



TEXAS TECH UNIVERSITY™

The background of the cover features a photograph of a large, multi-story building with a prominent dome and arched windows, partially obscured by the branches of trees. The entire image is overlaid with a solid red color, creating a monochromatic effect.

Assessment & Response Team Manual 2009-2010



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TEXAS TECH UNIVERSITY
Enrollment Management
& Student Affairs



Section 1

GOALS OF ASSESSMENT AND RESPONSE TEAM (ART)

Texas Tech University is committed to providing an educational climate that is conducive to the personal and professional development of each individual. With a large university community of approximately 30,000 students, faculty, staff and guests, the Division of Enrollment Management & Student Affairs realizes that crises will occur and that these crises can have a significant effect on the campus and Lubbock community. Such crises will require an effective and timely response.

The Division of Enrollment Management & Student Affairs has developed an Assessment and Response Team (ART), consisting of staff members, to best respond to the above-mentioned crises. The ART Team is coordinated by the Office of the Associate Vice President for Student Affairs & Dean of Students

The goals of the Assessment and Response Team are as follows:

1. To coordinate the University's response to crises involving students, while paying special attention to the safety and security needs of members of the University community;
2. To offer counseling, guidance, and appropriate support to students, their families, and University caregivers;
3. To use crises, when appropriate, as "teachable moments" which may enhance the quality of life for all those touched by crises.

The Assessment and Response Team will make every effort to accomplish these goals when dealing with a crisis on or off campus. This manual is a guide for ART Team members and other campus community members dealing with campus crisis. It is only a guide and should not be substituted for professional judgment and common sense. The ART manual is available online at <http://www.depts.ttu.edu/centerforcampuslife/crisis/ARTManual.pdf>

Other printed resources are available to assist in responding to crisis:

- Critical Response Resource Guide – quick reference guide for student emergencies and crises available to all campus community members. Contact the Center for Campus Life to request copies at 742-5433 or campuslife@ttu.edu.
- Emergency Operations Plan OP 76.01 – University operating policy/procedures establish the responsibility for developing, updating, and distributing the University's Emergency Operations Plan. Available online at www.depts.ttu.edu/opmanual/OP76.01.html
- Managing Distressed Students: A Guide for Faculty & Staff – a brochure outlining FAQs and resources related to student mental health. Available online at www.campuslife.ttu.edu/crisis
- MentalHealthEdu – an online program offering faculty & staff a resource to help them better identify and respond to student mental health issues.
 Log on to www.mentalhealthedu.com
 Go to: "New User"
 Login ID: 7MH229115

- Raiders Helping Raiders Pocket Cards – provides resources for depression awareness/suicide prevention. Contact Evelyn McPherson, Director Student Health Services to request copies at 743-2848 or evelyn.mcpherson@ttu.edu.
- Student Handbook & *Code of Student Conduct* – primary source of student policy and resource information related to campus conduct, grievances, rights and responsibilities. Contact Student Judicial Services to request copies at 742-1714 or check online at http://www.depts.ttu.edu/studentaffairs/publications/SA_handbook_2006-2007.pdf
- H1N1 Enrollment Management & Student Affairs Contingency Plan provides guidelines for the Division when assisting students who present with flu illnesses. To request a copy contact the Dean of Students Office at 742-2984.
- Flu Pandemic Plan – Contact Jan T. Childress, Office of Associate Vice President for Student Affairs & External Relations at 742-2691

ART DEFINITIONS

The Division of Enrollment Management & Student Affairs has defined crises to which ART will respond to:

1. Airplane/Train/Bus/Auto Crashes
2. Alcohol/Drug Overdose
3. Threatening Gestures and/or Attempted Suicide
4. Campus Disturbance/Riot
5. Contacting Students in Case of Family Emergency
6. Death of a Student (on or off campus)
7. Emergency Hospitalization
8. Fire/Explosion with Damage/Injuries
9. Life Threatening Injury/Illness
10. Mental Health Issues/distressed Students
11. Natural Disasters (i.e. Tornado, Flood)
12. Sexual Assault, Date/Acquaintance Rape or relationship Violence
13. Stalking
14. Threats or Acts of Violence
15. Crisis away from campus (e.g., students traveling in groups for academic, extracurricular or social purposes)

The Division of Enrollment Management & Student Affairs recognizes that the above list may not encompass all situations that warrant *ART* intervention or that all or any of the above situations warrant *ART* intervention. Therefore, the determination of whether or not a situation needs *ART* attention will be decided by the *ART* Person On-Call; staff in the Office of the Associate Vice President for Student Affairs & Dean of Students; or the Senior Vice President for Enrollment Management & Student Affairs

The Division adheres to the following Federal and State Laws regarding confidentiality and its exceptions:

FERPA – Federal law that protects the privacy of student education records (Attachment A)

HIPAA –Addresses the security and privacy of health data

Licensed Psychologists are governed by Rules and Regulations of the Texas State Board of Examiners of Psychologist

Confidentiality should not be a deterrent to talking with a student about your concerns or hinder you from calling an office for suggestions on how to work with a student in crisis.

Open lines of communication about pertinent student information is important for the benefit of the TTU community.

Confidentiality is overridden in situations where a student is in immediate danger of harming his/herself or someone else.

