

Cypress College Charger Assessment Team (ChAT)

2021-2022 Annual Report

Mission

To support the safety and well-being of the campus community by employing proactive and collaborative approaches to identify, assess, and manage behavioral concerns

Introduction

Cypress College established the Charger Assessment Team (ChAT) in 2016 with goals to develop processes to identify and communicate concerns for students and to collaborate and coordinate interventions of care and safety. Following the approval by the Student Services Council (SSC), the ChAT began its work to support the safety and well-being of the campus community by employing proactive and collaborative approaches to identify, assess, and manage behavioral concerns.

Function

The primary work of the ChAT is to collect and assess all referrals of concern and care by any student or employee. Additionally, the ChAT responds to reports of threats in tandem with Campus Safety and city law enforcement by providing follow-up resources to impacted individuals.

ChAT addresses referrals of concern by gathering and assessing information in a systematic manner to determine the most effective responses. Following the response, the ChAT monitors the effectiveness of the response.

Team Membership

The Charger Assessment Team functions under the leadership of the Vice President of Student Services. The ChAT consists of college personnel with expertise in student services, mental and physical health, student conduct, and campus safety. Membership on ChAT represents an ongoing commitment to the mission of ChAT. Team members are critical to the functioning of the team. They are responsible for completing ongoing training, attending meetings, and assisting with follow-up and intervention as designated by their membership category. ChAT has two levels of membership: 1) core members and 2) resource members.

The ChAT core members meet weekly on Thursday afternoons from 1:30 p.m. to 2:30 p.m. throughout the fall and spring semesters. They meet only as needed throughout summer sessions. The ChAT chair calls emergency team meetings when a new referral or ongoing case presents an imminent threat, or other time-sensitive decisions need to be made, and team members must address the concerns prior to the next team meeting.

ChAT Core Members in 2021-2022 include:

Celeste Phelps (Chair)

Adrienne Sanchez (Case Manager)

Director of DSS

Counselor of DSS

Marla McBride
Craig Lee
Dr. Troy Davis
Virgil Adams
Anna Spencer-Lonetti
Joselyn Diaz

Director of Student Health Services
Director of Campus Safety
Dean of Counseling
Professor of Human Services
Mental Health Counselor
Maxient and Conduct Resource Facilitator

Training and Learning

The Charger Assessment Team is dedicated to continuous improvement and, therefore, engaged in training in 2021-2022. Cypress College is a member of the National Behavioral Intervention Team Association (NaBITA) and has access to the Association's online resources and training materials. In addition to NaBITA membership resources, some ChAT members also participated in the following events.

- September 30, 2021: Bystander Intervention to Stop Anti-Asian/American and Xenophobic Harassment
- October 2021: Maxient Software Training provided by Adrienne Sanchez, ChAT Case Manager
- October 12, 19, 26, 2021: 3-Day ASCIP Training – Foundation of Risk Assessment Teams
- November 9, 10, 2021: 2-Day NaBITA Annual Conference
- February 4, 2022: Post Traumatic Slave Syndrome (PTSS)
- April 22, 2022: Talking BITs: The Impact of Anti-LGBTQIA+ Legislation on Youth
- July 27-30, 2022: Maxient Conference

Community Engagement, Outreach, and Education

The ChAT recognizes that educating the college community about what and how to refer are the most essential aspects of having a successful and effective team. The team's education strategy is the philosophy that college community members should be equipped to identify, support, and refer an individual for care and concern. The Charger Assessment Team provided workshops and trainings to various groups, programs, and committees throughout the 2021-2022 academic year.

- April 4, 2022: The Library and Learning Resource Center
- August 19, 2021: Faculty Flex Day
- October 25, 2021: Student Life and Leadership/Associated Students
- October 28, 2021: Academic Senate
- December 9, 2021: President's Advisory Council
- September 17, 2021: All Classified Staff
- May 26, 2022: Student Services Support Staff

Statistics

The Charger Assessment Team received 37 referrals from July 2021 to June 2022.

