

# JUSTIN P. ST. CHARLES, LMSW

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## EDUCATION

**Michigan State University**, East Lansing, MI August 2026  
Ph.D. – Higher, Adult, Lifelong Education (HALE)  
Research Area: Student Success, Grief and Bereavement, Public Pedagogy  
*Dissertation*: ‘Move on with Life’: Multimodal Representations of Grief on  
College Websites (Dissertation defense April 2026)

**Michigan State University**, East Lansing, MI May 2016  
Master of Social Work – Organizational and Community Leadership  
Graduate Certificate in Teaching and Learning in Postsecondary Education  
*Awards*: Excellence in Advocacy Scholarship, Fall 2014

**Michigan State University**, East Lansing, MI May 2009  
Bachelor of Arts in Psychology

## PROFESSIONAL EXPERIENCE

**MICHIGAN STATE UNIVERSITY** East Lansing, Michigan  
*Assistant Dean, Retention and Student Success* – June 2022 – Present  
*Office of the Provost*

- Lead initiatives and projects related to retention and persistence; identify barriers to retention and create initiatives, policies, and programs to remove barriers to support Michigan State University’s 2030 goal of 86% graduation rate.
- Conduct research and analysis to understand reasons students leave, stop out, and/or return to the institution after an absence; assess initiatives; utilize data to inform future programming and monitor persistence.
- Oversee the Undergraduate Centralized and Emergency Application, which collaborates with nearly every undergraduate-serving college, student affairs, and student support programs (i.e., TRIO).
- Serve as lead point of contact for retention efforts including semi-annual Persistence Campaigns, Spartan Voice Surveys, and Laptop Loan Program.
- Serve as key collaborator to internal units (e.g., Student Affairs, Institutional Research, Enrollment Management) and develop strategies to meet short term and long-term retention and completion goals.
- Lead the university-wide Executive Committee on Student Retention and the Council of Undergraduate Retention.
- Serve as co-lead of the Undergraduate Departure Survey and Some College – No Degree university committees; serve as project co-lead for Credit for Prior Learning Mi-LEAP Transfer Student Success Initiative.
- Serve as a retention consultant for student success programs (e.g., College Assistance Migrant Program, Detroit M.A.D.E. Scholars Program) and represent Undergraduate Education on external committees (e.g., MSU Students Wellbeing Committee, Care and Intervention Team, Enrollment Management Operations Group, Home Office Operations Team).

***Field Liaison – School of Social Work***

July 2019 – Present

- Responsible for overseeing and monitoring the field agency experience for graduate-level social work students.
- Organizes and facilitates the required field-based integrative seminars.
- Evaluates assigned students on their learning and development in field experiences based on the nine Social Work core competencies.

***Advising Director – Brody Neighborhood (NSSC)***

October 2018 – October 2022

- Oversees advising services for one of MSU's five Neighborhoods.
- Serves as an associate/assistant dean designee for administrative functions on behalf of exploratory preference students (e.g. late drops, medical withdraws, grief absences, reinstatements, readmission, SAP, EASE, APR, AOP, etc.).
- Lead Director for the Reinstatement and Readmission process for Exploratory Preference students.
- Supervises 1-2 Academic Advisors who provide the full range of academic advising services.
- Serves as the STARlite Advisor for students on academic probation.
- Works collaboratively with the four other Advising Directors and Deputy Director of Advising to explore/recommend new programmatic initiatives, identify opportunities to enhance student success, and coordinate trainings for both internal and external partners.
- Participates in planning and implementing Neighborhood and MSU-wide student success initiatives by serving in leadership roles on NSSC and campus-wide committees.
- Performs all duties outlined in the Academic Advisor section.