ART Reference Files

An ART file may be generated by the Dean of Students or ART on-call member during times of ART response. ART files are housed in the Office of the Associate Vice President for Student Affairs & Dean of Students and contain an ART Checklist and other documentation as available on the individual student impacted by the ART situation. This file is not a comprehensive file of all information available on the student; other records may be contained throughout the University such as Student Counseling Center, Student Health Services, and Student Disability Services. However, the ART file may note where other files related to the student are housed if that information is available. Not all situations addressed by ART team members will generate a file. The tracking of this information is at the discretion of the ART on-call member. The Associate Vice President for Student Affairs & Dean of Students will coordinate notification of the campus community regarding student deaths and will maintain files.

Red Flag Software Program

Red Flag Software Program is provided by RiskAware, LLC. The documentation in Red Flag contains an online form for the collection of specific information relating to incidents or behaviors that may appear unusual, suspicious, threatening, or potentially harmful. This information is then aggregated in a centralized database where it is formatted and displayed for evaluation by assigned ART members of authorized users. The ART members can review the submitted reports, determine appropriate follow-up actions, and then document their actions in the system

Section 2

ART MEMBERSHIP

Members of the Assessment and Response Team (ART) meet periodically to discuss different issues associated with the ART or with a crisis. The ART membership will consist of the following persons or designees and a back up in each area:

1. Associate Vice President for Student Affairs & Dean of Students (Gregory G. Elkins)
2. Sr. Associate Vice President for Enrollment Management & Student Affairs (James P. Burkhalter)
3. Associate Vice President for Student Affairs & External Relations (Jan. T. Childress)
4. Senior Vice President for Enrollment Management & Student Affairs (Michael D. Shonrock)
5. Sr. Administrator, Dean of Students (Denise Tijerina)
6. Associate Dean of Students/Director, Center for Campus Life (Amy Murphy)
7. Assistant Dean of Students/Sr. Associate Director, Center for Campus Life (Tara Miller)
8. Senior Vice Provost (Rob Stewart)
9. Associate Director, Center for Campus Life (Jon Mark Bernal)
10. Director, Student Health Services (Evelyn McPherson)
11. Medical Director, Student Health Services (Kelly Bennett)
12. Assistant Medical Director, Student Health Services (Dr. Jim McDonald)
13. Director, Housing and Residence Life (Sean Duggan)
14. Associate Director, University Student Housing (D'aun Green)
15. Assistant Director, University Student Housing (Kerry Hooks)
16. Assistant Director, University Student Housing (Jeff Long)
17. Assistant Director, University Student Housing (Drew Jahr)
18. Assistant Director, University Student Housing (Angela Forney)
19. Director, Student Judicial Programs (Sofia Rodriguez)
20. Director, Student Counseling Center (Eileen P. Nathan)
21. Coordinator of Clinical Services, Student Counseling Center (Richard Lenox)
22. Director, Student Disability Services (Larry Phillippe)
23. Director, Parent & Family Relations (Elizabeth Massengale)
24. Assistant Director, Student Union & Activities (Mike Gunn)
25. Texas Tech Police Department (Chief Ron Seacrist)
26. Texas Tech Police Department (Colonel Gordon Hoffman)

If International Student/ Study Abroad/ Gateway/T.T.A.P situation

- Vice Provost for International Affairs (Ambassador Tibor P. Nagy, Jr., 742-3667)
- Office of International Affairs Representative (Sandy Crosier or Bob Crosier -742-2974)
- Gateway/South Plains College (Allison Perrin 716-4656 or Lee Cox 716-4666)
- Tech Transfer Acceleration Program (Michelle Kiser or Jennifer May 742-3242)

The Associate Vice President for Student Affairs & Dean of Students staff will rotate duty as the ART Person On-call. The ART Person On-Call is available during normal business day at (806) 742-2984 and through the Texas Tech Police Department at (806) 742-3931 – 24 hours a day, 7 days a week while school is in session. The TTPD will contact the ART Person On-Call by office telephone, home telephone or cell phone. The ART Person On-Call duties will rotate between the following individuals:

1. Denise Tijerina, Senior Administrator, Dean of Students
2. Amy Murphy, Associate Dean of Students/ Director, Center for Campus Life
3. Tara Miller, Assistant Dean of Students/ Senior Associate Director, Center for Campus Life



Section 3

STUDENT ORGANIZATION ART

In addition to the Assessment Response Team, the Division of Enrollment Management & Student Affairs has organized a Student Organization Assessment and Response Team to respond to critical incidents related to student organization activities. In addition, this team seeks to actively identify patterns of behavior in student organizations and encourage appropriate risk management for student organizations.

Members of the Student Organization Assessment and Response Team (SOART) meet periodically to discuss different issues associated with student organizations. SOART works in collaboration with ART team members as needed. SOART may refer individual students to ART for further discussion and referral. The SOART membership consists of the following persons or designees:

1. Associate Director, Center for Campus Life (Jon Mark Bernal)
2. Associate Director, Student Union & Activities (Zane Reif)
3. Associate Director, Student Judicial Programs (Chris Leisinger)
4. Assistant Director, Center for Campus Life (Cate Bibb)
5. Assistant Director, Center for Campus Life (Jason Biggs)
6. Assistant Director, Center for Campus Life (Allen Sutton)
7. Assistant Director, Student Union & Activities (Micheal Gunn)
8. Assistant Director, Student Recreational Sports (Jonathan Elliott)
9. Unit Coordinator, University Student Housing (Craig Kuehnert)

The Associate Director of the Center for Campus Life and Student Union & Activities co-chair the SOART. The SOART Chairs are available during normal business day at (806) 742-5433 (Campus Life) or (806) 742-3636 (SU&A). SOART is currently co-chaired by:

1. Jon Mark Bernal, Associate Director, Center of Campus Life
2. Zane Reif, Associate Director, Student Union & Activities



Section 4

ART Response Guidelines

Note: This outline is to provide general information only. In the event of an actual crisis, variations may occur depending on the nature of the crisis and the appropriate response.

