increased engagement and awareness efforts. Mental health concerns (such as anxiety, depressive symptoms, and emotional distress) remained the primary drivers of referrals, followed closely by academic concerns, highlighting the need for academic support services.



Primary Concern | Reason for Referral to SOC Team



Students of Concern by Class Standing

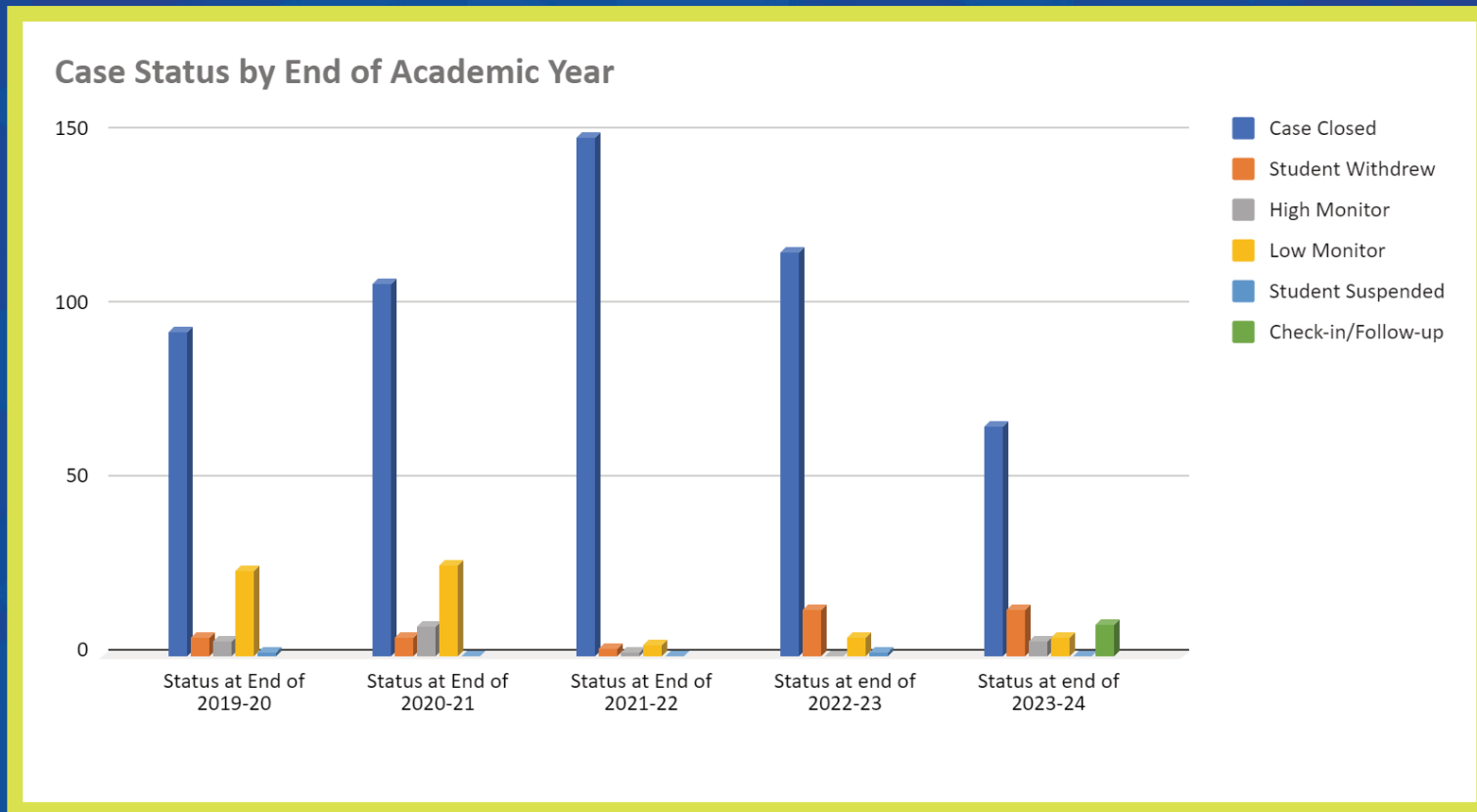


Freshmen continue to account for the largest percentage of referrals, a trend attributed to the unique challenges new students face in transitioning to college life. This pattern highlights the importance of first-year programming and targeted support, suggesting that bolstering these resources could mitigate common first-year issues. Additionally, the integration of the Maxient case management system has enhanced SOC's ability to analyze data trends and refine intervention strategies, offering a more detailed understanding of referral sources and types of concerns presented by students.

