

USEFUL ON-CAMPUS RESOURCES

<p>Refer Form (online reporting) (Note: This form is not monitored after normal business hours or on holidays)</p>	<p>GONZAGA.EDU/REFER</p>
<p>Center for Cura Personalis (Case Management)</p>	<p>GONZAGA.EDU/CCP (509) 313-2CCP (2227)</p>
<p>Academic Advising & Assistance</p>	<p>GONZAGA.EDU/AAA (509) 313-4072</p>
<p>Campus Security & Public Safety (24 hrs a day, 365 days a year)</p>	<p>GONZAGA.EDU/SECURITY (509) 313-2222</p>
<p>Health & Counseling Services</p>	<p>GONZAGA.EDU/HEALTHANDCOUNSELING (509) 313-4052</p>
<p>Division of Student Affairs</p>	<p>(509) 313-4100</p>
<p>Title IX Director</p>	<p>GONZAGA.EDU/SEXUALMISCONDUCT (509) 313-6910</p>
<p>Disability Access</p>	<p>GONZAGA.EDU/DISABILITYACCESS (509) 313-4134</p>
<p>Learning Strategies Management</p>	<p>GONZAGA.EDU/LEARNINGSTRATEGIES (509) 313-4137</p>
<p>New Student & Family Programs</p>	<p>GONZAGA.EDU/FYEP & GONZAGA.EDU/PARENTS (509) 313-4346</p>



CONCERNING STUDENT BEHAVIOR

CONCERNING SITUATIONS (non-emergency)

Non-emergency situations include:

- ▶ No imminent danger to individual or the community
- ▶ Can wait more than 24 hours to be addressed
- ▶ Are emotional in the moment, but will deescalate soon
- ▶ Student can identify and manage ways to cope with the situation.

- SUBSTANCE MISUSE
- DISORDERED PATTERNS OF EATING
- FAMILY MEMBER OR FRIEND DEATHS
- DISCLOSURES OF MENTAL HEALTH CONDITIONS (DEPRESSION, ANXIETY, ETC.)
- DISCLOSURE OF PAST TRAUMATIC SITUATIONS (INCLUDING SEXUAL VIOLENCE)
- INTERPERSONAL CONFLICTS
- DRAMATIC CHANGES IN BEHAVIOR
- ACADEMIC DECLINE
- EXCESSIVE ABSENCES
- CLASSROOM BEHAVIOR CHALLENGES
- ACADEMIC INTEGRITY

To report a non-emergency concern, please submit a refer form at:
gonzaga.edu/refer
 or call **Center for Cura Personalis (CCP)** ext. 2CCP (2227)
 or **Academic Advising & Assistance (AAA)** ext. (4072)

EMERGENCY SITUATIONS

Emergency situations cause immediate concern for the safety of individuals or the community.

- THREATS OR TALK OF SUICIDE OR SELF HARM
- POSSESSION OF WEAPONS
- ACTS OR THREATS OF PHYSICAL AND/OR SEXUAL VIOLENCE
- APPARENT DISCONNECT FROM REALITY (HEARING VOICES, NONSENSICAL SPEECH, ERRATIC OR OUT OF CONTROL EMOTIONS)
- STUDENT DEATHS
- MISSING STUDENTS
- MEDICAL EMERGENCIES

If the situation appears life threatening for anyone involved, **CALL 911 FIRST.**

IMMEDIATELY AFTER,
 Call Campus Security & Public Safety
(509) 313-2222 or ext. 2222



CONCERNED ABOUT A STUDENT?

The offices of **Academic Advising & Assistance (AAA)** and the **Center for Cura Personalis (CCP)** are here to help with an easy to use online Student Refer Form. This form is a great way to let us know when you have non-emergent concerns about our students. When you submit a Student Refer Form, you initiate a seamless, comprehensive program where academic advisors and case managers work together to support students holistically, with their academic, emotional, social, or behavioral needs. Our close partnership allows for transparency where appropriate, to identify the student's full situation, and to step in and provide support from all angles. When you make a referral, our offices will make every effort to contact referred students within 1-2 business days. Regardless of a student's response, please also know that some action is taken on every form that is received. We do our best to encourage students to reply to faculty and our outreach, but sometimes students do not reply. If the student's behavior or academic standing in class has not

improved or has worsened, please submit another referral, or contact the office managing your referral.

Your questions and inquiry before, during and after a referral are welcomed. When you refer a student, you will receive information from either the Center for Cura Personalis, or the Academic Advising & Assistance office, letting you know which professional(s) are staffing your referral. We do our best to close the loop with every referral, but we are not always able to do so for various reasons. Should you have any questions or concerns with our processes, we welcome your feedback and conversation. Contact information can be found in the brochures included in this folder.

Please note that form submissions are not monitored outside of normal business hours, including weekends and University holidays. If you have immediate concerns about the health or safety of a student, or for the Gonzaga community, please call Campus Security and Public Safety at **509-313-2222**, or **911**.