Step 1:

Dean of Students or the TTPD is notified of a crisis involving a TTU student.

Dean of Students (742-2984)

Texas Tech Police Department (742-3931)

- This incident could be on or off campus.

Step 2:

The ART Person On-Call is notified. Telephone numbers attached.

- The ART Person on-call gathers necessary information on the incident then contacts appropriate staff/individuals including the Associate Dean of Students/Director, Center for Campus Life. Additionally, if the situation warrants, the ART Person On-Call proceeds immediately to the site of the incident or to the hospital. The ART Person On-Call may request assistance from other ART members at the site of the incident or the hospital.
- If warranted, ART Person On-Call may call an emergency meeting of the ART. The decision to hold an emergency meeting will be based on an evaluation of the situation by the ART Person on-call and in conjunction with the Office of the Associate Vice President for Student Affairs & Dean of Students. Membership may vary from a limited number of ART representatives to the full committee. A determination is made by the members of ART based on shared discussion and recommendation for immediate response and follow-up.
- ART Person on-call works in conjunction with the Office of Communications and Marketing to coordinate any press releases or contact with the media regarding the crisis.

Step 3:

- ART Person on-call verifies that the contact with the affected student's family has been made. Additionally, the ART Person on-call makes sure that official university contact to the family has been made by an ART member.
- ART Person on-call verifies that contact has been made with roommate(s), significant other, brother or sister (if Texas Tech student), etc. of the affected student. Additionally, the ART Person on-call makes sure that any additional services necessary for the affected student and/or the student's friends, roommate, significant other, brother or sister (if Texas Tech student), etc. is provided.

Step 4:

- If the situation warrants, a campus visit is arranged for the family. Once the family arrives, an escort is designated for the family. An ART member or the ART Person On-Call makes necessary arrangements to meet family needs, as appropriate.

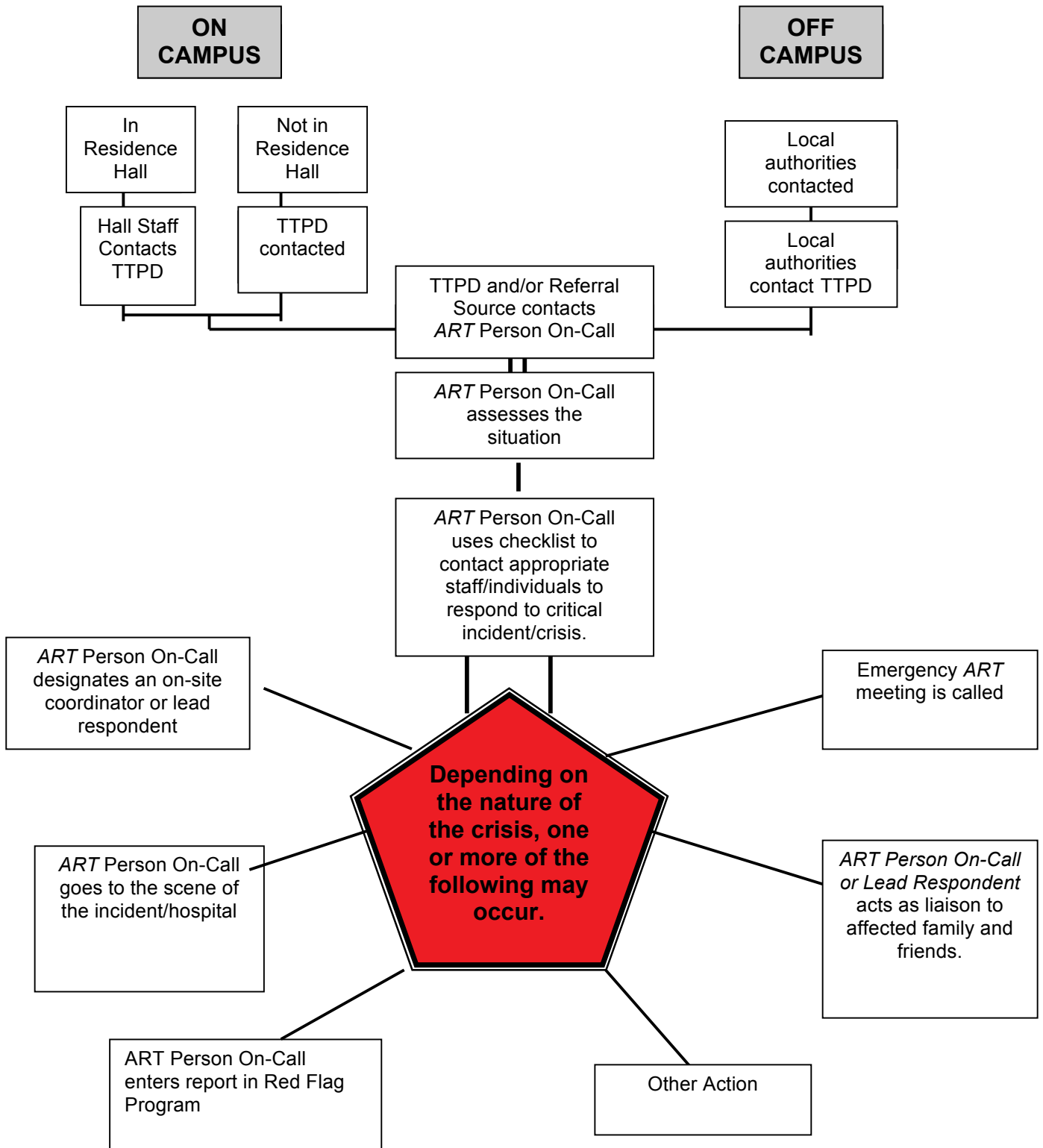
Step 5:

