

SUPPORTING STUDENTS IN CRISIS

WHERE DO I START?

If you are concerned about a student, don't let uncertainty stop you from taking action. Augsburg is committed to supporting students in crisis. The Augsburg Student Care Team has developed this guide to help you **Recognize**, **Respond** to, **Refer**, and **Report** concerning student behaviors. For additional information, talk to your supervisor or department chair, or contact the Dean of Students Office at 612-330-1160 or deanofstudents@augsborg.edu.

RESPONDING TO STUDENTS IN CRISIS

» Stay Safe

When a student displays threatening or potentially violent behavior, your safety, the student's safety, and the welfare of the campus community are the top priorities. Coordinated professional help and follow-up care are effective ways to prevent suicide and violence.

» Trust Your Instincts

If you are concerned about a student, consult your department chair, supervisor, the Center for Wellness and Counseling, and/or the Dean of Students Office. Promptly report safety concerns and [student conduct violations](#).

» De-escalate and Support

Distressed students can be reactive. Model de-escalating and calm behaviors by avoiding threatening, potentially embarrassing, or intimidating statements. Help students connect with the resources they need.

» Clarify Expectations

Set early limits on disruptive or self-destructive behavior. Remind students verbally or in writing (e.g., syllabus, email, etc.) of standards/expectations for conduct and of possible consequences for disruptive behavior. Refer to [Augsburg's Standards of Conduct](#).

» Listen and Communicate Sensitively and Carefully

Vulnerable students need to be heard and supported. They may find it difficult to articulate their distress. Ask them directly if they feel their functioning is impaired or if they have thoughts of harming themselves or others.

» Share What You Know

State and federal laws and Augsburg policies mandate reporting in many crisis situations. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy. **See next page for what faculty and staff are required to report and to whom.**

» Consult to Coordinate a Timely Response

Consult with appropriate university personnel to coordinate care for the student. Always report serious, concerning, or persistent behavior to the Dean of Students Office as soon as possible. Misconduct may be formally addressed through the [student conduct adjudication process](#) and additional campus resources may be necessary to help reduce or eliminate disruptive behaviors.

» Follow Up

Once you have referred a student in crisis, it is helpful (but not obligatory) for you to follow-up with the student in their ongoing care. Your firsthand knowledge and personal connection to this student is valuable in understanding and appropriately responding to their situation. Additionally, inform the Dean of Students Office about any important updates.

» Take Care

Supporting students in crisis can take a toll on your personal well-being. Make sure to acknowledge what you've been through and receive adequate support, including debriefing with your supervisor, CWC, or Campus Ministry.

RESOURCES

» Emergency

Department of Public Safety

612-330-1717 | augsborg.edu/dps

- Immediate emergency services – threatening or dangerous behavior
- Active shooter and campus safety trainings
- Campus Shield app for reporting incidents
- Omnilert campus-wide notification system for crisis notification and response

Center for Wellness and Counseling

612-330-1707 | augsborg.edu/cwc

After-hours counseling and crisis support (ProtoCall): 612-330-1707 ext. 1

- Crisis intervention and referrals
- Safety and risk assessment and consultation

Aurora Center

612-626-9111 (24-hours)

aurora.umn.edu

Text line: 612-615-8911

(M-F 8am-4:30pm only)

- Crisis support and referrals for sexual assault, relationship violence, stalking, and sexual harassment

» Follow-Up, Support, and Training

Dean of Students Office

612-330-1160

sites.augsborg.edu/dean-of-students

deanofstudents@augsborg.edu

- Strategies for working with students in crisis or who have trauma
- Third-party facilitation and informal mediation
- Questions about and accessing mandatory student training on sexual misconduct awareness and prevention

Center for Wellness and Counseling

612-330-1707 | augsborg.edu/cwc

cwc@augsborg.edu

- Individual and group counseling for students
- Crisis counseling and assessments
- Access to limited contracted psychiatric and nutrition services
- Consultation, outreach, and referrals
- Faculty and staff training on identifying and assisting struggling students
- After-hours counseling (ProtoCall): 612-330-1707 ext. 1
- Training on issues of consent, sexual assault, dating violence, stalking, harassment, and bystander intervention

Human Resources

612-330-1058 | augsborg.edu/hr

hr@augsborg.edu

- Support and advice on employee relations, conflict resolution, and other workplace issues
- Resources for managing stress and other reactions to challenging situations
- Employee Assistance Program:
Contact HR for further details

CLASS Disability Resources

612-330-1053 | augsborg.edu/class

class@augsborg.edu

- Registering and accommodating students with all types of disabilities
- Faculty and staff consultation on issues related to student with disabilities