Interventions and Outcomes

Types of Interventions Implemented

The SOC Team closed over 100 cases this year, with each case undergoing a systematic assessment, intervention, and follow-up process. Common interventions included mental health referrals to the Counseling Center, academic advising, and outreach from Residence Life. For students with acute needs, SOC coordinated closely with University Police and our Care Coordinators to ensure comprehensive support.

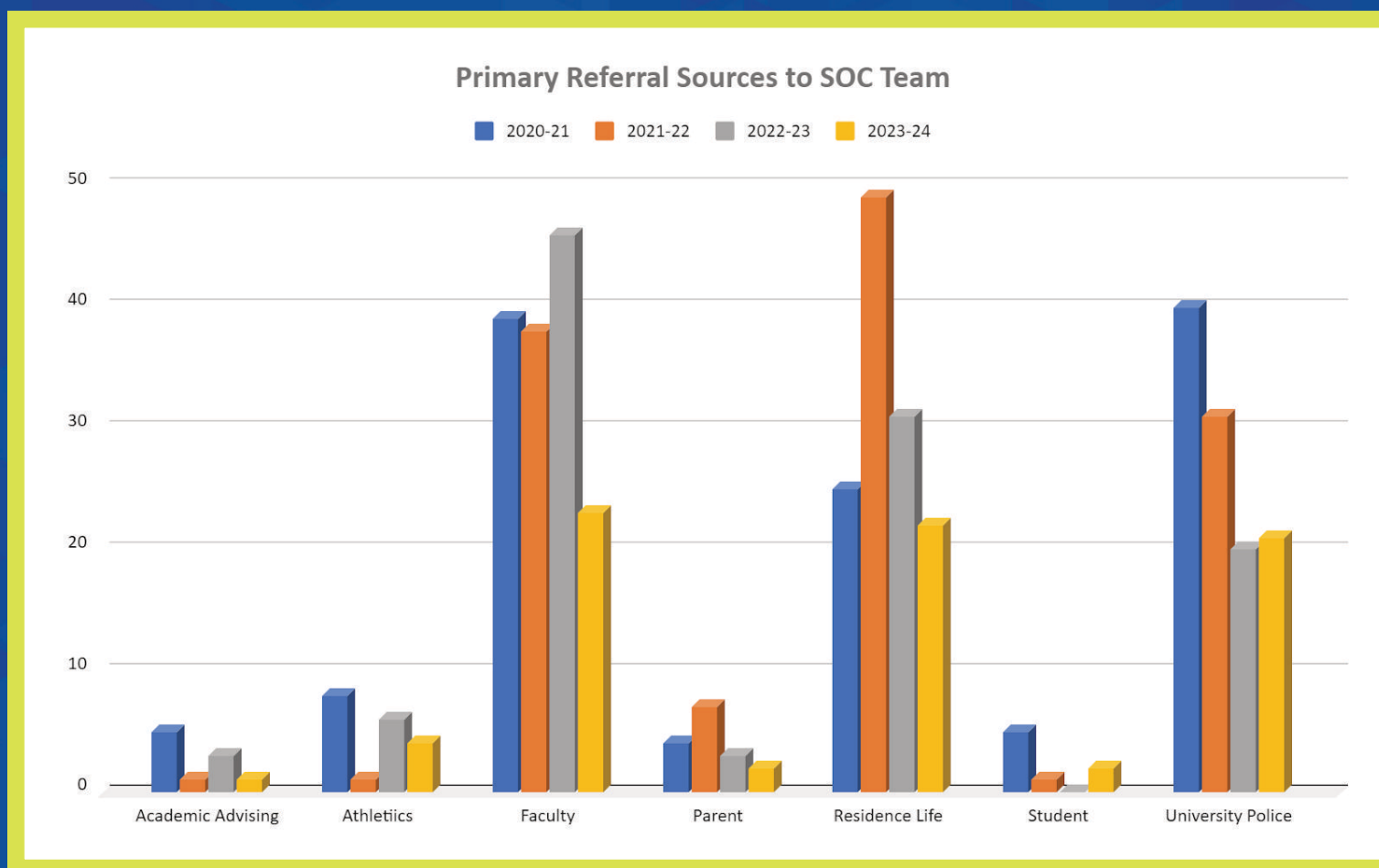


Case Closure and Follow-up Process

The effectiveness of these interventions is demonstrated by the minimal follow-up required for most closed cases. This low level of reoccurrence indicates that the SOC Team's initial responses, which frequently involve connecting students to appropriate resources, are well-targeted and provide students with sustainable support systems. In cases where ongoing monitoring was necessary, SOC adopted a "high-monitor" approach, involving frequent assessments and closer collaboration with support staff to assist students in crisis.

