

When to Call Whom...

Immediate life safety issues:

University Police 412-268-2323
Call CMU's University Police department 24/7 to request emergency response to any safety concern, including summoning Emergency Medical Services (EMS).

Medical or health issues:

University Health Services (UHS) 412-268-2157
UHS provides medical care and referrals for all CMU students. In addition to general health issues and comprehensive care management, UHS provides services related to nutrition/diet/eating disorders and alcohol and drug assessment. On-call consultation is available after hours.

Psychological or emotional difficulties:

Counseling and Psychological Services (CaPS) 412-268-2922
CaPS offers same-day appointments for urgent situations and 24/7 on-call service for any after-hours needs. Therapists are also available to consult with any member of the university community regarding student mental health concerns.

General concerns:

College Liaisons (listed on back cover) 412-268-2075
College liaisons are senior members of the Division of Student Affairs who work in partnership with advisors, faculty and associate deans in each college regarding student concerns across a wide range of issues.

Housefellows: Residential Education Office 412-268-2142
All students living in university housing are assigned a housefellow who can engage campus resources and assist students who experience personal or academic difficulty. To reach a housefellow during business hours, call the Residential Education Office; after hours, University Police will put you in contact with the housefellow on call.

Sexual assault:

Office of Title IX Initiatives (TIX) 412-268-7125
www.cmu.edu/title-ix
TIX offers professional staff trained to provide support, information, resources, and referrals to all community members impacted by sexual misconduct, domestic violence and stalking.

Sexual orientation and gender identity concerns:

Residential Education Office 412-268-2142
Expert staff, resources and programs for students who identify as gay, lesbian, bisexual, transgender, and queer/questioning.

Financial pressures:

The HUB 412-268-8186
Students who are struggling financially should consult with their HUB liaison.

Office of the Dean of Student Affairs 412-268-2075
Student Affairs offers short-term emergency student loans.

Immigration issues:

Office of International Education 412-268-5231
Students who report immigration concerns should consult with their assigned OIE advisor.

Accommodations for a student with a disability:

Office of Disability Resources 412-268-2013
Resources and accommodations for students with needs as defined by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.

Academic distress:

Associate Dean of the College, Academic Advisors 412-268-5865
Faculty or staff concerned about a student's academic performance or their level of academic distress can consult with the student's assistant/associate dean or an academic advisor. A designated CAD has been designed as a point of contact for each college. Assigned advisors are conveniently listed with each student's name in the CMU directory. CADs and advisors can help address academic concerns and connect students to additional academic resources such as Academic Development, the Global Communications Center or the Intercultural Communications Center.

Academic integrity issues:

Office of Community Standards and Integrity (OCSI) 412-268-2140
Reports of violations of the university's academic integrity policy should be made to OCSI. Staff are also available to consult regarding the university's policies and procedures.

Missing Student

Any community member may contact University Police (412-268-2323) or the Office of the Dean of Student Affairs (412-268-2075) to report that a student may be missing. If a report does not originate through University Police, the information will be immediately conveyed to University Police to begin an investigation. Even if you aren't sure whether the student is missing, please contact Student Affairs if a student stops coming to class, reporting to work or otherwise stops communicating.

General Guidelines for Approaching a Student of Concern

One of the most important steps any of us can take is to remind students they are not alone. Your expression of concern may provide students the motivation they need to seek appropriate help or services.

Here is a list of suggestions on how to respond to a student:

- Approach the student in a private setting, such as your office
- Express your concerns directly and honestly
- Let the student know you are genuinely concerned for him/her
- Remain calm; approach the student in a caring and supportive tone
- Listen carefully and validate the student's efforts to ask for help
- Help the student develop an action plan that addresses the problem
- Consider cultural differences that may be impacting the articulation of the issue, the student's expectations, and external pressures
- If you are concerned about the possibility the student might be considering suicide or self-harm, ask the student directly about this and let him or her know you are concerned and will be calling CaPS or University Police for their support and help
- If you are unsure of an appropriate intervention or if you need help in locating the appropriate resources, CaPS is available for consultation

Don't worry alone. If you are concerned about a student and are not sure what to do, support is a phone call away.