Equity and Inclusion Initiatives

612-330-1126 | augsborg.edu/inclusion

inclusion@augsborg.edu

- Faculty and staff consultation on issues related to diversity, equity, and inclusion

Student Care Team

612-330-1160

deanofstudents@augsborg.edu

- Interdisciplinary team working to support retention and student success for students who are facing crises or other concerns in their lives
- Refer students in Navigate: "Dean of Students/Student Care Team" or through [Student Care Team website](#)

Title IX Coordinator

612-330-1034 | jacobsm@augsborg.edu

- Training on issues of reporting, sexual assault, dating violence, stalking, harassment, and bystander intervention
- Consultation, outreach, and referrals

EIAA Campus Conduct Hotline

866-943-5787

- Confidential, independent (non-Augsburg) call-in service that provides a simple, anonymous way for individuals to alert Augsburg of potential concerns or problems

	Recognize	Respond	Refer / Consult With...	MUST Report to One of the Following...	What Happens WHEN I Report...
“Not sure what, but something’s wrong”	<ul style="list-style-type: none"> • Disturbing content in paper/emails • Decline in academic performance • Excessive absenteeism • Irrational or bizarre behavior • Sudden change in demeanor or appearance (e.g., extroverted student is withdrawn, organized student is forgetful, etc.) 	<ul style="list-style-type: none"> • Express concern and care. • Give an example of a time that the student’s behavior has worried you. • Listen to and believe targeted student’s responses. • Be supportive and encouraging if student agrees to get help. • Offer to help a student make an appointment with CWC if they are willing. <p><i>“I noticed you (haven’t been in class for 2 weeks) and I’d like to check in with you to see how you’re doing. I’m concerned about you. Can you tell me if something is going on?”</i></p>	<p>Urgent: DPS 612-330-1717</p> <p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office 612-330-1160 deanofstudents@augsgburg.edu</p>	<ul style="list-style-type: none"> • Dean of Students Office • Alert through Navigate: “Dean of Students/ Student Care Team” • Student Care Team Report • Academic Dean 	The Dean of Students Office will ask a trained staff member (ideally with whom the student has a relationship) to connect with the student to check in and refer them to additional support resources both on and off campus.
Depression, self-harm, suicidal risk	<ul style="list-style-type: none"> • Significant changes in appearance, behavior, or personal hygiene • Decline in academic performance • Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others • Fresh cuts, scratches, or other wounds • Withdrawal from activities and friends • Statements of hopelessness such as “I hate this life” or “Everyone is better off without me” 	<ul style="list-style-type: none"> • Express concern and care. • Avoid criticizing, sounding judgmental, minimizing, or blaming. • Always take suicidal statements, thoughts, or behaviors very seriously. If you suspect a student may be suicidal, seek immediate consultation. • If possible, ask directly about their feelings and plans. • Call DPS (612-330-1717) if there is a threat to the student’s safety or the safety of others. <p><i>“I heard you saying that (the world would probably be better without you.) I’m concerned about you. Are you having thoughts of taking your life?” If yes, “Here are some resources...”</i></p>	<p>Urgent: DPS 612-330-1717</p> <p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office 612-330-1160 deanofstudents@augsgburg.edu</p>	<ul style="list-style-type: none"> • Dean of Students Office • Alert through Navigate: “Dean of Students/ Student Care Team” • Student Care Team Report 	The Dean of Students Office will ask a trained staff member (ideally with whom the student has a relationship) to connect with the student to check in and refer them to additional support resources both on and off campus. If there is an imminent safety concern, emergency medical services will be called to determine next steps.
