A Coordinated Culture of Care for Student Success

University of North Carolina at Chapel Hill
The William and Ida Friday Center for Continuing Education
March 6, 2017
The 8th Annual Student Success Conference is focused on a coordinated culture of care for student success. [Student success] efforts are often described in terms of programs and strategies. While such initiatives contribute to the success and persistence of students, alone they possess marginal power to impact retention outcomes. The true power any institution has to affect academic performance and enrollment behavior is the campus culture. 

—Black (2010) Creating a Retention Culture

We envision a coordinated culture of care as a culture where every member of the Carolina community is called upon to support and facilitate student success. It is a culture where undergraduates are seen as the heart of this university and it is everyone’s job to care for students. This means that every interaction a student has on this campus is a learning opportunity and has the potential to influence success. All employees—faculty, staff, administrators, healthcare providers, service workers—must be a part of this culture dedicated to care and education even if one’s functional job responsibilities are not education focused. To cultivate a culture of care, each person within our community must possess cultural competence and create safe spaces for students to explore academically and personally. 

—Cynthia Demetriou (2017), Associate Dean for Undergraduate Retention

The activities of today’s conference are designed to:

- Describe an ethos of care in higher education and explore why a culture of care increases student outcomes.
- Explore tangible strategies for coordinating and collaborating across departments, schools, and units to cultivate a culture of care.
- Provide space for cross-departmental synergy and collaboration toward innovative ideas for everyday work inspiring a coordinated culture of care at Carolina.

CONFERENCE SCHEDULE

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>9:00am</td>
<td>Welcome</td>
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<tr>
<td>9:15am</td>
<td>Conceptualizing a Coordinated Culture of Care</td>
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<td>Cynthia Demetriou, Associate Dean for Undergraduate Retention</td>
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<tr>
<td>9:30am</td>
<td>Keynote</td>
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<td>Timothy Hall, President, Mercy College</td>
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<td>10:45am</td>
<td>Plenary</td>
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<td>Brett Carter, Dean of Students, University of North Carolina at Greensboro</td>
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<tr>
<td>11:30am</td>
<td>Collaborative Discussion</td>
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<tr>
<td>12:00pm</td>
<td>Lunch</td>
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<td>1:00pm</td>
<td>The Circle of Care: A Coordinated Approach to Student Success and Resiliency at Carolina</td>
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<td>Desirée Rieckenberg, Senior Associate Dean of Students and Director of the Office of the Dean of Students</td>
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<tr>
<td>1:45pm</td>
<td>Collaborative Discussion</td>
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<tr>
<td>2:30pm</td>
<td>Plenary</td>
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<td>Amy Locklear Hertel, Director of the UNC American Indian Center</td>
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<td>3:15pm</td>
<td>Closing</td>
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KEYNOTE SPEAKER

On May 13, 2014, Timothy L. Hall became the 12th president of Mercy College. His immediate priorities were to increase enrollment at the College’s four campuses and to promote greater student success. Early results have been positive. Fall 2015 saw a 13 percent increase in new students over the previous fall. Moreover, both freshmen and transfer retention rates increased dramatically. First time, full-time freshmen retention improved nearly 10 percent during Hall’s first full academic year, and transfer retention rates improved by more than five percent. Since President Hall’s arrival at Mercy, the College has been recognized by the White House as a Bright Spot in Hispanic Education, earning reaccreditation from the Middle States Commission on Higher Education, completed construction of a new, 350-bed residence hall and launched a new brand initiative. In addition, the College has launched an ambitious program to further enhance student success through the implementation of a variety of macro-level strategies referred to as the Maverick Success Toolkit. The Toolkit consists of innovative practices such as cohort scheduling, course redesign, and guided pathways to success (GPS). Hall received a Bachelor of Arts in philosophy, summa cum laude, from the University of Houston in 1978. He followed this degree as cohort scheduling, course redesign, and guided pathways to success (GPS). Hall received a Bachelor of Arts in philosophy, summa cum laude, from the University of Houston in 1978. He followed this degree with two years of graduate work in the religious studies department at Rice University in Houston, Texas, before attending law school and receiving his juris doctorate, cum laude, from the University of Texas Law School in 1983.

PLENARY SPEAKER

Brett Carter has served as Dean of Students at The University of North Carolina at Greensboro since July 2010. He has been involved in higher education for over 20 years. He oversees the implementation of university policy related to students, the Student Safety and Concerns response committee, and the coordination of campus resources and awareness programs, in partnership with campus departments, in an effort to promote best practices for assisting students in distress. Dr. Carter also serves as a member of the University’s Threat Assessment Team. In addition, he has taught university experience courses to first year students and courses for nontraditional students at a four-year, private university. Dr. Carter earned his Ph.D. in Higher Education Administration from The University of North Carolina at Greensboro.