- Family meets with appropriate university administrators, police officers, and other officials as requested or needed.

Step 6:

- ART Person On-Call generates an ART reference file stored in the Office of Associate Vice President for Student Affairs & Dean of Students and works with Sr. Administrator to assist with the follow-up needed.
- The ART members meet to debrief and plan any appropriate follow-up programs or activities necessary.
- The ART members also evaluate the procedures followed and make suggestions for revisions to the procedures.

ART DIAGRAM



Section 4

Nature of Emergency	Person(s) to call immediately	Person(s) to call next	Follow-up/Records
Accidental Death	*Texas Tech Police Department *ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student	*Senior Vice President for Enrollment Management & Student Affairs *Housing and Residence Life (if on campus) *Family	*Friends/Roommate(s) *Texas Tech Association of Parents *Follow OP 77.03 Reporting Student Deaths *Dean of Students
Alcohol/drug overdose	*Texas Tech Police Department * ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student	* Residence Life (if on campus) * Student Health Services * Student Counseling Center *Family	*Dean of Students *Housing and Residence Life *Student Health Services *Student Counseling Center *Follow Section 6 Response
Campus disturbance/riot	*Texas Tech Police Department *ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student	*Senior Vice President for Enrollment Management & Student Affairs *Student Judicial Programs *Housing and Residence Life	*Texas Tech Police Department *Student Judicial Programs *Dean of Students
Family emergency	*Center for Campus Life	*ART Person On-Call	*Center for Campus Life *Dean of Students *Student Health Services *Student Counseling Center *Housing and Residence Life
Fire/Explosion with damage/injuries	*Fire Department *Environmental Health & Safety *Texas Tech Police Department	*ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student *Senior Vice President for Enrollment Management & Student Affairs	*Environmental Health & Safety *Texas Tech Police Department
Life threatening injury/illness	* ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student	*Student Health Services *Family *Roommate(s)	*Dean of Students *Student Health Services
Mental health crisis	*Texas Tech Police Department *ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student	*Student Health Services *Student Counseling Center	*Dean of Students *Student Health Services *Student Counseling Center *Follow Section 6 Response
Sexual Assault	*Rape Crisis Center (if requested) *Texas Tech Police Department	*ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student	*Dean of Students *Texas Tech Police Department *Student Judicial Programs *Sexual Assault Reporting Card
Suicide <i>Student deaths may not be called a suicide until medical examiner has made issued findings. They should be termed accidental deaths.</i>	*Texas Tech Police Department *ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student * Student Counseling Center	*Student Health Services	*Dean of Students *Student Counseling Center *Director, Housing and Residence Life *Follow Section 7 Response *Follow OP77.03 Reporting Student Deaths
Other	* ART Person On-Call/Office of the Associate Vice President for Student Affairs & Dean of Student		

ASSESSMENT & RESPONSE TEAM ON-CALL ASSISTANCE

The Assessment & Response Team (ART) provides a number of services to assist with medical and personal emergencies. To access these services, students or their families should notify the Center for Campus Life at (806) 742-5433.

ACADEMIC REFERRALS

Students often need some outside assistance in making decisions about continuing courses, refund schedules, and deadlines. The Center for Campus Life can provide this information and contact the student's academic advisor or dean to get more specific information to the student.

ACCOMMODATIONS FOR PERMANENT DISABILITIES

Student Disability Services (742-2405) can assist students in arranging for academic accommodations. For students living on campus, the office can assist with University Student Housing for assistance in arranging accessible housing. Off-campus students can work with the Student Disability Services Office for support in identifying accommodations in their off-campus housing.

ASSISTANCE IN CONTACTING AND COORDINATING FAMILY NEEDS

The Center for Campus Life and the Office of Parent & Family Relations (742-3630) can serve as a contact point for families. This might include answering questions about University policies, gathering information about the student or helping a family find comfortable accommodations.

ASSISTANCE IN CONTACTING ROOMMATES

The Center for Campus Life will contact students' roommates, upon request, to inform them, in general, of a student's absence from the room or apartment.

EXTRACURRICULAR ACTIVITIES

Students with responsibilities or involvement in extracurricular activities, such as clubs, recreational sports, or on-campus employment, may request the Center for Campus Life to notify advisors and/or employers of an expected absence.

NOTIFICATION OF INSTRUCTIONS

The Center for Campus Life will notify students' instructors of absences of four days or more. Notifications are sent to each instructor with general information explaining the absence. Students are responsible for contacting individual instructors to arrange to make-up work. Determination of excused absences is left to the instructor. Appropriate documentation is needed prior to notification.

