8th Annual Student Success Conference
A Coordinated Culture of Care for Student Success

Dr. Brett Carter
Associate Vice Chancellor and Dean of Students
UNC Greensboro
Participants will be able to identify specific steps to creating a culture of care for students.

Participants will be able to identify areas of collaboration across institutional boundaries to improve coordination of services for students of concern.

Participants will have the knowledge and tools to lead and motivate others to adopt a culture of care.
Dr. Jen Day Shaw
Associate Vice President/
Dean of Students
University of Florida
About us...

- Public, coed, doctoral-granting, one of 17 constituent institutions within the University of North Carolina system
- 19,393 (36% male, 64% female) students with almost 16,000 undergraduates
- 5,300 students live on campus in 30 residence halls
- UNCG is located one mile from downtown Greensboro, a city of 277,000
Students exhibit symptoms of mental illness long before they arrive on college campuses (between the ages of 11-24)

- Abuse and neglect
- Untreated mental health and/or substance abuse problems
- Trauma or disruption at home (e.g. divorce, death of parent)
- Low self-esteem and/or confidence
- Family history of depression
UNCG Cares’ Initiatives

**UNCG Cares** (UNCG Still Cares)

**UNCG Cares:** Critical Responders Training

**UNCG Cares:** Students Helping Students

Crisis Management Protocol

Starfish
Statement of Problem:

The University has experienced a dramatic increase of students in distress. With the University’s emphasis on retention and a need for all faculty and staff to take responsibility for assisting students to be successful, community members were willing but needed training on how to best help the students.
## UNCG Mental Health Case/Care Management

<table>
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<th>Year</th>
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<th>Care Management</th>
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Methodology used to implement the program:

1. Dean of Students Office initiated idea
2. Met with Enrollment Services and other partners to gain buy-in and support
3. Met with campus and community referral sources to insure continuity of caring service, understanding of program, expectations for follow-up
4. Created and implemented training program
5. Created and implemented assessment process
6. Publicized the program widely
“UNCG Cares”

Creating a culture of caring by:

- establishing a network of individuals and offices that focus on supporting students with a centralized “hub of trouble” to address issues of information silos.

- reaching students in distress at an early stage so that crisis situations and/or dangerous situations are minimized before they become critical.

- getting students from hospitalization to graduation.
“UNCG Cares”

University wide professional development program for faculty/staff

During the training, participants learn active listening skills, how to recognize signs of distress, how to proactively reach out to students, the variety of issues that students face, effective referrals, and the resources available on campus.

Faculty/staff feel able to assist students with issues of concern.
Guidelines for Dealing with the Distressed Student

Faculty & Staff

- Most chronic distress cannot be completely resolved in a one-time interaction
- It is okay if they are still distressed
- Empower the student, but do not do it for them
- Do not get on the student’s emotional roller coaster
- Set, maintain, and inform students of your boundaries around your time (including email and phone)
“Taking care of yourself is the most powerful way to begin to take care of others.”

Bryant McGill, Simple Reminders
The UNCG Cares Commitment

I agree and commit to the ideas and philosophy of the UNCG Cares initiative.

I agree to represent the university to the best of my abilities with professionalism and a caring attitude.

I agree to make it a professional priority to participate in learning development opportunities offered or recommended that may assist in my skills development.

I agree to contact appropriate university resources for issues or concerns that are outside my training, skill level, and/or expertise.

I agree to support and encourage my fellow UNCG Cares team members.

By accepting and displaying the UNCG Cares logo, I will create an environment and act in a manner that promotes student success.
Participants who completed the UNCG Cares training

- Trained close to 1200 faculty & staff
- 95% were able to identify signs of distress
- 98% reported a higher level of confidence about assisting a student in distress
- 97% reported an increase in knowledge of campus resources
"I'm not unsympathetic, but there's just not much we can do for people who run away from college."

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Entering case management through the crisis management process:

- A student presents in crisis to CC, their individual therapist, DOS, faculty or other staff
- Emergency mental health assessment
- Hospitalization
- Safety or welfare check
What types of incidents will the case manager handle?

- Suicide attempts
- Suicidal ideation
- Psychotic breaks and other serious mental health concerns
- Drug and alcohol dependency
- Eating disorders
- Title IX cases
- Threat assessments
New Initiatives
Community Provider Luncheon

Biannual Event

- Therapists
- Area treatment facilities
- Intensive outpatient & inpatient Agencies
- Law enforcement
- Hospital discharge planners
CARE Groups

- All students who have gone through the crisis management process
- Meets weekly for 6 weeks (two 6 week groups per semester)
- Psychoeducational
- Opportunity to connect with all CM students regularly and complete risk assessment

They become a support network for each other
Successes

- Defined process for managing high risk students
- Provide 1:1 social and academic support
- Established collaboration between the Counseling Center, the Dean of Students Office, campus partners and community agencies
- Ability to have two campus case managers
- Support from parents and families

Create a Culture of Care
Challenges

- Non-compliance with counseling
- CC offers a short-term counseling model; leads to off-campus referrals
  - Complaints from students (transportation & cost)
  - Retrieving forms from community therapists
- Pushback from students about involving parents and families
- Termination of case management tracking
Trends

- Need for more Counselors
- Robust Electronic Case Management Systems
- Stronger Information Sharing Between Institutions
- Predictive Modeling in HE
- Student Resilience Survey
- Intervention at the High School Level
- Student Self-disclosure
- Substance Abuse Recovery Programs
- Mobile Crisis Agencies
- Administrative Withdrawal
References

- http://www.samhsa.gov/data/NSDUH/2k10NSDUH/2k10Results.htm#3.1.6
- http://onlinecounsellingcollege.blogspot.com/2012/04/common-myths-about-mental-illness.html
- http://www.focusonsolutions.co.uk/links.html
Awards Received

- NASPA Excellence Awards Gold Winner
- Cited as the best practice in North Carolina University System Task Force Report on Campus Safety
- Cited as best practice at North Carolina Safety Symposium