

CMU Cares

A Guide to Helping Students
Provided by the Task Force on the
CMU Experience

Carnegie Mellon University

As a university community, we all work together to help each student thrive and reach their highest potential, creatively and academically, in leadership and in contribution to the larger community.

This guide is intended to give you some basic resources to which you can turn when encountering students who need help or guidance. We offer it in the form of a folder, so that you can gather additional resources or confidential notes that may help you provide assistance.

Just as we remind our students that they need never face their challenges alone, you should remember that the university has resources to help you in your work with students. The Division of Student Affairs, the Office of the Provost, and academic administrators stand ready to support you and offer advice.

Please feel free to make use of the resources outlined on the inside covers of this folder. A broader list of resources for students is available at cmu.edu/current-students.

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Who to Call When...

Immediate life safety issues:

University Police 412.268.2323
300 South Craig Street

Call CMU's University Police department 24/7 to request emergency response to any safety concern, including summoning Emergency Medical Services (EMS).

Medical or health issues:

University Health Services (UHS) 412.268.2157
Morewood Gardens E-Tower, 1st Floor

UHS provides comprehensive medical care and referrals for enrolled students. Staff provides treatment for general health issues and comprehensive care management, nutrition counseling, sleep and alcohol/drug assessments, and LGBTQ-specific care. On-call consultation is available after hours.

Psychological or emotional difficulties:

Counseling and Psychological Services (CaPS) 412.268.2922
Morewood Gardens E-Tower, 2nd Floor

CaPS offers same-day appointments for urgent situations and 24/7 on-call service for any after-hours mental health needs. Counselors are also available to consult with any members of the university community regarding student mental health concerns. All services, including consultation, are confidential unless life is at risk in the moment.

General concerns:

College Liaisons (listed on back cover) 412.268.2075

College liaisons are senior members of the Division of Student Affairs who work in partnership with advisors, graduate program coordinators, faculty and associate deans in each college regarding undergraduate and graduate student concerns across a wide range of issues.

Housefellows: Residential Education Office 412.268.2142

All students living in university housing are assigned a housefellow who can engage campus resources and assist students who experience personal or academic difficulty. To reach a housefellow during business hours, call the Student Life Office; after hours, University Police will put you in contact with the Student Affairs on-call staff member.

Sexual misconduct:

Office of Title IX Initiatives (TIX) 412.268.7125
Cyert Hall 140, TIX@cmu.edu

TIX offers professional staff trained to provide support, information, resources and referrals to all community members impacted by sexual harassment, sexual assault, dating/domestic violence and stalking. TIX also addresses concerns of bias or discrimination on the basis of sex assigned at birth, gender identity/expression and/or sexual orientation.

Identity-related support and bias concerns:

Center for Student Diversity and Inclusion 412.268.2150
Cohon Center, Lower Level 75

Expert staff, resources and programs for students who align with historically underrepresented or marginalized identities such as women, LGBTQ+, transgender and gender non-binary, racially and ethnically underrepresented, and those who are first in their families to attend college. Staff in the Center also assist students with concerns of identity-based bias and/or harassment.

Financial pressures:

The HUB 412.268.8186
Warner Hall A19

Students who are struggling financially are encouraged to consult with their HUB liaison.

Office of the Dean of Students 412.268.2075
Warner Hall 321

Student Affairs offers short-term emergency student loans.

Immigration issues:

Office of International Education 412.268.5231
Posner Hall, 3rd Floor (note: OIE will be moving spring 2020)

Students who report immigration concerns or issues that impact their immigration status should consult with their assigned OIE advisor.

Accommodations for a student with a disability:

Office of Disability Resources 412.268.6121
5136 Margaret Morrison Street

This office provides resources and accommodations for students as defined by the Americans with Disabilities Act.

Academic distress:

Associate Deans, Academic Advisors and Graduate Program Coordinators

Faculty concerned about a student's academic performance can consult with the student's associate dean, academic advisor or graduate program coordinator. Assigned advisors are conveniently listed with each student's name in the CMU directory. Associate deans and advisors can help identify additional academic resources such as Academic Development, the Global Communications Center, the Intercultural Communications Center and the Graduate Education office to assist students who are struggling.

Academic integrity issues:

Office of Community Standards and Integrity (OCSI) 412.268.2140
1060 Morewood Avenue, Student Life Suite

Reports of violations of the university's academic integrity policy should be made to OCSI. Staff are also available to consult regarding the university's policies and procedures.

Missing Student

Any community member may contact University Police (412.268.2323) or the Office of the Dean of Students (412.268.2075) to report that a student may be missing. If a report does not originate through University Police, the information will be immediately conveyed to University Police to begin an investigation. Even if you aren't sure whether the student is missing, please contact Student Affairs if a student stops coming to class, reporting to work or otherwise stops communicating.

If you are ever unsure where to turn and would like to consult, call the Office of the Dean of Students at 412.268.2075.

