Conceptualizing a Coordinated Culture of Care

8th Annual Student Success Conference
The University of North Carolina at Chapel Hill
Cynthia Demetriou, Ph.D.
“It is very simple to come to this university and never be a person – to just be a name and a number – students need to feel like people, engage in community, be known and supported.”
“[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*
1. 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.

2. It is a culture where undergraduates are seen as the heart of this university and it is everyone’s job to care for students.

3. This means that every interaction a student has on this campus is a learning opportunity and has the potential to influence success.
4. 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.

5. 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.
Benefits Administrator
Professor
Grounds Keeper
Housekeeping
Bus Driver
Mail Delivery
Food Server
University Counsel
Public Relations
Specialist
Administrator
Advisor
Chair
Student
Researcher
Media Specialist
Facilities
Management
Construction Worker
Psychologist
Teaching
Assistant
Administrative
Specialist
Accountant
Grants Officer
Public Safety
Officer
IT Support
Cashier
Registrar
Advisor
Postdoc
Caterer
Nurse
Event Planner
Learning Specialist
Visitor
Pharmacist
Trustee
Librarian
Doctor
Chancellor
Painter
Lab Tech
Provost
Coach
Instructor
Counselor
Sales Clerk
Residence Hall Staff
Auditor