PERSONAL COUNSELING REFERRALS

The Student Counseling Center is available to assist in arranging emotional or personal counseling support.

WITHDRAWING FROM SCHOOL

Some students find that due to the length of their recovery and missed classes, they are unable to make-up the missed work. In these cases, students may decide to withdraw from school. The Office of the Associate Vice President & Dean of Students can assist students with withdrawal procedures through the Registrar's Office (742-3661x 233) and academic dean.

STUDENT TALKING POINTS REGARDING WITHDRAWAL

- Check Student Holds (SBS-must pay account balance)
- Check Student Academic Status
- Discuss Living Arrangements -on or off campus (Contract cancellations are processed via University Student Housing (806) 742-2661)
- Discuss Health Insurance
- Discuss Financial Aid Implications
- Discuss Visa Implications for International Students
- Medical Documentation if needed
- Discuss hold placement following withdrawal and return implications
- Request from student in writing
 - Signed, Dated
 - Use TTU Withdraw Form

ART CHECKLIST

Gather the following information upon learning of a crisis involving a TTU student.

Responding staff member's name: _____ Date: _____
Contacted by: _____ Time: _____

Student's Information (Banner screen: SPAIDEN, SFAREGO)

Name: _____ R# _____
Local Address: _____ classification: Fr. So. Jr. Sr.
City/State/Zip: _____ Academic Dept. /College: _____
Telephone: (day) _____ (night) _____ (e-mail) _____
Date of Birth: _____ Date & Location of Death: _____

Emergency Notification Information (Banner screen: SPAIDEN)

Next of Kin: _____
Address: _____ City/State/Zip: _____
Telephone: (day) _____ (night) _____ (e-mail) _____
Name of Roommate(s): (1) _____ (2) _____
Spouse/significant other: _____ Sibling(s) at TTU: _____

Incident Type

Did this event take place on campus? Yes No

Where on campus did this event take place? For example, "Student Union, Murray Hall, etc..." be as specific as possible _____

On or around what date did the situation occur? _____

Please describe the alleged situation(s) to the best of your ability.

	Yes	N/A	Contact Date/Time
Campus Life	<input type="checkbox"/>	<input type="checkbox"/>	_____
Dean of Students	<input type="checkbox"/>	<input type="checkbox"/>	_____
University Student Housing	<input type="checkbox"/>	<input type="checkbox"/>	_____
Next of Kin	<input type="checkbox"/>	<input type="checkbox"/>	_____
President's Office	<input type="checkbox"/>	<input type="checkbox"/>	_____
Registrar	<input type="checkbox"/>	<input type="checkbox"/>	_____
Student Health Services	<input type="checkbox"/>	<input type="checkbox"/>	_____
TTU Police Department	<input type="checkbox"/>	<input type="checkbox"/>	_____
Student Judicial Programs	<input type="checkbox"/>	<input type="checkbox"/>	_____
Student Counseling Center	<input type="checkbox"/>	<input type="checkbox"/>	_____
SVP for Enrollment Management and Student Affairs	<input type="checkbox"/>	<input type="checkbox"/>	_____

How would you classify the urgency of this information report for investigative purposes?

- LOW-Information is nice to know and has not time constraints
- MEDIUM-Information is important, but not time sensitive
- HIGH-Information should be investigated as soon as possible
- EMERGENCY-Needs immediate response

Follow-Up Information

- Student Needed Medical Attention Health Center Hospital Other

Hospital/Facility Name & Phone # _____

- Student remained at Residence Student was relocated to: _____

Student Affairs Response

Phone Call Date: _____ Time: _____ Place: _____

Personal Contact Date: _____ Time: _____ Place: _____

Condolence Letter Date: _____

Additional information:

Section 5 - TTU EMERGENCY RESOURCES

DEPARTMENT	TELEPHONE NUMBER	CITY LOCATION	TYPE OF ASSISTANCE
Associate Vice Presidents(s) for Enrollment Management & Student Affairs	742-1452 742-2691	135 West Hall 211 Student Wellness Center	Any assistance
Dean of Students	742-2984	201AA Student Union	Any assistance
Center for Campus Life	742-5433	201 Student Union	Notification of faculty and staff regarding illness and emergency
Communications and Marketing	742-2136	212 Administration	Media relations Connect-ED emergency contact system
Employee Assistance Program	743-2800	1C102 Health Sciences Center	Provides Assistance to Employees of TTU
University Student Housing	742-2661	108 Doak Hall	Assistance with students living on campus
Greek Life/ Student Organizations	742-5433 742-3636	201 Student Union 203 Student Union	Fraternity & Sorority related issues Registered Student Organizations
Psychology Clinic	742-3737	111A Psychology Building	Counseling and Psychological needs of students
Student Affairs Information Technology	742-1960	128 Doak Hall	Utilization of website and text messaging to inform student during crisis
Student Counseling Center	742-3674	201 Student Wellness Center	Counseling and psychological needs of students Limitations: Will provide any mandated mental health evaluation, but cannot mandate treatment.
Student Disability Services	742-2405	335 West Hall	Students with Disabilities
Student Health Services	743-2860	Student Wellness Center	Assistance with medical and psychological needs of students Limitations: Will provide any mandated physical or mental health evaluation, but cannot mandate treatment.
Student Health Services Academic Health Plan	743-2860 https://www.academichealthplans.com/ttu/2009-2010/	Student Wellness Center	Health Insurance for current student. International students must go through Office of International Affairs
Student Judicial Programs	742-1714	020 Student Union	Adjudicate Code of Conduct Violations
Texas Tech Parent & Family Relations Office	742-3630	025 Student Union	Assistance with families, database of student/family contact information
Texas Tech Police Department	742-3931	2901 4 th Street	Any assistance
Senior Vice President for Enrollment Management & Student Affairs	742-4360	167 Administration	Any assistance
Veteran Affairs	742-1495 x237	117 West Hall	Assistance for students who identify as a veterans

