

Services for Students Lacking a Fixed Residence

– If you find out that a student is homeless – living in a shelter, their car, couch-surfing, etc.- refer them to the Ombudsman. Tom VanSchoor, Dean of Students, (904) 620-1577

Student Ombudsman – Referral to the Ombudsman may be indicated if the student is exhibiting behaviors that are interfering with academic success, if he or she has a problem that threatens his or her retention or success, or is unsure of policies or procedures for resolving a problem. Problems referred to the Ombudsman can include family and personal issues that impact academic accomplishment such as student or family health, financial problems, death in the family or University-related issues such as financial aid disbursement, complaints and appeals. Bob Shepherd, Student Ombudsman, (904) 620-1491

SOS – SOS serves as the central point of information collection for students exhibiting behaviors of concern. It is also an umbrella for a variety of other services and interventions. Referral to SOS may result in subsequent referral of that student to the Counseling Center, DRC, Student Health, Conduct, UPD, Academic Advising or a range of other services based on an assessment of the student's behavior and its causes. During regular office hours, SOS may be contacted by calling (904) 620-2600. At other times call UPD at (904) 620-2800. Tom VanSchoor, Dean of Students (904) 620-1577

Student Conduct – The student engages in behavior that is in violation of the Student Code of Conduct. If you wish to report an

incident directly to Student Conduct, prepare the information in writing using the Conduct Referral Form available on the Student Conduct website, and send it via email to universityconduct@unf.edu. Andrea Adams-Manning, University Conduct Officer, (904) 620-3979

University Police Department – UPD should be contacted if the student's behavior constitutes an immediate health or safety threat to themselves or others or is in violation of the law. UPD should immediately be contacted for any disruptive or illegal activity in or out of class. If the disruptive behavior has previously occurred and is not a current threat or violation of the law, faculty/staff should fill out a Student Conduct form and submit it through the appropriate channels. When in doubt, faculty/staff should contact the SOS Chair or the Police Department. Bill Strudel, Chief of Police, (904) 620-2800

Victim's Advocate – A function of the Women's Center, the Victim's Advocacy Program, provides assistance and support to students who have been the victim of a crime. This includes students who are dealing with sexual violence/rape, partner violence, stalking, harassment and any other threatening or harmful acts. Sheila Spivey, Director, Women's Center, (904)620-2528
24-Hour Crisis Helpline, (904) 620-1010

For additional support services see:
www.unf.edu/catalog/catalog.aspx?id=15032412607

For more information call Dean of Students Tom VanSchoor, at (904) 620-1577 or email tvanscho@unf.edu.

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Commonly Used Support Services for Student Exhibiting Behaviors of Concern





Since 2008, the SOS (Supporting Our Students) Team has worked collaboratively with faculty, staff and students to identify students whose behaviors are of concern, and to intervene when necessary in order to maintain a safe and supportive educational environment for the UNF community. SOS seeks to balance the educational needs of the student and the academic mission of the University, to respond to each student's unique needs and to provide a mechanism for effectively addressing student's behavior before it disrupts normal University functions.

Behaviors of concern include, but are not limited to:

- Behavior that is unusual or alarming in nature
- Expressed intent or attempt to harm self or others
- Disturbance in which the others rights are violated
- Drug or alcohol overdose or abuse
- Inability to cope with the learning or living environment to the extent that an inordinate amount of resources are used to address the situation
- Inability to satisfy basic personal needs such that there is a reasonable possibility that serious physical harm or death might occur

Behavior that causes concern due to its disruptive or threatening nature should be brought to the attention of the SOS Team in a timely manner, and includes threats to harm oneself or others, intimidation, physical or verbal abuse, harassment or mistreatment of others, inflammatory or threatening statements (verbal or written), angry outbursts, stalking, obsession or paranoia.

The SOS Team should also be notified about signs that a student is experiencing persistent emotional distress, including: changes in mood or behavior, withdrawal from friends or activities, increased absence from school or work, poor personal hygiene, increased irritability and abuse of alcohol or other drugs.

At other times it may be more appropriate to consult with a campus resource other than SOS. The following are brief descriptions of commonly used campus resources that may be able to assist students and provide support to faculty members and staff working with students who exhibit behaviors of concern.

Academic Advising – (ACE, Honors, College Advising Departments) Advisers serve as a resource for students and provide numerous referrals campus wide.

Counseling Center – Contact the Counseling Center if you wish to consult about a student you are concerned about, or if you see a student exhibiting odd or unusual behavior that may be a concern for others. The Counseling Center provides an after-hours crisis line (904) 620-2602 for students in distress. Emergency services information can also be found on the Counseling Center's webpage. Dr. Michael Malec, Acting Director, (904) 620-2602

Disability Resource Center – Contact the DRC to

clarify how to best work with students who have told you that they require accommodations and about whom you have some concerns. Alternatively, if a student exhibits behavior that you believe may be due to a disability, you can call the DRC and discuss strategies for working with the student or encouraging them to find out about DRC services.

Dr. Rusty Dubberly, Director, (904) 620-2769



Early Academic Alert System – Contact EAAS if the student is struggling academically and could use extra help. If a student referred to EAAS is determined to have other issues, they may be referred to other support services as needed including the Counseling Center, DRC and Student Ombudsman.

Karen Reedy, Director, Academic Center for Excellence, (904) 620-1012

Military and Veterans Resource Center – Many veteran and active military students may experience problems receiving funds from their Post-911 GI Bill aid, and are therefore not be able to purchase books at the beginning of the semester or pay for other things including housing and transportation. Some also have problems acclimating to working in a less structured environment, interacting with younger and less mature peers, the effects of PTSD or other conditions, or learning to live with relatively new disabilities. The MVRC can assist with all of these.

Ray Wikstrom, Director, (904) 620-5042