***Academic Advisor – South Neighborhood (NSSC)***

March 2016 – October 2018

- Provided 1-on-1 advising for students including but not limited to enrollment planning and registration, early warning outreach, major and career exploration, probation conferences, campus and local referrals, success initiative campaigns, case management, institutional navigation, academic orientation, data collections and education abroad.
- Developed and maintained professional relationships with Neighborhood partners and colleagues such as the Neighborhood Directors, Residence Education & Housing Services professionals and student staff, Student Affairs professionals, health clinic providers, ICA supervisors, members of the Neighborhood Student Success Team, representatives from academic colleges and enrollment services.
- Utilized digital systems (e.g. ESAF, MapWorks, EAB, Degree Navigator, SIS) to initiate and facilitate advising interactions, maintain confidential records, enter information about students and respond to referrals from others.
- Participated in the planning and implementing of Neighborhood and campus-wide initiatives to promote student success (e.g. Marathon of Majors, Neighborhood Academic Engagement Programs, population-specific outreach [EAB campaigns]).
- Taught a first year seminar with a focus on student success, first year transition and major/career exploration.

**MICHIGAN STATE UNIVERSITY CONTINUED***(Academic Advisor – South Neighborhood [NSSC])*

- Supported Advising Director by reviewing SAP forms, processing readmissions and serving on the reinstatement committee to review appeals from students who had been academically recessed.
- Served as a representative on several Neighborhood and University-wide committees including but not limited to the South Neighborhood Student Success Team, Assessment and Metrics Working Group, Student Affairs and Services Fall Festival Planning Committee, and the Health and Wellness Pillar.
- Supported Advising Director by reviewing SAP forms, processing readmissions and serving on the reinstatement committee to review appeals from students who had been academically recessed.
- Served as a liaison to partner units (e.g. advising liaison for CAMP, e-Advisor for Entrepreneurship and Innovation minor, recovery ally for the Collegiate Recovery Community [CRC], etc.).

*Selected Accomplishments:*

- Appointed as the Assessment and Metrics Working Group Fellow, leading one of three working groups charged with conducting a situational review aligned with the proactive advising mission to identify gaps, prioritize issues, and develop and execute an action plan to meet advising expectations.
- Selected to be the interim head of the South Neighborhood Student Success Team for the 2018 Spring Semester which required leading a working group of diverse professionals including, but not limited to academic advisors, health care professionals, residence hall staff, international student advisors for the purpose of promoting programming, campaigns and student success initiatives.
- Helped develop and presented the From ATL to Home – New Strategies for Student Success in the NSSC – a workshop that presented information from the annual NACADA conference with topics such as student mental health, generational and transition issues, multicultural student concerns and administrative development.

*Intern – MSU East Neighborhood*

July 2015 – July 2016

- Participated, developed and lead student success initiatives within the East Neighborhood.
- Participated on the Purpose and Development Pillar to identify and promote “T-shaped” growth in students (depth in one area, the stem of the T; breadth across areas, the arm) with the primary focus of addressing obstacles to success for Black, Latinx and Native American students.
- Facilitated two interactive workshops for Teaching Assistants and International Teaching Assistants about student success and their role in being partners in success with Student Affairs staff.
- Facilitated student break-out groups during the Fall 2015 Academic Restart program, which invites all students under 56 credits, currently on academic probation and not in one of the six STAR colleges.

## MICHIGAN STATE UNIVERSITY CONTINUED

*(Intern – MSU East Neighborhood)*

- Developed and maintain professional relationships with partners such as those in academic advising, residence life, residential colleges and health services in addition to members of the MSU faculty.
- Participated in Spartan Success Team meetings acting as first reviewer for the Akers and Holmes Hall MAP-Works, creating referrals based on individual survey responses and discussed organizing principles for which to better examine intervention methods and modalities to promote student success.
- Developed an Infographic to offer an alternative way to communicate data related to Spartan Success Scholars demographics within the five Neighborhoods.
- Served as the Course Peer Liaison, for the First Year Seminar (UGS 101 – Section 740), an experimental hybrid-course offering support and providing tools to students for transitioning to college.
- Acted as the Study Coordinator who developed three different protocols for population specific respondents and maintained compliance through the creation and monitoring of IRB for the Non-Returning Spartan Success Scholars study, a study looking into the student experience of those who did not or were late to return to Michigan State University.
- Participated in the development and facilitation of the Spartan Success Coach assessment.

### ***Marketing Assistant – MSU School of Social Work*** July 2015 – August 2016

- Responded to all Michigan State University Master of Social Work Hybrid/Blended program inquiries.
- Coordinated and facilitated informational panels for the Weekend program (hosted in East Lansing) and Statewide Blended program (hosted in Grand Rapids, Marquette, Detroit, Gaylord and Mt. Pleasant).
- Developed an Infographic as an alternative way to present program information such as internship requirements, discipline descriptions and financial aid assistance.
- Coordinated with the Program Coordinator and Program Advisor on special projects.

