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: sexual assault, harassment, domestic violence, stalking.

Medical or health issues:
- University Health Services (UHS) 412-268-2157
- UHS provides urgent medical care and referrals for all CMU students. In addition to general health issues and comprehensive care management, UHS provides services related to nutrition/dieting disorders and alcohol and drug assessment. Call 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
- 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 academic advisor or an academic advisor. A designated CAD has been designated as a point of contact for each college.
- Assigned advisors are conveniently listed with each student's name in the CMU directory. CaPS 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.

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

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/her know you are concerned and will be talking CaPS or University Police for their support and help.
- If you are unsure of an appropriate intervention or if you needed help in locating the appropriate resources, CaPS is available for consultation.

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 exhibits functional, academic, or social difficulties.
- Student displays signs of depression, anxiety or substance abuse.
- Student exhibits repetitive behavior that is unsafe or unhealthy.
- Student exhibits signs of depression, anxiety or problematic substance use.
- Student expresses negative thoughts of death such as "I would be easier if I were dead" (with no intent to harm self).
- 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
As faculty and staff, we all work together to help teach students to thrive and reach their 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.

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/theword/resources.

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 regarding academic issues, contact the Vice Provost for Education, Amy Burkin, at 412-268-5865.

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 Burkin, at 412-268-5865.

Carnegie Institute of Technology

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<tr>
<td>CAO</td>
<td>Kurt Lansen</td>
<td>Lanny Chan</td>
<td>Bryan Koval</td>
<td>Thomas Rainey</td>
<td>Sherrill Smith</td>
<td>412-268-2479</td>
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College of Fine Arts

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

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Mellon College of Science

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<tr>
<td>CAO</td>
<td>Thomas Cortina</td>
<td>Elizabeth Vaughan</td>
<td>Angela Lusk</td>
<td>412-268-3514</td>
<td>412-268-8704</td>
<td>412-268-2142</td>
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Tepper School of Business

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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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Our campus cares.

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