General Guidelines for Approaching a Student of Concern

One of the most important steps any of us can take is to remind students that help is always available. Your expression of concern may provide students the motivation they need to seek appropriate help or services.

Here is a list of suggestions on how to respond to a student:

- Approach the student in a private setting, such as your office
- Express your concerns directly and honestly
- Let the student know you are genuinely concerned for them
- Remain calm; approach the student with a caring and supportive tone
- Listen carefully and validate the student's efforts to ask for help
- Help the student develop an action plan that addresses the problem
- Consider cultural differences that may be impacting the articulation of the issue, the student's expectations and external pressures
- If you are concerned that the student might be considering suicide or self-harm, ask the student directly. Let them know you are concerned and will be calling CaPS or University Police for their support and help
- If you are unsure of an appropriate intervention or if you need help in locating the appropriate resources, the Office of the Dean of Students or CaPS is available for consultation

Don't worry alone. If you are concerned about a student and are not sure what to do, support is a phone call away.

For emergencies: **University Police 412.268.2323**

For mental health concerns: **CaPS 412.268.2922**

For medical concerns: **UHS 412.268.2157**

For general concerns: **Student Affairs 412.268.2075**

Determining an Appropriate Level of Response

When to Listen, Support and Advise – Examples

- Student relates life struggle (e.g., breakup with romantic partner, homesickness, parents' divorce) not significantly interfering with functioning
- Student cries or expresses normal upset over academic performance
- Student conveys frustration with project coworkers
- Student complains about grading practices

When to Consult and/or Refer to Relevant University Resources

- Student sends email message alluding to something disturbing
- You are concerned about student's reaction to being suspended or dropped
- Student discloses having been sexually assaulted, involved in relationship violence, stalked or harassed
- Student exhibits significant signs of depression, anxiety or problematic substance use
- Student expresses passive thoughts of death such as, "It would be easier if I were dead." (with no intent to self-harm)
- Student is struggling with immigration issues
- Student is facing financial hardship

When to Take Immediate Action

- Any mention of intent to harm self or others
- Presence of unusual, disturbing thinking or behavior
- Medical problems due to lack of basic needs
- Escalating agitation or aggression
- Persistence of problem despite prior efforts to refer

Key Contacts by College

Student Affairs College Liaisons (CL):

Student Affairs staff works in partnership with each college at CMU to support student success through connecting appropriate resources. For more information about the college liaison model, contact Bryan Koval at 412.268.2075.

College Assistant/Associate Deans (CAD):

Each college has a designated assistant/associate dean who will serve as a point of contact/referral for students in need of assistance in academic matters. For general information regarding academic issues, contact Vice Provost for Education, Amy Burkert, at 412.268.5865.

College of Engineering

CAD Undergraduates	Kurt Larsen	412.268.2479
CAD Graduate Students	Shelley Anna	412.268.6492
CL MEG/INI	Lenny Chan	412.268.2142
CL COO/CEE/MSE	Bryan Koval	412.268.2075
CL BME/CHE	Thomas Rainey	412.268.2142
CL ECE	Shernell Smith	412.268.2150
CL EPP/ESTP/ETIM/ICT	Elizabeth Vaughan	412.268.8704

College of Fine Arts

CAD	Kristen Kovak	412.268.2348
CL ART/DRA/MUS	David Chickering	412.268.2142
CL ARC/DES	Amanda Best	412.268.2142

Dietrich College

CAD Undergraduates	Ana Maria Ulloa-Shields	412.268.2924
CAD Graduate Students	Sharon Carver	412.268.1499
CL	Joanna Dickert	412.268.2075

Heinz College

CAD	Jackie Speedy	412.268.5980
CL	Holly Hippensteel	412.268.2075

Intercollege

CAD	Amy Burkert	412.268.5865
CL ETC/III	Elizabeth Vaughan	412.268.8704
CL BXA	Amanda Best	412.268.2142
CL SHS (DC)	Joanna Dickert	412.268.2075
CL SHS (MCS)	John Hannon	412.268.2139

Mellon College of Science

CAD Undergraduates	Maggie Braun	412.268.6679
CAD Graduate Students	Manfred Paulini	412.268.3887
CL	John Hannon	412.268.2139

School of Computer Science

CAD Undergraduates	Thomas Cortina	412.268.3514
CAD Master's Students	David Garland	412.268.5056
CAD Doctoral Students	Robert E. Frederking	412.268.6656
CL Undergraduates	Kristine Kengor	412.268.2142
CL Graduate Students	Angela Lusk	412.268.2075

Tepper School of Business

CAD	Sevin Yeltekin	412.268.9622
CL	Kevin Monahan	412.268.2064

How can I reach a Student Affairs staff member after hours?

A housefellow and director-level staff member are on call every day of the year. They are prepared to respond to student needs and critical issues at all hours. They can be reached by calling University Police at **412.268.2323** and asking to have the Student Affairs staff contacted.

Our community thrives when we all care for one another. We are grateful for your concern and work with students, and we urge you to make use of these resources and support one another as we make the CMU experience healthy, supportive and inspiring.