



MEMORANDUM

To: Gillings School faculty and staff

From: Kathy Anderson, PhD, Associate Dean for IT and Project Planning
Barbara K. Rimer, DrPH, MPH, Dean and Alumni Distinguished Professor

Date: July 10, 2019

Subject: Updates on Student Affairs Ecosystem

Dear members of the Gillings community,

We're really excited to share our achievement of a BIG milestone: implementation of the first two phases of the Student Affairs ecosystem!

We would not have made so much progress so quickly without the active participation of many people, including chairs – especially Beth Mayer Davis and Morris Weinberger, who served as liaisons to department chairs – plus all the people named below, HR leaders, concentration leads and many more. Kathy Anderson, Charletta Sims Evans, Linda Mitchell and Steve Regan took on a huge effort in this most recent stage, and we're especially grateful to them. Here are some highlights (See attached org chart.)

- **Ten Academic Coordinators (ACs) will serve as primary points of contact and academic advisors for every student.** The ACs' focus will be students. They're charged with achieving the goal we stated at the beginning of this effort—assuring that all Gillings' students are offered high quality, consistent academic support across their academic journeys. As a result, all students should feel well-supported during every step of their Gillings experience.
 - There are two teams of five ACs each. They're part of the Office of Student Affairs (OSA), under the leadership of Associate Dean for Students **Charletta Sims Evans** and Director of Student Services **Greg Bocchino**. We're confident the new team structure will help drive best practices, ensure backup and reduce response times for students.
 - **Adia Ware** will lead a team that includes **Melonie Clarke**, **Lynnette Jones**, **Kim Sieler** and a position under recruitment. This team will serve HPM students and all residential and online MPH students (specific concentration assignments are pending).
 - **Jonathan Earnest** will lead a team comprised of **Melissa Hobgood**, **Valerie Hudock**, **Jennifer Moore** and **Cindy Reilly**. This team will serve non-MPH students in BIOS, EPID, ESE, HB, MCH, NUTR and PHLP.

- ACs will have a dotted line to department chairs in the departments whose students they are serving to ensure alignment, good communication and coordination, and strong working relationships.
- **We've doubled the size of the OSA Admissions team—from two to four—that serves prospective Gillings MPH students**, to enable us to compete more effectively for these students.
 - **Johnston King** will serve as Director of Admissions.
 - **Carrie Goldsmith** will continue to serve as Admission Coordinator, joined by **Kristen Hurdle** (our second *new* Admissions Coordinator), and an Admissions Recruiter position that has been [posted](#).
- **We're adding three additional new specialist positions in OSA.** These positions will fill gaps, will consolidate work currently being done across academic and administrative units, will help us be more competitive, and will provide economies of scale and efficiency for key processes.
 - **Natiaya Neal** will serve as Student Affairs Events Manager. This acknowledges the need to boost our capacity in planning and executive outstanding events for prospective and current students.
 - Natiaya's current position as OSA Business Services Coordinator will be posted.
 - A new Awards and Funding Coordinator will focus on increasing funding opportunities for all students and ensuring that all available awards are maximized and to follow through with effective communication about funding packages with admitted students. This position is being posted.
 - A new Registrar will handle internal processes for course management and class scheduling. This position is also being posted.
 - **Trinnette Cooper** will continue to serve in her specialist role as Coordinator for Diversity Programs and Recruitment.
- **We've created a flexible template for a role called the Academic Program Support Coordinator (APSC).** APSCs will provide a variety of tracking, reporting and administrative duties essential to academic program operations, but that tend to vary somewhat across programs and departments.
 - **Veronica Stallings** will take on the APSC role for BIOS, **Jackie Siler** will handle the APSC role for HPM, and **Michele Fulton** will perform the APSC role for PHLP.
 - Other departments are using the template to customize program support duties as needed. Any additional positions will be hired at the discretion of the chair and with department funding.
 - There will be one APSC for the MPH, which will be posted.

What's next:

