

Dear Faculty and Staff,

We would like to share with you a genuinely creative initiative that embodies the FHSU spirit of dedication to student success— People Care Teams. This initiative is led by Dr. Taylor Kriley and the Care Team Chairs. Over the next seven weeks, Care Teams will contact **FHSU students** to check-in, help ensure students are safe and secure, share resources and support, and help students plan for their next steps to ensure we deliver on our university mission. These care teams are complimenting the tremendous support faculty are already providing to all our students. Faculty are on the front lines of providing care and encouragement. Our care teams are an additional measure of support during this challenging time.

You can learn more about the purpose, objectives, procedures, populations, and tracking measures for the People Care Team initiative below. If at any time over these next seven weeks you have questions regarding a student and the Care Team contact, please reach out to the appropriate Care Team Chair.

Thank you for your work and for all you do to support our Tiger community.

People Care Teams

The **purpose** of the people care teams at Fort Hays State University is engage stakeholders and provide comfort and information, while directing them to any needed support services.

Objectives

1. Address safety and security
2. Share academic support, advice, and resources
3. Share and develop plans, goals, and next steps for success

Procedures

Each care team will be led by a chair. Care Team chairs are responsible for meeting with each care team to create a communication plan (phone scripts, and/or digital communication) for the population they are serving. Care Teams will be comprised of current faculty, staff, and students in similar areas and potentially people from across the university. Care Team chairs will be given a list of staff members serving on their committee.

Care Team chairs will work with their population specific care team to create a communication plan which is intentional for their population in order to provide the strongest support for our students while creating consistency in messaging being shared with their care team.

- Care Team chairs will meet bi-weekly with the Provost and AVPs of Student Affairs.
- Care Team chairs will conduct a minimum of a weekly zoom meeting to lead care team efforts.
- Care Team chairs will monitor individual team member progress.

Tracking Success

Care Teams will use a tracking system to ensure they are documenting communication with each student and appropriate follow up for students needing additional support. Each care team member and chair will be responsible for tracking communication in the People Care Team shared files located in Microsoft Teams.

- Care Team members will keep notes of conversations with students.
- Care Team members will indicate an individual Student Success code (green, yellow, red status) based on the conversation with the student.
- Care team member will provide additional phone calls and outreach with students in yellow status.
- Student Affairs staff will be working with Care Teams chairs to identify students with a red flag (Student Success code) and will provide additional phone calls and outreach with students in red status.

People Care Teams: *Populations*

Students living on-campus; some students on a short term stay and others requested to stay for the duration of the semester.

- On-campus students (RJ Schnack)

Students living off-campus; student that have moved off-campus or were already off-campus.

- Freshman Off-campus (Tre' Giles)
- Sophomore Off-campus (Jacy Buchholz)
- Junior Off-campus (Angela Stieben)
- Senior Off-campus (Heidi Pearson)
- Graduating Off-campus (Karen McCullough)
- Graduate Off-campus Student (Misty Graham)
- Online students (Kathleen Cook)

Special Populations:

The following teams will use internal systems (not Microsoft Teams) to track data:

- Gateway Students; digital communication (Teresa Clouch)
- On/Off-campus international students (Carol Solko-Olliff)
 - International Student Services Staff
- KAMS/AMS (Will Burns)
 - KAMS/AMS Staff
- Prospective On-campus students (Jon Armstrong)
 - Admissions Staff

- Prospective Online (Erica Fisher)
 - Transfer and Military Center Staff
- Family & Parents (Tina Wolbert)