The Circle of Care:  
A Coordinated Approach to Student Success and Resiliency

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Sr. Associate Dean and Director  
Office of the Dean of Students
• Doesn’t know anyone
• Having trouble learning the material
• Underperformed on 1st exams and failed two mid-terms
• Lacking motivation, starts skipping class, questionable hygiene, stops doing homework

I’m failing…
To submit a Care Report:
https://deanofstudents.unc.edu/carereport
Our mission is to provide support and assistance to the University of North Carolina at Chapel Hill (UNC-CH) community focused on empowering students to succeed in navigating the university environment.
Judy’s Circle of Care
UNC Care Team
Context for Care Teams

• Pre-2007
  – Typically more informal
  – Short term fixers / more responsive
  – Narrow in focus

• Post-Virginia Tech
  – Formalized
  – Early identification and longer term case management
  – Broad scope
UNC Care Team

• Centralized and multi-disciplinary
• Meet weekly
• Breakdown information silos
• Develop individual care action plans
• Follow-up
UNC Care Team Representation

- Office of the Dean of Students (Chair)
- Accessibility Resources and Service
- Carolina Housing
- Office of Student Conduct
- Office of Undergraduate Education
- Counseling and Psychological Services
- Equal Opportunity and Compliance Office
- Academic Advising
- Student Wellness
- University Police
- On a case by case basis others may be asked to attend and contribute.
Decision Tree: Reporting a Person of Concern

**Person in Crisis:**
A person whose conduct is markedly bizarre, disruptive, or dangerous; issues verbal or physical threats, or active threats of suicide.

- **Yes**: Potential harm to self or other
  - Emergency: 911

**Troubled Person:**
A person who appears confused, very sad, highly anxious, irritable, lacks motivation and/or concentration, may be thinking about suicide.

- **No**: Office of the Dean of Students
  - 919.966.4042
ODOS Flow

Report Received
- On-line Care Report
- Telephone
- Email
- Walk-In

Reviewed by ODOS
- Triage for immediate action
- Document information

Report is Assigned
- Assistant Dean or Coordinator research
- Outreach to reporting party
- Outreach to student

Action Taken
- Meeting w/ the student
- Care Team
- Care Action Plan
- Follow-up
Examples of Concerning Behaviors/Situations

• Emotional or physical outbursts
• Extreme/sudden changes in mood or behavior
• Uncharacteristic or excessive decline in coursework or attendance
• Substance abuse
• Significant transition issues
• Ideation/threats of self-harm
• Traumatic experiences
Part of What We Know

- UNC’s Undergraduate Students Want:
  - To be known by someone on campus who remembers their name and knows their story
  - To belong to a community

(Blue Sky Advising Group)
What makes you feel cared for at Carolina?

- Caring, understanding professors!
- My NGDNC Exec Team
- Housing/Dorm events
- Loving co-workers
- My RA!
- Friendly students and faculty
- Accepting Students
- Freshmen Seminars
- Therapy dogs
- Supportive co-workers
- Supportive Students
d
- Supportive classmates
- Supportive mentors
- Being able to
- Administrative response to our complaints
- Diversity
- Usually safe
- Liberal environment
- My professors
- Being able to
- Things like this in the pet!
- Supportive classmates
- Supportive mentors
- Supportive professors
- My professors
- Having fries everyday
- Genuine support from professors
“The most important thing in good leadership is truly caring.”

-Dean Smith
Circle of Care
What will you do to contribute to a coordinated culture of care at Carolina?
Thank You!

For additional information, contact me, a member of the Office of the Dean of Students Staff team, or your local Care Team Member

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