Referral Sources

Data from 2023-24 emphasized the importance of faculty and Residence Life staff in identifying at-risk students. Faculty referrals saw a notable increase, likely due to the information sessions for new and returning faculty and the Big Blue Resource Folder, which provided faculty with tools to recognize and address student concerns.



Residence Life staff, including Resident Assistants (RAs), also remained a critical referral source, utilizing their close interactions with students to spot signs of distress early on. Additionally, referrals from University Police increased, reflecting heightened campus awareness and a culture of shared responsibility for student welfare. This multi-faceted referral network exemplifies the collaborative effort across campus to support students, illustrating the strength of Fredonia's community-based approach to student wellness.



POINTS OF PRIDE

1. **Expanded Faculty Engagement:** SOC's initiatives, including the Big Blue Resource Folder and information sessions to academic departments, have successfully fostered a proactive culture among faculty. These resources provide faculty members with strategies to address student distress and connect students to SOC when necessary. The 2023-24 academic year saw a significant increase in faculty referrals, a testament to the impact of these engagement efforts. Faculty have become more vigilant and proactive, with increased training allowing them to support student wellness in meaningful ways.
2. **Diverse Referral Network:** The SOC Team has built an effective referral network involving departments and offices campus-wide. This diverse network allows SOC to respond swiftly and effectively to a wide range of student needs. The collaborative nature of the team's work reinforces the value of a community approach to student support, where each department contributes its expertise, creating a holistic response system.
3. **Enhanced Mental Health Services:** In collaboration with the Counseling Center, Prevention, Advocacy and Wellness Services, and Care Coordinator, the SOC Team has expanded its mental health resources, offering multiple channels of support, including wellness checks, mental health workshops, and direct counseling referrals. These efforts have been instrumental in responding to the high number of mental health-related cases. The SOC Team's mental health resources, such as wellness workshops and crisis intervention strategies, offer students coping mechanisms and support networks that extend beyond the immediate intervention, fostering long-term wellness.



Conclusions and Future Direction

Key Takeaways from the 2023–24 Academic Year

The 2023-24 academic year underscored the effectiveness of the SOC Team's proactive interventions and collaborative approach to supporting at-risk students at SUNY Fredonia. Moving forward, the SOC Team will enhance its focus on training and education for the campus community to deepen awareness, foster shared responsibility, and ensure all staff and faculty are equipped to identify, respond to, and refer students in need of support.

Goals for Expanding Training and Awareness

To further strengthen the early intervention system, SOC will provide expanded training sessions for faculty, staff, and students on recognizing and addressing mental health and behavioral concerns. These sessions will cover the resources available on and off campus, best practices for referral, and strategies for connecting students with SOC. Emphasis will be placed on cultural competency, de-escalation techniques, and tailored interventions for diverse student populations, ensuring team members can effectively address the unique needs of an increasingly diverse campus.





Plans for Enhanced Interventions and Support Resources

Additionally, SOC aims to facilitate the "warm handoff" approach in all referrals and interventions. This approach, which emphasizes directly connecting students to support resources with guidance and a personal introduction, will help students feel seen and supported rather than simply referred. By ensuring each student has a point of contact who can assist with navigating campus resources, SOC aims to improve engagement with support services and encourage students to continue utilizing these resources independently.

The SOC Team will also work closely with academic departments and other campus units to build stronger partnerships that foster a seamless integration of academic support, mental health services, and social resources. By maintaining open channels of communication, SOC can provide a coordinated support network that encompasses every aspect of student life, supporting both immediate needs and long-term well-being.



Commitment to Cultural competency and Inclusive practices

SOC's commitment to adaptability, responsiveness, and comprehensive care will drive continued efforts to evolve and improve its approach, meeting the dynamic needs of the Fredonia community and reinforcing a campus culture grounded in support, understanding, and proactive care.



Students of Concern Team

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