Misconduct, inappropriate behavior, and classroom disruption	<p>Before anything, ask yourself:</p> <ul style="list-style-type: none"> • Are my cultural biases impacting how I view this student’s behavior? • Might this student’s behavior be impacted by a physical or cognitive disability? • Disruptive Conduct: Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats • Disorderly Conduct: Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon • Disorderly conduct and threatening behaviors require immediate action 	<ul style="list-style-type: none"> • Whenever possible, speak to the student privately. • Express concern and care. • Explain the impact of student’s behavior on the group or class. • Outline your expectations and help student explore options and alternatives. • Consider asking student to leave classroom if they do not change their behavior. <p><i>“I noticed you were [describe behavior]. I’m worried that might be disruptive to you and/or the class, and I want to supportive of everyone, including you. Can you tell me more about why [describe behavior]?”</i></p>	<p>Urgent: DPS 612-330-1717</p> <p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office 612-330-1160 deanofstudents@augsgburg.edu CLASS 612-330-1053</p>	<ul style="list-style-type: none"> • Dean of Students Office • Alert through Navigate: “Dean of Students/ Student Care Team” • Student Care Team Report • Academic Dean 	The Academic Dean’s Office and/or Dean of Students Office will follow the process outlined in the Classroom Disruption Policy .
Crime victimization, hazing	<ul style="list-style-type: none"> • Appears fearful, anxious, nervous, or angry • Withdrawal from activities and friends • Visible injuries or bruises • Cuts, brands, or scars with a distinct pattern • Unusual absence of or damage to personal items such as laptop, cellphone, etc. <p>See examples of hazing under the Hazing Policy.</p>	<ul style="list-style-type: none"> • Express concern and care. • Remain calm. Showing outrage may cause a student to shut down. • Do not interpret student’s emotions as evidence of a crime. • Listen to and believe student’s responses. • Avoid criticizing, sounding judgmental, minimizing, or blaming. <p><i>“I’m sorry that happened, but I’m glad you’re safe now.” “Thank you for trusting me enough to tell me.”</i></p>	<p>Urgent: DPS 612-330-1717</p> <p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office 612-330-1160 deanofstudents@augsgburg.edu</p>	<ul style="list-style-type: none"> • Dean of Students Office • Alert through Navigate: “Dean of Students/ Student Care Team” • Student Care Team Report • DPS: 612-330-1717 • Academic Dean 	The Dean of Students Office and/or DPS will follow up with the student to make a report (if wanted) and to notify the student of their options for next steps.
Actual or suspected medical issues (chronic illness, eating disorders, etc.)	<ul style="list-style-type: none"> • Frequent or extended absences • Fatigue or dizziness • Noticeable weight loss or gain • Hair loss; pale or gray skin tone • Unusual or secretive eating habits; obsession with the fat/caloric content of food • Use of self-disparaging terms (e.g., fat, gross, ugly, etc.) 	<ul style="list-style-type: none"> • Express concern and care. • Avoid criticizing, sounding judgmental, minimizing, or blaming. • Avoid making comments about student’s appearance, except when expressing concern about well-being. • Listen to and believe student’s responses. • Recommend (or, if necessary, insist upon) medical intervention. <p><i>“I noticed you (have been tired lately, have come to class less often, etc.) and I’d like to check in with you to see how you’re doing. I’m concerned about you. Can you tell me if something is going on?”</i></p>	<p>Urgent: DPS 612-330-1717</p> <p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office 612-330-1160 deanofstudents@augsgburg.edu</p>	<ul style="list-style-type: none"> • Dean of Students Office • Alert through Navigate: “Dean of Students/ Student Care Team” • Student Care Team Report • DPS: 612-330-1717 • Academic Dean 	The Dean of Students Office will ask a trained staff member (ideally with whom the student has a relationship) to connect with the student to check in and refer them to additional support resources both on and off campus.

