California State University, Chico

Division of Student Affairs
Campus Assessment Response and Evaluation (CARE) Team
Annual Report 2025-2026

I. Mission Statement

The California State University, Chico Campus Assessment Response and Evaluation (CARE) Team is a multi-disciplinary group of campus professionals that work in a proactive and collaborative approach to respond to campus community concerns. The CARE team works to intervene early and develop appropriate courses of action for referred students. The team strives to promote individual student wellbeing and success while prioritizing community safety.

II. Accomplishments - A highlight

- Added Basic Needs to the CARE Team's core membership, enhancing communication and strengthening collaboration to better support students in need of Basic Needs resources.
- Ongoing collaboration with Faculty Development to deliver a training series highlighting the role of CARE and how new and current faculty can engage with the CARE team on how to support students
- Continued partnership with Title IX to better differentiate referral types and expand available support services for students
- Strengthened collaboration with Student Rights and Responsibilities (SRR), providing case management support and actively engaging CARE in multidisciplinary team meetings to support students
- In July 2026, the CARE Team hosted its first annual retreat to welcome new team members, identify opportunities for improvement, and strengthen collaboration across departments.

III. Program Statistics and Assessment for Past Year

- The CARE team received and responded to 593 referrals during the 2025-2026 fiscal year
- Referring parties included faculty, staff, students, parents, off campus community members, Title IX, University Housing, University Police Department, WellCat Counseling Center, WellCat Prevention, Basic Needs, Academic Advising, Accessibility Resource Center, and the Office of Vice President of Student Affairs
- The CARE team utilizes the NABITA Risk Rubric to rank each referral to determine the level of intervention for referred students
- CARE referrals were assessed using a continuum of concern that ranges from Mild to Moderate, Elevated, and Critical
- There were 186 referrals with no ranking; 183 ranked as Mild; 150 ranked as Moderate; 52 ranked as Elevated; and 22 ranked as Critical

- The CARE team responded to referrals related to classroom incidents, academic advising needs, accommodations, on campus and off campus counseling, health services, housing and financial needs, hospitalizations, and off campus resource navigation

IV. Integrate Unit Objectives with Strategic Action Plan in 2026-27

Proudly Owning Who We Are

Outcome: Student Affairs tells a compelling story of our impact on students and the University.

The CARE Team will continue utilizing university communication channels—including campus announcements, departmental and group emails, and presentations to faculty, staff, and students—to increase awareness of the CARE Team's role and educate the campus community on how to navigate the CARE referral process.

Leveraging Our Strengths in What We Do

Outcome: The Division of Student Affairs engages and involves campus partners in the development and implementation of essential University-wide functions that it leads.

The CARE Team will continue working closely with departments such as Title IX, Student Rights and Responsibilities, and the Campus Violence Consultation Team (CVCT) to support students through a multidisciplinary, strengths-based, and collaborative approach. The CARE Team will also continue partnering with faculty through strengths-based consultation meetings to promote student success by supporting students' academic progress and connecting them with appropriate campus resources and support services.

Advancing Our Influence by How We Do Our Work

Outcome: The Division of Student Affairs invests in co-designed student experiences which ensures students' voices are heard, and addresses factors that impact engagement throughout the student life cycle.

The CARE Team will partner with the Office of Equity, Diversity, and Inclusion to increase awareness of CARE's services and support role. Through presentations and trainings offered to the campus affinity centers, the CARE Team will engage and inform students from diverse communities about available resources and how CARE can provide support for academic, personal, and wellness-related challenges.

Let's Dance

Last year, the CARE Team successfully secured funding to purchase promotional materials and outreach merchandise to increase awareness of its mission and services. These resources were distributed through tabling events, campus programs, and collaborative outreach efforts with campus departments, helping to expand the CARE Team's visibility and educate faculty, staff, and students about available support services. Moving forward, the CARE Team will continue utilizing these outreach materials as part of its campus engagement strategy while exploring additional opportunities to connect with students through events, partnerships, and educational initiatives. These ongoing efforts will further increase awareness of the CARE referral process, promote early intervention, and ensure that students are connected to appropriate resources and support.

V. Identify at least one goal/objective that support the Chico State Playbook in 2026-27

What is most important right now?

The CARE team is committed to supporting students with compassion and empathy, acknowledging the complex challenges they face today—including personal and economic hardships, and uncertainties around career pathways. CARE will strive to help students feel seen, supported, and empowered to persist through adversity. Through this holistic support, the hope is that students will be better positioned to thrive and succeed in their academic journey and utilize their support network.