

Cypress College Charger Assessment Team (ChAT)

2025-2026 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 to create processes for identifying and communicating concerns for students, and to coordinate interventions for care and safety. After gaining approval from the Student Services Council (SSC), ChAT began its mission to support the safety and well-being of the campus community by using proactive and collaborative approaches to identify, assess, and manage behavioral concerns.

Since its inception, ChAT has grown and its structure now encompasses four distinct reporting branches – 1) *ChAT Conduct*; 2) *ChAT Cares*; 3) *ChAT Threat Assessment*; and 4) *ChAT Title IX*. The Dean of Counseling and Student Development oversees Conduct; the Dean of Student Support Services and the DSS Counselor lead Cares; the Director of Campus Safety heads Threat Assessment; and the Dean of Student Support Services handles Title IX.

Function

The primary role of the ChAT is to collect, assess, and respond to all reports and referrals regarding Student Conduct, Cares, Threatening Behavior, and Title IX submitted by employees and students.

While Conduct falls under the umbrella of ChAT, only the Dean of Conduct (Counseling) has the authority to issue conduct sanctions. ChAT members may still be involved in discussions related to conduct reports when the student also needs Cares support. Similarly, the Dean of Student Support Services, who also serves as the Title IX Coordinator, is responsible for processing Title IX reports and complaints.

ChAT reviews student referrals and reports by gathering and assessing information in a systematic manner to determine the most appropriate response. Using a standardized assessment rubric, ChAT evaluates the level of concern and implements appropriate interventions.

Note: At this time, ChAT is not the appropriate avenue for addressing employee-related Cares or Title IX concerns. If there are concerns about an employee's well-being or involvement in a Title IX matter, these should be directed to NOCCCD Human Resources for appropriate support and follow-up.

Team Membership

The Charger Assessment Team operates under the Dean of Student Support Services (SSS), who in turn reports to the Vice President of Student Services. The ChAT consists

of college personnel with expertise in instruction, student services, mental and physical health, student conduct, and campus safety. Membership on ChAT represents an ongoing commitment to the mission of ChAT, and team members are critical to the team's functioning. 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. Resource members do not attend every ChAT meeting but are invited to participate when a student is connected to a specific program, affinity group, or special population they support. They provide expertise, relevant information, and insight about the student's community to help the Team assess concerns and determine the most appropriate response.

ChAT core members meet weekly on Thursday afternoons from 3:00 p.m. to 4:30 p.m. during the fall and spring semesters. During summer session and winter intersession, meetings are held only as needed. If a referral or ongoing case involves an imminent threat or requires urgent action, the leaders of Cares, Conduct, Threat Assessment, or Title IX may convene an emergency meeting at any time.

ChAT Core Members:

Celeste Phelps (ChAT Chair)	Dean of Student Support Services (Title IX)
Matt Dawood	Director of DSS (Cares)
Adrienne Sanchez (Cares Case Manager)	Counselor of DSS
Marla McBride	Director of Student Health Services
Quyen Vuong	Interim Director of Campus Safety (Threat Assessment)
Irma Gonzalez	Dean of Counseling (Conduct)
Virgil Adams	Professor of Human Services
Anna Spencer-Lonetti	Mental Health Services Manager
Dave Okawa	Director of Student Life and Leadership

Training and Learning

The Charger Assessment Team is dedicated to continuous improvement and actively engages in professional development throughout the year, including training, conferences, workshops, and webinars. Cypress College is a member of the National Association for Behavioral Intervention and Threat Assessment (NABITA), which offers valuable online resources and training materials. The College also maintains membership of the Association for Title IX Administrators (ATIXA), benefiting from its extensive tools and guidance.

During the 2025-2026 academic year, ChAT members participated in the following events/trainings:

- September 5, 2025: Mental Health First Aid

- December 15-29, 2025: Evolution of Psychotherapy Conference
- February 18, 2026: Trauma-Informed Principles Workshop
- March 10, 2026: CCC Beyond the Breaking Point – Supporting Students through Distress and Crisis
- March 25, 2026: Healthy Coping Strategies and Tools Workshop
- March 27, 2026: NABITA VRAWW to Strand Screening Tool
- April 29, 2026: Denim Day Workshop – Sexual Assault Awareness
- April 30–May 2, 2026: CAMFT Annual Conference – Advancing the Art and Science of Psychotherapy
- May 6, 2026: QPR – Suicide Prevention Training and Certification

Community Engagement, Outreach, and Education

The Team 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 with behavioral concerns. The Charger Assessment Team provides one comprehensive training to all employees every semester. For 2025-2026, the Team facilitated the trainings on October 30, 2025 and March 9, 2026.

Statistics

ChAT referrals and reports (*Conduct, Cares, Threat Assessment, and Title IX*) are housed and processed in Maxient, a software platform that provides comprehensive solutions for managing student behavior and case management. Maxient offers features for data collection and organization allowing ChAT to examine and interpret data to derive insights and make informed decisions.

This annual report focuses on the ChAT **Cares** referrals ONLY. ChAT received **169** ChAT **Cares** referrals from July 1, 2025 to June 30, 2026.

