

## Reflecting on ISU's and Truman's presentations, what stood out to you?

**The Comprehensive Case Management position. Our clinicians can spend a great deal of time performing case management surrounding basic needs**

Centralized approach from both schools good. Shows the need to bring people together.

Workflow coordination

**Truman College - intentional approach to student engagement post pandemic.**

**The student navigators and mentors are essential.**

**ISU engaging students.**

When does supporting a single student need turn into a systemic issue to address with a formal process?

**Having a peer-to-peer benefit navigator.**

**How ISU built relationships with existing departments on campus**

Can be difficult for smaller institutions to have dedicated support/case personnel

A wellness center to house all of this - a point contact - is extremely beneficial.

From ISU: Students having 24hr access to resources and ability to schedule meetings

**Snack stations - help overcome the stigma of receiving assistance.**

student centered staffing, clinical staffing in established wellness center, regular resource fairs

**ISU's structured Peer Mentor program is proof it can be done!**

**Access to resources - 24-hour**



# What innovative work is currently going on at your own institution?

The Student Navigator Program, which connects students with peers trained to help traverse the benefits needs landscape

**Student legal assistance**

Forms that students can reach out with and can also be used by staff and faculty. It has had a positive impact - referrals open the door for students to access services.

Having a staff whose job is to provide basic needs assistance

Good system and team to connect with students and getting students the resources they need.

Dean on Duty - supporting the college/department in a collaborative and individualized way - and automating support can be necessary to support faculty and students

Peer Mentor Program...Not innovative but new to institution

**Virtual Resource Fairs**

Liked the idea of a caring closet - even when it is present, always working to improve this.

Creating bridges between administrative and academic units to better serve students. Shifting institutional culture to breakdown silos.

One-on-one appointments to assess student needs and make referrals/connect to resources

Student Financial Advising Services - financial literacy discussions, budget planning, assistance with FAFSA, change FAFSA...



# What successes & challenges have you faced so far in your role as benefits navigator?

## SUCCESSES

CSU has been able to identify students with basic needs insecurities and developed a better understanding of the prevalence of basic needs insecurities, so we have the data

Connecting with community organizations and fellow departments to make something better

Students having multiple ways to reach out to you to find support

Collaboration with community partners

Lots of resources on campus that students go to, where they feel safe to connect to.

Peer Mentor Program support student retention for the mentors and mentees

Donations/funders have been lovely, people pitching in to help

Navigate, Starfish, Ellucian Retention Alert - systems in place to help with retention and assign referrals

## CHALLENGES

Training others to take on the role temporarily while you're out (when you're alone in your role)

One person having ownership in smaller institutions.

Employment challenges - hiring people and retaining folks to provide support and services. Turnover of people in different areas making it challenging.

Need to connect early on with students - being proactive and getting information out about what students need on day one vs. after the semester is underway.

Balancing information that students receive as they move into the school year.

Balancing short-term needs (students needing help) with long-term needs (funding and sustainability of the work)

Has anyone perfected new student orientation? ;).

Creating bridges with other institutional units that place student needs first.

Funding to help with students' basic needs. Resources off campus and having to compete with off-campus community members. Funding opportunities for students



# How can Communities of Practice support your work as the benefits navigator at your institution?

Would love to learn about more state and federal resources for students that we can tap into; we're experts in campus-based resources, more local

Aid in the effort to advocate to lawmakers, administrators, and community members, etc. the importance of building upon the limited available basic needs resources

Not just learning what resources for students are, but breakdown of how to use them, how to apply, examples of success from other students who have used them

