RESOURCES FOR CONSULTATION AND REFERRAL
For Use with Students of Concern

**Emergency Response-Immediate Threat**

**EMERGENCY-CRISIS**
When a student:
- is a victim of an attack or is in physical danger
- appears to pose imminent danger to the safety of himself or herself or others
- exhibits behavior that makes you feel unsafe

**INTERVENTION**
If needed, officers will be dispatched to the scene and a threat assessment made. Additional responses will be based on the situation and may include a referral for medical and mental health assistance.

**Department of Public Safety or Eugene Police Department**
911
Open 24 hours, 7 days a week

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**For Nonemergency Concerns and Consultations**

**MENTAL HEALTH**
- severe anxiety
- depression
- suicidal thoughts or emotional disturbances

**University Counseling and Testing Center (UCTC)**
541-346-3227

**Mental Health Consultation**
UCTC will consult with faculty or staff members on how to manage the situation. Urgent cases will be assisted immediately.

**CONDUCT OR DISRUPTIVE BEHAVIOR**
- inappropriate behavior
- disruptive to a class, a residence hall, or any other campus location

**Student Conduct and Community Standards (SCCS)**
541-346-1140
conduct@uoregon.edu

**Conduct Consultation**
SCCS will consult with faculty or staff members on how to manage the situation. If warranted, an incident report will be requested.

**PERSONAL CRISIS OR COMMUNITY DISTRESS**
- personal tragedy or significant event that may impact a student’s ability to stay in school
- when multiple issues impede student success
- activities or events that have an impact on the safety of the campus community

**Dean’s Consultation Committee (DCC)**
Dean of Students
541-346-8206
uodos@uoregon.edu

**Personal Crisis Consultation**
DCC will consult with faculty or staff members on how to manage the situation. If warranted, DCC will review the situation to ensure follow-up.

**ACADEMIC DIFFICULTY**
- missing one or more classes within the first two weeks of the term
- low or no engagement in the classroom
- isolation from other students
- poor performance early in the term

**Academic Advising**
541-346-3211
By appointment only

**Academic Consultation**
While faculty members are empowered to connect with the student directly about class performance or engagement, students may find it helpful to meet with an academic advisor to find solutions to academic issues.

**OTHER OR NOT SURE**
Consult your supervisor, department chair, or associate dean.

**Contact Dean of Students, 541-346-8206.**
OFFICE OF THE DEAN OF STUDENTS

Dean's Consultation Committee (DCC)

The DCC was formed to address concerns about student behavior that may be disruptive to the integrity of the learning environment. Specific examples of these concerns may include:

- Suicide attempts
- Sexual or physical assaults
- Conduct not applicable to jurisdiction under Oregon Administrative Rules
- Activities or events that may impact the campus community
- Activities or events that may impact a student's ability to stay in school
- Activities or events that may impact the safety of the community

The DCC also functions as an interdisciplinary problem-solving group where multiple departments and personnel are working collaboratively to support a student or to support those impacted by a particular student's behavior.

If you have a concern about a student, please contact Paul Shang, 541-346-8206 or pshang@uoregon.edu. The DCC provides presentations and workshops on dealing with disruptive or distressed students and provides guidance on the encouragement of positive community standards.

Members of the DCC include representatives from the Office of the Dean of Students, University Counseling and Testing Center, the Office of Student Conduct and Community Standards, Department of Public Safety, University Housing, University Health Center, and others as needed. The DCC meets weekly.

Note: Emergency situations on campus such as natural disasters, public health concerns, and extreme, violent, or suspicious behavior (e.g., gun or bomb threats) are managed through the Department of Public Safety. The university-wide Emergency Management Program, found at em.uoregon.edu, describes the UO Alert! notification system and further response plans.
REFERRING A STUDENT TO THE DEAN'S CONSULTATION COMMITTEE

When to Refer

- If your efforts to manage a significant classroom behavioral issue has not resolved the problem
- If you are concerned about the welfare of a student, yourself, or other students
- If a student asks for help in dealing with personal issues that are outside your role as a faculty or staff member
- If you have referred the student for assistance in the past and there seems to be no improvement, or things seem to be worsening

What About Confidentiality?

The Family Education Rights and Privacy Act (FERPA) does not prohibit the sharing of personal observations and knowledge about a student among campus officials when there is a legitimate concern related to campus safety.

If you are concerned about a student, do not hesitate to notify the DCC.

Does the Referral Need the Student's Participation?

Simply put, no it does not. There may be times when the student is not receptive to help or support. In addition, you may not have direct contact with a student and can still make a referral or report your concerns.

WHAT TO DO

DCC referrals can be made by:
Calling the Dean of Students at 541-346-8206
Sending an e-mail to uodos@uoregon.edu

Information needed for effective referral:

- Your name and relationship to student
- A phone number at which the DCC can reach you
- Student’s name and ID number
- A brief, factual explanation of your concern or observation, including key dates, times, and locations
- What has been done so far to address the concern—conversation with student, consultation or check-in with colleagues—and the student’s response to those efforts

If you are not sure if you should refer:
Remember that in any given situation there are probably several ways to address your concern for a student's distress. Please contact the Dean's Consultation Committee to discuss your concerns and your options by calling the Dean of Students, 541-346-8206.
As a faculty or staff member, you may come into contact with students who need your assistance. Being aware of signals of distress and sources of help can aid in handling these situations. You play an important role at the University of Oregon in providing resources to support student success.

**IMPORTANT OFFICE AND PHONE NUMBERS**

**Accessible Education Center** 541-346-1155
- Determines accommodations based on documentation of a disability
- Collaborates with faculty and staff members to provide reasonable accommodations

**Business Affairs** 541-346-0398
- Provides resources for understanding a student's bill, paying tuition, emergency loans, and the electronic QuikPAY® service

**Center for Multicultural Academic Excellence (CMAE)** 541-346-3479
- Provides culturally supportive academic advising to self-identified students of color

**Conflict Resolution Services** 541-346-0617
- Transforms conflict through mediation, coaching, facilitation, restorative justice, and training

**Financial Aid and Scholarships** 541-346-3221
- Assists students in locating financial aid and navigating process, including with credits to account, award disbursement, and scholarship information

**International Affairs** 541-346-3206
- Provides support involving immigration and visa issues, travel, employment and internships, leaves of absence, dependents
- Provides expertise in cross-cultural communication

**Office of the Registrar** 541-346-2935
- Provides current or past term registration options and petitions, enrollment verification, contact information, degree audits, and transcripts

**University Health Center** 541-346-2770
- Provides primary medical and dental care, psychiatry, sports medicine, physical therapy, allergy services, nutritional counseling, travel medicine, and health promotion

**Work-Life Resources** 541-346-2962
- Helps identify childcare and breastfeeding solutions
- Provides consultation on request for accommodations for extenuating family circumstances

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**TIPS**

For faculty and staff members concerned about a student

- Always keep safety in mind as you interact with a troubled student. If you feel that you or the student is in danger, call 911.
- Do not assume the student is trying to get attention or relief from responsibility.
- Do not promise confidentiality to a student.
- Document your interactions with the student in case the situation escalates.
- Know your limitations. You do not need to serve as a counselor.
- Offer to make the first call or walk the student to the University Counseling and Testing Center. To schedule an appointment, call 541-346-3227.

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**Division of Student Affairs**

**Employee Assistance Program**
Support for faculty and staff members,
1-800-433-2320

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