### ***Research Assistant – MSU School of Social Work*** September 2014 – May 2014

- Provided research assistance for the *Reporting of sexual victimization during incarceration: Using ecological framework to assess reporting choices, processes and outcomes* study.
- Entered qualitative and quantitative data into SPSS from client surveys to analyze and report on the lived experiences of incarcerated females who were sexually victimized.
- Conducted literature reviews on topics regarding advocacy for those who experienced sexual victimization while incarcerated (primarily focused on females and persons of color).
- Discussed organizing principles for the presentation of data to the academic community.

**Intern** – *MSU Counseling Center*

August 2014 – May 2015

- Provided individual, couples and group therapy at a multicultural focused, inclusive, collaborative and holistic center for Michigan State University students.
- Conducted screenings and clinical interviews in order to provide an initial assessment/diagnosis to presenting problems.
- Utilized evidence-based practice interventions, including but not limited to: Acceptance and Commitment Therapy (ACT), Cognitive Behavioral Therapy (CBT), Mindfulness-based Therapy (MBCT), Multicultural and Interpersonal Psychotherapy (IPT).
- Participated in seminars on multicultural therapy, relevant diagnoses, professional development and intervention strategies.
- Acted as co-Lead Facilitator for the weekly Bereavement Support Group.
- Assisted the Director of Outreach in multiple events focused on student self-care and mental health awareness.
- Participated as a member of the Behavioral Intervention Team – a collaborative effort with MSUCC staff (Care Manager, Senior Psychologist and two doctoral interns) and Olin Center staff (Medical Social Workers, Psychiatrist and Director of Nursing).
- Facilitated student break-out groups after the showing of Tunnel of Oppression, a 20-30-minute interactive play challenging the way marginalized groups are perceived on Michigan State University's campus.

**PREVENTION AND TRAINING SERVICES**

Lansing, MI

**Assessor** – *Alcohol and Domestic Violence Programs*

May 2015 – December 2019

- Conducts interviews in order to gather appropriate information and client history regarding substance use, history of violence and all other relevant information requested by the courts
- Prepares written reports for court officials and referring agents to make recommendations for intervention to further reduce the risk of continued legal presence and recidivism
- Participates in continuing education regarding current diagnostic criteria for substance use disorders
- Conducts individual assessments using evidence-based tools (Burns Anxiety Inventory, Burns Depression Inventory and Adult Substance Abuse Subtle Screening Inventory, etc) in order to facilitate the discussion for recovery

**UNIVERSITY OF MICHIGAN**

Ann Arbor, MI

**Assessor** – *Michigan Longitudinal Study*

May 2015 – October 2015

- Conducted clinical interviews for the Michigan Longitudinal Study, which studies the impacts that alcoholism, drug use, poverty and educational disadvantages across generations.
- Provided written reports documenting client's interpersonal development, socio-emotional experiences and financial status; conducted genetic tests as needed.
- Maintain research articles and presentations conducted by the Michigan Longitudinal Study.

**HCR MANORCARE**

Mason, MI

***Bereavement Coordinator – Heartland Hospice***

October 2011 – October 2014

- Provided individual and group consultation for agency-related and community bereaved.
- Managed and directed all grief support programs, bereavement activities and outreach events.
- Developed and tracked statistical information regarding utilization of services, program outcomes and client demographics.
- Collaborated with the Volunteer Coordinator in the recruitment, training and supervision of bereavement volunteers.
- Participated in a weekly care conferences using the multidisciplinary model – a working group of medical (Registered Nurses, Certified Nursing Assistants, Physician) and therapeutic (Social Workers, Dieticians, Chaplain, Massage Therapist, Music Therapist) staff
- Demonstrated community engagement through events and education presentations to increase awareness and access to grief support services.
- Developed and led the first annual Butterfly Release, an event attended by over 100 clients and showcased in the national quarterly magazine.
- Led the We Honor Veterans program within the Mason-branch, achieving Level One status within one year of launch.
- Presented and responded to outreach requests for Fostering Grandparents, Kiwanis Club of Lansing, local Assisted Living Facilities and volunteer organizations (Alzheimer's Association).

