



UCCS CAMPUS POLICY

Policy Title: Student Response Team

Policy Number: 600-001

Policy Functional Area: STUDENT SUCCESS

Effective:

October 5, 2012

Approved by:

Pam Shockley – Zalabak, Chancellor

Responsible Vice Chancellor:

Vice Chancellor of Student Success and Enrollment Management
(VCSSEM)

Office of Primary Responsibility:

Dean of Students

Policy Primary Contact:

Dean of Students, 719-255-3091

Supersedes:

N/A

Last Reviewed/Updated:

October 5, 2012

Applies to:

Administrators, Faculty, Staff, Students

Reason for Policy: Insert brief summary and purpose of the policy. Also, insert brief reason for policy here. (For example - to comply with state or federal law; or to implement Regent Law.)

I. INTRODUCTION

Mission of the Team:

The Student Response Team will assess and coordinate responses to significant campus situations and events involving University of Colorado Colorado Springs (UCCS) students, which require intervention in order to assist the community and its members to return to a more balanced equilibrium. These events may include: death or significant trauma, problematic student situations involving medical or psychological concerns, and campus emergency situations that directly affect the well-being of students. The Student Response Team has the authority to respond and coordinate intervention to all student crisis incidents with the concurrence of the Chancellor.

Issues of inappropriate student conduct are referred to the Office of Judicial Affairs. Allegations of criminal wrong doing will be referred to the campus police. Allegations of sexual harassment and/or discrimination shall be referred to the Office of Sexual Harassment and Discrimination in accordance with university policy.

II. POLICY STATEMENT

- A. Authority for the creation of campus administrative policies is found in *The Laws of the Regents*, 2007, Article 3 Section B.5(A) which states:

The chancellor of the each campus shall be the chief academic and administrative officer responsible to the president for the conduct of affairs of their respective campus in accordance with the policies of the Board of Regents. The chancellor shall have such other responsibilities as may be required by these *Laws*, or regent policy, or as may be delegated by the president.

- B. Purpose:

UCCS has a number of response mechanisms in place to respond to student crisis situations, or to incidents or behaviors involving students that threaten the quality of campus life. Crisis situations may be accidental, occur without warning, or be intentional and meant to cause harm to students or the campus community. The Team works to ensure communication between administration, colleges, departments, and affected parties when crisis situations occur.

- C. Procedures:

1. If a person is involved with a student emergency situation, that person should contact the Department of Public Safety (DPS). DPS will notify the Team.
2. If a member of the Team learns of a student emergency or situation regarding a person or situation of interest, that person notifies the other Core Team members.
3. When appropriate, the Dean of Students through the Department of Public Safety will notify the Officer of the Day for the campus.
4. If a member of the UCCS community learns of a student incident (nonemergency), that person should notify the Dean of Students or any Core Team member.
5. In cases involving emergency situations or incidents, the Department of Public Safety and the Team will follow these basic procedures:
 - a. Assess the situation in order to understand and be able to communicate the nature of and extent of the emergency.
 - b. Notify other members of the Team. If the student is a member of an organization (ROTC, athletics) that has additional protocol procedures, the Team will contact and coordinate with the organization on procedures.
 - c. Identify those who may be affected and need support, including friends, roommates, spouse, family, faculty, etc.
 - d. Notify appropriate offices according to protocols.
 - e. Assure that appropriate services are provided (direct and indirect) Follow-up to evaluate what services have taken place and the impact of those services in allowing closure to the emergency
 - f. Initiate further actions if needed.
 - g. Provides follow up and outreach as needed.
 - h. Conduct a post-emergency review with key participants of the emergency team to assess the situation and the adequacy of current procedures. Be cognizant of possible

post-emergency types of academic and personal support that might be needed. Issues of confidentiality should be identified.

- i. Observe ongoing behavior of individuals who have displayed disruptive or concerning behavior.

