Critical Incident Response and Recovery Efforts: A Case Study of UNC Charlotte

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Before We Begin…

This presentation covers sensitive subject material. Please practice self-care as needed during the session.

An incident like this takes the tireless work of a great number of individuals, many of whom are not present with us at this conference.

We thank all staff and faculty of UNC Charlotte who played critical roles in the response and recovery efforts of April 30th.
Learning Outcomes

• Gain an understanding of the incident that occurred at UNC Charlotte on April 30th and response efforts specifically conducted by case managers in Student Assistance and Support Services
• Identify response and recovery strategies for responding to a critical incident
• Discuss lessons learned regarding a critical incident
Session Agenda

• Introduction to the SASS Office
• Preparation prior to an incident
• Overview of April 30th incident
• Immediate response efforts
• Collaborative recovery efforts
• Ongoing response and recovery efforts managed by Student Assistance & Support Services
• Reflections on April 30th
• Closing remarks/Q&A
Student Assistance and Support Services

The mission of Student Assistance and Support Services (SASS) is to assist, support and advocate for students experiencing a broad range of issues, concerns or challenges interfering with a student’s ability to be successful academically or personally.

Supporting student success, retention, and overall health, safety, and wellness.
SASS Services and Oversight

- Absence Verification and Notification
- Emergency Notification
- Case Management Support/Chair NinerCare Team
- Withdrawals with Extenuating Circumstances
- Petition to Return Process
- Swipe Out Hunger Program
- Emergency Housing Program
- Support for: Incomplete Grade Requests, Suspension Appeals, Final Grade Appeals
- Tuition, Housing and Dining Appeals
- Bias Incident Reporting
- NinerCare Liaison Program
- Student Grievances
Preparation Prior to an Incident

• Collaborative partnerships
  • SASS, Student Conduct, Residence Life, Counseling and Psychological Services, Center for Wellness Promotion, Title IX, Police and Public Safety, Legal Counsel
• NinerCare Team, Campus Behavioral Intervention Team, Threat Assessment Team
• Death of a Student Policy
• Family Assistance Center
  • Coordinated by Emergency Management
• University Communications
• Trainings and Seminars
Overview of April 30th Incident

5:40pm – Shots Fired

5:42pm – First NinerAlert Sent/ Campus Lockdown Begins/ Action

5:52pm – First NinerAlert: Sent/ Campus Lockdown Begins/ Action Directives of “Run, Hide, Fight”

7:44pm – NinerAlert: Official Notification of Arrest/Continued Lockdown/ Establishment of Family Reunification Center

9:56pm – NinerAlert: Continued Lockdown/ Exams Cancelled until Sunday

10:50pm – Email from Chancellor

10:52pm – Lockdown Officially Ends

Considerations:
Last Day of Classes
Campus Concert
May 1\textsuperscript{st} and May 2\textsuperscript{nd}

- Family Assistance Center enacted
- 6pm – Campus Vigil
- Non-essential employees do not report to campus
- NinerNotice regarding shooting at off-campus apartment complex on evening
- University returns to normal operation schedule (May 2)
Immediate Response Efforts

University-wide

- University notification of fake crowdfunding emails and websites
- Revised Final Exam and Commencement Schedule
- Family Assistance Center
- Campus Vigil
- Reclaiming belongings through PPS
- NinerNotices continue through exam period
- CAPS and EAP information provided to students and staff
Immediate Response Efforts

SASS Response

Dean of Students meets with injured students and their families

- Emergency notifications sent to faculty of injured students
- Case creation and individual outreach to students enrolled in impacted classroom
- WE Deadline extended
- Identified as office to refer impacted students
- Assist students requesting Incompletes
- Address faculty response to students
- Field calls from students/family members

Dean of Students meets with injured students and their families
Collaborative Recovery Efforts

• Family Assistance Center
• Dean of Students Staff Meeting
• Follow up email sent to all enrolled students on the impacted class roster with reiteration of support services
• “Returning to Campus” presentation for faculty and staff
• Safety and Support Panel during summer orientation
• Additional training/workshop offerings
Ongoing Response and Recovery Efforts
Managed by SASS

- Outreach to students enrolled in the impacted classroom upon fall 2019 return to campus
- Students referred to SASS per care and concern
- Workshop and trainings from SASS
  - Faculty/Staff
  - Requests for presentations to UCOL classes
- SASS working with small number of students present in the classroom for ongoing support
Continued Impact and Considerations

- Role of Media during and after incident
- Individual and Community response to trauma
- Community as an element of recovery and resilience
- Ongoing Institutional responses
  - Collecting of gifts/memorial items
  - External Review
  - Remembrance Commission
- Increase in care and concern referrals to SASS
- Students citing April 30th in WE requests; communicating with faculty and associate deans
- Working with faculty and staff to distinguish differences between disruptive and dangerous behaviors
- Considerations in discussing a campus shooting
  - Balance between acknowledgement and over-focusing
  - Individual vs. Community discussions
- Thinking ahead to the one-year anniversary
Reflections on April 30th

• Office/Unit Plan and Communication
• Practicing Self-Care during a Critical Incident
  • What do you do when your immediate responsibilities do not provide space to process?
  • Processing and supporting colleagues directly impacted
• Responding to support from colleagues outside the immediate UNC Charlotte community
• Managing unexpected emotions that come with being a primary responder to a critical incident
• Managing emotions during care and concern meetings
• Processing individually and as a team
Question & Answer

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