	Recognize	Respond	Refer / Consult With...	MUST Report to One of the Following...	What Happens WHEN I Report...
Discrimination or bias	<ul style="list-style-type: none"> Offensive language or slurs based on a person's identity, either in-person or online Microaggressions/comments that target a person based on their identity Deliberately not using someone's pronouns Exclusion from a group or activity based on one's identity 	<ul style="list-style-type: none"> Express concern and care. Listen to and believe student's responses. Avoid criticizing, sounding judgmental, minimizing, or blaming. Encourage student to keep a log of behaviors; take and save screenshots of comments (e.g., social media); save copies of all communications including texts, voicemails, and pictures. <p><i>"I'm really sorry that happened to you. I'd like to share some resources with you so that you can have the support you need..."</i></p>	<p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office 612-330-1160 deanofstudents@augsborg.edu Campus Ministry 612-330-1732</p> <p>Equity and Inclusion Initiatives 612-330-1126 inclusion@augsborg.edu</p> <p>EIAA Campus Crisis Hotline: 866-943-5787</p>	<ul style="list-style-type: none"> Equity and Inclusion Initiatives Dean of Students Office All reporting forms can be found on augsborg.edu/report 	<p>Equity and Inclusion Initiatives will follow up with the student to make a report and to notify the student of their options for next steps. This may include asking the university to initiate an investigation through its Discrimination and Bias Process.</p> <p>If reported to EIAA hotline, the incident will be reported to the appropriate campus authorities for the follow-up listed above.</p>
Bullying, harassment, sexual harassment, cyberstalking	<ul style="list-style-type: none"> Internet flaming, trolling, name-calling, or harassment Communications that continue after being told to stop Threatening to release private information/photos Verbal abuse, innuendo of a sexual nature, unwanted sexual flirtations Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual's academic status or employment Display of sexually suggestive pictures or cartoons in workspace, residence halls, or online Continued jokes, language, epithets, gestures, or remarks of a sexual nature 	<ul style="list-style-type: none"> Express concern and care. Listen to and believe student's responses. Avoid criticizing, sounding judgmental, minimizing, or blaming. Identify resources for safety planning. Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassment (e.g., social media); save copies of all communications including texts, voicemails, and pictures. <p><i>"I'm really sorry that happened to you. I'd like to share some resources with you so that you can have the support you need..."</i></p>	<p>Urgent: DPS 612-330-1717</p> <p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office 612-330-1160 deanofstudents@augsborg.edu</p> <p>Title IX Coordinator 612-330-1034</p> <p>Aurora Center 612-626-9111</p> <p>EIAA Campus Crisis Hotline: 866-943-5787</p>	<ul style="list-style-type: none"> Dean of Students Office DPS: 612-330-1717 Title IX Coordinator All reporting forms can be found on augsborg.edu/report 	<p>The Dean of Students Office, Title IX Coordinator, and/or DPS will follow up with the student to make a report and to notify the student of their options for next steps. This may include asking the university to initiate an investigation through its Conduct Adjudication Process and/or Sexual Misconduct Process.</p> <p>If reported to EIAA hotline, the incident will be reported to the appropriate campus authorities for the follow-up listed above.</p>
Alcohol or other drug abuse	<ul style="list-style-type: none"> Intoxicated/high in class or at meetings/events Excessive sleepiness or hyper energy Decline in academic performance References to alcohol or drug use in conversations, papers, projects, etc. Deterioration in physical appearance (e.g., bloodshot eyes, dilated pupils, trembling hands, etc.) Unusual smells on breath, body, or clothes 	<ul style="list-style-type: none"> Express concern and care. Give an example of a time that the student's behavior has worried you. Listen to and believe student's responses. Be supportive and encouraging if the student agrees to get help. Offer to help the student make an appointment with CWC for alcohol screening and intervention. <p><i>"I have noticed a strong smell of marijuana coming from you, and I'm concerned that that may be impacting your performance. I want to support you and check in. Are there ways that I or others can help?"</i></p>	<p>Urgent: DPS 612-330-1717</p> <p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office 612-330-1160 deanofstudents@augsborg.edu</p>	<ul style="list-style-type: none"> Dean of Students Office All reporting forms can be found on augsborg.edu/report 	<p>The Dean of Students Office will ask a trained staff member (ideally with whom the student has a relationship) to connect with the student to check in and refer them to additional support resources both on and off campus.</p> <p>Depending on the context of the situation, the student may be referred to the Conduct Adjudication Process.</p>
Family or personal tragedy, loss, or crisis <i>(illness or death of family member, lack of basic resources, job loss, foreclosure, natural disaster, divorce or break-up, legal difficulties, etc.)</i>	<ul style="list-style-type: none"> Frequent or extended absences Decline in academic performance Mentions relationship, financial, or other challenges Difficulty concentrating and making decisions Exhaustion/fatigue Excessive worry, sleeping/eating problems 	<ul style="list-style-type: none"> Express concern and care. Avoid criticizing, sounding judgmental, minimizing, or blaming. Listen to and believe student's responses. Be supportive and encouraging if the student agrees to get help. <p><i>"It sounds like you have been going through a lot recently. Are you using any supportive resources? Here are some options on campus that may be helpful to you..."</i></p>	<p>Advice and Consultation: CWC 612-330-1707 Dean of Students Office (including emergency grant funds) 612-330-1160 deanofstudents@augsborg.edu Campus Ministry 612-330-1732</p>	<ul style="list-style-type: none"> Dean of Students Office Alert through Navigate: "Dean of Students/ Student Care Team" Student Care Team Report Academic Dean 	<p>The Dean of Students Office will ask a trained staff person (ideally with whom the student has a relationship) to connect with the student to check in and refer them to appropriate resources both on and off campus.</p>

