

Staff and Faculty Student Concern Response Guide

The purpose of this folder is to help staff and faculty recognize symptoms of student distress and identify appropriate referrals to campus resources



Is the student in a situation of potential imminent harm to themselves or others?

Yes

I see the student's behavior is clearly reckless, disoriented, dangerous or threatening to themselves or others.

Call 9-1-1

Also notify Campus Public Safety, on duty 24-hours a day at:
Forest Grove CPS: 503.352.2230
Hillsboro CPS: 503.352.7207

Report Concern

to Students of Concern Consultation Team (SCCT) via the [Dean of Students](mailto:dean@pacificu.edu) 503.352.2254 / 2120

I'm not sure

I'm noticing indications of distress, but I'm not sure how serious it is. Our interaction has left me feeling uneasy or concerned about the student.

Call for Consultation

[Student Counseling Center](mailto:scct@pacificu.edu): 503.352.2191 or 503.352.2658
Graduate Student Services: 503.352.7215 or 503.352.2109

Report Concern

to Students of Concern Consultation Team (SCCT) via the [Dean of Students](mailto:dean@pacificu.edu) 503.352.2254 / 2120

No

I'm not concerned for anyone's immediate safety, but the student is experiencing significant academic or personal concerns.

Refer

to appropriate campus resources. If you are unsure of which resource to use, consult:

[Dean of Students](mailto:dean@pacificu.edu): 503.352.2254 / 2120
Graduate Student Services: 503.352.7215 / 2109
[Student Counseling Center](mailto:scct@pacificu.edu): 503.352.2191 / 2658
Academic Dean or Director
[University Chaplain](mailto:chaplain@pacificu.edu): 503-352-2032
See list on bottom-left for further resources.

What about privacy?

The Family Educational Rights and Privacy Act (FERPA) permits the following:

You may disclose personal identifiable information from an educational record to appropriate ("need to know") individuals in connection with a health and safety emergency. In the case of a health or safety emergency information may be disclosed to individuals outside of the institution (e.g. police, parent, medical responders) to the extent that the information is necessary to protect the health and safety of the student or others.

Observations of a student's conduct or statements made by a student are not a part of the educational record, and are not FERPA protected. However, the general approach at Pacific is to treat observations or statements in a professional manner and to limit unnecessary disclosure. This information can and should be shared with University personnel in appropriate roles ("need to know") when there is a concern about the student or other community member's safety or wellbeing.

What if a student is disruptive but doesn't pose a threat?

- Ensure your safety in the environment. Use a calm, non-confrontational approach.
- Set limits by explaining how the behavior is inappropriate.
- If disruptive behavior persists, inform the student that disciplinary action may occur.
- If the behavior escalates and you believe there is a safety risk, call 911 or CPS and report the concern to the Students of Concern Consultation Team (SCCT) via the [Dean of Students](mailto:dean@pacificu.edu)

Resources

Students of Concern Consultation Team Report and Dean of Students, Will Perkins	503-352-2254/2120
Student Counseling Center	503-352-2191/2658
Campus Wellness Office, Kathleen Converse (Sexual Assault Advocate)	503-352-CARE (2273)
Title IX Coordinator, Mark Ankeny	503-352-2924, titleix@pacificu.edu
Campus Public Safety	503-352-7207 or 503-352-2230
Graduate Student Services	503-352-7215/2109
Learning Support Services (for students with disabilities)	503-352-2194
Student Health Center	503-352-2269
Residence Life & Student Conduct	503-352-2045
Mental Health Crisis Lines, 24 hours	Washington County: 503-291-9111 Lane County: 541-687-4000
University Chaplain, Chuck Currie	503-352-2032

Employee Responsibilities Regarding Sexual Misconduct Response

Sexual Misconduct and Sexual Harassment, Stalking, Interpersonal Violence

For relevant policies and behavioral definitions of these behaviors, see:
Title IX's "Glossary of Terms" and the Student Sexual Misconduct Policy's "Defining Sexual Misconduct"

Responsible Employees at Pacific

With few limited exceptions, all staff and faculty are required to promptly report to the Title IX Coordinator information they have about possible sexual harassment or sexual misconduct at Pacific University, including but not limited to sexual assault, domestic or dating violence, and stalking. This includes incidents involving students, and employees, and even applies when misconduct has been perpetuated against or by a third party. The University has processes in place when to act promptly and appropriately after it has been put on notice of sexual misconduct. If you're unsure whether to report an incident or concern, consult with the Title IX Coordinator.

A "Responsible Employee" is any Pacific University staff or faculty member who has the authority to take action to redress sexual violence, who has been given the duty of reporting incidents of sexual violence or any other misconduct by students to the Title IX coordinator or other appropriate school designee, or whom a student could reasonably believe has this authority or duty. This definition includes, but is not limited to, **full-time and part-time staff or faculty members, coaches, club advisors, and clinic supervisors.** Student employees whose duties include the supervision of other students or responsibility for the welfare of other students, including Resident Assistants, Voyage and Outdoor Pursuit leaders, building monitors, and similar positions as explained during training, are also considered responsible employees. If you have questions about whether you qualify as a responsible employee, contact the Title IX Coordinator. Note: While contracted parties, such as dining services, are not considered responsible employees, they are highly encouraged to report misconduct to the University.