**GRANTS/DONATIONS**

Comerica Charitable Foundation: \$7500

October 2025

*Student Success and Financial Literacy Program*

Spanninga Scholarship: \$200,000

August 2025

*Transfer Student Success Completion & Emergency Fund*

MiLEAP Barrier Removal – Direct to Student Grant: \$571,970

October 2024

*Centralized Completion and Emergency Application and Fund*

**TEACHING**

**MICHIGAN STATE UNIVERSITY**

East Lansing, MI

***Program Assistant – First-Year Seminars Abroad (FSA)***

Summer 2022 - Present

- Co-design and manage the experiential curriculum of UGS 102/150 while on site.

***Co-Instructor – UGS Seminars***

Fall 2015 – Spring 2019

- Co-instructor for UGS 101 and UGS 110 seminars with a focus on major, career and transition development in college.
- Developed curriculum for Health and Wellness undergraduate seminar.

## **PRESENTATIONS**

- St. Charles, J., Stevens, K. & Barnes, J. (2026, March 25). *Compassion by design: Reimagining retention through mattering, belonging, and institutional care* [Conference session]. Mental Health on College Campuses Conference, Ann Arbor, MI, United States.
- St. Charles, J. & Stevens, K. (2025, November 11). *(Re)recruiting SCND students. A data driven approach with a social work perspective* [Conference session]. CAEL Annual Conference, Memphis, TN, United States.
- St. Charles, J. & Stevens, K. (2025, November 11). *Better Luck Next Time!: Developing institutional strategies for reorienting and supporting SCND students* [Roundtable]. CAEL Annual Conference, Memphis, TN, United States.
- St. Charles, J., Shaw, A., Chesney, J., & Tucker, A. (2025, March 19). *Embracing the Mardi Gras mindset: Revolutionizing retention using mattering and belonging as the cornerstone of innovation and student success* [Conference session]. NASPA Annual Conference, New Orleans, LA, United States.
- Opoczynski, R., Bridges, C., St. Charles, J. & Williams, J. (2024, October 24). *Building Bridges to Completion: Creating a campus-wide retention ecosystem.* [Conference session]. University Innovation Alliance, Phoenix, AZ, United States.
- Liu, C. C. & St. Charles, J. (2023, April 13). *Multi-Examination of Mental Health Policies and Practices Affecting Undergraduate Students' Success in U.S. Higher Education* [Roundtable]. American Educational Research Association Annual Conference, Chicago, IL, United States.
- Arnold, A. & St. Charles, J. (2023, April 4). *May the justice be with you: JEDI and pop culture in higher education and identity consciousness* [Conference session]. NASPA Annual Conference, Boston, MA, United States.
- Arnold, A. & St. Charles, J. (2023, April 3). *May the justice be with you: JEDI and pop culture in higher education and identity consciousness* [Conference session]. NASPA Annual Conference – Virtual Experience, Virtual.
- Oyoque-Barron, J. & St. Charles, J. (2023, March 3). *New horizons: Setting sail for increased community interventions* [Conference session]. ACCA Annual Conference, Savannah, GA, United States.
- Oyoque-Barron, J. & St. Charles, J. (2023, February 23). *Expanding beyond the 1-on-1: Campus-wide interventions through partnership* [Conference session]. Big 10 Counseling Centers Conference, Madison, WI, United States.

## PRESENTATIONS CONTINUED

Thornton-Fitzpatrick, D., St. Charles, J., & Li, K. (2022, October 23 - 26). *Understanding hidden curriculum to promote success for underprivileged students*. NACADA Annual Conference, Portland, OR, United States.