WHAT TO LOOK FOR:

SIGNIFICANT CHANGES IN MOOD OR BEHAVIOR

MISSING MULTIPLE CLASS SESSIONS IN A ROW, OR MORE THAN THE ATTENDANCE POLICY ALLOWS

FAILING TO SUBMIT MAJOR ASSIGNMENTS OR MISSING QUIZZES/EXAMS

POOR PHYSICAL APPEARANCE OR PERSONAL HYGIENE

HEIGHTENED EMOTIONS (CRYING, RAISED VOICE, ANXIOUSNESS, ETC.)

APPEARING DISTRACTED OR UNABLE TO FOCUS

SIGNIFICANT LOSS IN THE STUDENT'S LIFE

FEELINGS OF HELPLESSNESS OR HOPELESSNESS

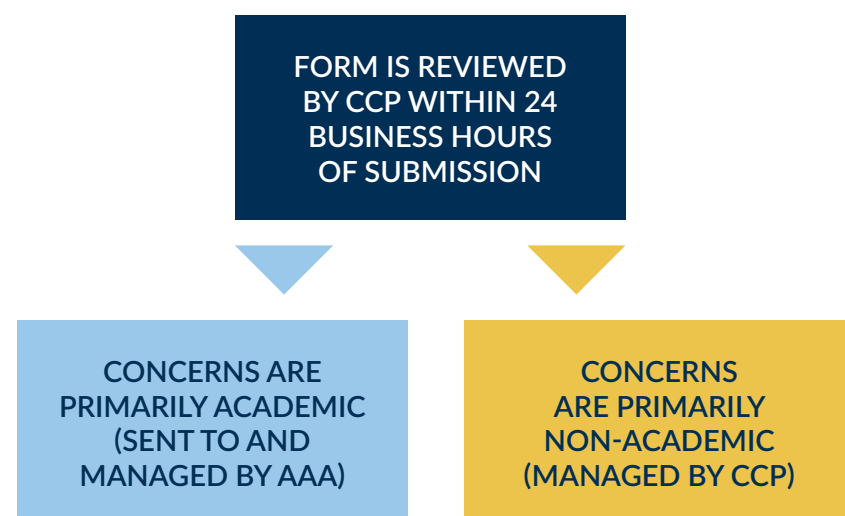
SUDDEN CHANGE IN ACADEMIC PERFORMANCE

INABILITY TO CONNECT OR COMMUNICATE WITH PEERS

IMPLIED OR DIRECT THREATS OF SELF-HARM

COMING TO CLASS OR MEETINGS UNDER THE

INFLUENCE OF SUBSTANCES



ABOUT US: WE'RE HERE FOR YOU AND OUR STUDENTS

CASE MANAGEMENT*

The primary focus of the staff in the Center for Cura Personalis' (CCP) case management area is to support students through social, emotional, physical and mental challenges, connect them to appropriate campus and community resources, promote growth in self-advocacy, and empower students to build confidence in their ability to navigate toward their own solutions. Case managers work collaboratively across the institution and in the Spokane community to develop support plans that provide a caring and comprehensive student experience. Case managers will meet one-on-one with the students you refer to help identify stressors and make a plan for holistic well-being outside of the classroom to enable success within the classroom.

*Please note that AAA and CCP are open only during business hours, and are closed on holidays, weekends and nights.

ACADEMIC ADVISING AND ASSISTANCE*

The primary focus of the staff in the Center for Student Academic Success' Academic Advising and Assistance area is to empower students to be active and independent learners in pursuit of their academic success. Academic advisors provide academic support in the form of in-class instruction, partnerships with campus resources, and individual academic advising sessions with the goal of creating a comprehensive approach to student support. Academic advisors will meet individually with students you refer to provide advising, registration assistance, academic recovery options and academic policy navigation.

If you know a student who may need the support of a case manager or an academic advisor, please contact us through the online Refer form at gonzaga.edu/refer. We also welcome consultations with faculty and staff during business hours.

Contact the Case Management team at **(509)313-2227** or ccp@gonzaga.edu or the Academic Advising Team at **(509)313-4072** or advise@gonzaga.edu.

HOW TO HELP:

We encourage faculty-student relationships, and believe these go a long way when making a successful referral. Where possible, talk to your student about your concerns and let them know you will be referring them to us. Here are some helpful tips that may help you have this difficult conversation. If you need assistance or consultation, please contact us.

PREPARING TO REACH OUT

- ▶ Know the available campus resources
- ▶ If safe and possible, meet privately during a pre-arranged time
- ▶ Choose a quiet space, free of distractions

CONNECTING WITH THE STUDENT

- ▶ Express your concerns clearly by identifying specific behaviors you've observed
- ▶ Listen non-judgmentally
- ▶ Express empathy and a willingness to help with both words and body language
- ▶ Be sure to remind the student that you will keep things private, but cannot guarantee confidentiality in all cases
- ▶ Document the meeting as soon afterwards as possible

MAKING THE REFERRAL AND FOLLOWING UP

- ▶ Give reassurance and offer information about campus resources
- ▶ Be honest about your limitations and the scope of your role
- ▶ Affirm attempts to seek help and validate their experience
- ▶ Encourage the student to make and keep appointments with campus resources
- ▶ Follow up with the appropriate campus resources

IF YOU FEEL UNSAFE,
CALL 911
OR CAMPUS SECURITY
& PUBLIC SAFETY
(509-313-2222)
FOR IMMEDIATE
RESPONSE