

SERVICES PROVIDED BY THE OFFICE OF THE DEAN OF STUDENTS

STUDENT OMBUDS

Students may be referred to the Ombuds if they are experiencing obstacles that can threaten retention or interfere with their academic success. The Ombuds is an unbiased resource that can be utilized when students do not know how to resolve these concerns, do not understand the policies or know which procedures to use, or have unsuccessfully tried to resolve the issue themselves. The Ombuds also serves as a consultant for faculty and staff working with students to navigate a variety of issues.

UNSTABLE HOUSING

If you find out that a student is experiencing homelessness, such as living in a shelter or in their car with no other housing options, please refer them to the Office of the Dean of Students. Our office provides an extra level of support for students who are experiencing homelessness and for students who have been in foster care. We will work with these students to develop a plan for their success, provide and coordinate services, and assist them with obtaining tuition waivers and housing. We host educational and social programs to assist students in acclimating to college.

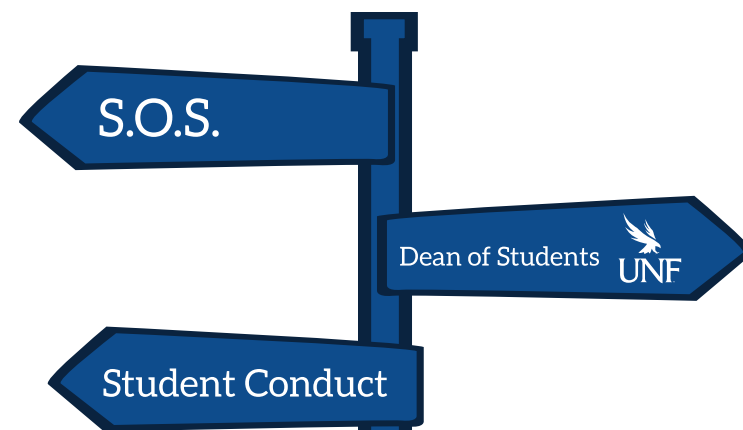
MEDICAL WITHDRAWALS

Medical withdrawals are designed to respond to a student's needs when a physical or mental health condition severely impacts the student's ability to continue in their courses.

A medical withdrawal should be the student's LAST option and considered after exhausting other ways to complete their courses and maintain progress towards earning a degree. This includes speaking with the instructor to request extensions, alternate assignments or timelines, or obtaining incomplete grades based on the severity and duration of the situation.

Medical withdrawals are for students who are directly experiencing incapacitating physical, medical, or mental health issues that preclude them from finishing the semester. Medical withdrawals ARE NOT for students who are dealing with a family member's illness.

If you become aware of a student who is directly experiencing physical or mental health problems, please refer them to the Office of the Dean of Students.



Office of the Dean of Students
Building 57 (Petway Hall) Suite 2700
www.unf.edu/deanofstudents
904-620-1491
deanofstudents@unf.edu

SUPPORTING OUR STUDENTS (SOS)

SOS is a program designed to identify, intervene, and facilitate resource referral for UNF students experiencing distress. The SOS Team is comprised of knowledgeable professionals representing various UNF offices. The SOS team responds to reports of students in physical or psychological distress or exhibiting disturbing, alarming, or maladaptive behaviors. Addressing the growing and changing needs of students in a proactive, centralized, developmental, and coordinated manner allows the student to focus on their personal wellness while promoting a healthy and safe campus.

THE STUDENT CONDUCT OFFICE

The Student Conduct Office responds to reports of students who may have violated the Code of Conduct. The office administers hearings, provides educational sanctions to reinforce community standards, and partners with several UNF departments to aid in student development and to teach civic responsibility. Student Conduct provides students with educational opportunities to better understand an individual's responsibility to themselves and to the community. For information and resources about Student Conduct, visit www.unf.edu/conduct.

NOT SURE WHETHER TO REFER A STUDENT TO SOS OR STUDENT CONDUCT?

Please remember that if you are concerned for a student or if something just doesn't feel right, the first step we encourage you to take is to reach out to the student and try to have a conversation with them. If you have already tried this or are uncomfortable doing so, please submit a referral. The following are some of the more common referral reasons:

SUBMIT AN SOS REFERRAL IF:

- You notice a significant or sudden change in the behavior, appearance, and/or hygiene of the student.
- A student expresses thoughts or references to harming themselves or others in classroom discussion or assignments.
- A student exhibits marked deterioration or signs of alcohol or drug abuse.
- You notice a pattern or markedly different shift in the student's classroom participation or attendance.