LUBBOCK EMERGENCY RESOURCES

DEPARTMENT	TELEPHONE NUMBER	CITY LOCATION	TYPE OF ASSISTANCE
211 Contact Lubbock	211	1323 58 th Street, Lubbock TX	Information & Referrals available through TX South Plains
American Red Cross	765-8534 (if after hours, call number above and answering service will forward to person on call)	2201 19 th Street	Emergency housing, clothing and relative contact
Campus Ministries	Varies	Varies	Spiritual/Religious Support
City of Lubbock Police Department	For emergency-911 Or call 763-5333	Various locations	Emergency fire response and rescue
Citibus	712-2000	801 Broadway St.	Transportation of large group of students
City of Lubbock Fire Department	For emergency – 911 or call 767-5757	Various locations	Emergency fire response and rescue
Covenant Health System Emergency Contact	House Supervisor: 725-0006 Office: 725-1011	3615 19 th Street	Emergency and ongoing medical treatment
EMS Emergency Medical Services	743-9911	602 Indiana	Emergency medical response
Lubbock County Sheriff's Office	For emergency – 911 or call 775-1400	811 Main Street	Emergency response, criminal investigation
Lubbock Mental Health Mental Retardation	(800) 687-7581 740-1414 (crisis) Mary Gerlach (c) 806-790-5330 mgerlach@LubbockMHMR.org	1602 10 th Street	Mental Health Services
Rape Crisis Center	763-7273	(for mailing purposes) P.O. Box 2000 Lubbock, TX 79457	Psychological
Sunrise Canyon Hospital	(800) 687-7581 740-1414 (crisis)	1950 Aspen Ave.	Psychiatric Facility
TTU Environmental Health and Safety	742-3876	2903 4 th Street	Environmental emergencies
Texas Department of Public Safety	472-2700	1302 6 th Street	Highway emergencies
The Ranch at Dove Tree	(800) 218-6727	1406 County Road	Treatment for alcohol and drug addiction
University Medical Center Emergency Contact	Main Number 775-8200 #10 Nancy Smith, Sue Dossey, Dave Jones, or Denise Bugden 761-8874 (pager)	602 Indiana	Emergency and ongoing medical treatment

Section 6

Texas Tech University Planned Response to Emergencies Abroad

Introduction In *Coping with Perceived Emergencies*, Duane K. Snell (1989) distinguishes between real and perceived emergencies. Real emergencies include natural disasters, outbreaks of violence, arrest, injuries, and similar events that pose an immediate threat to students and staff. Perceived emergencies, often viewed more seriously by those at home than by those in the overseas program result from events that are not immediately threatening to the health and safety of students and staff.

Both types of emergencies require a response from the home institution, and that response will be most effective if it is grounded in a well-reasoned master plan. Although no plan will apply to every situation, a common set of factors must be examined in every case. These have been organized below in the form of a checklist that can be used to guide response by the home institution to emergencies facing the study-abroad program:

When an emergency occurs:

Step 1 The Study Abroad Coordinator contacts the program director to determine whether this situation poses a real danger to students and staff. The local study abroad coordinator gathers information locally from the nearest consulate and local contacts such as police, government officials, and local university officials regarding:

- the event's proximity to students and staff;
- its impact on the availability of food, water, and medical supplies;
- the target of unrest, if the event is political;
- the intensity of the emergency or of the political unrest;
- the presence of military or emergency personnel;
- the feasibility of continuing classes;
- the ability of students and staff to travel in the nation;
- the advice of the nearest U.S. Consulate.

Ask for as much detail as possible.

In the event that the Study Abroad Coordinator determines that a danger to students exists, the Assessment and Response Team should be assembled immediately to begin to evaluate the situation and implement a response.

Step 2 The Study Abroad Coordinator calls the U.S. State Department's Citizen Emergency Center at (202) 647-5225 for suggestions and assistance.

Step 3 The Study Abroad Coordinator calls U.S. offices of other institutions with students in the affected location to coordinate information and to devise a common action plan. The Study Abroad Coordinator maintains coordination throughout the emergency.

Step 4 Once the essential facts have been gathered, the Study Abroad Coordinator calls a meeting of those members of the Assessment and Response Team who need to be involved. This decision should be made by the Vice Provost, Senior Vice President for Enrollment Management & Student Affairs, Associate Vice President for Student Affairs & Dean of Students, Director of Campus Life, and the Study Abroad Coordinator.