By reporting, you are ensuring that victims are connected with those trained to assist and responsible for responding promptly, ensuring the safety of the victim and others within our University community, and helping to ensure that the University meets its obligations in regard to properly responding to these incidents.

Additionally:

- You may report to Campus Public Safety (CPS), especially during evening/weekend hours when they are more immediately available, though this does not reduce your obligation to report the incident to the Title IX Coordinator at 503-352-2924 or titleix@pacificu.edu.
- You are not responsible for investigating or asking questions, though you may provide support to the student or colleague who has approached you.
- You are not required to report information that is presented as a result of a class assignment (e.g. journal, essay, clinical role play) or that is shared in the context of an educational community awareness program on sexual violence prevention (e.g. Take Back the Night). However, it is still a significant opportunity for you to approach the student in a caring way and provide them with available resources.
- If the incident involves employees, you should also report the incident(s) to Human Resources, and your supervisor/Department Chair.

Oregon Mandatory Reporting Responsibility

Employees of Oregon public and private higher education institutions are considered by law to be mandatory reporters of child abuse for minors. If a minor is being hurt or is in danger right now, call 911 immediately. You must immediately report to the State of Oregon Department of Human Services (DHS) or law enforcement if you have "reasonable cause to believe" that any child with whom you come into contact has suffered abuse, or that any person with whom you come into contact has abused a child. See Pacific's "Mandatory Reporting" policy for more details.

Sexual Misconduct: Respond, Refer, Report

Sexual Misconduct and Sexual Harassment, Stalking, Interpersonal Violence

For relevant policies and behavioral definitions of these behaviors, see:
Title IX's "Glossary of Terms" and the Student Sexual Misconduct Policy's "Defining Sexual Misconduct"

Respond

If someone tells you about experiencing sexual misconduct of any kind, your caring response can help the healing process.

1. At the earliest possible moment, tell them you are required to report allegations of sexual misconduct to the [Pacific University Title IX Coordinator](#), Mark Ankeny, at 503-352-2924 or titleix@pacificu.edu. Do not promise confidentiality.
2. If the person still wants to talk with you:
 - Listen. Acknowledge what they are telling you.
 - Reserve any judgment you may feel. Do not make light of the situation.
 - Do not attempt to investigate or resolve the situation on your own. Instead, ask questions to determine current safety ("do you feel safe now?") or offer assistance ("is there anything you need that I could help with?")
 - Never tell the complainant to ignore the behavior.
 - Thank them for sharing with you.
3. Encourage them to reach out directly to Mark Ankeny, [Title IX Coordinator](#) (503-352-2924 or titleix@pacificu.edu) or to a [Deputy Title IX Coordinators \(see online for updated list\)](#) and report the incident. Remind them that you will be reporting it as well.

Refer

Refer students to speak confidentially with Kathleen Converse, the [Campus Wellness Coordinator](#) (503-352-2273).

Refer faculty or staff to [Human Resources](#) (503-352-2210) to speak with a professional who can help them understand their options for seeking support or remedies to the situation.

Report

Report what you know to Mark Ankeny, [Title IX Coordinator](#) (503-352-2924 or titleix@pacificu.edu) or to a [Deputy Title IX Coordinator \(see online for updated list\)](#). Include known names of the involved parties, the status of the parties (i.e., staff, student, faculty, guest, other), the date of the incident, and location of incident if known. Provide as much information as you were given, and do not press the person to provide these details.

Do not wait for someone to complain if you know or suspect sexual misconduct is occurring or has occurred.

Community Resources

Washington County, Oregon

Sexual Assault Resource Center
sarcoregon.org
503-640-5311 | 24 hour crisis line

Domestic Violence Resource Center
www.dvrc-or.org
503-469-8620 or toll free 1-866-469-8600

Lane County, Oregon

Sexual Assault Support Services
541-343-7277 24-hour crisis line

Women's Space
womenspaceinc.org
541-485-6513 24 crisis line

Marion County, Oregon

Mid-Valley Women's Crisis Service
mwwcs.com
1-866-399-7722 24 hour crisis line

Additional Resources

Staff and Faculty Counseling Services
(Cascade Center EAP)
1-800-433-2320
www.cascadecenter.com

Not Alone (Sexual Violence Resources)
www.notalone.gov

Help for Survivors
Oregon Sexual Assault Task Force
oregonsatf.org/help-for-survivors/

