



MIAMI

## IMPORTANT PHONE NUMBERS

For emergency assistance,  
please contact 911

All listed phone numbers have a 305 area code.

University of Miami Police Department*	284-6666
Counseling Center*	284-5511
Dean of Students Office	284-5353
Housing and Residential Life*	284-4282
Sexual Assault Resource Team*	798-6666
Student Health Service	284-9100
Office of Disability Services	284-2374
Vice President for Student Affairs	284-4922
Ombudsperson	284-4922

\*A 24-hour resource or will connect you to one that is available.

## DIVISION OF STUDENT AFFAIRS

Brought to you by the **Division of Student Affairs**, this resource guide aims to provide support to students and you. Use this guide to learn more about current student concerns and available services to help any student on our campus.

For more information about the Division of Student Affairs, please visit [miami.edu/student-affairs](http://miami.edu/student-affairs).

# Supporting Students in Need

*If you feel unsafe  
at any time,  
please call 911.*

## LANGUAGE/BEHAVIOR

### Threatening

If you are working with a student and are concerned about your safety or well-being or about the safety and well-being of others, immediately contact:

- 911
- UMPD: 305-284-6666

### Disruptive

A disruptive student inhibits a productive learning environment, either in a classroom or office setting. For help concerning a disruptive student who does not refrain such behavior, please contact:

- Counseling Center: 305-284-5511
- Dean of Students Office: 305-284-5353
- In case of an emergency, please contact 911 or UMPD 305-284-6666

## Take Action

When helping students, remember these easy steps:

- **Listen** actively
- **Validate** experiences & acknowledge concerns
- **Refer** to applicable resource(s)

Refer to **Tips on Helping** students on the inside of this guide for more advice on supporting students.

## EMOTIONALLY DISTRAUGHT

Behaviors of emotionally distraught students vary from explicit/overt anxiety to extreme sadness to behavior that is generally not typical. Available resources include:

- Counseling Center: 305-284-5511
- Dean of Students Office: 305-284-5353

## ACADEMIC ISSUES

Students who are suddenly failing or experience trouble across their academic discipline are in need of immediate assistance. For support, please contact:

- Your Department Chair
- Assistant or Associate Dean in your School/College
- Academic Troubleshooter for your school/College

## MISSING STUDENTS

If you have a student who stopped coming to class, is not responding to emails, or you received midterm alerts through GradesFirst regarding, contact

- Dean of Students Office: 305-284-5353
- Assistant or Associate Dean in your School/College

## LACKING MOTIVATION

Lacking motivation ranges from a dejected student who does not attend class to a student that attends class but does not submit work. Resources to recommend:

- Counseling Center: 305-284-5511
- Dean of Students Office: 305-284-5353
- Academic Troubleshooter/Resource

# Common Behaviors

## ANXIOUS

Anxiety can be generalized across a range of situations (test, social, speaking, etc.).

### Symptoms:

- Agitation
- Panic
- Avoidance
- Ruminations
- Excessive worry
- Sleep or eating problems

### What to Do:

- Talk to the student in a quiet, private location
- Remain calm and assume control in a soothing way
- Help the student develop an action plan if you are comfortable
- Refer the student to the Counseling Center 305-284-5511

## AGGRESSIVE

Aggression varies from threats to verbal abuse or violence. It is often difficult to predict.

### Indicators:

- Paranoia/Mistrust
- History of violence or substance abuse
- Impulse control problems
- Prior history of abuse or violence

### What to Do:

- Assess your safety
- Call 911 immediately if you feel unsafe
- Remain in an open area
- Contact UMPD 305-284-6666
- Consult the Counseling Center 305-284-5511

## DEMANDING

This student may be intrusive or persistent, requiring constant attention.

### Characteristics:

- Sense of entitlement
- Inability to empathize
- Perfectionism
- Difficulty with limits
- Dependency

### What to Do:

- Talk to the student in a place that is safe
- Remain calm and set clear limits
- Emphasize behaviors that are and are not acceptable
- Refer the student to the Counseling Center 305-284-5511

## DEPRESSED

Depression is a common mental health problem that varies in severity and duration.