The Team used Maxient to disaggregate and analyze the data using the following indicators:

- Referrals by category (percentage)
- Referrals by month
- Referrals by ethnicity
- Referrals by gender

2025-2026 Care and Support Referrals by Category		Referral %
Academic difficulty		15.5%
Alcohol concern		.4%

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Bizarre behavior/disjointed thoughts	3.5%
Changed mood/appearance	2.2%
Death of a family member	2.7%
Death of non-student/other	.9%
Depressed/displays persistent sadness/unexplained crying	4.4%
Destruction of property	.4%
Displays anger/negative emotions inappropriately	2.7%
Disruptive, disobedience, profanity	.4%
Disturbing written materials/class discussion	3.1%
Excessive absences from class	6.2%
Excessive anxiety	.9%
Financial issue	6.6%
Food insecurity	1.3%
Housing insecurity	8%
Injury/Illness	3.5%
Other concerns (specific category not reported)	23%*
Other drugs concern	.4%
Personal wellness	8.8%
Physical or verbal abuse or any threat of force/violence	.4%
Suicidal tendencies/self-injurious behavior	3.1%
Threat to oneself	.4%
Unusual behavior	.9%

*The "Other concerns (specific category not reported)" category represents referrals in which faculty or staff did not select the specific reason for referral. Encouraging more detailed referral submissions will improve accuracy of future reporting.

2025-2026 Care and Support Referrals by Month	# of Referrals
July	5
August	8
September	17
October	28
November	21
December	8
January	8
February	17
March	24
April	15
May	18
June	0

2025-2026 Care and Support Referrals by Ethnicity	
African-American Non-Hispanic	10
American Indian/Alaskan Native	1

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Asian Indian	1
Cambodian	
Central American	4
Chinese	4
Unknown or Decline to State	42
Filipino	8
Hispanic	1
Japanese	
Korean	4
Mexican, Mexican Amer, Chicano	56
Other Hispanic	2
South American	2
Vietnamese	9
White Non-Hispanic	25

2025-2026 Care and Support Referrals by Gender	
Female	94
Male	55
Other	11
Unknown	9

Reflections

As the Team reflects over the past year, it acknowledges its challenges, surprises, and lessons learned. This reflection process is crucial for evaluating effectiveness, promoting learning and growth, making data-driven decisions, identifying strengths and areas for improvement, enhancing accountability, adapting to changing needs, and planning for the future. It enables the Team to provide the best possible support to individuals and optimize outcomes in behavior intervention.

- ChAT continues to strengthen its capacity this year through professional development, including several members learning about the STRAND, NABITA's Screening Tool for Risk Assessment of Narrative Data. Also, members from our Health and Wellness Center attended the QPR Suicide Prevention Training and Certification class.
- ChAT continues to receive positive feedback from attendees of its all-employee training sessions. Participants consistently note the value of the training's practical content, relevant examples, and knowledgeable facilitators, and report increased understanding and confidence in responding to concerning behaviors and supporting student well-being. To keep the training timely and meaningful, ChAT regularly updates its student case studies to reflect situations and trends that may currently occur on campus.

- The College has experienced turnover in Campus Safety Directors, resulting in a lack of a permanent director. Regular participation by a Campus Safety representative at ChAT meetings is essential.
- ChAT has managed its caseload effectively despite an increase in the number of cases this year. The team has remained responsive and collaborative, maintaining its ability to assess, address, and close cases in a timely and effective manner.
- ChAT has been effective in expanding its outreach and impact through trainings, information sharing, and increased campus awareness efforts.
- ChAT remains current on emerging student challenges by incorporating real-world trends and concerns into its training presentations.
- Due to privacy requirements, confidentiality considerations, and the volume of referrals received, ChAT is not able to provide follow-up information to every referring party once a case has been reviewed and closed. Ongoing education and communication regarding these limitations can help establish appropriate expectations while reinforcing that all referrals are carefully assessed and addressed in accordance with established protocols and available resources.
- ChAT has received a growing number of referrals related to concerning written material produced by students. While it is important to identify and respond to writings that may indicate a student is at risk, this trend highlights the need for additional employee training on how to assess and respond to personal or emotionally expressive student work.

Next Steps/2026-2027 Goals

Setting goals helps guide the Team's work and ensures it is focused on specific outcomes. With goals, ChAT can focus its efforts, measure progress, and work towards continuous improvement in behavior intervention strategies.

- Complete professional development training through NABITA or ATIXA.
 - The Screening Tool for Risk Assessment of Narrative Data (STRAND).
 - Collaboration and Support: Addressing the Intersection of BIT, Conduct, and Disability Support Workshop
- Audit current language used in forms and communication for inclusive, bias-aware language.
- Expand its relationship with executive leadership to strongly encourage all employees to participate in ChAT training.
- Connect with HR to provide ChAT information during HR new employee orientations.
- Create and distribute ChAT marketing materials across campus.
- Add FAQs to the website and tabling events.
- Explore legal consultation to provide guidance on if and how to close cases of non-responding students.
- Work with faculty to ensure that ChAT information is included in the course syllabi.

- Coordinate with the Professional Development Committee to participate in the annual adjunct training to provide information about ChAT.
- Offer more individual group training, such as a training or presentation to management, specifically.
- Develop an effective process for students to refer fellow students to ChAT.