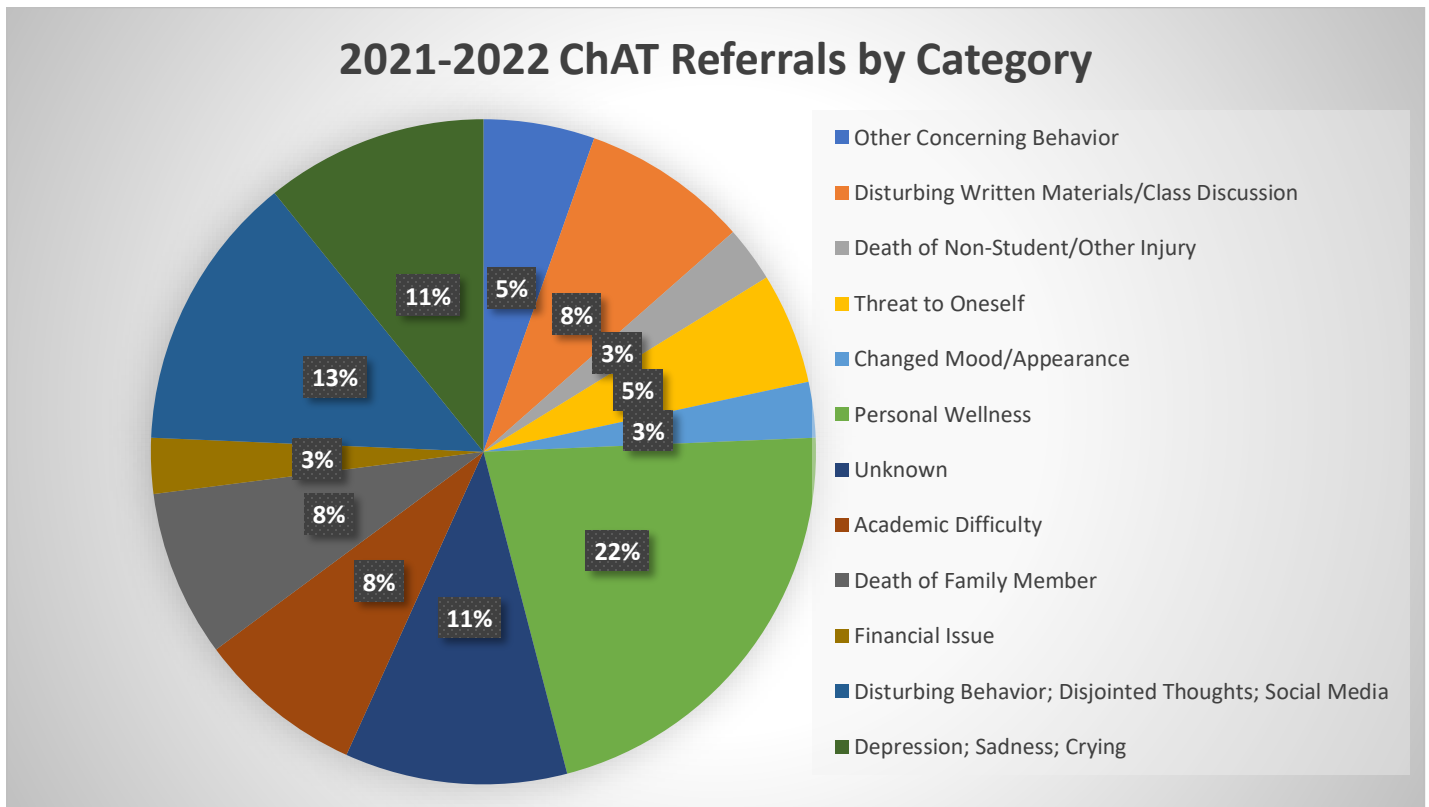
2021-2022 ChAT Referrals by Category

Referrals

Other Concerning Behavior	2
Disturbing Written Materials/Class Discussion	3
Death of Non-Student/Other Injury	1
Threat to Oneself	2
Changed Mood/Appearance	1
Personal Wellness	8
Unknown	4
Academic Difficulty	3
Death of Family Member	3
Financial Issue	1
Disturbing behavior; disjointed thoughts; social media	5
Depression; Sadness; Crying	4