### Symptoms:

- Feelings of emptiness or hopelessness
- Irregular sleeping/eating
- Deep sense of sadness
- Fatigue and social withdrawal, including social media

### What to Do:

- Talk to student in private
- Listen carefully and validate their feelings
- Be supportive and express your concern
- Refer the student to the Counseling Center 305-284-5511

**Concerned about a student, but unsure of what to do?**

**When in doubt, contact the *Dean of Students Office* at 305-284-5353.**

# Scenarios and Resources

Working with a student who:	UM Police Department 305-284-6666	Counseling Center 305-284-5511	Dean of Students 305-284-5353
Poses an immediate danger to self or others			
Talks about suicide or homicide			
Continuously disrupts class and refuses to stop			
Exhibits behavior that may be out of touch with reality			
Displays anger or hostility inappropriately			
Showing signs of alcohol or drug use			
Is having difficulty due to family illness or death			
Is a victim of stalking, violence, intimidation			
Appears to have an eating disorder or disordered body image			
Change in appearance that seems concerning			
Seems overly emotional (above common behaviors)			

*If more than one resource is listed, contact all resources from left to right. Always follow up with the Dean of Students Office.*

# Tips on Helping

- Speak to the student in a quiet and secure space.
- Remain calm and guide the conversation by focusing on the student.
- Ask open ended questions, using questions starting with who, what, how, etc. rather than do, are, have, etc.
- Listen attentively and respond to their concerns, directly and considerately, through paraphrasing and summarizing.
- Ask clarifying questions if you are unsure of what their concerns are.
- Share your concerns and encourage the student to seek out the help of University resources.

## Common Stressors

### ACADEMIC CHALLENGES

Challenges range from students failing a class to procrastinating to learning disabilities.

#### Signals:

- Coming late to class or being absent often
- Not understanding content and not knowing resources to receive help
- Submitting poor work or testing poorly

#### What to Do:

- Encourage the student to seek out resources
- Review the student's course performance
- Make suggestions for improvement

#### Resources:

**Camner Academic Resource Center**  
305-284-2800

**Writing Center**  
305-284-2956

### SUBSTANCE ABUSE

Alcohol and drug abuse impacts students' daily lives including academic performance.

#### Signs:

- Repeated failure of academic or personal responsibility
- Pattern of unexplained underachievement
- Denial of negative or harmful consequences of excessive alcohol or drug use

#### What to Do:

- Treat the situation as serious
- Share your concern and encourage the student to seek help

#### Resources:

**Counseling Center**  
305-284-5511

**Dean of Students Office**  
**Sandler Center/Pier 21**  
305-284-6120

### SEXUAL MISCONDUCT

The University of Miami has zero tolerance for sexual misconduct and gender discrimination. UM policies and Title IX prohibit discrimination on the basis of gender or sexual misconduct.

#### Examples:

- Harassment
- Domestic and dating violence
- Stalking
- Sexual assault

**Healthcare workers, counselors and members of the Clergy are the only people who are able to take confidential reports.**

**Federal guidelines define all other staff and administrators as mandatory reporters who cannot guarantee confidentiality.**

#### What to Do:

- Share that you are not a confidential resource
- Listen without conveying judgment
- Share your concern and encourage the student to seek help
- Report what you have learned to the Dean of Students Office or to the Title IX Coordinator for follow up which will include a discussion of all available services

#### Resources:

**Sexual Assault Resource Team**  
305-798-6666

**Roxcy-Bolton Rape Treatment Center**  
305-585-7373

**Dean of Students**  
305-284-5353

**Title IX Coordinator**  
305-243-5518

**UMPD**  
305-284-6666

### SUICIDE IDEATION

A suicidal student who confides in someone is often looking for help.

#### Risk Factors:

- Verbal or written references to suicide
- Feelings of helplessness or hopelessness
- Feeling like a burden to others
- Suicidal threats

Students who are at high risk usually have a specific plan, seek help immediately if you are unsure.

*This is a time to connect students with a mental health resource, not a time to keep it a secret on your end or theirs.*

#### What to Do:

- Talk to student in private
- Remain calm
- Take the student's disclosure seriously
- Share your concern and ensure the student that you will connect them with a professional

#### Resources:

**Counseling Center**  
305-284-5511

**UMPD**  
305-284-6666

**Do not be afraid to connect a student to a resource. If you are uncomfortable working with a student, seeking help of another UM resource is the best thing for them and you.**

## UNIVERSITY TROUBLESHOOTERS

Troubleshooters are spread across campus and are experts in their functional area. A troubleshooter is a great resource for a student and for you. If you are unsure of who to reach out to in your academic area, speaking with your department head or chair is a good place to start.

