



**Student Counseling Center**

[www.depts.ttu.edu/scc](http://www.depts.ttu.edu/scc)  
(806) 742-3674

201 Student Wellness Center

- Licensed psychologists and doctoral-level therapists provide individual, couples and group therapy for students' college adjustment and mental health needs. Consultation is available for faculty and staff regarding crises or other student concerns.
- **Wellness Educational Programming** - addresses topics of depression, anxiety, relationships, sexual assault, body image, sexual identity, grief and others for students and the campus community.
- **Safe Zone Program** - Allies Training for faculty and staff wanting to create a supportive environment for GLBT students.
- **Biofeedback Lab** – computer strategies for teaching the mind/body connection in stress management.
- **On-line Self-Assessments** – questionnaires to evaluate mental health concerns.

**Student Health Services**

[www.depts.ttu.edu/studenthealth](http://www.depts.ttu.edu/studenthealth)  
Student Wellness Center  
(806) 742-2860

- Student Health Services is a JCAHO accredited primary care clinic staffed with licensed physicians, nurses, nurse practitioners, health educators, and clinical support staff that provide care for illnesses and injuries, as well as mental health issues.
- **Alcohol Edu** – an online interactive, educational program educating students about the risks related to drinking
- **Mental Health Taskforce** – a collaborative group organized from the Division of Student Affairs, TTUHSC Family and Community Medicine and Lubbock Community to dialogue about mental health issues since 2004
- **Raider Assistance Program** – comprehensive alcohol, tobacco, and other drugs prevention, intervention, and education program.
- **Raiders Helping Raiders** – an informative resource card for depression awareness and suicide prevention

**Student Wellness Center**

1003 Flint Avenue (Intersection of Flint Avenue and Main Street)

- Housing the Student Counseling Center and Student Health Services, this state-of-the-art facility is designed to make physical and psychological services convenient for Texas Tech students.

**Student Judicial Programs**

[www.depts.ttu.edu/studentjudicialprograms](http://www.depts.ttu.edu/studentjudicialprograms)  
020 Student Union  
(806) 742-1714

- Coordinates with Texas Tech Police Department and/or other referral agencies to investigate incidents and adjudicate Code of Conduct complaints if alleged offenders are Texas Tech University students.

**Student Disability Services**

[www.studentaffairs.ttu.edu/sds](http://www.studentaffairs.ttu.edu/sds)  
335 West Hall  
(806) 742-2405

- Disabled students may have unique needs during times of distress and crisis. The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973, protects the rights of qualified individuals with disabilities, including but not limited to individuals with mental impairments and psychological disorders. Student Disability Services coordinates accommodations and serves as a resource for registered disabled students.

**Ombudsman for Students**

[www.depts.ttu.edu/ombudsman](http://www.depts.ttu.edu/ombudsman)  
237 Student Union  
(806) 742-4791

- Confidential services to assist students in resolving concerns in a proactive, professional manner by facilitating interpersonal communication, education on available resources, and ensuring fair treatment.

**Texas Tech Police Department**

[www.depts.ttu.edu/ttpd](http://www.depts.ttu.edu/ttpd)  
For emergency: 9-911  
Non-emergency: 742-3931

