

Stanford's Safety Net Committee: Cross-Collaborative and Compassionate Assistance for Students

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History and Context

- ▶ The catalyst
 - In Spring 2010, two student cases required collaboration with several other departments in order to reach resolution.

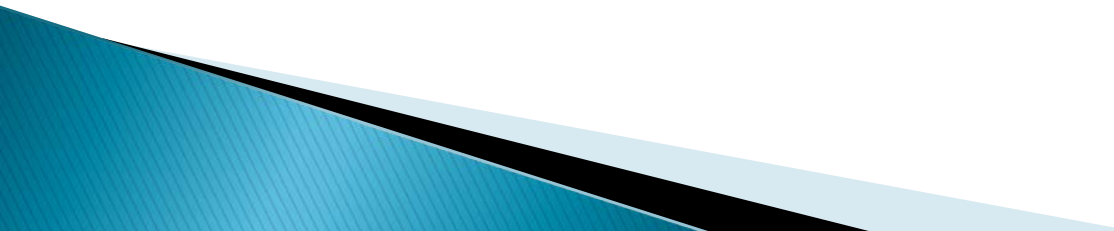
- ▶ Collaboration allowed us to
 - Help students make difficult decisions.
 - Offer early intervention and resources

- ▶ The Safety Net Committee was created to assist students in situations like these.


Stakeholders and Participants

- ▶ While many departments and teams could participate in Safety Net, the following offices/departments have been involved from the start:
 - Registrar
 - Student Housing
 - Financial Aid
 - Residential Education
 - Graduate Life Office
 - Academic Departments – Grad and Ugrad
 - Undergraduate Advising & Research
 - Bechtel International Center
 - Office of Accessible Education
 - Office of General Counsel
 - Student Services Center

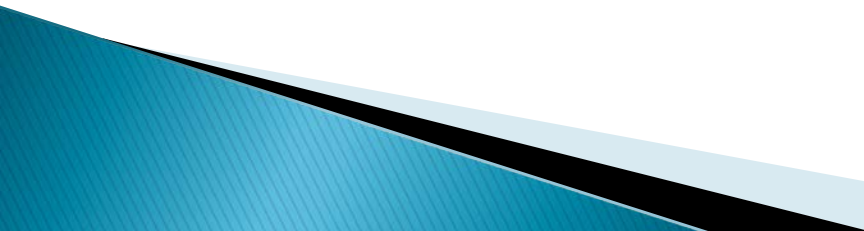
Charter and Purpose

- ▶ The Safety Net Committee is a cross-departmental collaborative convened to assist students who present challenging issues that may have accumulated over time.
 - ▶ Meetings held quarterly
 - ▶ The Student Services Center was the convener in year 1 and was asked to continue in this role for another year.
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Safety Net Committee Goals

- ▶ Strengthen and more broadly share policies of participating departments.
 - ▶ Review specific student cases
 - ▶ Highlight the need for modification/addition of process or policy.
 - ▶ Review current process and policy to address gaps or inconsistencies.
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Case Studies, Year One

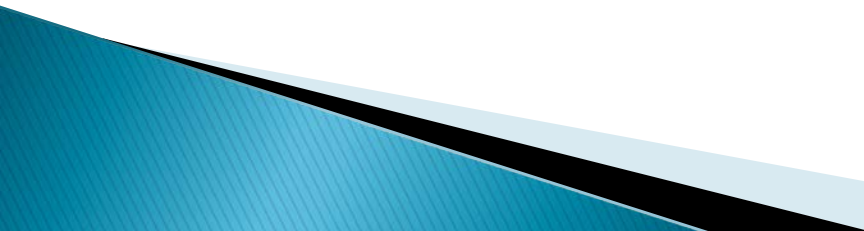
- ▶ Grad student, Large outstanding balance, insufficient progress in degree program.
 - ▶ Undergrad student, large outstanding balance, student thought they had enrolled but had not.
 - ▶ Grad student, international, presents many issues related to enrollment and program plan.
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Successes Thus Far

- ▶ Discontinuation Process Review
- ▶ Communication Around Stayaway Letters
- ▶ Point Person Letters
- ▶ Leave of Absence Process Review
- ▶ Review of Communication Management Systems
- ▶ Communication Around Non-Registration List

Discussion Questions

- ▶ Do you have a committee like Safety Net at your institution?
 - ▶ If so, what gave rise to your structure?
 - ▶ If not, can you think of student situations that might benefit from such a collaborative structure?
 - ▶ What are some barriers – institutional and otherwise – that may exist at your institution that will require attention before you can proceed?
 - ▶ Defining the purpose of your structure – is it student case-specific, or policy and process review?
 - ▶ Who can you enlist as an ally in the creation of a Safety Net structure? Within your institution? From without?
 - ▶ How will you communicate the activities and actions of your Safety Net structure?
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How You Can Help

- ▶ If you are working with a student who consistently has enrollment, financial, housing, or other issues and you have been in contact with other departments with no resolution – please let us know! They may be a good case for Safety Net.
- ▶ Contact Johanna Infantine at johannai@stanford.edu with any feedback, questions or suggestions.