



Paul Tongsri

2016 LEADERSHIP AWARD RECIPIENT



PAUL TONGSRI
CASE MANAGER
NC STATE UNIVERSITY

Paul began working at NC State in 2010. "In addition to his work with students, Paul chairs the NCSU Cares team and also serves on the University's behavioral assessment team (BAT). Paul received his undergrad degree in math from Longwood University (VA), his Masters degree in counseling and personnel services from the University of Maryland, and a Juris Doctor degree from NCCU's evening law program. Paul enjoys spending time with his wife and two kids, cooking, outdoor activities (cycling, kayaking) and traveling abroad. Paul is also a practicing attorney who provides free legal services to clients through Legal Aid of North Carolina." *The above paragraph has been quoted from his website at NCSU.* <https://studentsofconcern.dasa.ncsu.edu/our-team/>

Nominated by:
Beth Riley
Quality Improvement Chair
HECMA 2014-2016

Since December of 2013, our Leadership nominee has moved his University community from a posture of haphazard reporting of only the most concerning and threatening situations, to a place more motivated and focused on identifying students even in low-level crisis, and the development of a more caring and supportive climate. Paul has worked diligently to set the bar for higher education case management standards. He guides case managers across the country in ways to examine their practice, ensure it is student centered, and create an environment where students can succeed. To that end he led the Development Project for the HECMA Case Management Program Review Rubric.

More from the Nominator Statement:

Paul guides case managers across the country in ways to examine their practice, ensure it is student centered, and create an environment where students can succeed. He has done this through his personal willingness to work with individual faculty members, academic departments, families, athletics staff, and others, to identify struggling students and connect them to the wide array of services available here and in the greater community. While his University has been engaged for a long time in trying to respond to students in crisis, this effort was formalized with the creation of the Student Behavioral Case Manager.

Our nominee as a highly regarded staff member, was selected as the first professional in that role. He has also shown an eye for advertising this issue and the related services in a way that has reduced the stereotyping often connected with struggling students. This has also helped to reduce the social and personal barriers related to reporting these situations. He created a series of brief "lunch and learn" experiences directed at our faculty. These 10 to 12 minute online broadcasts were focused on specific topics and were designed to improve the viewer's skills and knowledge in referring concerning students. Each program was then made available for review via the office web site. As part of this series he enlisted the help of colleagues to provide expert commentary on some topics.

Paul has developed this position to the point that he plays a pivotal role in both helping to ensure safety in our community, as well as working tirelessly to try to provide a platform for success for these students identified as concerning. In addition, he role models exceptional communication skills in that he is clear, direct,

succinct, and knows how to connect with his audience. Evidence of his leadership skills can also be found in the way he respects others. His work with HECMA has been ethical and we can always count on him to be accountable for his commitments. This nominee has worked diligently to set the bar for higher education case management standards. He guides case managers across the country in ways to examine their practice, ensure it is student centered, and create an environment where students can succeed.

Our Leadership nominee took on his vision and that of the Leadership team with enthusiasm. With input from other HECMA members, he honored the request of HECMA leadership by building a Case Management Program Evaluation Rubric. He assigned a progression scale and then systematically tested sections with a variety of stakeholders, then tested the entire tool with HECMA member sites. This program evaluation tool will set the national standard for years to come, for those institutions looking for guidance on starting a case management program, through and including those long-standing case management organizations wanting to make sure they are serving their constituents in a best practice manner.

