



Impact Beyond the Numbers – Student Stories
RE: Care Management Team

Staff Narrative - Andy Pausch-Taylor, Senior Care Manager

The Office of Care Management (CARE) at CSU is, in many ways, the soul of the work in which we are privileged to engage within the Division of Student Belonging and Success, as the scope of our work is largely **defined by the needs of our students, and closely formed by their lived experience**. To align our social-work inspired framework with a sharp divisional focus on retention and persistence, we have made significant strides to adapt our case management model to reach beyond what many understand to be possible within the scope of supports provided by an institution of higher learning in the modern era.

To summarize what has become sort of an office mantra: **We will always find a "next step"**. There is no problem we won't take on to try and help solve, and no forms of support and assistance that we will not uncover in the service of students reaching positions of stability, and in the pursuit of their personal development and academic excellence.

Whether sitting in a court room with a student, in the lobby of a social services building, endless lines at the BMV, or in the midst of hundreds of phone calls to hospitals, family members, repair shops, shelters, escorting students to the food pantry, clothing stores, or car dealerships, through tears of grief, joy, and every feeling in between, **we provide supports that strike at the core of what causes attrition: lack of connection, information, resources, and stability**.

Though the breadth of our services may belie the depth of our engagement with students, as **each referral can necessitate numerous meetings, outreaches, and connection points to help resolve an issue**, our work in **CARE yields exponential returns by creating pathways, providing hope, building confidence, competence, and resilience in the student body, enhancing the quality of student-instructor relationships, and elevating the standard for what students can expect** when they set foot inside of our great university.

Student Narrative

Care team is the best kept secret in college. One minute things are burning down your entire life and school is the last thing you are thinking about **and the next minute someone is calling you to say they can help**. Even when you didn't know you needed it. Sometimes there is just too much to handle by yourself and the **great thing about cleveland state is that you don't even have to because they do more than just talk about it. They actually do something about it.**

Student Narrative

I am grateful that I have connected with the Cares department for many reasons. I lost a family member this year and when I didn't feel like I could finish classes, my Care member talked to my professors when I couldn't even mentally get to a place to talk to anyone about what was going on. I was on track with great grades before it happened, and thought I would have to drop out because I was going to fail everything, but **the staff came in like real super heros to help me**, and I knew to come to them when my friend went through similar situations in the same semester. **I love you guys and thank you for everything!**

Student Narrative

The Cleveland State University CARE Team, specifically Camilya Williams, has been an **incredible source of support** throughout my academic journey. During a very difficult family emergency that required me to travel frequently and miss instruction, Ms. Williams stepped in without hesitation. She communicated with my professors on my behalf and provided valuable resources to ensure that I did not fall behind or jeopardize my academic standing.

She created **a safe space for me to express my frustration and worked with me to identify practical solutions**. Her attentiveness, compassion, and consistent support allowed me to manage my family responsibilities while still achieving outstanding academic results that semester, even while navigating challenges with a particularly difficult professor. I am deeply grateful to Ms. Williams and **truly appreciate all she has done to help ensure my continued success at CSU.**

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Student Narrative

Thank you again for all your **words of encouragement** and **support** this past term! I cannot even begin to express my gratitude for your support! Your **listening ear** and **empathy** mean a lot and **make me feel normal** for falling apart at times, which I tend to beat myself up over. Grateful that I now understand the value of giving myself grace and of digital journaling. It has helped a lot!

Sending you warm wishes for a cozy holiday surrounded by those you cherish dearly!

Student Narrative

CARE literally knows everything. That is the best part of working with them. You can run around to 20 places to get different answers and ask questions, or you can just go to CARE where **they can answer it all and walk you right to where you need to go**. I was about to leave school because I thought I owed 4,000 dollars, but **one text from a total stranger telling me to come to their office changed everything. They stopped me from making the worse decision of my life for no reason, and I am now going to graduate and accomplish my life's dream.**