

Distressed and Distressing Students Protocol Honors College Dean's Office

The University has a well-defined “distressed and distressing students” protocol, developed and implemented by the Office of the Dean of Students:

http://www.umb.edu/life_on_campus/dean_of_students/students_in_distress/

All situations should be communicated to the Honors College Dean's Office:

Rajini Srikanth, Dean: rajini.srikanth@umb.edu (617-287-5521)

Jason Roush, Program Coordinator: jason.roush@umb.edu (617-287-5501)

The protocol is dependent on the individual situation and student, with contact being:

1. Public Safety (the campus police): Urgent, dangerous, or threatening students and situations:

--Public Safety: 911 campus phone; 617-287-1212 (cell phone)

--Quinn Administration, plaza level office

--http://www.umb.edu/public_safety

--If you feel unsafe, call Public Safety—don't hesitate

--Public Safety will call EMTs and escort a student to the hospital, if needed

--If you do use Public Safety, send a follow-up phone call/email to document this to Cheryl and the Department Admin

2. Counseling Center: Students who are not threatening to others, but are distressed (seem to pose a threat to themselves):

--Counseling Center, University Health Services: 617-287-5690

--Quinn Administration, second floor; M-F 8:30-4:30; Tues 8:30-3:30

--http://www.umb.edu/healthservices/counseling_center

--If a student seems to be in distress, try to get them to go directly to the Counseling Center for help; if possible, alert Counseling and escort the student to Counseling

--If Counseling is not available and you fear for student's safety, call Public Safety or Dean of Students

--If a student is not in immediate trouble, but open to discussions about personal well-being, advise them to make an appointment with Counseling and give them the Counseling website information (which is very clear)

--If you do refer to Counseling, send a follow-up phone call/email to document this to Cheryl and the Department Admin

3. Dean of Students: Students of serious concern, who need serious intervention due to troubling behavior:

--Dean of Students: 617-287-5899, dean.students@umb.edu (our contact: Mark Jannoni)

--Campus Center 4th floor, room 4015

--http://www.umb.edu/life_on_campus/dean_of_students

--If a student engages in a serious action (such as an abnormally disruptive episode in class) or a problematic pattern (such as bothering other students or seeming to be under the influence), we will “report” the student to the Dean of Students and follow their advice

- Connecting with the Dean of Students will often result in advice about how Cheryl should handle a meeting with the student or result a meeting involving the student, Cheryl, and Mark Janonni
- You can: 1) send an email to Rajini Srikanth and Jason Roush, explaining student problem; Rajini will then contact Mark, ask for advice, and move forward with the situation; or 2) if the situation is urgent/of the moment, you can email Mark directly, but please cc Rajini and Jason Roush (allowing us to track/resolve situation)

4. Dean of the Honors College: Students engaged in inappropriate behavior, needing “official” meetings in order to help them get “back on track” or counsel them to withdraw from a course; this behavior will often be connected to academic issues (failing grades, plagiarism, etc). Students needing psychological or academic support

- Dean Rajini Srikanth: rajini.srikanth@umb.edu (617-287-5521)
- Campus Center, 2nd Floor, Room 2001
- Contact/make an appointment with Rajini: if a student engages in any behavior that needs discussion, please don’t hesitate to contact me
- The follow-up with student can be what you feel most comfortable with: a one-on-one meeting between me and the student; a meeting of you, the student, and me; a meeting with a group of involved people, etc.
- Sample inappropriate behavior/academic issues include: a student acting belligerent in class, a student sending rude emails, a student continually questioning grades, a student engaged in dishonesty, a student plagiarizing, etc.
- Sample student who is experiencing rough time (and thus likely needs Counseling Services): a student who was a strong student suddenly disappearing, a student acting depressed in class, a student who reveals a tragic/difficult incident in a conversation or writing assignment, etc. You can probably handle many of the “lower-level” situations by advising Counseling Services or resources below, but you can always send student to me
- You can: 1) send an email to Rajini and Jason Roush, explaining student problem; Rajini will set up an appointment; or 2) if the situation is urgent/of the moment, you can come directly to my office to see if I’m in (you can always come to my office!)

Additional resources:

- Students experiencing off-campus hardship (homelessness, hunger): refer to **U-ACCESS** (Office of Urban and Off-Campus Support Services):
http://www.umb.edu/life_on_campus/uaccess
- Student experiencing academic difficulties: refer to the **University Advising Center**: <http://www.umb.edu/academics/vpass/uac>
- Student needing tutoring services, including the “Reading, Writing, and Study Strategies Center” offered via **Academic Support**:
http://www.umb.edu/academics/vpass/academic_support/tutoring