



This guide is intended to serve as a general resource for parents, families or any individual who will support a student during their time at Lawrence. While the guide will not answer all questions, we hope it will provide helpful suggestions and references should you find yourself concerned about your student, their progress or their overall wellbeing. The information presented here is intended to assist in a broad spectrum of instances ranging from important but not urgent through emergency situations. While it is rare that students experience crisis situations, it is not uncommon for students to need additional support from parents, families and friends during their time on campus and we hope this information will help you empower your student to connect with the many individuals and offices on campus here to support them.

HELPING STUDENTS IN DISTRESS: GENERAL GUIDELINES

DESCRIBE: Reflect on what you have experienced that has led you to feel concerned about your student. Focus on the observable behaviors and on how it appears to be impacting your student's life.

INITIATE CONTACT: Don't ignore strange, inappropriate or unusual behavior(s). Talk to your student privately, in a direct and matter-of-fact manner, indicating your observations and concerns. Be sure to focus on the behaviors that were displayed and express your concern about how it appears to be impacting your student. Early feedback, intervention, and/or referral can prevent more serious problems from developing.

OFFER SUPPORT AND ASSISTANCE: Your interest, attentive listening, and concern may be pivotal in helping your student. Avoid criticisms or sounding judgmental. Allow your student time to respond and acknowledge that their perception may be different. Summarize the essence of what they have told you as a way of clarifying the situation. Validate their feelings while also encouraging positive action by helping your student to define the problems and generate coping strategies.

REFER: Know your limits as a helper: only go as far as your comfort and resources allow. When a student needs more help than you are able or willing to give, a referral is appropriate. It is also important to inform the individual or department to whom you have referred the student.

FOLLOW UP: Plan to follow up as appropriate with your student. This may include checking in later that day or the next day if there is a safety concern. In other situations, it may be advised to follow up in a week or two. It is recommended to follow up on all referrals.

EARLY ALERTS MEMBERS

Dean of Academic Success (co-chair)	Monita Mohammadian Gray
Dean of Students (co-chair)	Curt Lauderdale
Associate Dean of the Conservatory	Jeffrey Stannard
Associate Dean of Students for Wellness Services	Richard Jazdzewski
Associate Dean Of Academic Success	Kate Zoromski
Athletics Director	Christyn Abaray
Director of Financial Aid and Enrollment Planning	Ryan Gebler
Julie Esch Hurvis Dean of Spiritual and Religious Life	Linda Morgan-Clement

REPORT A CONCERN

Use this online form:

go.lawrence.edu/concerns

Referrals submitted through this form (available on the Student Life home page) are shared with the Early Alerts team. This group helps foster Lawrence's commitment to further develop a caring and compassionate campus climate. The Early Alerts team is designed to receive referrals about students and provide early intervention to those who may be struggling academically, socially, emotionally or who may be at-risk of harming themselves or others. The team will carry out the following duties:

1. Share information regarding your student
2. Devise a follow-up strategy to address a student's situation
3. Monitor/assess campus trends or events which may negatively impact campus safety/climate:

(Emergencies should be directed to 9-1-1; urgent matters should be directed to Campus Safety at 920-832-6999.)

INFORMATION NEEDED FOR EFFECTIVE REFERRAL

- go.lawrence.edu/concerns Your name and relationship to the student of concern
- A phone number where you can be reached
- The student of concern's name
- A brief, factual explanation of your concern or observation, including key dates, times, and locations
- What has been done so far to address the concern and the student's response to those efforts

If the student or the community is in imminent danger, or if the student is at imminent risk to harm self or others, call 911 then Campus Safety at 920-832-6999 for immediate assistance.

DOES CONSULTATION WITH EARLY ALERTS REQUIRE THE STUDENT'S KNOWLEDGE AND PARTICIPATION?

There may be times when you are concerned about your student who is not yet aware of your concerns or is not receptive to support. It is still appropriate to report your concern. When a report is received, staff will work collaboratively with you to determine the best alternative for engaging your student. When you share information about your student, please understand that staff may not be able to share much information back to you (this is due to federal guidelines called FERPA), nor can staff promise the information can remain completely confidential. In all instances, the information will be handled with discretion and respect.

Use this online form to report a concern:
go.lawrence.edu/concerns

BIAS INCIDENT— BIAS INCIDENT REPORTING PROCEDURE

What is a Bias Incident?

A bias incident is a disrespectful, hostile or harassing act that has a negative impact on an individual's educational and/or work experience and is directed at an individual or group because of their actual or perceived membership in a particular identity group. These acts often are rooted in and perpetuate stereotypes while reinforcing institutional and cultural barriers to the success of individuals from groups historically underserved by higher education. To be considered a bias incident, the act is not required to be a crime, nor does it have to violate university policy.