The group must consider:

- any immediate measures needed to preserve the health and safety of students and staff;
- additional issues of health, safety, academics, financial aid, public relations, and legal liability;
- the appropriate course of action overseas (dealing with initial student panic, recommending appropriate student behaviors, developing a written course of action, and having students acknowledge in writing receipt of such information);
- developing and assisting with an evacuation plan, if necessary (considering the safety of various modes and routes of travel, the costs of evacuation and the method of meeting those costs, the possibility of reducing the level of threat by dispersing students in small groups to reconvene later in another locale, and available in-country resources);
- designating an individual to assume responsibility for the situation at the home institution;
- developing a communication document to be utilized by all individuals involved (consistency is crucial);
- preparing a list of individuals to be alerted once the entire plan is in place;
- developing a daily communication plan;
- coordinating with a News & Publications spokesperson;
- providing appropriate individuals with a daily bulletin until the crisis is over;
- assessing the impact of the event once ended and documenting all actions taken in an after-action written report.

Members of team to meet initially:

- Senior Vice Provost and/or Vice Provost
- Senior Vice President for Enrollment Management & Student Affairs
- Associate Vice President for Student Affairs & Dean of Students
- Associate Vice Provost, OIA
- Director, Center for Campus Life
- Study Abroad Coordinator

Note: Medical and medical evacuation insurance coverage is purchased by all Texas Tech students studying abroad. Contact Office of International Affairs to access services.

Section 7

Response to Students Making Threatening Gestures and/or Attempt Suicide

The purpose of this document as recommended by the Student Suicide Guidelines Taskforce (2006-2007) and the Sub-Art Committee (2004-2005) is to establish the suggested protocol for Enrollment Management & Student Affairs professionals to follow in the event that they are faced with a crisis situation when a student has made threatening gestures of harm to themselves or attempted to harm themselves. As in any crisis, the pace and intensity of a given situation may dictate the order, personnel, and direction of the response. Our hope is that all Enrollment Management and Student Affairs professionals who serve on the Assessment and Response Team (ART) or who work with frequent crises situations be familiar with these guidelines and attempt to follow them.

This publication should be reviewed on an annual basis by the Assessment Response Team in conjunction with the annual review of the ART Manual with recommendations for changes made through the Associate Vice President for Student Affairs & Dean of Students. This should be done prior to the 2nd week of each fall semester.

The terms listed below are for reference so that all professionals understand the behaviors which are of concern.

Definition of terms:

- Threatening Gesture – is any deliberate action or verbalization with potentially life-threatening consequences to one’s own life. On a case by case basis, University administrators will determine what is considered potentially life threatening.
- Attempted Suicide – is the act of deliberately trying to take one’s own life

Threatening Gesture/Attempted Suicide – On Campus or Off-Campus

The Assessment and Response Team membership may become aware of threatening gestures and/or attempted suicide by a student from a variety of sources, not limited to the following:

- Texas Tech Police Department
- University Student Housing
- Center for Campus Life
- Student Health Services (HIPPA restrictions)
- Student Counseling Center (HIPPA/confidentiality restrictions)
- Raider Assistance Program
- Student Judicial Programs
- University Faculty & Staff
- Students/Roommates
- Other

When an Assessment and Response Team member becomes aware of threatening gestures and/or attempted suicide by a student, the Associate Vice President for Student Affairs & Dean of Students ART on-call member should be notified about the threat and/or attempted behavior. A lead respondent will be identified for response and follow-up on each case. This person may be the ART on-call member or the ART-referring party.

An emergency ART meeting may be called to discuss a group response. Membership may vary from a limited number of ART representatives to the full committee. A determination is made by the members of this group based on shared discussions and recommendations for the immediate response/follow-up

that should occur with the student of concern. It is recommended to utilize a group decision making process when possible during these situations. It is best to err on the side of caution.

In some cases, email communication may be the best way to gather information from ART membership about a student instead of an emergency meeting. Email communication should contain the following: “Student name, classification, major from hometown, has been identified as an ART concern based on a referral from source. List brief situation details as appropriate. If you have information relevant to this situation, please notify Lead Respondent, title, and contact information.”

RELEASE OF INFORMATIONS:

During early communication with student, it is recommended to seek a Release of Information (ROI) in order to facilitate communication among licensed professionals and university staff.

EMERGENCY DETENTIONS:

In the case of an emergency where immediate care for a student is needed, the Lead Respondent can seek an emergency detention or medical care by calling the Texas Tech Police Department. This does not require a medical assessment. The detention is based on the best information available and when the staff member feels that the student is of a danger to him/herself or others. The detained student will likely be transported to University Medical Center for a medical/mental health evaluation. Upon recommendation of the mental health professional, the student may be admitted, transferred to another facility, or released.

MENTAL HEALTH ASSESSMENTS:

In non-emergency situations, a mental health assessment can be coordinated immediately with the student by utilizing the appropriate campus or off-campus agencies. Options include

- Student Counseling Center – psychological assessment (on-call emergency counselor available 8 a.m. – 5 p.m.)
- Student Health Services – psychiatric/medical assessment
- Psychiatry Clinic
- Off-Campus Mental Health Professionals

NOTIFICATION OF PARENTS:

Notification of emergency contacts/parents/guardians may be recommended or become necessary based on the severity of the concern. The contact of emergency contacts/parents/guardians should be made based on an ART committee, Dean of Student, or medical/mental health professional recommendation and should be made in consultation with supervisors, ART committee, and risk management professionals as appropriate. Emergency contact information is listed in each student’s Banner account (as updated and provided by the student). Other sources of emergency contact information may include Parent Relation’s database and Office of Admissions.