TOTAL REFERRALS

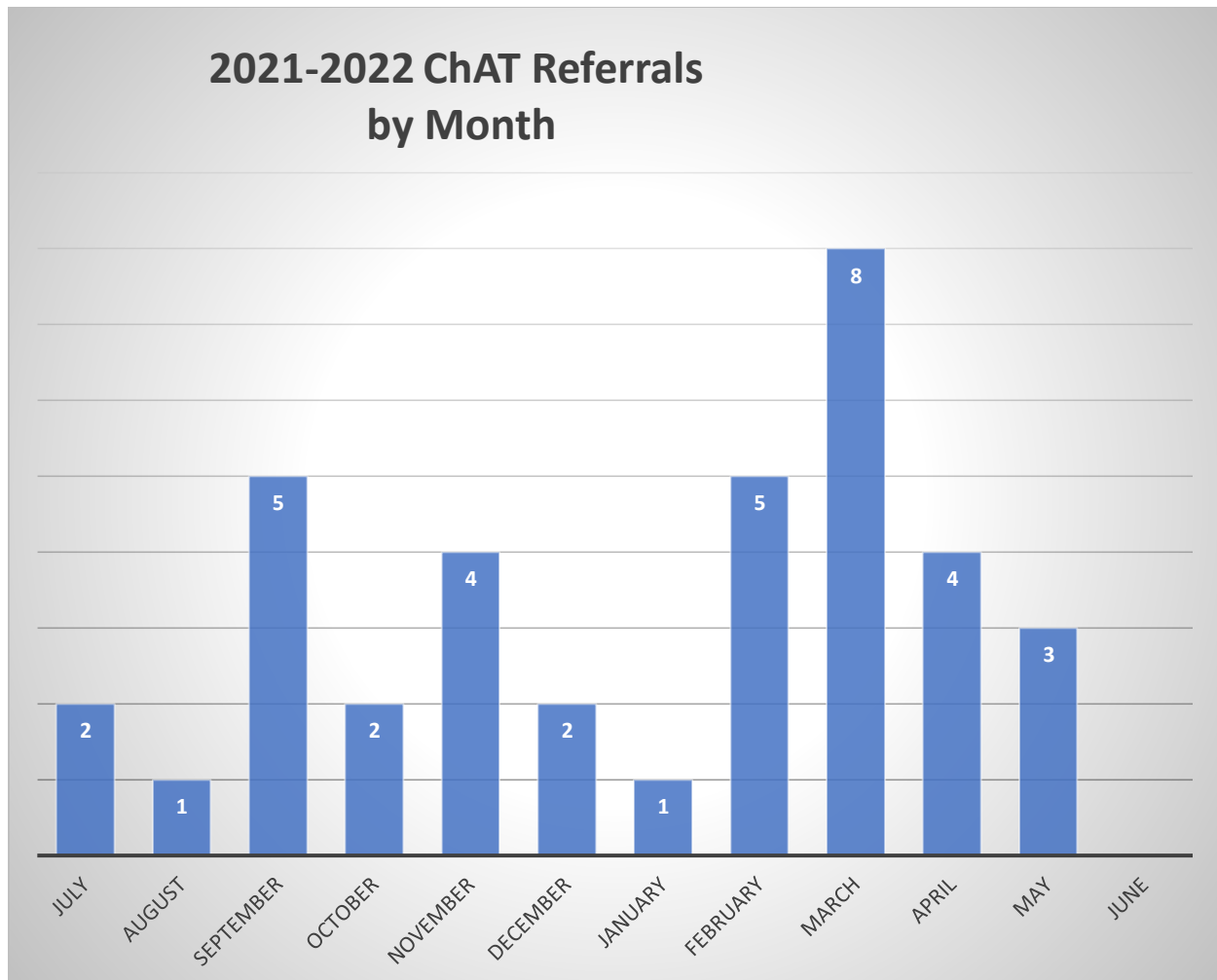
37



2021-2022 ChAT Referrals by Month

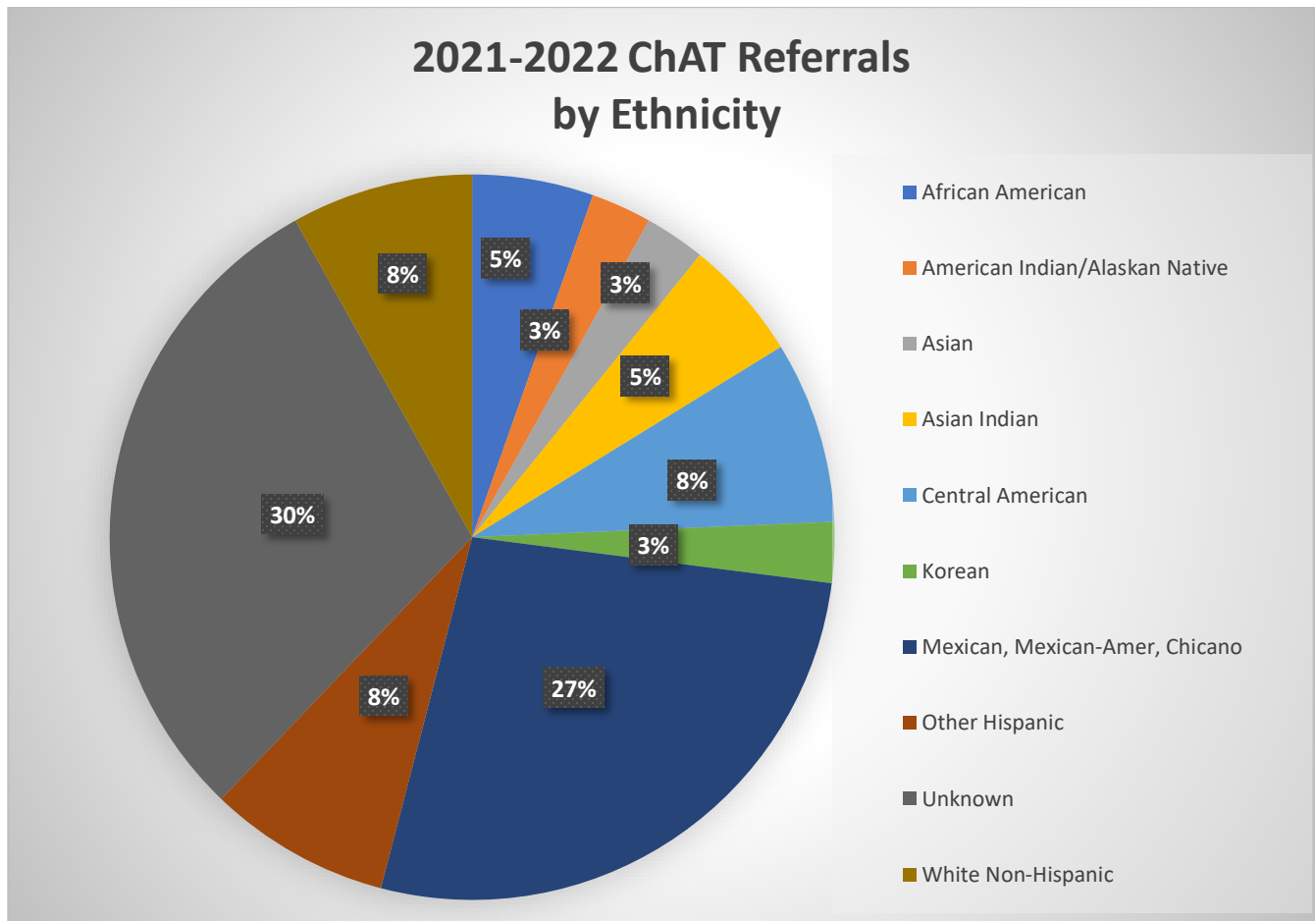
July 2021	2
August 2021	1
September 2021	5
October 2021	2
November 2021	4
December 2021	2
January 2022	1
February 2022	5
March 2022	8
April 2022	4
May 2022	3
June 2022	0

