



Request for 2020/202 Funding Services and Activities Fee Committee

BUDGET PROPOSAL CONTACT INFORMATION

Department Name: Student Life

Create Date: 01/30/2020

Due Date: 02/07/2020

Submitter Name: Surtida Shelton

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Phone Number: 2536924858

Department Head Approval:

Department Head: Dr. Bernard Anderson

Requested Amount: **\$37,500**

Departmental Information

STUDENT UTILIZATION

At UW Tacoma, we are committed to creating wrap-around services for students when they experience barriers to success during their educational journey. Advocate is a case management tool that allows offices like Student Advocacy and Support and Student Conduct, and intervention programs like CARE (Consultation, Assessment, Response, Education) Team to support students wholly. This system will also help manage student privacy more effectively. Currently, each of the services mentioned relies on email or printed forms to be sent to our offices, and each service uses its own tracking system. By moving everyone to Advocate, we would allow for students to only have to share their information once, and benefit from multiple services at one time. Students will benefit from better customer service, but also a quicker response to their needs.

CORE VALUES/MISSION ALIGNMENT

The offices that would employ Advocate directly impact the Strategic Priority outlined for Students – specifically A. Strengthen persistence to graduation for all student populations, and F. Increase student awareness of and satisfaction with resources and support at UW Tacoma. Office of Student Advocacy, Office of Student Conduct, and the CARE Team are all services and programs that impact student retention. By increasing the expediency and accessibility of these programs and services, students will find they are supported through their time here better.

SAF-FUNDED PROGRAM OR SERVICES GOALS AND OUTCOMES

At this time, the above offices and programs have never utilized SAF funds. Advocate would be an operational cost for offices who directly support student success. If funded, we would begin the process of moving all our files to this more secure system, and start to direct more of campus to one system for multiple support mechanisms.

STUDENT UTILIZATION (COMPARISON OVER PAST 2 YEARS)

Office of Student Advocacy and Support: FY 2018-2019 (four quarters) OSAS served 208 students in 304 visits. Year to date (2019-2020: two quarters) OSAS has served 116 students in 210 visits. This demonstrates they are serving students at more than double the rate of last year

CARE Team: AY 2018 – 2019 CARE received and worked with 156 students. Year to date (2019-2020: two quarters) CARE has worked with 60 students

Office of Student Conduct: AY 2018-2019 the Office of Student Conduct worked with 59 students to find resolution to concerns. Year to date (2019-2020: two quarters) the office has seen 26 cases submitted.

COLLECTION OF FEEDBACK & IMPROVEMENTS

All of the offices and programs listed already collect feedback to provide to other reporting entities at UW Tacoma and the wider UW system. We would still continue to assess our services and share data with the appropriate reporting authorities (ex. Office of Student Conduct shares data with the Advisory Council for Student Conduct for the whole UW system. CARE Team shares data directly with the Vice Chancellor for Student Affairs etc.). All data collected is used to not only assess effectiveness of services provided, but to also create new ways to support students (an example of this is when the Office of Student Advocacy create the Husky 2 Husky housing program).

SERVICE BENEFITS TO STUDENTS

Often the benefits from the work that the Office of Student Conduct does are not visible, perhaps especially to the students it benefits the most. All of the offices and programs that will be supported by this investment in Advocate support retention efforts. Students stop/pause out of their higher education journey for many reasons, but access to support should not be one of those reasons. By creating a more comprehensive way to operationalize the services and support that come from the mentioned offices and the CARE Team, students will benefit from multiple support mechanisms to minimize departure from UW Tacoma.

ADDITIONAL INFORMATION OF FUND UTILIZATION

This is the first request for funds for this particular tool.

Staff Budget Requests

Category	Details	Amount Requested
	PERSONNEL TOTAL:	\$0

Other Budget Requests

Category	Details	Amount Requested
Contracted Services	This is the cost for the first year to purchase the license for Advocate (\$14,500). In addition, in the first year there is the implementation and on campus training cost of \$23,000 (this is max estimate but could cost less) S001	\$37,500
	SUPPLEMENTAL TOTAL:	\$37,500

PERSONNEL TOTAL:	\$0
SUPPLEMENTAL TOTAL:	\$37,500
COMPLETE PROPOSAL TOTAL:	\$37,500

Supplemental Documents



ADVOCATE FEE ESTIMATE FOR UWT

This is the cost for license purchase + the implementation, single sign on, automated data imports and one day of training on campus



ADVOCATE CLIENT RESULTS

This document highlights real-time results from clients of Advocate to show how beneficial this system could be for our students



ADVOCATE INFORMATION BROCHURE

General informtion about the product



ADVOCATE FEATURES

Some additional information to show other ways that Advocate could benefit the campus should other partners look at adding this tool