

EFFICIENCY AND INNOVATION



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As a transfer program coordinator for the University of North Carolina (UNC) System Office, Jami Holloway Dawkins works closely with the state's 16 public universities to improve the experience of students transferring from community colleges, a complex and often confusing process that differs for every student.

Over the past year, Dawkins has delivered a scale of change the UNC System has not seen in more than a decade. At the heart of Dawkins's accomplishments are two transformational initiatives that vastly improved efficiency within the transfer process: the development of a streamlined, statewide Transfer Guide system and the creation of a fully digital Transfer Credit Appeal Portal.

Through the Transfer Guide project, Dawkins led the design and implementation of a comprehensive, online platform that standardized transfer pathways, making the information easily accessible. Working directly with all 16 UNC universities, she coordinated the publication of over 1,400 individual pathways – an enormous feat that replaced inconsistent and outdated resources with one, intuitive system. This change empowers students and college counselors across the state to make informed decisions earlier, reducing the likelihood of lost credits, excess coursework, or delays in graduation.

Equally impactful is Dawkins's launch of the Transfer Credit Appeal Portal. By transitioning from a cumbersome paper-based process to a fully digital platform, she has created a faster, clearer, and more student-centered way for appeals to be reviewed and resolved. This innovation ensures transparency and accountability while saving time for both students and university staff, thereby dramatically improving an area that has long caused frustration and confusion for transfer students.

Her visionary leadership has reshaped the UNC System's transfer ecosystem, dramatically expanding programs, partnerships, and tools that impact tens of thousands of North Carolina students. While those students may never know her name, they will undoubtedly feel the impact of her work. The State of North Carolina proudly honors Jami Holloway Dawkins for her extraordinary contributions and innovative spirit.