2021-2022 ChAT Referrals by Month



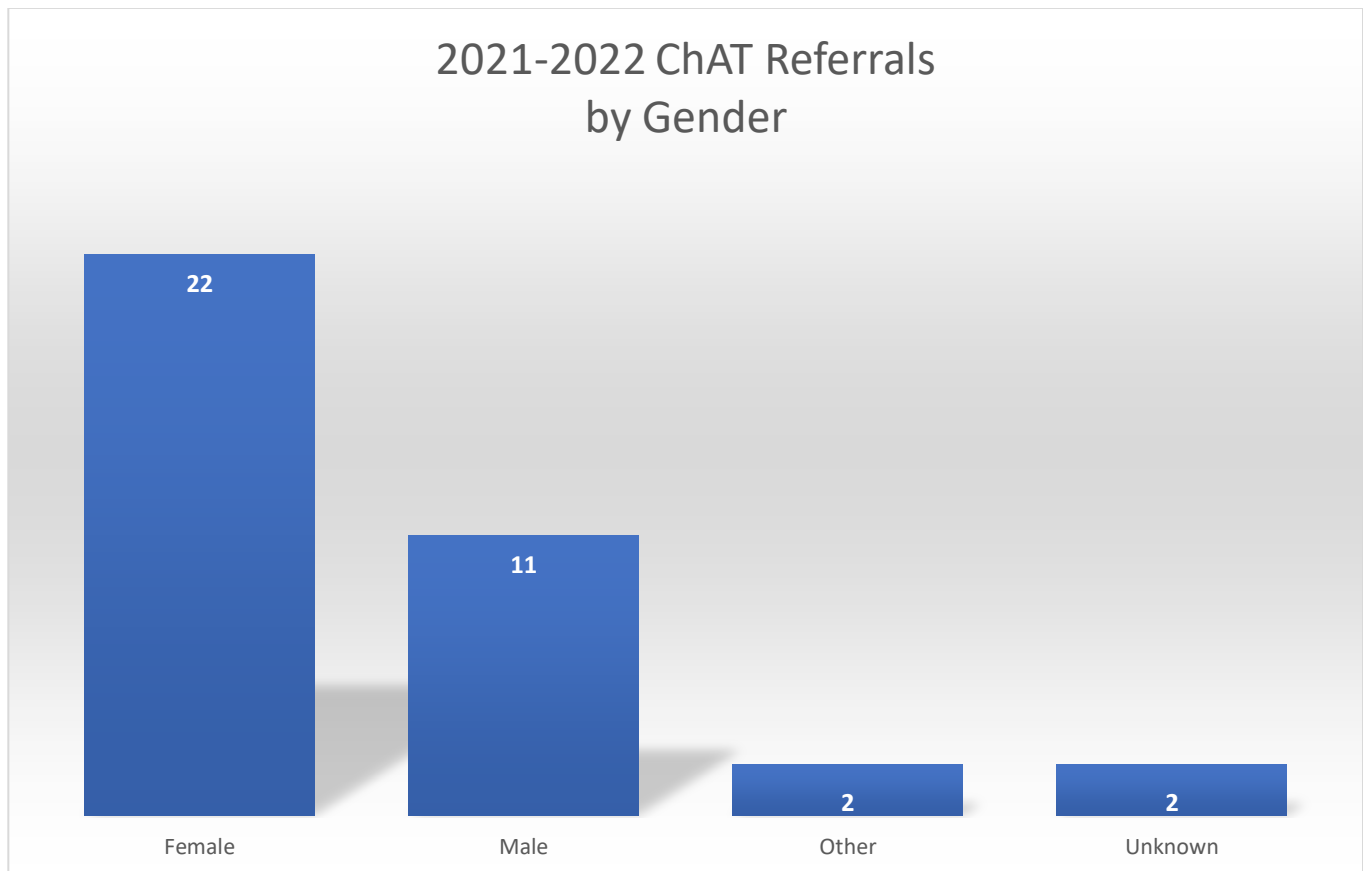
2021-2022 ChAT Referrals by Ethnicity

Mexican, Mexican-Amer, Chicano	10
Other Hispanic	3
African American	2
Central American	3
Asian Indian	2
Korean	1
White Non-Hispanic	3
American Indian/Alaskan Native	1
Asian	1
Unknown	11



2021-2022 ChAT Referrals by Gender

Female	22
Male	11
Other	2
Unknown	2

**Reflections**

As we reflect over the past year, we recognize our challenges, surprises, and lessons learned.

- The Charger Assessment Team received 37 referrals for 2021-2022. In 2020-2021, the Team received 47 referrals.
 - While COVID-19 continued into 2021-2022, NOCCCD took measures to open its colleges' doors by offering more in-person classes with safety precautions. The uncertainty of the shifting pandemic and the college's

measures to address the shifts likely influenced the number of student referrals issued by faculty and staff.

- The Team was surprised, yet pleased, that almost half of the year's referrals came from faculty teaching online/hybrid courses. The Team understands the challenges faculty face teaching online courses, specifically in a synchronous (Zoom) setting. Many students choose not to be on camera during class, so faculty must be keenly perceptive to student behavior and distress without relying on typical visual cues.
- During a ChAT training designed for classified employees, participants expressed apprehension for "reporting" a student for which they were concerned. They did not want the student of concern to feel punished. To address this unease, ChAT changed its formal language from "report" to "referral." Furthermore, it changed the name of the referral form from "Concerning Behavior" to "ChAT Care and Support Referral."

Next Steps/Next Year Goals

- **Expand faculty training** to include scenarios involving concerning behavior in online (synchronous and asynchronous) classes.
- Attend the **NaBITA 2022-2023 Conference**.
- Attend **risk and threat assessment trainings**. While ChAT handles concern and care referrals, it intersects with risk and threatening behavior reports. Campus Safety takes the lead to address and monitor threatening behavior. However, ChAT understands it should be more involved and present in these discussions.
- Provide **regularly scheduled trainings** throughout the semester that are open to all employees. Use EdVantage to advertise the trainings, and allow participants to register. Add the training information to standard reply emails and the ChAT website.
- **Collaborate with Title IX** and District to host Title IX training.
- Conduct a **SWOT analysis** of the ChAT. Determining the (S)trengths, (W)eaknesses, (O)pportunities, and (T)hreats of the Team will produce direction and a clearer vision for ChAT.
- Further **refine the ChAT webpage**. Currently, all reporting buttons are located on the ChAT webpage (i.e. conduct, Title IX, student complaints). Based on conversations with training attendees, ChAT should explore maintaining one webpage with its own referral button and house the other reporting forms on a different page.