St. Charles, J. & Hannibal, J. (2021, February 19). *Building your personal and professional network*. Honors Leadership Conference, Virtual, United States

Escobar, M., St. Charles, J., Jalbert, J. Thornton, D. (2020, May 4-6). *Late Night Advising (LNA) in the Neighborhoods: A Benefit for both Students and Professionals* [Information Session]. Spring Conference on Teaching, Learning, and Student Success, East Lansing, MI, United States. [https://aan.msu.edu/teaching-learning/spring-conference-on-teaching-learning-and-student-success/#Spring\\_Conference\\_on\\_Teaching\\_Learning\\_and\\_Student\\_Success\\_May\\_4-6\\_2020](https://aan.msu.edu/teaching-learning/spring-conference-on-teaching-learning-and-student-success/#Spring_Conference_on_Teaching_Learning_and_Student_Success_May_4-6_2020) (Conference Canceled)

St. Charles, J. & Oyoque, J. (2019, August 20). *Supporting Spartans – The importance of peer-to-peer support*. REHS RA/ICA DEI Conference, East Lansing, MI, United States.

Fitzpatrick, S., St. Charles, J., & Belote, C. S., (2019, March 13 - 15). *Late night advising: Supporting student and advisor success through innovative practice* [Poster session]. NACADA Great Lakes Region 5 Conference, Detroit, MI, United States.

Mohammed, S., Brewer, S., St. Charles, J., Dotterer, D., Brecheisen, S., Pavangadkar, K., & Elshoff, D. (2018, September 30 – October 3). *Paint by numbers: A comprehensive campus-wide assessment of academic advising services on a decentralized campus* [Conference session]. NACADA Annual Conference, Phoenix, AZ, United States.

Allen, B.T. & St. Charles, J. (2017, March 16 - 18). *The Spartan Success Scholars program at Michigan State University: Analysis and reflection* [Poster session]. Association of American Colleges and Universities (AAC&U) Diversity, Learning, and Student Success Conference, Jacksonville, FL, United States. <https://www.aacu.org/sites/default/files/files/dlss17/Poster20.pdf>

St. Charles, J., Hodgkins, K., Graci, K., Richardson, K. & Blaschke-Thompson, C. (2015). *Social media: An essential element of blended MSW programs* (Conference Session). Social Work Distance Education (SWDE) Conference, Indianapolis, IN, United States.

## **COMMITTEES, COMMUNITY ENGAGEMENT AND AFFILIATIONS**

### ***Michigan State University Committees***

|                                                          |                  |
|----------------------------------------------------------|------------------|
| Chair, Council on Undergraduate Retention                | (2024 – Present) |
| At-Large Member, MSU Steering Committee & Faculty Senate | (2023 – Present) |
| One-Stop Shop Steering Committee                         | (2023 – Present) |
| Some College – No Degree Steering Committee              | (2023 – Present) |
| University Student Appeals Board                         | (2021 – Present) |
| Trauma Services and Training Network – Faculty Community | (2019 – Present) |
| University Advising Leadership Committee                 | (2018 – Present) |
| Student Success Summit – Chair                           | (2022 – 2023)    |
| University-Wide Pre-Enrollment Workgroup                 | (2022 – 2023)    |
| Undergraduate Education Search Committees                | (2017 – 2023)    |
| Hiring Manager, SCND Retention Coordinator               | Fall 2023        |
| Co-Chair, Senior Engagement Center Manager               | Fall 2023        |
| Chair, Envision Green Assistant Director                 | Spring 2023      |
| Member, TRIO Academic Advisor                            | Spring 2023      |
| Chair, University Academic Advisors                      | Summer 2022      |
| Chair, Pathways and Exploratory Advising                 | Fall 2021        |
| Chair, Neighborhood Academic Advisor                     | Spring 2019      |
| Member, Detroit MADE                                     | Summer 2018      |
| JED Committee                                            | (2020 – 2023)    |
| Major Change Student Success Workgroup                   | (2020 – 2022)    |
| Secondary Admissions/5152 Workgroup                      | (Fall 2019)      |
| Exploratory Preference Working Group                     | (Summer 2019)    |
| Student Learning and Success Planning Committee          | (Spring 2019)    |
| Academic Specialist Advisory Committee                   | (2017 – 2022)    |
| Chair                                                    | 2019 – 2020      |
| University Council Representative                        | 2018 – 2019      |
| Outreach Subcommittee Chair                              | 2017 – 2018      |