D. Membership:

1. The Team provides support in the interest of helping those impacted return to their activities with less risk of long term negative effect.
2. The Core Team membership includes:
 - a. The Dean of Students, who as coordinator of the Team will inform, and consult with University and community officials
 - b. The University Counseling Center
 - c. Public Safety (Police Department)
3. Expanded Response Team Members: A larger group of UCCS departments will collaborate and provide advisory support to the Team, as necessary. Expanded Response Team Members may include representatives from the following departments and agencies:
 - a. Residence Life & Housing
 - b. Legal Counsel
 - c. College Dean and/or Department Chair
 - d. Specific Vice Chancellor
 - e. Any individual identified by the core team as being essential to resolution
4. UCCS Departments have specific response systems and crisis protocols for dealing with student crises. Resources not listed below as well as off-campus resources may be contacted to assist in the University's response and support efforts for students in crisis.
5. Resources include but are not limited to:
 - a. College Dean's Office and Staff
 - b. Student Success Center and Academic Advising
 - c. Financial Aid
 - d. Student Health Center
 - e. Disability Services o Judicial Board
 - f. Admissions and Records
 - g. First Year Experience
 - h. Law enforcement agencies

E. Student Response Team:

The Team will confer and/or convene to respond to patterns or instances of dysfunctional behavior, and questions, concerns, and inquiries concerning student behavior. The Team will facilitate a coordinated campus response to crisis incidents, threats or potential threats that may affect the well-being of students, campus, or broader community.

Coordinated responses may include, but are not limited to, identification of and referral to appropriate support services and resources on- or off-campus; informal resolution measures

such as mediation; facilitated dialogue between parties involved; discussions in residence halls or at other campus locations, campus notices and fact sharing; and promotion of wider educational awareness, prevention, and outreach.

1. Responsibilities

- a. Responsibilities of the Team include, but are not limited to:
- b. Supporting affected persons through referrals on- and off-campus;
- c. Determining a plan of action to respond to a concern, or incident, in consultation with the affected person(s) and necessary college officials and/or departments;
- d. Assessing community impact of the incident by identifying the principle parties involved as well as those connected to the principle parties.
- e. Disseminating accurate information to the affected person(s) and the larger campus community, as appropriate.
- f. Identifying other campus resources beyond the Team for addressing an incident.
- g. Recommending channels for educational outreach and prevention.

2. Role of the Team Coordinator

The Dean of Students is the Coordinator for the Team. Working with team members, the Dean will coordinate campus efforts to respond to incidents recognized as a threat or potential threat to the well-being of students or the campus. The Team will confer and/or convene immediately in the case of emergent incidents. In the case of non-emergent incidents the Team will confer and/or convene within one business day of receiving the initial report. Upon receiving a report, the Team will determine initial steps, and identify additional offices or members from the campus community who may assist with the University's response to the incident or situation. If the Dean, for any reason (conflict of interest, illness, or prolonged absence) is unable to carry out his or her responsibilities, a designee from the VCSS Office shall be appointed by the VCSS.

The Department Of Public Safety will inform the designated Officer of the Day for the campus, as appropriate, of Team's response and recommendations for institutional response measures. In consultation with appropriate college personnel, the Team Coordinator will work to ensure appropriate follow-through on commitments made during the response period and after the crisis or situation has subsided.

In addition to addressing particular incidents, the Team will meet on a monthly basis to review campus incidents and/or identify priorities for educational programming and intervention. The Dean of Students will maintain a record of documented incidents to evaluate the university's response, and improve upon procedures and effectiveness of response systems.

3. Notice to Campus Community

The Dean of Students will ensure that a notice is sent to the campus community at the beginning of the Fall and Spring academic semesters informing the campus community of the role of the Student Response Team and how to contact the Team. A sample of such notice is as follows:

To the Campus Community:

UCCS has a number of response mechanisms in place to respond to student crisis situations, or to incidents or behaviors involving students that threaten the quality of campus life. The Department of Public Safety, the Office of the Dean of Students and the University Counseling Center serve as the primary members of the Student Response Team (SRT) to respond to student needs and identify intervention strategies and resources for professional engagement in student concerns.

The SRT provides assessment and coordinated responses to significant campus events involving UCCS students. Examples include: death of a UCCS student, student situations involving medical, psychological or behavioral concerns, and campus emergency situations that affect the well-being of students and the campus community.

