Dean of Students Office

The Dean of Students Office (DOS) exists to work with students, their families, faculty and staff to create a culture of care in which students feel supported and empowered to succeed. This support fosters student retention, persistence and graduation and reinforces the mission of UNC Greensboro’s Division of Student Affairs.

Overall, the Dean of Students office saw a slight increase in the number of student interactions from the previous year (2563 total versus 2465 previously). The three primary programmatic areas are: coordinating the crisis management process for students in distress, the student conduct process which focused on educating students about community values, and support/advocacy for students encountering barriers to their academic and personal success.

By the Numbers

- 2209 Students were served by the Dean of Students Office.
- 652 students engaged with the Office of Student Rights and Responsibilities.
- 41 Faculty, Staff, and graduate students were trained on identifying students in distress.
- 1671 students received Care Contacts.
- 144 Crisis Management cases were managed in the 2017–2018 academic year.
- Participation in the Parent and Family Advisory Council increased to 41 parents.
- 75% of parents were interested in meeting more faculty and administrators at family weekend. 66% were also interested in expanding it to include athletic experience with tailgate.

Culture of Care

Through the four Creating a Culture of Care presentations students gained a general level of understanding of the services provided by the Dean of Students Office. There were 148 students who participated. 51% of participants were accurately able to identify an appropriate reason to seek out support from the DOS office. 52% correctly identified the Campus Violence Response Center is a confidential resource for reporting sexual misconduct. 96% correctly identified two or more ways to contact the DOS office.

The DOS office also provides Care contacts to students who require general advocacy. 86% of students who had a Care contact with a Dean of Students staff member reported that they were provided with their options for their situation, even if the choice was not favorable. 70% of students who had a Care contact with a Dean of Students staff member reported that they were provided with the necessary tools to persist toward graduation.
The UNCG Cares programs provide training to faculty and staff about how to identify and connect students who are in distress. Through the 2017–2018 trainings, 41 faculty, staff, and graduate students were trained in how to identify students in distress and refer them to appropriate resources. As a result of the trainings:
- 100% identified signs of distress.
- 100% reported a higher level of confidence about assisting a distressed student.
- 100% could identify campus resources available to students in distress.

Services related to mental health and crisis intervention continue to rise for the DOS office. The office has also increased proactive interactions with faculty, staff, and students through presentations and outreach to inform them about the services available. There are additional opportunities to expand the outreach function to additional stakeholders which is particularly important given the lack of knowledge of services related to students in crisis.

The Office of Student Rights and Responsibilities

During the 2017–2018 academic year, the Dean of Students Office and Counseling Center collaborated on 144 Crisis Management (CM) cases through the Crisis Management Process (CMP). The CMP is initiated when a student experiences a mental health hospitalization. Of the 144 CM cases, seven students received Administrative Withdrawals in order to take time off from school to complete treatment or get support from family at home.

When examining the number of CM cases over the last three years, CM cases have continuously increased. In the 2015–2016 academic year, DOS recorded 65 CM cases. In the 2016–2017 academic year, DOS recorded 134 CM Cases (106% Increase).

After participating in the Crisis Management Meeting: 67% of respondents identified one or more University or community support resources that can assist them with their academic or personal concerns. 69% of respondents agreed that the crisis management meeting helped them in making an informed decision about how to best proceed in their educational journey. 69% respondents agreed that the crisis management meeting assisted them in making an informed decision about how to best proceed in their academic journey.

Crisis Management

Office of Student Rights and Responsibilities

In the next year, we will study the demographics of students who came through the office and what effect, if any, interactions with the Dean of Students office had on their persistence. This research will focus on crisis management and culture of care contacts. The office will also implement rubrics to evaluate students work in their conduct reflections as a direct measure for their growth and development.

Conclusions

What’s Next

The Office of Student Rights and Responsibilities is a subunit within the Dean of Students Office which oversees the student conduct process. The conduct process focuses on helping students understand campus standards and learn through the sanctioning process through reflection papers and other educational activities.

Students also serve on the conduct team which provides an additional opportunity for learning. “Being a member of the Conduct Team during my undergraduate experience provided me with a lot of skills that have been useful to my graduate and professional career. Being on Conduct Team inspired me to pursue a career in student affairs. Seeing the impact our services have on students and the UNCG community made me want to be a part of that. Conduct Team helped me prepare for graduate school in many ways. My critical thinking skills were enhanced and I became a better active listener. As a case coordinator, I spent a lot of time meeting with faculty and staff. Because of this, I was able to develop a more effective communication style since I was working with a more professional population.” - Aysia Evans