PLENARY SPEAKER

Amy Locklear Hertel is Director of the UNC American Indian Center (AIC), an enrolled member of the Lumbee Tribe of North Carolina, and a descendant of the Coharie Indian Tribe. She also has an appointment as a Clinical Assistant Professor at the UNC School of Social Work. As an undergraduate student at UNC, she was President of the Carolina Indian Circle, inducted into the Order of the Golden Fleece, and a founder of Alpha Pi Omega Sorority, Inc. (the country’s first American Indian Greek letter organization). Prior to returning to North Carolina, Amy served as Project Manager at the Center for Social Development and Research Manager at the Kathryn M. Buder Center for American Indian Studies, both at the Brown School of Social Work at Washington University in St. Louis, where she completed her doctorial studies. She also earned a master of social work and juris doctorate from Washington University. As a corporate attorney in St. Louis, Amy focused on mergers and acquisitions as well as securities filings before returning to the Brown School to earn her doctoral degree. Her area of study is asset building in tribal communities as an exercise of tribal sovereignty and a means toward tribal self-determination. As Director of the AIC, she focuses on developing strategies for universities to engage Native issues, leaders, and citizens across her campus, state, and region. Amy serves on several boards and committees including as a trustee on the G.A. Jr. & Kathryn M. Buder Charitable Foundation, a member of the North Carolina American Indian Health Board, an advisory board member to the Wildacres Leadership Initiative, and a national advisory committee member of the Robert Wood Johnson Foundation Clinical Scholars Program. She also serves as a Co-Chair for the Chancellor’s Task Force on UNC Chapel Hill’s History.

PLENARY SPEAKER

Desirée Rieckenberg is the Senior Associate Dean of Students and Director of the Office of the Dean of Students at The University of North Carolina at Chapel Hill. In this role, she provides leadership and oversight for the Office of the Dean of Students, with a portfolio that includes student veteran programs and support, crisis management, Student Care Team, student threat assessment, special event support, as well as other programs and services that contribute to student resilience, safety, and success. Previously, Desirée held professional roles at Texas A&M University, Northeastern State University (OK), and the University of Nevada, Las Vegas. She has experience supporting college students through many areas, including, but not limited to university-wide crisis management, personal and academic success coaching, student conduct, fraternity and sorority life advising, alcohol and other drug programs, student organization risk management, and women’s programs and services. Desirée serves on the NASPA Center for Women national board contributing to women’s mentoring experiences and outreach and is a mentor for and member of the NASPA Asian/Pacific Islander Knowledge Committee. Additionally, her professional interests include college access and inclusion, the first amendment on campus, under-represented women in leadership, university risk management, and campus violence prevention and response. Desirée enjoys eating, traveling, learning, and cooking. She lives in Durham, NC with her husband, Matt, daughter, Annette, and two dogs, Rubi and Elsie.
CONFERENCE WORKSHEET
MORNING DISCUSSION

What does coordination of care for student success look like at other institutions?

What should a coordinated culture of care at our university look like?

CONFERENCE WORKSHEET
AFTERNOON DISCUSSION

What are you hearing from students about their perceptions of care on our campus?

Describe a situation where a group of individuals from different units came together to show care and support for students. What were the factors at play and what was the impact on student success?

What have you learned today that you would like to implement in your own work towards a coordinated culture of care at our university?

POST CONFERENCE COMMITMENT

What commitment can you make today to contribute to a coordinated culture of care at our University?

Some suggestions:

- Discuss strategies for coordinated efforts at your next team meeting.
- Invite campus colleagues to lunch a few times a semester to discuss opportunities to coordinate efforts for student success.
- Meet regularly with students to understand their experiences and partner with them on initiatives to support their well-being and success.
- Set S.M.A.R.T. goals for connecting with units and individuals in our campus community to discuss coordinated efforts to support students.

Commitments:
ACKNOWLEDGMENTS

Each year, the Office of Undergraduate Retention and the Division of Student Affairs at The University of North Carolina at Chapel Hill (UNC-CH) partner with colleagues from across campus to provide a day-long conference for faculty and staff on current issues in undergraduate student success. Prior conferences include:

- **Transfer Student Success** (2009)
- **First-Generation College Students** (2010)
- **The Forum on Minority Male Student Success** (2012)
- **Carolina Firsts Advocates** (2013)
- **High Impact Carolina** (2014)
- **Thriving in College** (2015)
- **Growth Mindset** (2016)

The 8th Annual Student Success Conference—A Coordinated Culture of Care for Student Success (2017)—is made possible by the coordinated partnership with the Office of Undergraduate Education, the Office of Undergraduate Retention, the Office of Student Affairs, the Office of Summer School, and the Office of Undergraduate Admissions.

PLANNING COMMITTEE

Candice Powell, Senior Associate Director, Office of Undergraduate Retention
Alison Spannaus, Associate Director, New Student and Family Programs
Anne Bryan, Assistant Dean for Student Affairs, UNC School of Education
Shanoya Conner, Program and Outreach Coordinator, Office of the Dean of Students
Sharbari Dey, Assistant Director of Education and Special Initiatives, Diversity and Multicultural Affairs
Jessica Lambert Ward, Counselor and Coordinator for Academic Appeals, Office of Undergraduate Retention
Sharon Levine, Counselor and Transition Course Coordinator, Office of Undergraduate Retention

With special thanks to the following individuals for their support:
Winston Crisp, Vice Chancellor for Student Affairs
Steve Farmer, Vice Provost for Enrollment and Undergraduate Admissions
Kevin Guskiewicz, Dean, College of Arts & Sciences
Abigail Panter, Senior Associate Dean for Undergraduate Education
Bettina Shuford, Associate Vice Chancellor for Student Affairs
Jan Yopp, Dean of the Summer School