

GRCC CARES

A Network for Student Support

SEPT
2023



Fall 2023 Announcements

The term “Alert” has been changed to “Referral”

The GRCC Cares team has changed the term “alert” to “referral”. Based on experience and feedback from the campus community, the team believes the term “referral” to be more effective at encompassing the broad services that are available through the Cares Network. The change also aims to reduce any stigma or concern that there is a problem or that a student has done something wrong as a result of them being the subject of a referral.

Staff and faculty will immediately see the new terminology being used in [Navigate](#), the [GRCC Cares webpage](#), and in GRCC Cares training and promotional materials.

Hand Raise feature

The "Hand Raise" feature is now available to students in [Navigate](#). This allows a student to self initiate a referral for virtually all of the services that are part of the Cares Network. Students will find the button for this on their [Navigate homepage](#).

SUMMER 2023 REVIEW

- **432** cases initiated
- **92%** closure rate
- **83%** positive closure rate
- **75%** of referrals were issued for reasons other than academic concerns or referrals to tutoring (indicating growth and diversity in how the campus is utilizing the Cares Network).
- **4** kudos. Consider using this feature to acknowledge the growth and success of individual students.

FALL 2023 RETENTION AND GPA IMPACT

In **Winter 23'** students with positive case closures were retained to Fall 23' at a **6% higher rate**.

- 19% of those retained also experienced an increase in their cumulative GPA.

In **Summer 23'** students with positive case closures were retained to Fall 23' at a rate **even** with the rest of the student population.

- 16% of those retained also experienced an increase in their cumulative GPA.



FOOD PANTRY: 2022-2023

- **1636** total students served
- **533** total student visits
- **53** Staff/Faculty volunteers trained since March 2023
- **147** combined volunteer hours since March 2023

