

## The Student Support Chart: For the Student Who Needs Something Outside of Your Immediate Realm

Who To Call	Area of Knowledge
<b>Academic Advisor</b>	Questions about course scheduling and academic progress; assistance with selecting majors or career choices; letters of recommendation.
<b>Academic Success &amp; Disability Services x8069</b> Amy Wilms, <i>Assistant Dean, Academic Success</i> Sabrina Wilhelm, <i>Assistant Director of Academic Success</i> Meigan Karraker, <i>Assistant Director of Academic Success</i>	Questions about learning or disabilities; referrals for diagnosis of learning disabilities; academic accommodations for learning or other disabilities. Questions about tutoring; learning/study skills; exploring major/career options, assistance with academic inquiries, creating an academic warning/probation action plan and Academic Status Report follow-up. Offer academic workshops and peer mentoring
<b>CAS Dean's Office x8359</b> Kendrick T. Brown, <i>Dean</i> Dave Schrum, <i>Anne Cavendar, Assoc. Deans</i>	Questions about advising, academic performance, academic dishonesty, major declarations, academic requirements, academic petitions (e.g., course overload, late drop, DQ, etc.), parent involvement in student's academic life.
<b>Campus Diversity and Inclusion x8285</b> Vacant, <i>Special Advisor to the President/Associate Dean</i> Demeturie Gogue, <i>First Generation Student Programs</i> Reggie Robles, <i>Assoc. Director CDI</i>	Advocacy and support regarding diversity in general, with particular focus on race, ethnicity, sexual orientation and gender identity; support for first generation students, i.e. those who are first in their families to attend college; peer mentoring program for first generation students; advocacy for students with financial needs; financial assistance for textbooks.
<b>Chaplain's Office x8368</b> John Walsh, <i>Chaplain</i> Peter Tupou, <i>Program Manager</i>	Questions about life issues and difficult decisions. Issues related to personal friends and family. Anxiety regarding life and issues. Family issues especially, illness, death, divorce, or a crisis of some kind. Religious and spiritual questions. Life decisions.
<b>Counseling Center x8108</b> Matt Gragg, <i>Director</i> , Robin Cooper, <i>Associate Director</i> Brigitte Worthen, <i>Staff Psychologist</i>	Questions about students in crisis, with mental health difficulties, general need for counseling, or medication evaluation and monitoring; support and treatment for depression, stress and anxiety, grief and loss, self-injurious behaviors, relationship problems, behavior change; assessment of suicide risk. Outside of business hours please call our 24/7 crisis number, 909 748 8960.
<b>Health Center x8021</b> Kim Haugh, <i>Manager</i>	Services include birth control consultations, emergency contraceptive, Pap tests, STI testing, exams for acute illnesses and chronic stable illnesses, study abroad physicals, lab tests and immunizations including flu shots. (Many services are free, other services are provided at a discounted price, call with any questions.) Referrals to local specialists and hospitals when necessary.
<b>Office for International Students and Scholars x8716</b> Rebecca Freeland, <i>International Students Advisor</i>	Questions about international students, cross-cultural issues affecting such students in the classroom, residence halls and elsewhere on campus. Also need to notify if international students drop courses or are having academic difficulties.
<b>Office of Community Standards &amp; Well-being x8259</b> Jared Rodrigues, <i>Associate Dean</i>	Questions or consult regarding Code of Student Conduct, University Policies and Regulations (pertaining to students) and addressing conduct incidents. Report student conduct violation.

