Getting the Right Help for Students

### Mental Health Support

**Student reports roommate or isolation concerns involving violence, including stalking or domestic violence, harassment, misconduct, discrimination and/or harassment (that is not sex or gender-based)**

1. Submit a Care Team referral
2. Provide number to call HCC for counseling consultation 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

**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 consultation 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
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

**Student demonstrates behavior or disrupts class**

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

### 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 503-943-7885 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 Moettmann 503-943-7484

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

1. Encourage the student to contact Accessible Education Services at 503-943-8885

### 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

**Submit a Care Team referral**

### Spiritual Support

**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 Residence Life at 503-943-7205 or email reslife@up.edu
2. Contact your student’s Hall Director directly reslife@up.edu
3. Contact the Office of Alumni & Parent Relations at 503-943-7328 or parents@up.edu

**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

### Parent Concerns

**Submit a Care Team referral**

**Parent 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

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

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