## COMMUNITY ENGAGEMENT AND AFFILIATIONS CONTINUED

|                                                          |                  |
|----------------------------------------------------------|------------------|
| Assessment and Metrics Workgroup                         | (2017 – 2019)    |
| Workgroup Fellow/Chair                                   | 2018 – 2019      |
| Neighborhood Advising Director                           | Fall 2017        |
| Health and Wellness Pillar                               | (2017 – 2019)    |
| Student Affairs Fall Planning Committee                  | Summer 2016      |
| <b><i>Registered Student Organization Advisor</i></b>    |                  |
| United for Latino Success                                | (2023 – 2025)    |
| Spartan Support Network                                  | (2019 – 2024)    |
| Making a Memory                                          | (2017 – 2023)    |
| <b><i>Social Work Supervision</i></b>                    |                  |
| BSW Generalist Field Instructor for Sharon Solo          | (2025 – Present) |
| MSU Strategic Retention Success Coach                    |                  |
| MSW Generalist Field Instructor for Kayla Lewis          | (2024 – 2025)    |
| MSU Institutional Diversity and Inclusion                |                  |
| Clinical License Supervisor for Rachel Ko, LLMSW         | (2023 – Present) |
| Michigan State University – REHS                         |                  |
| MSW Generalist Field Instructor for Lyndsay Hill         | (2023 – 2024)    |
| MSU Assistant Community Director                         |                  |
| Clinical License Supervisor for Gabrielle Barnett, LLMSW | (2022 – 2025)    |
| Michigan State University – Student Life and Engagement  |                  |
| Clinical License Supervisor for Annie Oldani, LLMSW      | (2022 – 2025)    |
| University of Michigan – Dean of Students                |                  |
| Clinical License Supervisor for Joyce Samuel, LLMSW      | (2021 – 2025)    |
| Michigan State University – College of Engineering       |                  |
| Clinical License Supervisor for Haley Hill, LLMSW        | (2021 – 2025)    |
| Albion College – Anna Howard Shaw Women’s Shelter        |                  |
| MSW Generalist Field Instructor for Alexis Trudeau       | (2020 – 2021)    |
| Grand Rapids Pride Center                                |                  |

## **SOCIAL WORK SUPERVISION CONTINUED**

MSW Clinical Field Instructor for Jess Stevens (2019 – 2020)  
Lansing Community College Academic and Career Advising

MSW OCL/Macro Field Instructor for Ian Jacobs (2018 – 2019)  
Neighborhood Student Success Collaborative [NSSC]

MSW OCL/Macro Field Instructor for Nat Hooper (2018 – 2019)  
Center for Community and Economic Development [CCED]

Clinical License Supervisor for Kathleen Hodgkins, LLMSW (2018 – 2020)  
Ingham County Medical Care Facility

Clinical License Supervisor for Jessica Oyoque, LLMSW (2018 – 2019)  
Michigan State University/TRiO-SSS

### ***Volunteer***

NASPA Undergraduate Student Conference Planning Committee (2021 – 2023)

NACADA Annual Conference Scholarly Paper Apprentice (2021 – 2022)

NACADA Award Reviewer (2019 – 2023)

NACADA Proposal Reviewer (2017 – 2023)

NASPA Proposal Reviewer (2017 – 2019)

Community Board Member (2018 – Present)  
The Support Network 2026 – Present  
Core Elements Higher Education Resource Center 2018 – 2023

Lead Support Group Facilitator (2011 – 2015)  
Alzheimer's Association

Lead Bereavement Support Group Facilitator and Trainer (2008 – 2014)  
Ele's Place

### ***Professional Affiliations***

Member, Council for Adult and Experiential Learning (CAEL), (2025 – Present)  
Member, American College Counseling Association (ACCA), (2019 – Present)  
Member, National Association of Social Workers (NASW), (2014 – 2018)  
Member, National Academic Advising Association (NACADA), (2016 – Present)  
Member, Student Affairs Administrators in Higher Education (NASPA), (2017 – Present)

### ***Honors, Awards, Listings***

Michigan State University Walter Adams Advisor of the Year Award [Recipient] (2020)

NACADA Region V Excellence in Advising – New Advisor [Recipient] (2019)  
Michigan State University Outstanding New Advisor [Recipient] (2018)  
Michigan State University Outstanding New Advisor [Nominee] (2017)