If you are trying to connect with a specific administrative campus area, visiting the website may be most helpful. Visit [miami.edu/ombudsperson](https://miami.edu/ombudsperson) for a complete list of academic and administrative troubleshooters.

## OMBUDSPERSON

The Ombudsperson helps to support students when conflicts or roadblocks hinder their success. By sharing knowledge about institutional policies, identifying options, and connecting students to the best resource to resolve a concern or remove an obstacle, the Ombudsperson will help. They work closely with University Troubleshooters both academic and administrative.

Referring a student to the Ombudsperson when you are not sure how to help is the best way to support our students.

### Academic Ombudsperson

Michelle Gonzalez Maldonado 305-284-9782

### University Ombudsperson

Jennifer Rau 305-284-4922

## STUDENT AFFAIRS RESOURCES

The Division of Student Affairs helps to support student success through programs, opportunities, and services that encourage students to be active in the University of Miami experience. Additionally, Student Affairs staff step in during times of crisis to support students, families, and the entire community.

### Vice President for Student Affairs

Patricia A. Whitely 305-284-4922

### Associate Vice President for Student Affairs and Dean of Students

Ryan C. Holmes 305-284-5353

### Director of Counseling Center

Rene Monteagudo 305-284-5511

## GRADES FIRST

The University utilizes the GradesFirst system for executing the mid-term alert process. Each semester, faculty receive a progress report request. This is an opportunity to notify students about their performance in a class and issue an alert if concerns exist. Students and their advisors receive an individual email for each alert issued. Faculty are encouraged to complete their progress reports on each student. Advisors are strongly encouraged to engage any advisee receiving alerts, especially if attendance is a factor for the alert.

If it appears that a student has stopped attending or is missing, please contact Dean of Students Office at 305-284-5353 immediately.

## ACADEMIC RESOURCES

'Cane Success Center	305-284-1807
Camner Center for Academic Resources	305-284-2800
Chemistry Resource Center	305-284-2174
The Launch Pad	305-284-2789
Math Lab, Department of Mathematics	305-284-2575
Office of Disability Services	305-284-2374
Pre-Health Advising and Mentoring	305-284-5176
Toppel Career Center	305-284-5451
Writing Center, Department of English	305-284-2956

## 'CANES CARE FOR 'CANES

What would you do for a fellow 'Cane? 'Canes Care for 'Canes is a campus-wide action-oriented initiative that promotes the ideal of a caring and responsible community where students respect and support one another. While this initiative involves a personal commitment to the University community, it also accepts online reports. These enable faculty and staff to easily identify a concern that will then be checked up on by UM administrator. The goal of reporting is to assist students before they reach a crisis level. You can find more information about 'Canes Care and the reporting form at [miami.edu/canescare](https://miami.edu/canescare). If you wish to learn more, please call the Division of Student Affairs at 305-284-4922.

## STUDENT RIGHTS & RESPONSIBILITIES HANDBOOK

As students at the University of Miami, all students must adhere to policies detailed in the Student Rights and Responsibilities Handbook. This can be accessed at [miami.edu/SRR](https://miami.edu/SRR). If you have additional questions, contact the Dean of Students Office at 305-284-5353.

## LEAVE OF ABSENCE

Students who are having ongoing medical issues, personal crisis, or other major issues that may hinder their enrollment in an upcoming semester may have the option to go on inactive status. For more information, contact the Office of the Registrar at 305-284-2294 or the Ombudsperson at 305-284-4922.

## WELLNESS & SELF-CARE

To help alleviate stress, foster resilience, and support academic success encourage students to:

- Exercise regularly and engage in active hobbies like taking a walk or playing basketball
- Avoid skipping meals and pack healthy snacks
- Limit caffeine and sugar intake
- Get 7-9 hours of sleep - nap when needed
- Practice relaxation techniques such as meditation or deep breathing
- Know your limits and try to maintain a balance of work and self-care

Students can find support and learn about self-care from the Herbert Wellness Center at [miami.edu/wellness](https://miami.edu/wellness) or the UHealth Fitness and Wellness Center by visiting [wellness.med.miami.edu](https://wellness.med.miami.edu). Call 305-284-6524 for more information about wellness resources.

**Thank you for  
supporting our  
students in need.**