SUBMIT A STUDENT CONDUCT REFERRAL IF:

- A student continues to engage in disruptive behavior in the classroom after you have previously tried to address the behavior and reinforce expectations.
- A student engages in harassing behavior towards the instructor or other students in the classroom.
- A student is in possession of prohibited or illegal substances in the classroom such as alcohol, drugs, or tobacco products.

If you want to submit a referral but are unsure of whether it falls under SOS or Student Conduct, we encourage you to submit a referral to whichever feels right to you! The SOS and Student Conduct staff members communicate on a daily basis, so we will make sure it goes to the right office!



HOW TO ASSIST A STUDENT IN DISTRESS

Faculty and staff members may come into contact with students who are experiencing distress. Learn to identify signs of distress and how to best assist or refer these students.

- 1** Based on your comfort level, connect directly with the student either in person or via email. In a calm and nonconfrontational way, let the student know that you are concerned about them and have noticed possible signs of distress.
- 2** Listen to what the student says and determine if you can assist the student with their distress. Tell them about the campus resources that are available to students. See the list on the back of this folder for some options!
- 3** If the student is not receptive, responsive to concerns, or if you feel you cannot assist them, submit an SOS report to www.unf.edu/deanofstudents/SOS
- 4** The Director of SOS will review your report and determine how to best reach out and work with the student. This may involve referral to resources, developing an action plan, or creating a support system to assist them with their issues or concerns.

COLLEGE SHOULD BE CHALLENGING, BUT NOT OVERWHELMING.

WE ARE HERE TO HELP!



Office of the Dean of Students

Building 57 (Petway Hall) Suite 2700

www.unf.edu/deanofstudents

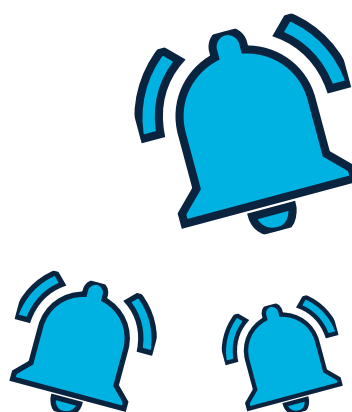
904-620-1491

deanofstudents@unf.edu

RECOGNIZING SIGNS OF DISTRESS

These behaviors may indicate that an individual is in distress:

- Bizarre or obvious changes in behavior
- Thoughts of or references to harming self or others
- Disturbing content in written assignments/class discussions
- Persistent sadness or crying
- Nervousness, anxiety, impaired speech, exaggerated motion
- Highly irritable, agitated, or aggressive behavior
- Marked deterioration in hygiene and appearance
- Disorientation, trouble focusing
- Persistent drowsiness or lethargy
- Signs of drug or alcohol abuse



CAMPUS RESOURCES FOR FACULTY, STAFF, AND STUDENTS

Career Counseling (undecided/exploring): 904-620-1012

Counseling Center: 904-620-2602

Disability Resource Center: 904-620-2769

Equal Opportunity & Inclusion Office: 904-620-2507

Financial Aid: 904-620-2604

Housing & Residence Life: 904-620-4663

Interfaith Center: 904-620-5715

International Center: 904-620-2657

LGBT Resource Center: 904-620-4720

Military & Veterans Resource Center: 904-620-5131

One Stop Student Services: 904-620-5555

Recreation & Wellness: 904-620-4769

Student Academic Success Services: 904-620-5891

Student Conduct: 904-620-3979

Student Government: 904-620-2750

Student Health Services: 904-620-2900

Student Ombudsman: 904-620-1491

University Police Department: 904-620-2800

Victim Advocacy Program: 904-620-1010

Women's Center: 904-620-2528



RED LIGHT! CALL 911 OR UNF POLICE DEPARTMENT AT 904-620-2800!

Urgent Situation, safety is an immediate concern, individual references imminent threats of harm to self or others.

YELLOW LIGHT! SUBMIT AN SOS REFERRAL!

No immediate threat of harm, but significant distress is exhibited. Attempts have been made to educate or change behavior but it is still present, or you don't feel comfortable addressing the behavior.

GREEN LIGHT! YOU GOT THIS!

Student is in distress or exhibiting disruptive behavior, but a discussion about expectations and/or referrals to campus resources can take place. You can still submit a SOS referral to let us know, and feel free to call our office for strategies!