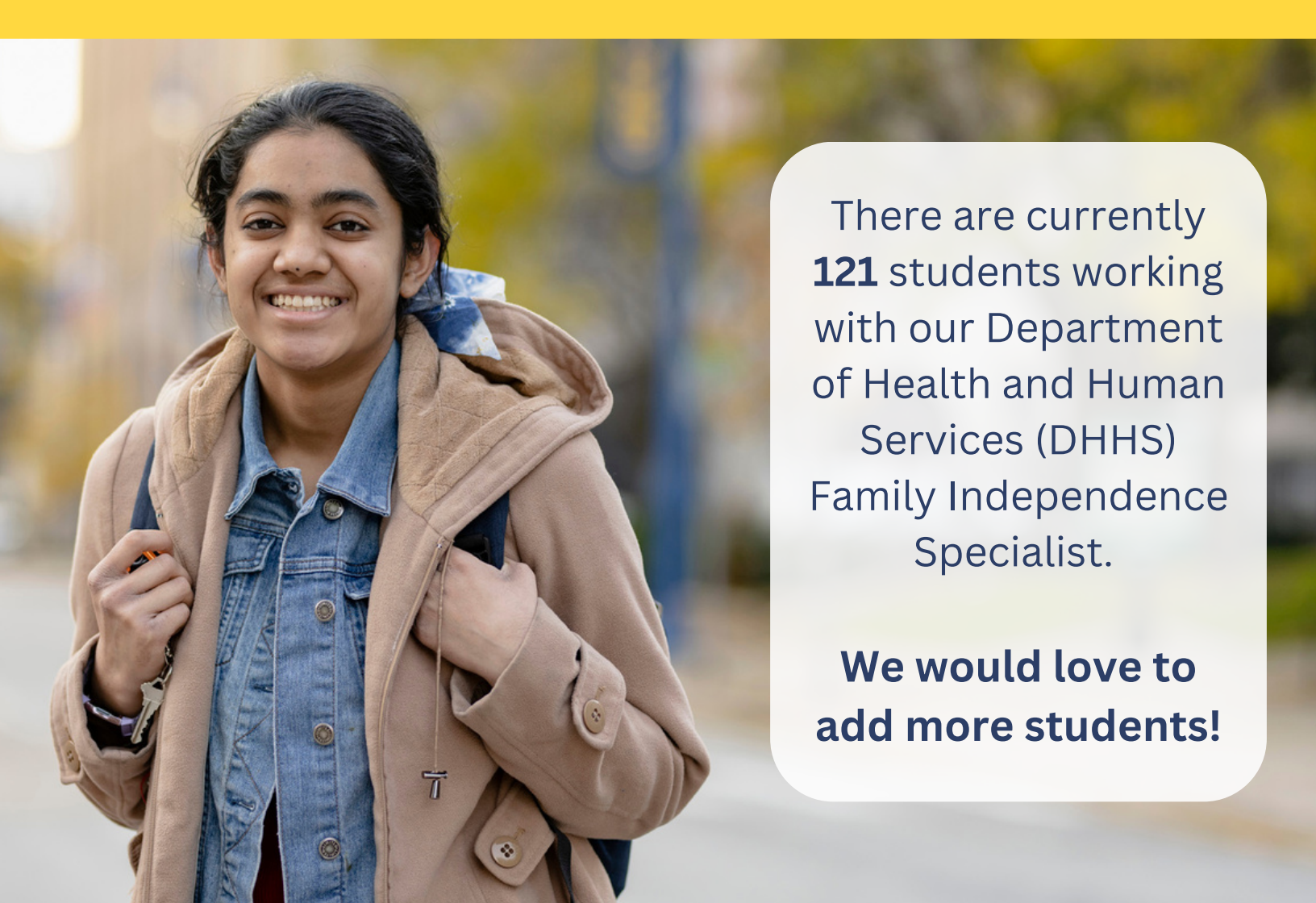
EMERGENCY FUND: SUMMER 2023

- **19** students were awarded grants totaling **\$4,979.43**.
- **22** students were awarded loans totaling **\$8,476.79**.
- **147** students were awarded the Sixty x 30 wraparound grant of \$500.
- Many of these students heard about the emergency fund through staff referrals!

GREAT NEWS!

The GRCC Foundation doubled the endowed fund that covers emergency grants, and supplements snack pantries, allowing **\$50,000** each year moving forward! This new funding will be available beginning with the 2023-24 year.





There are currently **121** students working with our Department of Health and Human Services (DHHS) Family Independence Specialist.

We would love to add more students!

A GRCC CARES NETWORK SUCCESS STORY

After being referred to the DHHS Family Independence Specialist, one of our Nursing students was seeking help to have their food assistance reinstated. They had been laid off from their job which resulted in them losing qualification for food assistance through the state. However, in a conversation with the student, it was determined that they were involved in a Perkins program which could allow reinstatement of their assistance.

The Family Independence Specialist worked with GRCC staff to get the required documentation and was able to reinstate their food assistance within one day. Working together as a team allowed this student to have their needs met so they can continue to succeed in their program, which they are on schedule to graduate from in December 2023!

FACULTY SPOTLIGHT



Nursing Assistant Professor **Lynnelle Brinks** has been a champion in her support of students via the Cares Network. Her efforts indicate that she is committed to student success and that she recognizes that there are diverse needs within our student community. This is evidenced by her initiating referrals for a variety of supports including Basic Needs, Financial Aid, Tutoring, Hardship, BIT/Conduct/Title IX, as well as other academic related concerns.

Not only has Professor Brinks consistently utilized the Cares Network, but she is intentional in her efforts by following key best practices; she directly engages students about the issue prior to initiating a referral and provides a thorough and detailed narrative so that our Cares managers are able to understand the details and background of the student concern that is being presented. These efforts certainly demonstrate her genuine care for both students and her campus colleagues as both of these extra efforts significantly contribute to the Network's ability to do its best in connecting students with the right resource at the right time.

If you see Lynnelle, please help us to shine a spotlight on her by thanking her for her commitment and support of our campus community.

CARES MANAGER SPOTLIGHT

Rebecca Lubbers has been the Student Resources Coordinator since November 2022. Her primary responsibility is to connect students to community and college resources; this includes the GRCC Student Food and Snack Pantries, clothing and housing referrals, MI Bridges application assistance, and Navigate Basic Needs Referrals.

A former GRCC student, Rebecca became connected with Student Life and Conduct through the Gardening Club and the Honors Society for Geography, Gamma Theta Upsilon. She loved it so much that she had to come back as a staff member! She is currently pursuing her bachelor's degree at GVSU in Geography and Sustainable Urban and Regional Planning.



BEST PRACTICE TIPS

INSTRUCTORS AND OTHER CARES INITIATORS

- Connect with students prior to making a referral or sending notification. This helps students to better understand your genuine care about their success.
- Provide a narrative or comments to better help the Cares Manager prepare for outreach to the student.
- Check in with students after you receive case closure email notification.

CARES MANAGERS

- Initiate action within **two** business days
- Make at least **two** attempts using various communication methods over the course of **two to three** days.
- Share links to resources and close the case if unable to contact.
- Be sure to add comments when closing cases and **check box** to include comments in closure email. This helps to better inform the issuing person of the outcomes of the referral.



QUICK LINKS



[Video Link](#): How to initiate a referral in Navigate



[Quick Guide](#)

FALL 2023 LEARNING OPPORTUNITIES

You can learn more about the Cares Network by signing up for any of the following learning opportunities.

Wednesday September 27 2:00 PM - 3:00 PM

Friday October 6 1:00 PM - 2:00 PM

Monday October 23 9:00 AM - 10:00 AM

Location: Virtual via Zoom

Presenters: Raynard Ross, Denise Jones, and Rebecca Lubbers



To Register:

Click on the Professional Development tile within your [Online Center](#) account.

After enrolling, you will receive a calendar appointment within 24-48 hours to hold that time on your calendar.

Your attendance will be recorded and automatically inputted in the system and will appear on your Training Summary.

