

# CMU Cares

A Guide to Helping Students  
Provided by the Task Force on the  
CMU Experience

Carnegie Mellon University

As a university community, we all work together to help each student thrive and reach their highest potential, creatively and academically, in leadership and in contribution to the larger community.

This guide is intended to give some basic resources to turn to when encountering students who need help or guidance. This year our guide is completely electronic. This will enable us to make certain that you have the necessary information, while also making it possible to make updates as needed throughout the year.

Students need never face their challenges alone. Remember that the university has resources to help students in a wide variety of ways. The Division of Student Affairs, the Office of the Provost and academic administrators stand ready to support you and offer guidance. As our university community navigates the challenges of the COVID-19 pandemic this year, please note that these resources are available to students around the globe, whether they are pursuing their education on our Pittsburgh campus or studying remotely. By working together, we can ensure that everyone has the support necessary for a successful year.

Please feel free to make use of the resources outlined in this document. A broader list of resources for students is available at [cmu.edu/current-students](https://cmu.edu/current-students).

**Our community thrives when we all care for one another. We urge you to make use of these resources and support one another as we make the CMU experience healthy, supportive and inspiring.**

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## Who to Call When...

### Immediate life safety issues:

**University Police** 412.268.2323  
300 South Craig Street, [cmu.edu/police](http://cmu.edu/police)

Call CMU's University Police department 24/7 to request emergency response to any safety concern, including summoning Emergency Medical Services (EMS).

### Medical or health issues:

**University Health Services (UHS)** 412.268.2157  
[cmu.edu/health-services](http://cmu.edu/health-services)

UHS provides comprehensive medical care and referrals for enrolled students. Staff provides treatment for general health issues and comprehensive care management, nutrition counseling, sleep and alcohol/drug assessments, and LGBTQ-specific care. On-call consultation is available after hours.

### Psychological or emotional difficulties:

**Counseling and Psychological Services (CaPS)** 412.268.2922  
[cmu.edu/counseling](http://cmu.edu/counseling)

CaPS offers same-day appointments for urgent situations and 24/7 on-call service for any after-hours mental health needs. Counselors are also available to consult with any members of the university community regarding student mental health concerns. All services, including consultation, are confidential unless life is at risk in the moment.

### General concerns:

**College Liaisons (listed on page 4)** 412.268.2075  
[cmu.edu/student-affairs/resources](http://cmu.edu/student-affairs/resources)

College liaisons are senior members of the Division of Student Affairs who work in partnership with advisors, graduate program coordinators, faculty and associate deans in each college regarding undergraduate and graduate student concerns across a wide range of issues.

**Housefellows: Residential Education Office** 412.268.2142  
[cmu.edu/housing](http://cmu.edu/housing)

All students living in university housing are assigned a housefellow who can engage campus resources and assist students who experience personal or academic difficulty. To reach a housefellow during business hours, call the Student Life Office; after hours, University Police will put you in contact with the Student Affairs on-call staff member.

### Sexual misconduct:

**Office of Title IX Initiatives (TIX)** 412.268.7125  
[cmu.edu/title-ix](http://cmu.edu/title-ix), [TIX@cmu.edu](mailto:TIX@cmu.edu)

TIX offers professional staff trained to provide support, information, resources and referrals to all community members impacted by sexual harassment, sexual assault, dating/domestic violence and stalking. TIX also addresses concerns of bias or discrimination on the basis of sex assigned at birth, gender identity/expression and/or sexual orientation.

### Identity-related support and bias concerns:

**Center for Student Diversity and Inclusion** 412.268.2150  
[cmu.edu/student-diversity](http://cmu.edu/student-diversity)

The Center provides expert staff, resources and diversity programming for all students with a special emphasis on historically underrepresented or marginalized identities such as women, LGBTQ+, transgender and gender nonbinary, racially and ethnically underrepresented, and those who are first in their families to attend college. The Center staff also assists students with concerns of identity-based bias and/or harassment.

### Financial pressures:

**The HUB** 412.268.8186  
[cmu.edu/hub](http://cmu.edu/hub)

Students who are struggling financially are encouraged to consult with their HUB liaison.

**Office of the Dean of Students** 412.268.2075  
[cmu.edu/student-affairs/dean](http://cmu.edu/student-affairs/dean)

Student Affairs offers short-term emergency student loans.

### Immigration issues:

**Office of International Education** 412.268.5231  
**Cyert Hall - Suite 101, [cmu.edu/oie](http://cmu.edu/oie)**

Students who report immigration concerns or issues that impact their immigration status should consult with their assigned OIE advisor.

### Accommodations for a student with a disability:

**Office of Disability Resources** 412.268.6121  
[cmu.edu/disability-resources](http://cmu.edu/disability-resources)

The Office of Disability Resources provides resources and accommodations for students with physical, cognitive, emotional and sensory disabilities. Students need not volunteer that they have a disability in order to be referred to our office.