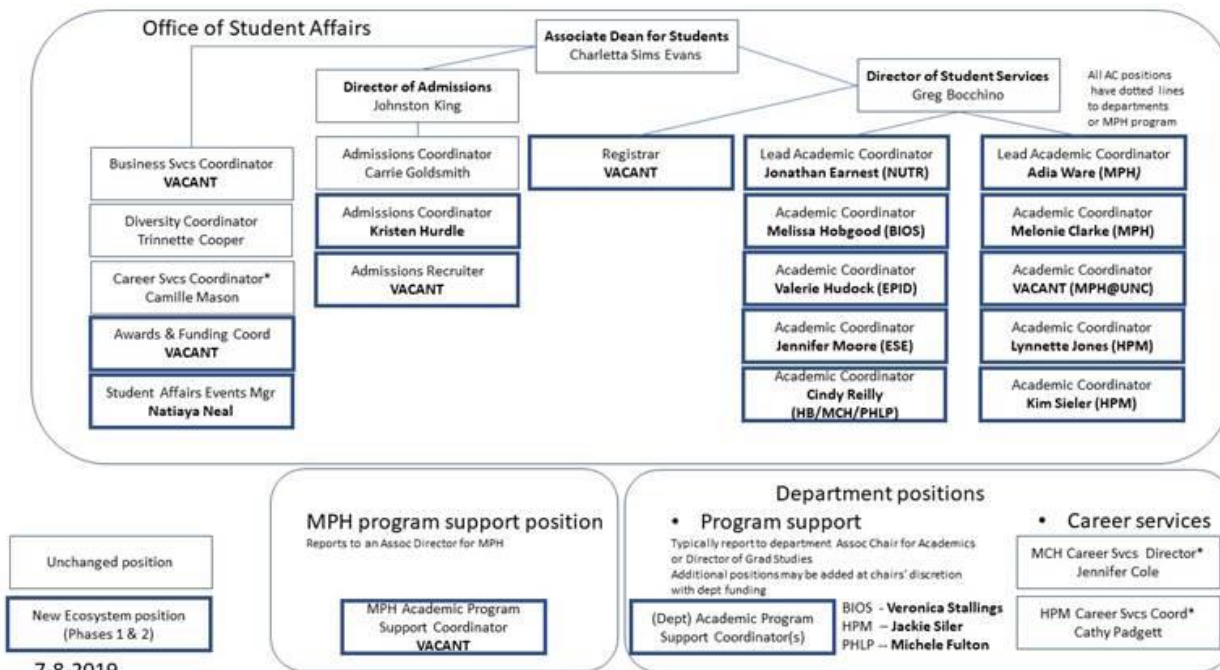
We are beginning to transition to the new model immediately and hope to have “all systems in place” by the time the semester opens in August. As with all big changes like this, there will be bumps along the way. We're counting on you to help identify and resolve questions and problems. Send us a note anytime at SPHEcosystem@unc.edu. Here's what's on the docket for the coming weeks:

- **Open positions are being posted now.** Please watch the UNC jobs site and help us recruit! If you are interested, don't hesitate to get more information and consider applying.
- **Transition meetings will occur on a regular schedule, starting now.** Chairs and their designees will meet with Charletta and Greg as well as relevant Lead ACs and ACs. These meetings are critical to ensure we're ready and have anticipated as many transition details as possible. They are a mechanism to agree on evaluation measures for the Ecosystem, so we're able to make adjustments as we go along.
- **Work will be starting on Phase 3, examination of our career services**, including alumni and employer relations. **Jeffrey Simms**, **Cathy Padgett**, **Jennifer Cole** and **Camille Mason** will continue to serve students in the meantime. We'll share more on this later.
- **We need your feedback and questions.** As noted above, since we began intensive efforts to build the ecosystem, we've asked you to provide feedback, or ask questions, about plans and transitions by sending an email to SPHEcosystem@unc.edu. Please continue to use the feedback mechanism to share observations or ask questions. It's important that we get feedback in real time so we can resolve problems quickly, when and if they arise. We'll also continue to update our [web page](#).

Supporting each other in a fast-changing environment. In making large scale changes such as we've made to create the ecosystem, we will not get everything right from the beginning. We are confident that, with a lot of input from many different people, we have created a very strong, practicable model. We are launching with the expectation that it is going to be strong and durable, but will need some tweaks. It will need your engagement and positive contributions because change, even when warranted and well-executed, needs to be embraced and supported. We are moving forward with this new model. We need your support and constructive feedback. The people in the ecosystem, especially, need your patience and your support.

Thank you! We want to thank the countless individuals who offered input and ideas into the ecosystem, especially those who spent many hours designing or redesigning the models during one or more of the iterations, and shared feedback that made the models better. Lori Haight, EdD, Career Services Coordinator from the School of Information and Library Science, offered a valuable perspective from outside our School. Deep gratitude to our chair liaisons, Beth Mayer-Davis and Morris Weinberger, who continue to ensure we're well-connected to department chairs and other department leaders.

We want to give a very special shout out to all our student services professionals who rose to the challenge time and time again, all while their own futures were unknown. Thank you so much for your professionalism, passion and courage. Change on this order of magnitude is never easy—and we're not finished!—but we're confident this is the kind of hard work that will pay off by making the Gillings School a better place for all students, current and future. We also believe that it will offer new professional development and growth opportunities for our amazing and very important student services staff!



7-8-2019

* Career services will be examined in Ecosystem Phase 3