

Getting the Right Help for Students

Mental Health Support



Demonstrates evidence of imminent harm to self or others

1. Call Campus Safety at 503-943-4444
2. After Campus Safety is called, submit a Care Team referral
3. If appropriate, help student get connected with the Health and Counseling Center (HCC) to inquire about a same day appointment at 503-943-7134, offered 2 times a day at 11:30am and 3:30pm



Shows sign of emotional distress/mental health related concerns that are non-imminent

1. Submit a Care Team referral
2. Provide number to call HCC for counseling consult evaluation appointment at 503-943-7134 during the hours of 8:30am-4:30pm
3. Provide number to Pilot Helpline for 24/7 support and intervention 503-943-7134 option #3
4. Offer additional resources in the resource section



Student indicates experiencing bias, discrimination, or harassment (that is not sex or gender-based)

1. Contact student conduct at 503-943-7818 or [up.edu/residencelife/student-conduct](https://www.up.edu/residencelife/student-conduct)
2. Submit a Care Team referral
3. Provide HCC phone number to inquire about a same day appointment at 503-943-7134, offered 2 times a day at 11:30am and 3:30pm
4. Offer student to fill out a Speak UP report <https://www.up.edu/inclusion/speak-up.html>



Student indicates experiencing sexual or gender-based harassment, misconduct, discrimination and/or violence, including stalking or domestic violence

1. Submit a Title IX report at [up.edu/titleix](https://www.up.edu/titleix) or call and report to Title IX 503-943-8982
2. Provide HCC phone number to inquire about a same day appointment at 503-943-7134, offered 2 times a day at 11:30am and 3:30pm
3. Offer a confidential support person to talk with <https://www.up.edu/titleix/get-help/confidential-resources.html>



Student reports roommate or isolation concerns

1. Contact the Office of Residence Life at 503-943-7205 or reslife@up.edu

Academic Support



Student is struggling with study skills, time management, or specific courses

1. Encourage the student to contact the Shepard Academic Resource Center for academic support resources by calling 503-943-7895 or visit <https://www.up.edu/sarc/>
2. Submit a Care Team referral



Student is demonstrating poor performance, has excessive or extended class absences, or not turning in assignments

1. Submit an Academic Warning
2. Provide outreach to the student
3. Submit a Care Team Referral



Student demonstrates behavior or disrupts class

1. Discuss concerns with Associate Dean for support around classroom management strategies



Student is considering dropping a class, taking a medical leave of absence or regular leave of absence

1. Have the student make an appointment with their program counselor
2. If the student wants to pursue a medical leave of absence, have the student make an appointment with Associate Provost of Academic Affairs, Dr. Elise Moentmann 503-943-7848



Student reports or shows signs of disability impacting learning or classroom environment

1. Encourage the student to contact Accessible Education Services at 503-943-8985

Physical Health Support



Urgent physical symptoms or injuries

1. Call Campus Safety at 503-943-4444 or dial 911



Non-urgent physical symptoms or injuries

1. Call HCC for a non-urgent medical appointment 503-943-7134
2. 24/7 Nurse Advice Line/ProvRN 503-574-9606
3. Providence Express Care Virtual 8am-12am <https://virtual.providence.org>



Student reports sustaining a concussion

1. Call the HCC to make an appointment 503-943-7134
2. Refer the student to their Associate Dean to coordinate upcoming classes



Student reports possible COVID-19 related symptoms or questions about COVID-19 policies

1. Call the HCC to make an appointment for testing 503-943-7134
2. Visit [up.edu/pilotsprevent/](https://www.up.edu/pilotsprevent/)
3. Fill out a COVID-19 reporting form



Student reports needing support for sexual health such as pregnancy, STD testing, or preventative care

1. Call the HCC to schedule an appointment 503-943-7134
2. visit [up.edu/healthcenter/primary-care/sexual-health/](https://www.up.edu/healthcenter/primary-care/sexual-health/)

Spiritual Support



Student is seeking support regarding spiritual direction, faith and identity, issues of discernment and their future

1. Offer confidential pastoral support from campus ministries by calling 503-943-7131, email ministry@up.edu, stopping by St. Mary's building on campus, or booking online at <https://www.up.edu/campusministry/index.html>
2. Offer confidential pastoral resident support <https://www.up.edu/directory-listing-pastoral-resident.html>
3. Offer student to submit a prayer request <https://www.up.edu/campusministry/contact/prayer-requests.html>



Student reports a death of a loved one or is struggling with grief/loss

1. Offer confidential pastoral support from campus ministries
2. Provide number to HCC to inquire about a same day appointment at 503-943-7134, offered 2 times a day at 11:30am and 3:30pm
3. Submit a Care Team referral

Parent Concerns



Concerned about your student's mental health

1. Contact the Associate Director for Student Care at 503-943-7709 and/or Submit a Care Team Referral



Have questions or concerns about your student's housing

1. Contact the Office of Resident Life at 503-943-7205 or email reslife@up.edu
2. Contact your student's Hall Director directly <https://www.up.edu/residencelife/about/contact-us/>



Have general questions about your student's college experience

1. Contact the Office of Alumni & Parent Relations at 503-943-7328 or parents@up.edu

If you have any questions, please email careteam@up.edu