As faculty and staff, we all work together to help each student thrive and reach her or his highest potential, creatively and academically, in leadership and in contribution to the larger community.

Many of us come into contact with students daily. In this "front line" role, we sometimes encounter students who need help or guidance. This guide is intended to give you some basic resources to which you can turn. We offer it in the form of a folder, so that you can gather additional resources or confidential notes that may help you provide assistance.

Just as we remind our students that they need never face their challenges alone, you should remember that the university has resources to help you as faculty and staff in your work with students. The Division of Student Affairs, in partnership with the Office of the Provost and academic administrators, stands ready to support you and offer advice.

Please feel free to make use of the resources outlined on the inside covers of this folder. A broader list of resources for students is available at: [www.cmu.edu/student-affairs/theword/resources](http://www.cmu.edu/student-affairs/theword/resources).

Issued Fall 2016
Any community member may contact University Police (412-268-2323) or the Office of the Dean of Student Affairs (412-268-2075) to report that a student may be missing. If a report does not originate through University Police, the information will be immediately conveyed to University Police to begin an investigation. Even if you aren’t sure whether the student is missing, please contact Student Affairs if a student stops coming to class, reporting to work or otherwise stops communicating.
General Guidelines for Approaching a Student of Concern

One of the most important steps any of us can take is to remind students they are not alone. Your expression of concern may provide students the motivation they need to seek appropriate help or services.

Here is a list of suggestions on how to respond to a student:

• Approach the student in a private setting, such as your office
• Express your concerns directly and honestly
• Let the student know you are genuinely concerned for him/her
• Remain calm; approach the student in a caring and supportive tone
• Listen carefully and validate the student’s efforts to ask for help
• Help the student develop an action plan that addresses the problem
• Consider cultural differences that may be impacting the articulation of the issue, the student’s expectations, and external pressures
• If you are concerned about the possibility the student might be considering suicide or self-harm, ask the student directly about this and let him or her know you are concerned and will be calling CaPS or University Police for their support and help
• If you are unsure of an appropriate intervention or if you need help in locating the appropriate resources, CaPS is available for consultation

Don’t worry alone. If you are concerned about a student and are not sure what to do, support is a phone call away.

For emergencies: University Police 412-268-2323
For mental health concerns: CaPS 412-268-2922
For medical concerns: UHS 412-268-2157
For general concerns: Student Affairs 412-268-2075

Determining an Appropriate Level of Response

When to Listen, Support and Advise

• Student relates common life struggle (e.g. break-up with romantic partner, homesickness, parents’ divorce)
• Student cries or expresses normal upset over academic performance
• Student conveys frustration with project co-workers
• Student complains about grading practices

When to Consult and/or Refer to Relevant University Resources

• Student sends email message alluding to something disturbing
• You are concerned about student’s reaction to being suspended or dropped
• Student discloses having been sexually assaulted
• Student exhibits significant signs of depression, anxiety or problematic substance use
• Student expresses passive thoughts of death such as “It would be easier if I were dead” (with no intent to self-harm)
• Student is struggling with immigration issues
• Student is facing financial hardship

When to Take Immediate Action

• Any mention of intent to harm self or others
• Presence of unusual, disturbing thinking or behavior
• Medical problems due to lack of basic needs
• Escalating agitation or aggression
• Persistence of problem despite prior efforts to refer
Key Contacts by College

**Student Affairs College Liaisons (CL):**
Student Affairs staff work in partnership with each college at CMU to support student success through connecting appropriate resources. For more information about the college liaison model, contact Associate Dean John Hannon at 412-268-2142.

**College Assistant/Associate Deans (CAD):**
Each college has a designated assistant/associate dean who serves as a point of contact for students in need of assistance in academic matters. For general information regarding academic issues, contact the Vice Provost for Education, Amy Burkert, at 412-268-5865.

**Carnegie Institute of Technology**
- **CAD** Kurt Larsen 412-268-2479
- **CL MEG/INI** Lenny Chan 412-268-2142
- **CL BME/CEE/ICT/MSE** Bryan Koval 412-268-2142
- **CL COO/CHE** Thomas Rainey 412-268-2142
- **CL ECE/EPP/ESTP/ETIM** Shernell Smith 412-268-2075

**College of Fine Arts**
- **CAD** Franco Sciannameo 412-268-3877
- **CL Art/Music** David Chickering 412-268-2142
- **CL Archi/Design/Drama** Susie Rush 412-268-2142

**Dietrich College**
- **CAD** Ana Maria Ulloa-Shields 412-268-2924
- **CL** Renee Camerlengo 412-268-2075

**Heinz College**
- **CAD** Jackie Speedy 412-268-5980
- **CL** Holly Hippensteel 412-268-2075

**Inter-College (SHS/BXA/ETC/IPD)**
- **CAD** Amy Burkert 412-268-5865
- **CL** Helen Wang 412-268-2142

**Mellon College of Science**
- **CAD** Maggie Braun 412-268-6679
- **CL** Lucas Christain 412-268-2142

**School of Computer Science**
- **CAD** Thomas Cortina 412-268-3514
- **CL Undergraduates** Elizabeth Vaughan 412-268-8704
- **CL Graduate Students** Angela Lusk 412-268-2142

**Tepper School of Business**
- **CAD** Laurie Weingart 412-268-7585
- **CL** Kevin Monahan 412-268-2064

How can I reach a Student Affairs staff member after hours?
A housefellow and director-level staff member are on call every day of the year. They are prepared to respond to student needs and critical issues at all hours. They can be reached by calling University Police at 412-268-2323 and asking to have the Student Affairs staff contacted.

Our community thrives when we all care for one another. We are grateful for your concern and work with students, and we urge you to make use of these resources and support one another as we make the CMU experience healthy, supportive, and inspiring.