# 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 consultation 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

## 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/aarc
  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

## 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

## 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 503-943-7311, email ministry@up.edu, stopping by St. Mary's building on campus, or booking online at up.edu/campusministry/index.html
  2. Offer confidential pastoral resident support up.edu/directory-listing-pastoral-resident.html
  3. Offer student to submit a prayer request up.edu/campusministry/contact/prayer-requests.html

## 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 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 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

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If you have any questions, please contact Associate Director for Student Care at 503-943-7709