**Responding to Student Crises and Concerns**

A Guide for UMD Employees

---

**Threatening Behavior**

**Mental Health Crisis**

**Illness or Injury**

**IF**

- you observe or are dealing with threatening behavior (including threats of self harm) or a student who appears to be experiencing a mental health crisis
- you see or are dealing with other unusual situations in which a student (or students) is behaving in an aggressive manner
- you witness a medical emergency

**THEN**

- notify the UMDPD
- notify your supervisor or department head

---

**Students in Distress**

**IF**

- you are assisting a student who is experiencing psychological or emotional distress

**THEN**

- refer the student to Counseling Services
- OR consult with a Counselor or Case Manager in Counseling Services
- OR consider helping the student make an appointment with Counseling Services (located in Health Services)

---

**Concerning Behaviors**

**IF**

- you observe concerning behavior from a student (in your class, in a group setting, in written assignments, etc.)
- you are not concerned about an imminent threat or emergency

**THEN**

- Call Counseling Services for a consultation
- OR notify UMD’s Student Care Team (SCT) by contacting the office of the Vice Chancellor for Student Life—http://www.d.umn.edu/student-care-team

---

**Call Counseling Services**

**Call Counseling Services or SCT**
**Campus Climate Incidents**

IF
- you see or are dealing with incidents or issues that harm campus climate

THEN
- consider filing an online report
- OR contact a member of the Campus Climate Response Team (CCRT)

**Sexual Misconduct, Assault, or Harassment**

IF
- you receive a report or are informed of an incident

THEN
- inform either OSCCR or EO Associate
- AND help the student find support
  Women’s Resource and Action Center—WRAC
  WRAC—[http://d.umn.edu/wrac](http://d.umn.edu/wrac) x6292
  Program to Aid Victims of Sexual Assault—PAVSA

**Student Privacy**

- Information that UMD maintains about a student is considered the student’s education record.
- Federal and State laws and U of M policy provide guidance as to the privacy of student records.
- In general, a student’s record can’t be released to a third party outside of UMD without the student’s written consent.
- However, information CAN be shared with others who have a legitimate educational interest in the information. That includes all of the offices listed to the right (with the exception of EAP).
- For questions about student records, contact the University Registrar (x8887) or Student Life

**Resources**

- Counseling Services  x7913
  [http://d.umn.edu/health-services/counseling-services](http://d.umn.edu/health-services/counseling-services)
- Employee Assistance Program (EAP)
  Services provided by The Sand Creek Group, Ltd
  [http://sandcreekepad.com](http://sandcreekepad.com) 888.243.5744
- Equal Opportunity (EO) Associate  x8809
- Office of Student Conduct & Conflict Resolution (OSCCR)  x7255
  [http://www.d.umn.edu/conduct/](http://www.d.umn.edu/conduct/)
- Office of the Vice Chancellor for Student Life  x8501
- UMDPD  dial 911
  [http://d.umn.edu/police-department](http://d.umn.edu/police-department)

**We’re here to help!**