## Resources for Consultation and Referral

For use with students of concern

### Emergency/Crisis

- **When a student:**
  - Is a victim of an attack
  - Appears to pose imminent danger to the safety of him/herself or others
  - Behavior makes you feel unsafe

- **Department of Public Safety/Oregon State Police**
  - 541-737-7000 or 911
  - Open 24 hours / 7 days per week

  If needed, an officer will be dispatched to the scene and a threat assessment made. Additional responses will be based on the situation and may include a referral for medical and mental health assistance.

### For Non-Emergency Concerns & Consultation

#### Student policies, questions

- Clarification about and links to student life policies
- Questions about whom to contact for what
- Questions about available student support services

- **Student Life Assistance Team**
  - 541-737-8748 option 2
  - Mon - Fri calls are returned within 24 hours

  SL Assistance Team is available to provide general assistance with process navigation, clarification, and referrals to campus or community resources.

#### Mental Health

- Severe anxiety
- Depression
- Suicidal thoughts or emotional disturbances

- **Counseling & Psychological Services**
  - 541-737-2131
  - Open Mon - Fri 8 - 5

  CAPS will consult with faculty/staff on how to manage the situation. Urgent cases will be assisted immediately.

#### Conduct/Disruptive Behavior

- Inappropriate behavior
- Disruptive in class, a residence hall, or any other campus location

- **Student Conduct & Community Standards**
  - 541-737-3656
  - Open Mon - Fri 8 - 5

  SCCS will consult with faculty/staff on how to manage the situation. If warranted, an incident report will be requested.

#### Personal Crisis/Community Distress

- Personal tragedy or significant event that may impact a student’s ability to stay in school
- When multiple issues impede student success
- Activities or events which occur that have an impact on the safety of the campus community

- **Student Care Team**
  - 541-737-0582
  - Open Mon - Fri 8 - 5

  SCT will consult with faculty/staff on how to manage the situation. If warranted, SCT will review the situation to ensure follow-up.

#### Academic Difficulty

- Missing one of more classes within the first two weeks of the term
- Low or no engagement in the classroom
- Poor performance early in the term

- **Academic Success Center**
  - 541-737-2272
  - Open Mon - Fri 8 - 5

  ASC can assist a student by offering
  - academic coaching
  - one-on-one meetings
  - campus referrals

#### Other/Not sure

Consult supervisor, department chair, Associate Dean

Assistance with exploring options or resources
Guide to Working with Students in Distress

As faculty/staff you may come into contact with students who need your assistance. Being aware of signals of distress and sources of help can aid in handling these situations. You play an important role at Oregon State University in providing resources to support student success.

**Resource offices and phone numbers**

- **Business Affairs**  
  Assistance in managing tuition balances and personal finances  
  Release forms for parents and online tutorials for the MyBill system  
  Phone: 541-737-3031

- **Childcare & Family Resources**  
  Helps students identify childcare solutions  
  Provides resource referral for family related needs  
  Phone: 541-737-4906

- **Counseling & Psychological Services**  
  Individual, couple, and group counseling for students  
  Consultation for OSU employees to support students with mental health concerns  
  Phone: 541-737-2131

- **Disability Access Services**  
  Determines accommodations based on documentation of a disability  
  Collaborates with faculty to provide reasonable accommodations  
  Phone: 541-737-4098

- **Financial Aid**  
  Status of financial aid and credits to student accounts  
  Assists students in searching for financial aid  
  Phone: 541-737-2241

- **Human Services Resource Center**  
  Referrals for housing, food, financial assistance, human services agencies  
  Meal boxes/food pantry  
  Phone: 541-737-3747

- **Intercultural Student Services**  
  Community specific consultation and support for underrepresented students  
  Phone: 541-737-9034

- **International Students Advising and Services**  
  Immigration/visa issues, travel, employment/internships, leave of absence, dependents  
  Expertise in cross-cultural communication  
  Phone: 541-737-3006

- **INTO OSU Center**  
  Academic and personal support services for INTO OSU students  
  Assistance for students with limited English language skills  
  Phone: 541-737-2464

- **Office of the Registrar**  
  Current or past term registration options  
  Consultation for academic standing issues  
  Withdrawal information  
  Phone: 541-737-4331

- **Student Health Services**  
  Free consultation for primary care, psychiatry, and nutrition for fee-paying students  
  Phone: 541-737-9355

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**TIPS**

For faculty/staff who have concerns about a student...

Always keep safety in mind as you interact with a troubled student. If you feel that you or the student is in danger call 911 or 541-737-7000.

Don’t assume the student is trying to get attention or relief from responsibility.

Don’t promise confidentiality to a student. Faculty and staff have some reporting obligations: [Title IX Sexual Harassment or Violence](#) and [Child abuse](#).

Document your interactions with the student in case the situation escalates.

Know your limitations. You do not need to serve as a counselor.

Offer to make the first call to Counseling & Psychological Services, 500 Snell Hall. To schedule an appointment call 541-737-2131.

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**University Housing & Dining**  
Housing assignments and other residential life and dining information and assistance  
Phone: 541-737-4771

**University Ombuds Office**  
Designated neutral/impartial practitioners provide confidential and informal assistance on a variety of issues and concerns  
Phone: 541-737-7028

**Veteran Services**  
Assistance in making the transition from military life to OSU  
Phone: 541-737-7662

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This publication will be made in an accessible format upon request to Office of the Dean of Student Life at 541-737-8748 or deanofstudents@oregonstate.edu

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**For faculty and staff**  
1-800-433-2320

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**Employee Assistance Program**

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