For emergencies: **University Police 412-268-2323**

For mental health concerns: **CaPS 412-268-2922**

For medical concerns: **UHS 412-268-2157**

For general concerns: **Student Affairs 412-268-2075**

Determining an Appropriate Level of Response

When to Listen, Support and Advise

- Student relates common life struggle (e.g. break-up with romantic partner, homesickness, parents' divorce)
- Student cries or expresses normal upset over academic performance
- Student conveys frustration with project co-workers
- Student complains about grading practices

When to Consult and/or Refer to Relevant University Resources

- Student sends email message alluding to something disturbing
- You are concerned about student's reaction to being suspended or dropped
- Student discloses having been sexually assaulted
- Student exhibits significant signs of depression, anxiety or problematic substance use
- Student expresses passive thoughts of death such as "It would be easier if I were dead" (with no intent to self-harm)
- Student is struggling with immigration issues
- Student is facing financial hardship

When to Take Immediate Action

- Any mention of intent to harm self or others
- Presence of unusual, disturbing thinking or behavior
- Medical problems due to lack of basic needs
- Escalating agitation or aggression
- Persistence of problem despite prior efforts to refer

Key Contacts by College

Student Affairs College Liaisons (CL):

Student Affairs staff work in partnership with each college at CMU to support student success through connecting appropriate resources. For more information about the college liaison model, contact Associate Dean John Hannon at 412-268-2142.

College Assistant/Associate Deans (CAD):

Each college has a designated assistant/associate dean who serves as a point of contact for students in need of assistance in academic matters. For general information regarding academic issues, contact the Vice Provost for Education, Amy Burkert, at 412-268-5865

Carnegie Institute of Technology

CAD	Kurt Larsen	412-268-2479
CL MEG/INI	Lenny Chan	412-268-2142
CL BME/CEE/ICT/MSE	Bryan Koval	412-268-2142
CL COO/CHE	Thomas Rainey	412-268-2142
CL ECE/EPP/ESTP/ETIM	Shernell Smith	412-268-2075

College of Fine Arts

CAD	Franco Sciannameo	412-268-3877
CL Art/Music	David Chickering	412-268-2142
CL Archi/Design/Drama	Susie Rush	412-268-2142

Dietrich College

CAD	Ana Maria Ulloa-Shields	412-268-2924
CL	Renee Camerlengo	412-268-2075

Heinz College

CAD	Jackie Speedy	412-268-5980
CL	Holly Hippensteel	412-268-2075

Inter-College (SHS/BXA/ETC/IPD)

CAD	Amy Burkert	412-268-5865
CL	Helen Wang	412-268-2142

Mellon College of Science

CAD	Maggie Braun	412-268-6679
CL	Lucas Christain	412-268-2142

School of Computer Science

CAD	Thomas Cortina	412-268-3514
CL Undergraduates	Elizabeth Vaughan	412-268-8704
CL Graduate Students	Angela Lusk	412-268-2142

Tepper School of Business

CAD	Laurie Weingart	412-268-7585
CL	Kevin Monahan	412-268-2064

How can I reach a Student Affairs staff member after hours?

A housefellow and director-level staff member are on call every day of the year. They are prepared to respond to student needs and critical issues at all hours. They can be reached by calling University Police at 412-268-2323 and asking to have the Student Affairs staff contacted.

Our community thrives when we all care for one another. We are grateful for your concern and work with students, and we urge you to make use of these resources and support one another as we make the CMU experience healthy supportive, and inspiring.

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Please feel free to make use of the resources outlined on the inside covers of this folder. A broader list of resources for students is available at: www.cmu.edu/student-affairs/the-word/resources.

As faculty and staff, we all work together to help each student thrive and reach her or his highest potential, creatively and academically, in leadership and in contribution to the larger community. Many of us come into contact with students daily. In this "front line" role, we sometimes encounter students who need help or guidance. This guide is intended to give you some basic resources to which you can turn. We offer it in the form of a folder, so that you can gather additional resources or confidential notes that may help you provide assistance. Just as we remind our students that they need never face their challenges alone, you should remember that the university has resources to help you as faculty and staff in your work with students. The Division of Student Affairs, in partnership with the Office of the Provost and academic administrators, stands ready to support you and offer advice.