



Office of the Chancellor

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**Philip L. Dubois**  
Chancellor

## Statement from Chancellor Dubois

February 18, 2020

Dear UNC Charlotte Community:

In November, we asked you to complete a short survey to help us understand the effectiveness of our communications and related efforts surrounding our recovery from April 30.

The survey was sent to all faculty, staff, students, and families. Thousands of you took time to respond, and we are grateful for your feedback. We have received the analysis of the data from the third-party firm which administered the survey, and I wanted to share with you some highlights of what we learned and what we are doing.

- **Pride and Strength:** I am pleased to report that the overwhelming majority of us are proud to be members of Niner Nation and believe the future of this University is strong. As I have said before, the strength and resilience of this community has made me prouder than ever before to be your chancellor. The heart of Niner Nation is strong, and the future is bright.
- **Caring Community:** You also believe our campus is one that cares about its members. I have always known this to be true about UNC Charlotte, but we have seen each other's compassion and humanity amplified in new ways over the past year.
- **Safety Changes:** Some of you indicated you weren't necessarily aware of all the additional actions the University has taken related to safety and security since April 30. To help in that effort, a new page has been established on [Emergency Management's website](#) to centralize this information. The page will continue to be updated with safety news as we move forward. We will also assess new ways we can both solicit your input on safety initiatives and enhance our communication with you about these efforts.
- **Remembrance Efforts:** While most said you know what the University is doing to honor Reed, Riley, and the April 30 survivors, we also saw opportunities for improvement in this area. I hope the [recent communications](#) we shared about the Remembrance Commission's recommendations have been beneficial in this regard, but we are also reassessing our communication plans to ensure we are being mindful of sharing this information widely as we move forward with the Commission's recommendations.

A [summary of the survey's key findings](#) is also available for your review.

Our communications team is working with Safety and Security, the Center for Counseling and Psychological Services, Human Resources, and other campus partners to develop additional strategies that will allow us to use the survey results to communicate more effectively and better support our community. The results from our external review, when completed, will also aid in this effort.

Thank you again for your support of our survey efforts and your ongoing commitment to Niner Nation. We will continue to keep you updated.

Cordially,



Philip L. Dubois  
Chancellor

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