MAINTAINING COMPLIANCE WITH STATE AND FEDERAL LAWS AND UNIVERSITY POLICIES

The following policies describe state, federal, and university mandates around reporting.

Please also see the previous page for what faculty and staff are required to report and to whom.

» Academic Honesty Policy

Augsburg University's [Academic Honesty Policy](#) applies to all undergraduate, graduate, and non-degree-seeking students. For more information, training, and support, contact Academic Affairs at 612-330-1024.

» University's Standards of Conduct

All Augsburg students are responsible for adhering to the university's [Standards of Conduct](#), which includes following all rules, regulations, policies, and procedures contained in the university's [Student Guide](#), [Residence Life Handbook](#), [Student Organization Handbook](#), and other official university communications. For more information, training, and support, contact the Dean of Students Office at deanofstudents@augsborg.edu.

» Discrimination and Bias

Augsburg does not discriminate on the basis of sex, race, color, national or ethnic origin, religious belief, age, disability, gender, sexual orientation, gender identity or expression, marital status, familial status, pregnancy, citizenship, creed, genetic information, veteran status, status with regard to public assistance, membership in a local human rights commission, or any other legally protected status in its education programs and activities, employment policies and practices, or any other areas of the university, except in those instances where there is a bona fide occupational qualification or to comply with state or federal law. To report discrimination or a bias incident, please utilize the [Discrimination and Bias Reporting Form](#). For more information, training, and support, contact Equity and Inclusion Initiatives at inclusion@augsborg.edu.

» University Alcohol and Drug Policy

Students are responsible for adhering to the university's [Alcohol and Other Drugs Policy](#),

which conforms to state and federal laws and enhances the health, safety, and educational interests of our community. For more information, training, and support, contact the Dean of Students Office at deanofstudents@augsborg.edu.

» Classroom Disruption Policy

Augsburg's faculty members are responsible for maintaining classrooms that promote the safe and open exchange of ideas. Students are responsible for their personal behaviors that support these goals in accordance with the university's [Classroom Disruption Policy](#). Disruption of the learning process may lead to disciplinary action or disenrollment. For more information, training, and support, contact the academic deans or the dean of students.

» Student Leave of Absence Policy

The [Leave of Absence Policy](#) aims to support students who might benefit from pausing their education. This policy also provides the university with the ability to protect the safety and well-being of the community by removing students whose behaviors may pose a risk to themselves or the community. This policy does not replace existing academic performance, student conduct, or dismissal policies maintained by academic units or the Dean of Students Office. For more information, training, and support, contact the Dean of Students Office at deanofstudents@augsborg.edu.

» Title IX

Subject to exceptions that apply to counselors and clergy, any Augsburg employee who becomes aware of a potential incident of sexual assault, sexual harassment, dating or domestic violence, stalking, sexual exploitation, or other assault or harassment involving a student at Augsburg—either as alleged victim or perpetrator—on or off campus must [promptly report the matter to the Title IX Coordinator](#). The person who becomes aware of the incident and

is making the report should not investigate the matter. The Title IX Coordinator (or designee) will address the concern in accordance with the university's [Sexual Misconduct Policy](#) as appropriate under the circumstances. For more information, training, and support, contact the Title IX Coordinator at 612-330-1034.

» Clery Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is a federal law that requires universities to disclose information about crime on and around their campuses. The law is tied to federal financial aid program funding and is enforced by the United States Department of Education. A copy of Augsburg's annual safety report is available on the [DPS website](#). It includes crime logs and statistics from the past three months, city crime statistics and reports, and Augsburg's annual security reports.

» Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law that allows present and former students access to their educational records and provides basic privacy protection. Educational records are defined as those directly related to a student and maintained by an educational agency or institution. FERPA permits disclosure of personal identifiable information from a student's educational records to parents, police, or others to protect the health and safety of the student or other individuals. Information can be shared with university personnel when there is a specific need to know. Observations of a student's conduct or statements made by a student are not part of a student's educational record and should be appropriately shared. For more information, training, and support, contact the Dean of Students Office at deanofstudents@augsborg.edu or the Registrar's Office at registrar@augsborg.edu.

» Active Shooter / Violence Protocol

Augsburg subscribes to the Department of Homeland Security's model of "Run, Hide, Fight," and believes this model provides our community the best chance at surviving the possibility of an active violence scenario. If an active shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation. You have three options:

RUN

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Evacuate regardless of whether others agree to follow.
- Help others escape, if possible, without endangering yourself.
- Do not attempt to move the wounded.
- Prevent others from entering an area where the active shooter may be.
- Keep your hands visible.
- Call Public Safety (612-330-1717) or 911 when you are safe.

HIDE

- Hide in an area out of the shooter's view.
- Lock the door and/or block entry to your hiding place.
- Silence your phone (including vibrate mode) and remain quiet.

FIGHT

- Fight as a last resort, and only when your life is in imminent danger.
- Attempt to incapacitate the shooter by any means necessary.
- Act with as much physical aggression as possible.
- Improvise weapons or throw items at the shooter.
- Commit to your actions—your life depends on it.