More information can also be found at go.lawrence.edu/concerns. To find this website,

- Scroll to the bottom of the Lawrence website.
- Under information, click on "Diversity and Inclusion".
- Scroll down the page until you see "Report Bias Incidents" on the right side.
- Click on "Bias Report" to file a report.

SUGGESTED STEPS IF YOU LEARN SOMEONE HAS BEEN: SEXUALLY ASSAULTED, ACCUSED OF SEXUAL ASSAULT OR WITNESSED SEXUAL ASSAULT

PROVIDE SUPPORT BY:

1. Listening
2. Not asking questions about the experience
3. Advising your student to explore reporting options, confidential resources, and assistance from the Title IX Coordinator
4. Recommending your student utilize resources available on campus such as: Counseling, the Campus Advocate, Health, SHARE Confidential resources and Spiritual and Religious Life
5. Respecting your student's choices and privacy
6. Continuing to support and encourage your student throughout

UNDERSTAND:

- These situations can be very traumatic for all parties involved, thus stress the importance of taking advantage of the resources offered.
- Lawrence University does not tolerate sexual assault and other forms of sexual misconduct and through the Title IX coordinator works hard to investigate all potential violations, redress and prevent future harm.

REFER TO RESOURCES:

Health, Counseling, SHARE Confidential resources, and the dean and associate dean of spiritual and religious life can provide confidential assistance and support. The Sexual Assault Crisis Center and the campus advocate can provide community support, and SANE exams are available at ThedaCare Regional Medical Center-Appleton.

ADDITIONAL INFORMATION:

- Title IX information can be found on the Diversity and Inclusion page at go.lawrence.edu/diversity
- SHARE (Sexual Harassment and Assault Resources & Education) [lawrence.edu/students/share](https://go.lawrence.edu/students/share)
- For more information on the Lawrence University Sexual Misconduct Policy, refer to go.lawrence.edu/misconduct

WHEN YOU NEED AN EMERGENCY RESPONSE

<p>EMERGENCY/CRISIS</p> <p>When a student:</p> <ul style="list-style-type: none"> • is a victim of a crime • appears to pose imminent danger to self or others • demonstrates behavior that makes you feel unsafe • has a major injury 	<p>CAMPUS SAFETY 920-832-6999 POLICE: 911</p> <p>If you call 911, a dispatcher will listen to your concern and determine an appropriate response. Please clarify the location of the emergency to help the dispatcher respond appropriately.</p> <p>If you call 911, please then call Campus Safety to inform them you have contacted the police.</p>	<p>EMERGENCY SITUATIONS</p> <p>Emergency situations on campus such as natural disasters, public health concerns, extreme violent or suspicious behavior (gun or bomb threats) are managed through the Campus Safety office. As in any potentially dangerous situation, please call Campus Safety at 920-832-6999 or 911.</p> <p>Campus Safety also provides education and outreach to the LU community and responds to persons who may suffer from mental health distress and/or may pose a harm to self or others.</p>
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WHEN YOU NEED INFORMATION FOR NON-EMERGENCY CONCERNS & CONSULTATION

In general, it is encouraged that your student reach out to these areas as well to seek assistance

<p>PERSONAL CRISIS/ COMMUNITY DISTRESS</p> <ul style="list-style-type: none"> • personal tragedy or significant event • harassment or bullying (sexual referred to Title IX) • Activities or events that have an impact on the safety of the student or campus community • isolation from other students • disruptive behavior in any campus location outside of class 	<p>DEAN OF STUDENTS OFFICE 920-832-6596 Monday-Friday 8 a.m.–5 p.m.</p> <p><i>After Hours:</i> Campus Safety 920-832-6999</p>	<p>Student Life is available to consult on how to respond to all concerns of this type. Each situation will be reviewed to ensure the appropriate intervention is in place. When necessary, students of concern will be encouraged and/or required to meet with Student Life staff.</p>
<p>ACADEMIC DIFFICULTY</p> <ul style="list-style-type: none"> • poor attendance or performance • low or no engagement in the classroom • student is seeking to take a leave or withdraw • accommodations • disruptive behavior in a class 	<p>CENTER FOR ACADEMIC SUCCESS 920-832-6530 Briggs 117 Walk-in hours 1–3 p.m. Tues. & Wed.</p> <p>Faculty Advisor</p>	<p>The Center for Academic Success (CAS) is available to parents/families for consultation regarding their student's academic concern. In most cases, students will be encouraged to meet with the CAS staff to discuss the issue.</p>
<p>ACADEMIC DISHONESTY</p> <ul style="list-style-type: none"> • honor code violation 	<p>HONOR COUNCIL honorcouncil@lawrence.edu</p>	<p>The Honor Council is a group of at least 10 Lawrence students who work on behalf of the entire Lawrence community to uphold the Honor Code and to encourage fair and honest academic work. The council functions as an educational resource and as a judicial body, convening hearings in response to alleged violations of the Honor Code.</p>
<p>PHYSICAL/MENTAL HEALTH</p> <ul style="list-style-type: none"> • stress, anxiety, and/or depression • suicidal thoughts or emotional disturbances • grief • sleep or eating concerns • illness or injury 	<p>WELLNESS SERVICES 920-832-6574 Monday-Friday 8–11:30 a.m. and 1–4 p.m. 24-hour crisis line: 920-419-8167</p>	<p>Wellness Services is available to consult on how to respond to student health concerns. Urgent cases will be assisted immediately. Counseling is not able to provide outreach to students. Walk in hours are 1–2:30 p.m., Monday–Friday.</p>
<p>SEXUAL MISCONDUCT</p> <p>• The Lawrence University Sexual Misconduct Policy prohibits sexual harassment, sexual violence, sexual assault and intimate partner violence against Lawrence University community members of any gender, gender identity, gender expression or sexual orientation. This policy also prohibits gender-based harassment that does not involve conduct of a sexual nature. Discrimination and sexual harassment on any of the bases covered by federal anti-discrimination statutes is unlawful and a violation of Lawrence University policy.</p>	<p>TITLE IX 920-832-7496</p> <p>Please contact SHARE confidential resources found on their website lawrence.edu/students/share</p>	<p>Please note that faculty and staff are required to inform Title IX about all issues of sexual misconduct.</p> <p>For more information, go to lawrence.edu/students/share/about-share. To find this page:</p> <ul style="list-style-type: none"> • At the top of the Lawrence webpage, click “Student Life”. • Click on “SHARE” on the left side of the page • Click “About SHARE” on the left side of the page.