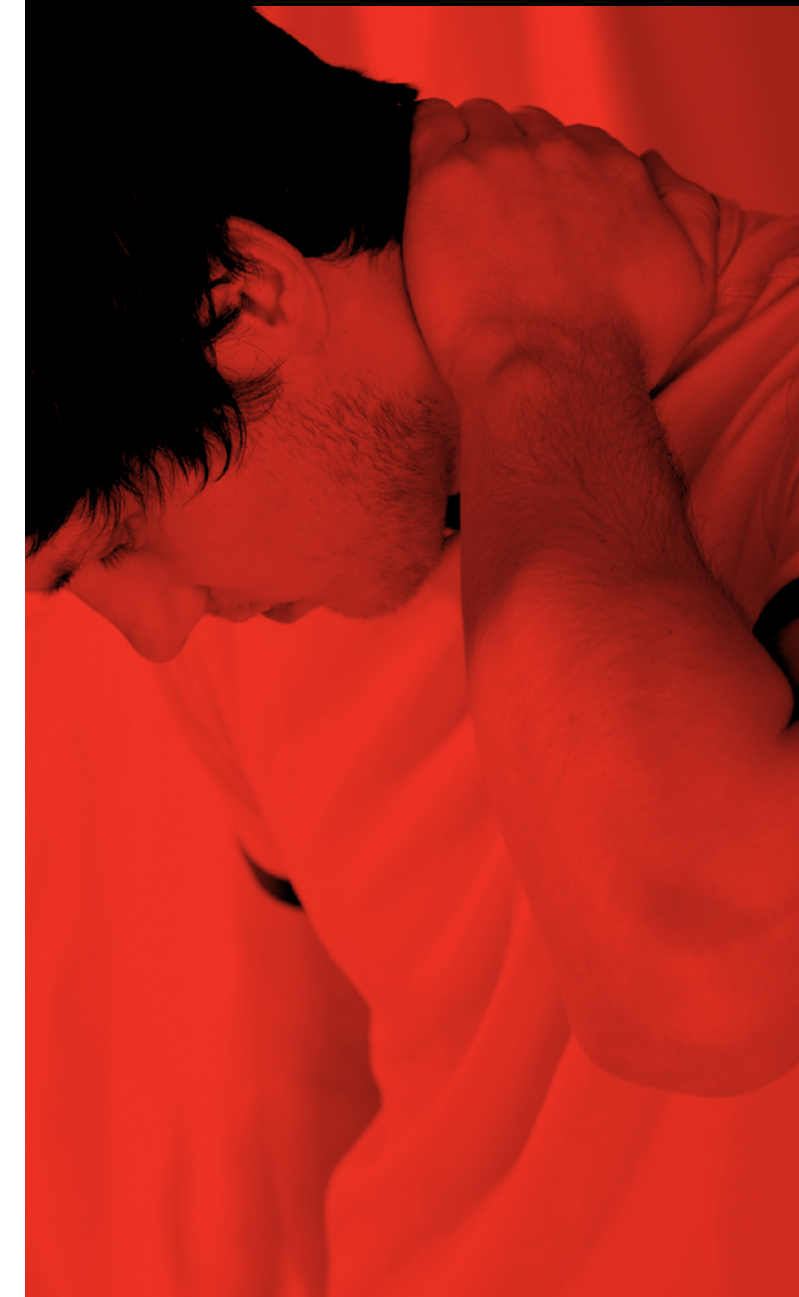
- Provide 24-hour emergency response. Have full law enforcement authority. Perform criminal investigations. Provide all police services as well as specialized campus security services for crime prevention.
- **Threat Assessment Team** – responds to threats or acts of violence that impact the safety and security of campus per Texas Tech Operation Policy 76.10.

**Vice President for Student Affairs**

[www.studentaffairs.ttu.edu](http://www.studentaffairs.ttu.edu)  
167 Administration Building  
(806) 742-4360

In case of a major crisis, our emergency contact system, Connect-ED can reach up to six numbers per student, but only if we have contact information.

Encourage students to update their contact information at <http://techsis.tosm.ttu.edu/student>.





## COMMONLY ASKED QUESTIONS

- Take all suicidal/homicidal expressions seriously and seek immediate help from the Texas Tech Police Department.
- Tell the student that help is available and that seeking help is a sign of strength.
- Make the appropriate referral(s). Students should make their own appointments if possible. You could offer to walk the student to the appropriate office or allow them to use your phone to schedule an immediate appointment.
- Follow-up is an important part of the process. Check with the student later to find out how he or she is progressing and if they followed through with the referral.

### How do I address inappropriate classroom behavior that may be related to a student in distress?

- Clearly establish classroom behavioral expectations in your syllabus and address behavioral problems accordingly. For suggestions on syllabus wording or tips on maintaining civility in the classroom, refer to the Student Judicial Programs website and the Civility in the Classroom brochure at [www.depts.ttu.edu/studentjudicialprograms](http://www.depts.ttu.edu/studentjudicialprograms).
- The Texas Tech Police Department is available to assist with threats of violence, physical or verbal abuse and uncooperative students (refusing to leave class). Report suspected illegal activity such as physical and verbal abuse to university police. If a student expresses a direct threat to themselves or others, or acts in a bizarre, highly irrational or disruptive way, call the Texas Tech Police Department at (806) 742-3931 or 9-911 in case of emergencies.
- Behavioral issues and classroom disruptions, even those related to mental health, can be referred to Student Judicial Programs, where disciplinary sanctions may result. In addition, document the incident with your student records and inform your department chair of disruptive activity and student concerns.