### Academic distress:

**Associate Deans, Academic Advisors, Graduate Program** 412-268-6823  
**Coordinators and the Student Academic Success Center (SASC)**  
[cmu.edu/student-success](http://cmu.edu/student-success)

Faculty and staff concerned about a student's academic performance can consult with the student's associate dean, academic advisor, graduate program coordinator or SASC for a wide variety of resources and support. Assigned advisors are conveniently listed with each student's name in the CMU directory. Associate deans and advisors can help connect students with additional academic resources in the Graduate Education Office and SASC.

### Academic integrity issues:

**Office of Community Standards and Integrity (OCSI)** 412.268.2140  
[cmu.edu/student-affairs/ocsi](http://cmu.edu/student-affairs/ocsi)

Reports of violations of the university's academic integrity policy should be made to OCSI. Staff are also available to consult regarding the university's community standards and options for resolution.

### Missing Student

Any community member may contact University Police at 412.268.2323 or the Office of the Dean of Students at 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 attending class, reporting to work or otherwise stops communicating.

*If you are ever unsure where to turn and would like to consult, call the Office of the Dean of Students at 412.268.2075.*

## General Guidelines for Approaching a Student of Concern

One of the most important steps any of us can take is to remind students that help is always available. 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 (if it is large enough to allow for physical distancing), a private Zoom meeting or a one-to-one phone conversation
- Express your concerns directly and honestly
- Let the student know you are genuinely concerned for them
- Remain calm and approach the student with 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 that the student might be considering suicide or self-harm, ask the student directly. Let them 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, the Office of the Dean of Students or 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 – Examples

- Student relates life struggle (e.g., breakup with romantic partner, homesickness, parents' divorce) not significantly interfering with functioning
- 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, involved in relationship violence, stalked or harassed
- 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 works in partnership with each college at CMU to support student success through connecting appropriate resources. For more information about the college liaison model, contact Bryan Koval at 412.268.2075.

### College Assistant/Associate Deans (CAD):

Each college has a designated assistant/associate dean who will serve as a point of contact/referral for students in need of assistance in academic matters. For general information regarding academic issues, contact Vice Provost for Education, Amy Burkert, at 412.268.5865.

### College of Engineering

|                        |                   |              |
|------------------------|-------------------|--------------|
| CAD Undergraduates     | Kurt Larsen       | 412.268.5732 |
| CAD Graduate Students  | Shelley Anna      | 412.268.2478 |
| CL MEG/INI             | Lenny Chan        | 412.268.2142 |
| CL BME/CEE/CHE/COO/MSE | Bryan Koval       | 412.268.2075 |
| CL ECE                 | Thomas Rainey     | 412.268.2142 |
| CL EPP/ESTP/ETIM/ICT   | Elizabeth Vaughan | 412.268.8704 |

### College of Fine Arts

|                |                  |              |
|----------------|------------------|--------------|
| CAD            | Kristen Kovak    | 412.268.2348 |
| CL ART/DRA/MUS | David Chickering | 412.268.2142 |
| CL ARC/DES     | Amanda Best      | 412.268.2142 |

### Dietrich College

|                       |                         |              |
|-----------------------|-------------------------|--------------|
| CAD Undergraduates    | Ana Maria Ulloa-Shields | 412.268.2924 |
| CAD Graduate Students | Sharon Carver           | 412.268.1499 |
| CL                    | Julie Schultz           | 412.268.2142 |

### Heinz College

|     |                   |              |
|-----|-------------------|--------------|
| CAD | Jackie Speedy     | 412.268.5980 |
| CL  | Holly Hippensteel | 412.268.2075 |

### Intercollege

|              |                   |              |
|--------------|-------------------|--------------|
| CAD          | Amy Burkert       | 412.268.5865 |
| CL ETC/III   | Elizabeth Vaughan | 412.268.8704 |
| CL BXA       | Amanda Best       | 412.268.2142 |
| CL SHS (DC)  | Julie Schultz     | 412.268.2142 |
| CL SHS (MCS) | John Hannon       | 412.268.2139 |

### Mellon College of Science

|                       |                 |              |
|-----------------------|-----------------|--------------|
| CAD Undergraduates    | Maggie Braun    | 412.268.6679 |
| CAD Graduate Students | Manfred Paulini | 412.268.3887 |
| CL                    | John Hannon     | 412.268.2139 |

### School of Computer Science

|                       |                      |              |
|-----------------------|----------------------|--------------|
| CAD Undergraduates    | Thomas Cortina       | 412.268.3514 |
| CAD Master's Students | David Garlan         | 412.268.5056 |
| CAD Doctoral Students | Robert E. Frederking | 412.268.6656 |
| CL Undergraduates     | Kristine Kengor      | 412.268.2142 |
| CL Graduate Students  | Angela Lusk          | 412.268.2075 |

### Tepper School of Business

|     |                      |              |
|-----|----------------------|--------------|
| CAD | Willem-Jan Van Hoeve | 412.268.9655 |
| CL  | Shernell Smith       | 412.268.2150 |

### 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.