OTHER IMPORTANT OFFICES & CONTACT INFORMATION

ACCESSIBILITY SERVICES

Briggs Hall 136

920-832-7206

accessibility@lawrence.edu

INTERNATIONAL STUDENT SERVICES

International House

920-832-6509

internationalhouse@lawrence.edu

CENTER FOR ACADEMIC SUCCESS

Briggs Hall 117

920-832-6530

cas@lawrence.edu

RESIDENTIAL EDUCATION & HOUSING

Warch Campus Center, 4th floor

920-832-6600

residential.education@lawrence.edu

CENTER FOR CAREER, LIFE & COMMUNITY ENGAGEMENT

Chapman Hall, 2nd floor

920-832-6561

careerservices@lawrence.edu

REGISTRAR

Brokaw Hall, 1st floor

920-832-6578

registrar@lawrence.edu

DEAN OF STUDENTS OFFICE

Raymond House

920-832-6596

DeanOfStudents@lawrence.edu

SPIRITUAL AND RELIGIOUS LIFE

Sabin House

920-832-7167

spiritual.religious.life@lawrence.edu

DIVERSITY AND INCLUSION

Sampson House, 2nd floor

920-832-6744

div-inclusion@lawrence.edu

STUDENT ACCOUNTS

Brokaw Hall, 1st floor

920-832-6547

student_accounts@lawrence.edu

DIVERSITY AND INTERCULTURAL CENTER

Memorial Hall 113

920-832-6695

diversitycenter@lawrence.edu

STUDENT ACTIVITIES

Warch Campus Center, 4th floor

920-832-6600

student.activities@lawrence.edu

FINANCIAL AID

Brokaw Hall, 1st floor

920-832-6583

financial.aid@lawrence.edu

WELLNESS SERVICES—HEALTH, COUNSELING

Buchanan Kiewit Wellness Center,
2nd floor

920-832-6574

wellnessservices@lawrence.edu

TIPS FOR PARENTS AND FAMILIES WHO HAVE CONCERNS ABOUT A STUDENT

- Use active listening skills to assess your student's concerns and better understand how to offer the appropriate assistance.
- Talk with your student about when and how you will communicate. This will help all parties understand expectations around communication and can help alleviate fears or frustrations.
- Talk together about what type of information you hope to communicate with each other. Consider a conversation with your student about FERPA and releases of information which would allow faculty and staff to speak with you about your student.
- Know your limitations. There will likely be times when you need to rely on the expertise of professional staff members on campus. We encourage you to talk with your student about where and how they can access information on campus.
- Develop a support team. Through open communication, work to empower your student to feel comfortable enough to connect with offices on campus for support in addition to the support they may be receiving from home.
- There are also resources available to you as a family member. If you feel you need to talk to someone about the impact of a situation, please go to the *Psychology Today* website for a local referral: [psychologytoday.com/us/therapists](https://www.psychologytoday.com/us/therapists).

Call an Early Alerts member to consult or refer.
The members are listed on page 1.

COMMUNITY RESOURCES

Appleton Police (non-emergency)	920-832-5500
Ascension-St. Elizabeth's Hospital	920-738-2000
ThedaCare Regional Medical Center	920-731-4101
LU 24-Hour Crisis Line	920-419-8167