



## **PROTOCOL FOR RESPONDING TO STUDENT ISSUES/CRISES**

(Revised 9/18/2014)

### **INITIAL REACTION**

Anyone (student, faculty, staff) may serve as the initiator of a request for threat assessment. The person perceiving a possible threat should alert the Dean of Students, or if the Dean is not available any Institute administrator. By the time that the request is communicated to the Dean of Students the following information should be ascertained, if possible:

1. Student's name
2. Student's academic department/program
3. Student's contact information (phone numbers, email)
4. Name of person requesting the assessment
5. Contact information for the person requesting the assessment
6. Relationship of the requestor to the student of concern
7. Reason for the request (be as detailed as possible)

### **PRELIMINARY ACTIONS BY THE DEAN OF STUDENTS**

1. Assess the situation to determine likelihood of risk to the student and/or others
2. If immediate high risk, engage additional resources (campus security, San Francisco Police, Paramedics, counseling center personnel)
3. If lower risk, assist the student to identify and agree to an intervention plan

### **COMMUNICATIONS TO INSTITUTE OFFICIALS**

1. As soon as possible, notify appropriate other parties. Depending on the nature and extent of the situation these may include:
  - President
  - Academic Vice President
  - Department/Program Chair or Director
  - Department/Program Coordinator
  - Director of Facilities & Operations
  - Mission Building ground floor and 4<sup>th</sup> floor greeters
  - Director of Information Technology Services
  - Registrar
  - Counseling Center(s) Director(s)

- Student's parents, other family members, friends
  - International Student Advisor (if applicable)
2. Notify the Director of Human Resources if the situation involves injury to a CIIS employee.
  3. Notify the Institute attorney (through the Director of Human Resources, the Academic Vice President, or the President) if the situation involves injury to the student or there is a strong likelihood that future legal action might be initiated by or against CIIS.
  4. Respond to students, faculty, staff, friends, and others most directly affected by the crisis.
  5. If the student is hospitalized, serve as the contact person, or identify an alternate CIIS contact person, for the following needs:
    - main contact and support
    - notification to instructors of student's absence or request for time extensions for assignments
    - attendance at the hospital discharge meeting to help develop future plans
    - assistance with arranging for a Leave of Absence and information about leaving and returning to CIIS (if necessary)

## **COMMUNICATIONS TO THE CAMPUS COMMUNITY**

Depending on the nature of the crisis, a message to students, faculty, and staff may be necessary and/or appropriate. If the situation is sufficiently low-key, a short informational message from the Dean of Students or other appropriate Institute official can be sent to the student listserv and to faculty and staff.

If the crisis poses significant threat then the message should come from the President and should be sent by any and all means of communication (eBlast to students; email to faculty and staff; posted on the CIIS website and MyCIIS). In times of tragedy or shock community members expect to hear from the chief administrative official. This message should be used to relay facts, allay rumors, offer reassurance, reinforce common interests, and strengthen spirit.

## **FOLLOW-UP ACTIONS BY THE DEAN OF STUDENTS**

Determine whether, and for what reason, the student has come to attention of staff previously; consult with other offices to obtain details and background information.

Arrange appropriate follow-up conversations/meetings and referrals to ensure that presenting issues are being addressed and that student is safe from harming him/herself or others. If policy violations have occurred, document key points of understanding with student regarding conduct matters. Confidentially document discussions, actions, and expectations.