

# 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 the student call the Counseling Center (503-943-7134) to inquire about a same day appointment offered twice daily 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 the Counseling Center (503-943-7134) for a consult evaluation appointment during the hours of 8:30am-4:30pm
3. Provide the number to Pilot Helpline (503-943-7134, option #3) for 24/7 support and intervention
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](http://up.edu/residencelife/student-conduct)
2. Submit a Care Team referral
3. Provide the Counseling Center number (503-943-7134) to inquire about a same day appointment, offered twice daily at 11:30am and 3:30pm
4. Offer student to fill out a Speak UP report [up.edu/inclusion/speak-up.html](http://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](http://up.edu/titleix)
2. Provide the Counseling Center number (503-943-7134) to inquire about a same day appointment, offered twice daily at 11:30am and 3:30pm
3. Offer a confidential support person to talk with at [up.edu/titleix/get-help/confidential-resources](http://up.edu/titleix/get-help/confidential-resources)



### Student reports roommate or isolation concerns

1. Contact the Office of Residence Life at 503-943-7205 or [reslife@up.edu](mailto:reslife@up.edu)

## Academic Support



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

1. Encourage the student to contact the Associate Director for Student Academic Support at 503-943-8716.
2. For academic resources in the Shepard Academic Resource Center, visit [up.edu/sarc](http://up.edu/sarc)
3. 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 disruptive behavior in 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. Help the student call the Health Center (503-943-7134) for a non-urgent medical appointment
2. Direct the student to a Providence Express Care Virtual visit from 8:00am-8:00pm: [virtual.providence.org](http://virtual.providence.org)



### Student reports sustaining a concussion

1. Help the student call the Health Center (503-943-7134) to make an appointment
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. Encourage the student to wear a mask around others if they are experiencing symptoms of illness
2. Tell student to stay home until fever free for 24 hours and symptoms are improving
3. For information and further guidance, visit [up.edu/healthcenter/covid-19/positive-test.html](http://up.edu/healthcenter/covid-19/positive-test.html)



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

1. Help the student call the Health Center (503-943-7134) to make an appointment
2. Visit [up.edu/healthcenter/primary-care/sexual-health](http://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](mailto:ministry@up.edu), stopping by St. Mary's building on campus, or booking online at [up.edu/campusministry/index.html](http://up.edu/campusministry/index.html)
2. Offer confidential pastoral resident support [up.edu/directory-listing-pastoral-resident.html](http://up.edu/directory-listing-pastoral-resident.html)
3. Offer student to submit a prayer request [up.edu/campusministry/contact/prayer-requests.html](http://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 the Counseling Center number (503-943-7134) to inquire about a same day appointment, offered twice daily at 11:30am and 3:30pm
3. Submit a Care Team referral

## Parent Concerns



### Concerned about your student's mental health

1. Call the Associate Director for Student Care at 503-943-7709 or email [careteam@up.edu](mailto:careteam@up.edu) 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](mailto:reslife@up.edu)
2. Contact your student's Hall Director directly [up.edu/residencelife/about/contact-us/](http://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](mailto:parents@up.edu)