To contact the Student Response Team, you may contact any of the following:

Chief of Police, Department of Public Safety

Dean of Students

Director, Counseling Center

Additional information can be found at [http://www.uccs.edu/dos/student-response-team-\(srt\).html](http://www.uccs.edu/dos/student-response-team-(srt).html)

The Team is coordinated through the Office of the Dean of Students to promote the development of a healthy campus community at UCCS. The Team works closely with other campus resources and committees ensuring a comprehensive response to campus situations and events. In all cases involving a life-threatening emergency or immediate threat, contact should be directed through the Department of Public Safety at 255-3111

F. Method of Operation:

The Team will meet on a monthly basis to foster good working relationships, to share information and reports, to engage in training, and to debrief events/situations. Each team member is also responsible for the development and maintenance of liaison relationships with the offices and agencies assigned to them.

A call list and protocols for dealing with particular types of incidences is maintained by the Dean of Students and communicated to the larger community by members of the Team.

Incidents for which protocols are maintained include the following:

1. Student death or significant trauma
2. Problematic student situations involving medical or psychological concerns
3. Campus emergency situations that directly affect the well-being of students
4. Student behavior patterns that indicate a deteriorating state

G. Assessment:

The Team will use an objective approach in evaluating and responding to each incident. Team members will rely on their professional judgment and appropriate campus and community

resources. They will also use a risk classification system, with an identified list of criteria, to place the student of concern in one five risk categories:

1. No Assessed Risk (0)
 - a. Situation does not pose any apparent risk at time of assessment
 - b. Team response primarily for student support
2. Mild Risk (1)
 - a. Behavioral issues in the academic/campus/social setting
 - b. No safety threat detected or reported
3. Moderate Risk (2)
 - a. Involved or repeated disruption
 - b. Vague or indirect threat
 - c. Unlikely to be carried out
4. Elevated Risk (3)
 - a. Seriously disruptive incident(s)
 - b. Showing clear distress
 - c. Threat made or present
 - d. Vague and indirect but may be repeated or shared with multiple reporters
 - e. Content of threat suggests unlikely to follow through
5. Severe Risk (4)
 - a. Student not merely disruptive or distressed, but disturbed
 - b. Threat is vague but direct; or specific but indirect
 - c. Likely to be repeated or shared with multiple reporters
 - d. Plan in place and detailed
 - e. Threat plausible and repeated with consistency
 - f. Content suggests follow through
6. Extreme Risk (5)
 - a. Student is deregulated
 - b. Threat made or present
 - c. Threat is specific or direct
 - d. Likely to be repeated or shared with multiple reporters
 - e. Plan in place and detailed
 - f. Student may appear detached
 - g. Content suggests follow through

These categories will be used to assist in developing the appropriate response when considering both resources and timeliness.

H. Confidentiality:

The members of the Team, as administrative agents in an educational institution, adhere to the laws and standards governing the disclosure of information to third parties both within and external to the University. Such information is only disclosed on an administrative need to know basis and only according to the relevant statutes that govern such disclosure.

The Student Health Center and the Counseling Center are governed by additional laws and ethical codes regarding the disclosure of information (medical and psychological records) to third

parties of clients or patients under their care. Information about an incident may be disclosed (i.e. nature of the incident, location of incident, etc.) in the form of safety announcements, summary report updates, or as required by law.

Safety, wellbeing, and privacy are of the utmost importance. All incidents addressed by the Team shall be handled with privacy and discretion. Efforts will be made to protect the identity of, and to maintain the level of privacy requested by, individuals involved.

I. Use of Electronic Communications:

Text messaging may be used for initial notification of a situation but whenever possible, personal identifiers will not be used in text messaging.

Email will be used by the Team to communicate information and actions taken in situations that are being responded to and dealt with by the Team. Efforts are made to protect the identity of students involved by using discretion in the use of personally identifying information, especially on updates and follow-up messages. It is acknowledged that e-mail is not considered a secure or confidential means of communication but will be utilized by the Team for timely notification.

J. Students no longer affiliated with the University:

When a student has been identified to the SRT and is either in the process of leaving the University or is no longer affiliated with the University, and the SRT determines there is a significant and/or continued threat to the local or affected community, they will notify the appropriate agencies or individuals.

III. KEY WORDS

IV. RELATED POLICIES, PROCEDURES, FORMS, GUIDELINES, AND OTHER RESOURCES

- A. Administrative Policy Statements (APS) and Other Policies
- B. Procedures
- C. Forms
- D. Guidelines
- E. Other Resources (i.e. training, secondary contact information)
- F. Frequently Asked Questions (FAQs)

V. HISTORY

Initial policy approval October 5, 2012