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<p><b>Career &amp; Professional Development x8030</b>                      Kelly Dries, <i>Executive Director</i>                      Courtney Carter, <i>Associate Director</i>                      Lauren Wooster, <i>Assistant Director</i></p>	<p>Questions related to assessing skills, interests and abilities, exploring possible majors, employment and/or graduate school options. Assistance with internship and employment strategy, resume and letter writing, and interview preparation. Both individual/ group consultations are available for all students/alumni from the College of Arts &amp; Sciences, School of Business, and School of Education.</p>
<p><b>Public Safety x8888</b>                      Jeff Talbott, <i>Chief</i>                      Andrew Flores, <i>Assistant Chief</i></p>	<p>Responds to students who are in imminent danger of serious harm to self or others, or have safety concerns.</p>
<p><b>Registrar's Office x8019</b>                      Maria Johnson, <i>Registrar</i>                      Laura Valle, <i>Assoc. Registrar</i>                      Deborah DeLeon, <i>Assoc. Registrar</i></p>	<p>Academic petitions, questions about transfer credit reviews, grades, commencement eligibility and sign-offs, Self-Service/Student Planning, and course schedules. For more information please access our web page at: <a href="http://www.redlands.edu/registrar">www.redlands.edu/registrar</a></p>
<p><b>Residence Life &amp; Housing (RLH) x8053</b>                      Cassandra Morton, <i>Assoc. Dean and Director of Residence Life and Housing</i>                      Brandi Veigh, <i>Assistant Director</i></p>	<p>Concerns or questions regarding Housing/Housing selection and placement. Questions about the Organizational houses, off-campus petition processes, meal plan variations, vacation housing, transition periods, early arrivals, and keys; facilities questions about on-campus housing facilities. Questions about students' campus living situation, residence hall programs and events, student concerns (e.g., roommate or family issues, etc.); other areas that relates to a student's adjustment to campus.</p>
<p><b>Student Financial Services x8047</b>                      Emily Baker, <i>Director</i></p>	<p>Assists with finding additional financial resources, i.e. loans, scholarships and grants; re-evaluates eligibility for financial aid if there has been a change in the family's ability to pay; assists with attaining outside scholarships; assists with billing issues.</p>
<p><b>Student Affairs x8053</b>                      Donna Eddleman, <i>University Dean of Student Affairs</i>                      Ken Grcich, <i>Senior Associate Dean</i>                      Norma Aguila, <i>Administrative Assistant x8283</i></p>	<p>Questions involving the general welfare of a student's emotional, mental and/or physical well-being. If you are uncertain about a situation and need to consult with a Student Life Administrator about a student. Advises and assists with LOA or Withdrawal. Questions related to parental concerns, parent contact and/or student concerns that might fall under the area of parent issues.</p>
<p><b>The Haven</b>                      Vacant, <i>Program Director</i>  <a href="http://www.thehavenatcollege.com">www.thehavenatcollege.com</a></p>	<p>The Haven is a substance abuse recovery community, both residential and non-residential, located adjacent to campus. Call if student is interested in living in the community. Weekly recovery meetings are offered.</p>
<p><b>Title IX Resources/Human Resources for CAS</b>                      Erica Moorer, <i>Deputy Title IX Coordinator x8916</i>                      Human Resources x8040</p>	<p>Receives and investigates formal and informal reports/complaints of harassment or discrimination on the part of University employees, professors, contractors or students.</p>

**PLEASE NOTE: Depending on the situation, disclosure of specific information regarding a student circumstance may be limited by applicable state and federal laws including FERPA.**

Specific Student Problem	With Whom to Confer or Consult (If urgent please call rather than email.)							
<b>1 = best option(s)    2 = next best option(s)    3 = third best option(s)</b>  <b>DISCLAIMER:</b> <b>All situations are not uniform.</b> <b>This chart is to facilitate possible options for contacts.</b>	Acad. Advisor & / or Dept. Chair	Acad. Success & Disability Services x8069	CAS Deans Office x8359	Student Affairs x8053	Counseling Center x8108	Title IX Coordinator x8916	Public Safety x8888	Other See Key Below
Student Has Academic Problem								
Exploring major options	1	2	3					1 PD
Trouble organizing or staying focused on academic tasks	2	1						
Trouble performing academic work in spite of adequate effort		1			2			
Failing or poor performance possibly due to emotional distress	2	3			1			ASR
Failing or poor performance due to possible learning or attention problems		1						ASR
Not attending class and not responding to your calls, emails, or texts	1	2	2	1				ASR
Disruptive or inappropriate comments	2		2	1				
May need Leave of Absence (LOA) or Withdrawal from school				1				
Academic dishonesty			1					
Requesting an "incomplete" for a course; you as instructor have questions	2	2	1					
Academic petitions, questions about transfer credits, graduation requirements, and course schedule.	1							1 REG

**Key for Other Resources:**

HR = Human Resources

REG = Registrar

HC = Health Center

SFS = Student Financial Services

ASR = Academic Status Report

CH = Chaplain

PD = Professional Development

OISS = Office for International Students and Scholars

H = The Haven at Redlands

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<b>Student is Emotionally Distressed or Has a Conduct Problem (As applicable, Counseling Center will consult with you about students; Student Affairs will outreach to students.)</b>								
Student has anxiety, sadness, is grieving or has other emotional problem that persists and interferes with school	2				1			
Student appears upset but isn't communicating with you	3			1	2			
Student is upset, will talk, wants help					1			
Student is drinking, using drugs or displays other conduct problem in class				2	3		1	
Student has a substance abuse problem or concerns and is interested in support					2			1 H
Student may be suicidal				2	1		3	
You hear from someone else that a student may be suicidal				1			2	
Student's parent has recently died		2		1	1			
Student (or anyone) is, or you hear that student is, threatening to cause harm or has weapon; student is uncontrollable in class or appears disoriented, drunk, etc.				2			1	
Student tells you they have been sexually assaulted. Responsible employees must report this information to the Title IX coordinator or deputy coordinators. The only employees who are not required to report are mental health therapists or chaplains. In addition, always print and talk through options document with student if possible: <a href="http://sites.redlands.edu/title-ix-sexual-misconduct/filing-a-report/">http://sites.redlands.edu/title-ix-sexual-misconduct/filing-a-report/</a>					1	1	1	1 HC
<b>Other Problem</b>								
Student has financial difficulties or questions	2							1 SFS
International student is considering dropping a course, taking an LOA or Withdrawal; has difficulties in the classroom, residence halls or elsewhere on campus; has suffered a parent death								1 OISS
Possible harassment by a professor, other U of R employee, or outside contractor	2		1			1		1 HR
Possible harassment by another student	2			2		1	1	2 HR