

Student Support Services during COVID-19

May 2020

Student health centers remain operational with minimal to moderate staffing on-site. The number and positional-variety of staff on-site varies by campus based on a number of factors. Regardless, students are being served through telemedicine appointments. Should a student require an in-person medical appointment, the policy on student health services (EO943) contains a provision for Reciprocal Services which states “students eligible for basic services at one CSU campus shall be eligible for basic services provided by other CSU campuses at no additional charge.” A student is encouraged to contact their campus student health center to discuss their needs before contacting another CSU campus.

Student mental health departments continue to provide support to students virtually through tele-mental health services. As a result, there shouldn't be a need for a student to be seen by another CSU campus. That said, we know that emergency circumstances can present themselves that may require a crisis-based intervention. Students should call 911 if it's a life-threatening emergency. This will dispatch a welfare check to attend to the student in-person. A student can also contact their home campus counseling & psychological services office to receive appropriate referrals in their community. Most departments have a case manager that can assist and link a student to services in their local area.

In the areas of basic needs resources, all campuses continue to provide support to students who are food insecure and in need of resources. In efforts to continue to provide comprehensive support, all campuses continue to refer students to external community organizations that can meet their food needs. These organizations can include food banks and other non-profits. A comprehensive *Basic Needs Initiatives* website is available for additional information. In addition to food insecurity, this website contains additional information on resources available to students who are housing insecure and/or homeless. Please encourage students to visit the *Basic Needs Initiatives* website to learn who to contact at their home campus for assistance and referrals to resources in their local area.

EOP – all services are operational and advisement has been shifted to a virtual format. I would advise the students to seek assistance from the home campus first since the EOP advisors will not be fully aware of other campus policies and procedures, and academic requirements. If the student is needing other types of support services provided by EOP, the home campus can make a referral or assist in coordinating the services.

Services to Students with Disabilities - all services are operational and have been shifted to a virtual format if appropriate. Again, I would advise the students to seek assistance from the home campus first and, if needed the campus can coordinate the service and/or accommodation with the other campus. The Services for Students with Disabilities directors have been doing this for CSU Online and Early Start when needed.

Dream Centers – Services are being provided virtually, including the free legal services. The student should contact the home campus when needing services or to schedule an appointment with a legal provider. If a referral is needed, the Dream Center staff or legal provider can coordinate with the other campus or legal provider/agency.

Foster Youth – Most of the Foster Youth programs are affiliated with EOP so I advise follow the EOP instructions even when the Foster Youth program is separate.

Career Services – The career services are also being provided in a virtual modality. Prior to COVID-19, the directors were already discussing how to provide reciprocal services. As you can see the trend, please have the student start with the home campus since the student will be able to receive nearly all services virtually. For your reference, the directors are planning a systemwide virtual career fair to be scheduled in August. It may also include regional career fairs and the directors have committed to allow all student attend all regions.