Recognize, Respond, Refer, Report Reference Guide

Recognize	Respond	Refer	Report
<p>Something's wrong, but I'm not exactly sure what that is</p> <ul style="list-style-type: none"> Disturbing content in papers/e-mails Decline in academic performance or excessive absenteeism Irrational or bizarre behavior Sudden change in demeanor (e.g. an extroverted student withdrawn, an organized student forgetful, etc.) 	<ul style="list-style-type: none"> Express concern and care Give an example of a time that the student's behavior has worried you Listen to and believe student's responses Be supportive and encouraging if student agrees to get help 	<p>Urgent: 911 Advice and consultation: Student Counseling Center 503-352-2191 Graduate Student Services 503-352-7215/2109</p>	<p>Dean of Students 503-352-2254/2120</p> <p>Academic Dean or Director</p>
<p>Depression, self harm, suicidal risk</p> <ul style="list-style-type: none"> Significant changes in appearance, behavior or personal hygiene Decline in academic performance Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others Fresh cuts, scratches or other wounds Withdrawal from activities and friends Statements of hopelessness such as, "What's the point", "I hate this life" or "Everyone is better off without me" 	<ul style="list-style-type: none"> Express concern and care Avoid criticizing, sounding judgmental, minimizing or blaming Always take suicidal statements, thoughts or behaviors seriously If you suspect a student may be suicidal, seek immediate consultation If possible, ask directly about their feelings and plans Call 911 if there is a threat to student's safety or the safety of others 	<p>Urgent: 911 Advice and consultation: Student Counseling Center 503-352-2191</p>	<p>Dean of Students 503-352-2254/2120</p> <p>Campus Public Safety 503-352-2230/7207</p>
<p>Actual or suspected medical issues (chronic illness, eating disorder, etc.)</p> <ul style="list-style-type: none"> Frequent or extended absences Fatigue or dizziness Noticeable weight loss or gain Evidently pale or gray skin tone 	<ul style="list-style-type: none"> Express concern and care Avoid criticizing, sounding judgmental, minimizing or blaming Listen to and believe student's responses Recommend (or, if necessary, insist upon) medical intervention 	<p>Urgent: 911 Advice and consultation: Student Health Services 503-352-2269 Graduate Student Services 503-352-7215/2109</p>	<p>Academic Dean or Director</p>
<p>Alcohol or other drug abuse</p> <ul style="list-style-type: none"> Intoxicated/high in class or at meetings/events Excessive sleepiness or hyper energy Decline in academic performance References to alcohol or drug use in conversations, papers, projects, etc. Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.) Unusual smells on breath, body or clothes 	<ul style="list-style-type: none"> Express concern or care Give an example of a time that the student's behavior has worried you Listen to and believe student's responses Be supportive and encouraging if the student agrees to get help Offer to help the student make an appointment with BASICS program for alcohol screening and intervention 	<p>Urgent: 911 Advice and consultation: Student Counseling Center & BASICS 503-352-2191 Campus Wellness 503-352- 2273 Student Health Center 503-352-2269</p>	<p>Dean of Students 503-352-2254/2120</p> <p>Academic Dean or Director</p>
<p>Violence / harassment / sexual assault *see also previous 2 pages</p> <ul style="list-style-type: none"> Appears fearful or unusually anxious about pleasing partner or others Apologizes/excuses partner/other's behavior Mentions partner/other's possessiveness, jealousy or violent behavior Injuries/bruises/frequent mishaps; injuries with illogical or no explanations Crying or leaving room when sexual violence, domestic violence, stalking or child abuse is the topic 	<ul style="list-style-type: none"> Express concern and care Listen to and believe student's responses Remain calm. Showing outrage may shut student down Do not interpret student's emotions as evidence of assault or violence Avoid criticizing, sounding judgmental, minimizing or blaming Say things like, "You've been through something very upsetting. I'm so sorry." 	<p>Urgent: 911 Advice and consultation: Campus Wellness 503-352- 2273 Student Counseling Center 503-352-2191 Student Health Center 503-352-2269</p>	<p>Title IX Coordinator 503-352-2924</p> <p>Also, for Employees: Human Resources 503-352-2210 and your Supervisor</p>
<p>Bullying, harassment, sexual harassment, cyberstalking, interpersonal violence</p> <ul style="list-style-type: none"> Internet flaming, trolling, name-calling or harassment Communications that continue after being told to stop Threatening to release private information/photos Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual's academic status or employment Display of sexually suggestive pictures or cartoons in workspace, residence halls or online Continued jokes, language, epithets, gestures or remarks of a sexualized nature 	<ul style="list-style-type: none"> Express concern and care Listen to and believe student's responses Avoid criticizing, sounding judgmental, minimizing or blaming Encourage targeted student to save all digital communications as downloaded files and/or hard copies 	<p>Urgent: 911 Advice and consultation: Campus Public Safety 503-352-2230 or 7207 Campus Wellness 503-352- 2273</p>	<p>Title IX Coordinator 503-352-2924</p> <p>Also, for Employee: Human Resources 503-352-2210 and your Supervisor</p> <p>For Students: Dean of Students Office 503-352-2254/2120</p>