EMERGENCY HOUSING:

In some cases, emergency housing may be needed. Options available are

- University Student Housing – coordinate a single residence hall room
- Off-campus hotel – Campus Life has an account that these can be charged to in emergency situations

It may become necessary to involve roommates and community advisors as concerned others in these situations. Provide these individuals with an emergency phone number and documentation with suggestions/support resources.

WITHDRAWAL OPTIONS:

Students who find it necessary to withdraw from the university before the end of a semester or summer term must apply to the Office of the Registrar in 103 West Hall. Student under the age of 18 should first consult their parents and secure from them a written statement that they have permission to withdraw. Although a W will be recorded for all classes that semester or term, these W's will not be counted as one of the four W's permitted for first-time freshman or one of the three W's permitted for transfer students who entered in the fall of 2004 or thereafter.

Beginning Fall 2005, students who withdraw from the university the 13th class day (fall/spring) and 5th class day (summer) through the last day to withdraw will received a grade of "W" for all enrolled courses.

If you have a registration hold on our student record, you must have the registration hold cleared before you may withdraw.

If you receive financial aid or are living on campus in TTU student housing, you must first contact those offices before you may withdraw.

If a student who received financial aid withdraws prior to the 60% completion point, the Return to Title IV Funds calculation will determine the amount of funds which must be returned to the programs. The student will be responsible for this amount and must replay these funds to the university before they will be allowed to register for classes or receive a transcript from the university. Before withdrawing from the university, the student that has received financial aid should come by the Student Financial Aid office to complete a withdrawal form and meet with a financial aid office to complete the withdrawal process including notification of funds refunded back to Title IV funds by the university and in turn owed by the student on the student's account with the university. The institution must return these funds within 45 days.

IMMEDIATE TEMPORARY SUSPENSION:

In cases where "the physical or emotional well-being of a student or other students or members of the university community could be endangered or if the presence of the student would seriously disrupt the normal operations of the university, a student may be temporarily suspended pending completion of disciplinary procedures." This action is based on the judgment of the Senior Vice President for Enrollment Management & Student Affairs, the Associate Vice President for Student Affairs & Dean of Students, or on recommendation of a Judicial Officer or other University officials. Refer to the Student Handbook 2009-2010 for specific procedures.

WITHDRAWAL OF CONSENT:

In cases where "the student has willfully disrupted the orderly operation of the premises, or the student's presence on the campus or facility will constitute a substantial and material threat to the orderly operation of the premises," an involuntary withdrawal of consent or involuntary withdrawal for up to a 14 day period while a hearing is held to determine status. Refer to the Student Handbook 2009-2010 for specific procedures. This action is typically based on an ART committee recommendation and in consultation with the Senior Vice President for Enrollment Management & Student Affairs and University risk management professionals.

Note: See Texas Education Code, Sections 51.233-51.244

NOTIFICATION OF RETURN TO CAMPUS:

In most cases, the University is not notified of a student's release from hospitalization following an emergency detention or voluntary admission into a mental health facility. In order to facilitate contact with the student upon return to campus, the following options are available

- If the student lives on campus, locks on residence hall doors can be changed to initiate contact with residence hall staff
 - Student i.d. card access can be monitored
 - A hold may be placed on the student's records/registration status by the Associate Vice President for Student Affairs & Dean of Students
 - Trespass from campus may be issued by the Texas Tech Police Department.
- Upon a student's return to campus after a threatening gesture or attempted suicide has occurred, the following can occur in coordination with the lead respondent:
- A meeting may be scheduled with the student and appropriate ART representation to discuss expectations for remaining enrolled, campus resources, plan of action for student support, counseling intake, medical routine, academic status, residence hall status, release of information waivers, and other support issues.
 - Parents or legal guardians may be included when available and as appropriate.
 - A follow up letter will be generated after the meeting and sent certified mail to the student's current address reiterating requirements for continued enrollment and expectations for the student. A copy of the letter will be kept in the ART file.
 - Additional outcomes/expectations may include removal from the residence halls, mandatory counseling, and/or a mental health release from a mental health professional.
 - Depending on the nature of the crisis, a referral/allegation letter may also be sent to Student Judicial Programs for adjudication in accordance with the Code of Student Conduct.

Section 8

Student Death

In case of death, notify the following individuals at Texas Tech:

- (1) Notify Dr. Gregory G. Elkins, Associate Vice President for Student Affairs & Dean of Students (2-2984); e-mail or call Denise Tijerina in the Dean of Students Office (2-2984 or *denise.tijerina@ttu.edu*)
- (2) The Dean of Student office will provide notification and make any necessary administrative arrangements.
- (3) In the event that a student death occurs on campus, the Texas Tech Police Department should be notified immediately and subsequent action taken under its direction
- (4) In the event of a death in the residence halls, the residence hall staff should notify the Texas Tech Police Department and their immediate supervisor(s) until the Director of University Student Housing and the Associate Vice President for Student Affairs and Dean of Students have been notified.
- (5) The Texas Tech Police Department shall notify the Associate Vice President for Student Affairs and Dean of Students of any student death occurring on or off campus that may come to its attention.

If the student is an international student, the Associate Vice President for Student Affairs and Dean of Students will work in conjunction with the Office of International Affairs. Notification of the family, immigration, other appropriate governmental agencies, and making the necessary burial arrangement shall be the responsibility of the Office of International Affairs.

TTU Operating Policy and Procedure: OP 77.03



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