

# General Guidelines for Addressing Problems that Arise with Students

- ENSURE PRIVACY when you talk and choose a time when you are not preoccupied or rushed.
  - Understand and inform students the limits of what information can remain private. This means that you won't share their concerns with others who don't need to know.
  - Responsible employees are required to report any issues related to sexual misconduct (sexual assault, harassment, exploitation, intimate partner abuse, and stalking) and protected class discrimination and harassment to the Office of Institutional Equity and Compliance (OIEC).
- LISTEN to the student in a sensitive, non-threatening way. Use body language and gestures that are not defensive, and show that you are open and engaged.
- DEMONSTRATE your understanding by summarizing and reflecting back the essence of what the student has said. Try to include both the CONTENT ("So you are new to this campus...") and the FEELINGS ("...and you are feeling overwhelmed") as appropriate.
- Only ASK QUESTIONS to get a better understanding of what might be needed.
  - Avoid digging deeper into more personal issues. Follow the student's lead when it comes to disclosures of difficult or traumatic experiences (i.e., use their language and avoid defining what you think the problem is).
- EXPRESS CONCERN in specific, nonjudgmental, behavioral terms ("I noticed you haven't been to class in three weeks" not "Where have you been lately?")
- COMMUNICATE HOPE by reminding the student that there are always options, and things tend to look different with time.
- RECOMMEND RESOURCES appropriate to the situation. Take the time to consult the resources ahead of time or in the moment if you are unsure or would like more information on how they might be helpful in a particular situation. Remind the student that using resources is a sign of strength and courage, not weakness or failure.
- FOLLOW UP in a reasonable length of time. This is an opportunity to let the student know that you care and see if you can assist or support them in other ways.
- CONSULT with other professionals or make a referral by contacting any of the offices listed in the resource section, especially if you are concerned about your safety, the safety of the student, or the safety of others. For more information about options for reporting and support visit:  
<http://www.colorado.edu/dontignoreit/>

## CONFIDENTIAL RESOURCES AT CU BOULDER

**Office of Victim Assistance (OVA)** offers support services (information, advocacy, short term counseling) for students, staff, and faculty in the aftermath of a traumatic, disturbing, or disruptive life event.

**Phone:** 303-492-8855 (after-hours phone service available)

**Website:** <https://www.colorado.edu/ova/>

**Ombuds Office** assists students, faculty, and staff to informally and impartially resolve complaints or disputes with other individuals, offices, or departments within the university. Does not maintain records and is independent of any department or office.

**Phone:** 303-492-5077

**Website:** <https://www.colorado.edu/ombuds/>

**Counseling and Psychiatric Services (CAPS)** offers a range of mental health services tailored to fit the needs of students.

**Phone:** 303-492-2277 (after-hours phone service available)

**Website:** <https://www.colorado.edu/counseling/>

**Faculty and Staff Assistance Program (FSAP)** offers counseling program for university faculty and staff.

**Phone:** 303-492-3020

**Website:** <https://www.colorado.edu/hr/faculty-staff-assistance-program>

## REPORTING OPTIONS AT CU BOULDER

**Office of Institutional Equity and Compliance (OIEC)** provides assistance related to discrimination and harassment based on protected class identity, intimate partner abuse, sexual assault, exploitation, and harassment, and stalking through formal and informal reporting and resolution processes and in accessing on and off campus support services.

**Phone:** 303-492-2127

**Website:** <https://www.colorado.edu/oiec/>

**Office of Student Conduct and Conflict Resolution (OSCCR)** addresses concerns related to student behaviors that are disruptive to the academic environment.

**Phone:** 303-492-5550

**Website:** <https://www.colorado.edu/sccr/>

## REPORT CONCERNS ABOUT SOMEONE

**Student Support and Case Management (SSCM)** serves as a primary resource for managing students of concern in order to avert more serious difficulties by providing crisis prevention and intervention. You can report a student who is a potential threat to themselves or others or who appears distressed, withdrawn, depressed, or anxious. SSCM works to ensure the safety and well-being of both the student and the CU community.

**Phone:** 303-492-7348

**Website:** <https://www.colorado.edu/studentaffairs/students-concern/student-support-and-case-management>

### **Behavioral Intervention Team (BIT)**

BIT manages the threat assessment process for addressing employees who pose a threat to themselves or others. If you have concerns about an employee's behavior contact BIT at 303-492-1842 or talk to an appointing authority or supervisor.

Please note that if a threat is imminent, contact the police at 303-492-6666 or call 911.