### I've heard about FERPA and HIPAA. Should I be concerned about issues of confidentiality, FERPA, HIPAA when assisting a distressed student?

- FERPA refers to the Federal Educational Rights and Privacy Act. FERPA is a Federal law that protects the privacy of student education records. For more information on FERPA, contact Student Judicial Programs at 742-1714.
- HIPAA refers to the Health Insurance Portability and Accountability Act. HIPAA addresses the security and privacy of health data. For more information on HIPAA, contact Student Health Services at 743-2860.
- It is important to inform students that all contacts with the Student Counseling Center or Student Health Services are confidential. Information about contact with these offices can

only be released with the student's written request, in circumstances where there is clear and present danger to the student or others, or other specific conditions allowed by law.

- Issues of confidentiality should not be a deterrent to talking with a student about your concerns. In addition, issues of confidentiality should not hinder you from calling any office to discuss a student you are concerned about or for suggestions on how to work with a student in crisis. While these offices can only share student information within the limits of the law, it is important as campus colleagues to have open lines of communication about pertinent student information and increasingly important to discuss issues for the benefit of students and the campus community.

### Upcoming Wellness Events:

Wellness Resources available online at [www.orgs.ttu.edu/livingwell](http://www.orgs.ttu.edu/livingwell)  
Alcohol Awareness Week (September)  
National Depression Awareness Week (October)  
Week Without Violence/Violence in Relationships (October)  
Curb Your Anxiety Days (November/April)  
Feed Your Body & Soul Week (February)



According to the National Institute for Mental Health, about one in four adults suffers from a diagnosable mental disorder in a given year. It is not uncommon for student mental health issues to manifest themselves during the college years. In order to proactively and effectively manage students in distress, Texas Tech University provides a number of resources and services for faculty assistance and student use. The campus community must work together to create a safe culture for students to discuss and address these mental health issues.

## Commonly Asked Questions:

### How can I tell if a student is in distress?

- Depressed mood & lethargy
- Hyperactivity or rapid speech
- Unexplained crying, irritability, anxiety, or anger
- Lowering of academic performance, changes in attendance or participation, decreased ability to concentrate
- Changes in personal hygiene, dress, or appetite
- Strange or bizarre behavior indicating loss of contact with reality
- Talking or writing about suicide or homicide
- Highly disruptive behavior (e.g., hostility, aggression, and violence)

### What can I do for a student in distress?

- Arrange to talk with the student outside of class time and express your concerns in terms of specific behaviors.
- Listen to thoughts and feelings in a sensitive, nonjudgmental way.
- Use direct but non-threatening terms. It is better to state your concern directly than to ignore the behaviors.

## RESOURCES

### What resources are available on campus to assist me and students?

The following offices are available to assist you with information, guidance, or referral:

#### Assessment and Response Team (ART)

[www.campuslife.ttu.edu/crisis](http://www.campuslife.ttu.edu/crisis)

(806) 742-5433

- The Division of Student Affairs responds to specific student crises through this collaborative team of individuals representing entities that work with student crisis. The ART Person On-Call is available 24-hours a day, 7 days a week to assist with student crises. During normal business hours, call the Center for Campus Life at (806) 742-5433 and ask for the ART Person On-Call. After hours contact should be made through the Texas Tech Police Department at (806) 742-3931.
- A new case manager position in the Student Counseling Center works collaboratively with ART to assist in follow-up to student crisis situations.
- Critical Response Guide – this informative resource guide printed to assist campus departments in providing the appropriate response when crises arise is available at [www.campuslife.ttu.edu/crisis](http://www.campuslife.ttu.edu/crisis)

#### Center for Campus Life

[www.campuslife.ttu.edu](http://www.campuslife.ttu.edu)

201 Student Union

(806) 742-5433

- Provides assistance with medical and personal emergencies through academic referrals, contact and coordination of family and roommate needs, notification of instructors, personal counseling referrals, and referrals to campus and community resources.

#### Dean of Students

[www.deanofstudents.ttu.edu](http://www.deanofstudents.ttu.edu)

201A Student Union

(806) 742-2984

- Coordinates Division of Student Affairs response to crisis situations and assists students and families in accessing programs and services.