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. Contact your student’s Hall Director directly
  2. Provide number to call HCC for consulting, 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

**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 503-943-7855 or visit
  2. Submit a Care Team referral

**Physical Health Support**

- Urgent physical symptoms or injuries
  1. Call Campus Safety at 503-943-4444 or dial 911

**Student Reports Roommate or Isolation Concerns**

- Student reports sustaining a concussion
  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

If you have any questions, please contact Associate Director for Student Care at 503-943-7709 and/or Submit a Care Team Referral

**Student Reports Roommate or Isolation Concerns**

- 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 503-943-7855 or visit
  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 reports roommate or isolation concerns
  1. Contact the Office of Residence Life at 503-943-7205 or reslife@up.edu

- 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

- 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 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/
  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/

**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

- Have general questions about your student’s college experience at UP
  1. Contact the Office of Alumni & Parent Relations at 503-943-7328 or parents@up.edu