Welcome to UMass Amherst

UMass Amherst ranks among the nation’s Top 30 public universities (U.S. News & World Report, 2015). It is rated one of the most affordable public universities in the nation and is committed to innovation, sustainability, and social justice. Of all your educational options, you chose UMass Amherst. And we chose you too, for the many qualities only you could bring to our diverse campus community.

UMatter at UMass is an initiative intended to affirm the values the university set in motion 150 years ago: care, compassion and active engagement. UMass Amherst is committed to supporting all students and ensuring that you receive academic, emotional, and practical support throughout your time in college.

This guide is designed to give you an overview of campus resources and general support services for concerns, including alcohol and other drug abuse; bias; bullying, harassment and violence; sexual misconduct; and depression and suicide. If you or someone you know needs assistance with these or other issues while at UMass Amherst, these resources can help. Don’t know where to begin? Call the Dean of Students Office at (413) 545-2684.
Every day we witness many things (both good and not so good). This makes us all *bystanders*. We also make decisions about how to respond to what we see. Our choices can turn us into *active bystanders*. When an active bystander witnesses a harmful act, they *take action* instead of just passively observing or walking away. We ask all members of the UMass Amherst community to learn and practice active bystander techniques.

**The 3Ds of Active Bystandership:**

**Direct:** Step in and interrupt a harmful situation by pointing out the problem and engaging participants in conversation about better alternatives.

**Distract:** If you aren’t comfortable calling out the problematic behavior, try interrupting a risky situation by distracting and redirecting the people involved.

**Delegate:** If you can’t do it alone, involve others.

Learn more: [www.umass.edu/umatter](http://www.umass.edu/umatter)

Registered Student Organizations (RSOs) are a great way to get involved at UMass Amherst: [www.umass.edu/studentlife/involved/registered-student-organizations](http://www.umass.edu/studentlife/involved/registered-student-organizations)
Help yourself and others
Going to college can be a difficult transition. It’s normal to feel lost, lonely, confused, anxious, inadequate and stressed at times during this stage of life. This difficulty can be compounded by stereotypes of college life and college students. A first step in self-discovery is shaping who you want to be and learning skills for the rest of your life.

Trust your instincts
If something doesn’t feel right, chances are it isn’t right.

Listen sensitively and carefully
Learn to listen carefully without interruption or judgment. Express concern and care. Ask direct questions.

Involve others
Reach out to friends, parents or other family members for support and connection.

Ask for help
Several campus offices have staff trained to handle difficult situations sensitively, with respect for student privacy. Partner with campus care coordinators to get help for yourself or a friend.

Take care of yourself
It’s okay to be yourself, not buy into stereotypes about college, and be true to your own values. Make sure to acknowledge what you’re going through and receive adequate support.
Cause for Concern

Physical:
- Dramatic weight loss or gain
- Hair loss; pale or gray skin tone
- Decline in personal hygiene
- Unusual smells on breath, body or clothes
- Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)
- Injuries such as cuts, scratches or bruises
- Loss of appetite; unusual or secretive eating habits
- Appears weak, dizzy, sleepy, hyper

Emotional:
- Withdrawal from activities and friends
- Personality changes (for example, an organized person becomes forgetful or an outgoing person becomes withdrawn)
- Lack of pleasure in things they used to enjoy
- Inappropriate outbursts, angry or belligerent behavior
- Appears fearful, anxious or nervous
- Conversation or writing that’s preoccupied with death or mentions the desire to harm self or others
- Statements of hopelessness such as, “I hate this life” or “Everyone is better off without me”

If you recognize these or other troubling signs in yourself or someone you know, reach out to an RA or RD, a counselor, trusted friend or professor for help, or contact one of the resources on the following pages. Always call 911 in a potentially life-threatening situation.
These are some warning signs that you may notice when someone needs help. If you’re concerned about a friend, speaking with them directly – not taking things out of context or listening to (or spreading) rumors – is a valuable first step.

**Situational:**

- A decline in academic performance (frequent absences, slipping grades, trouble managing workload)
- Disciplinary issues including university sanctions and arrests
- Frequent mishaps or injuries with illogical or no explanations
- Missing or damaged personal items (laptop, cellphone, etc.)
- Uses self-disparaging terms (fat, gross, ugly, etc.)
- Unusually anxious about pleasing partner or others
- Apologizes or makes excuses for partner/other’s behavior
- Mentions partner/other’s possessiveness, jealousy or violent behavior, but may laugh it off

**Take a stand against bias**

Students have the right not to be discriminated against by any university agent or organization for any reason, including age, creed, disability, ethnic or national origin, gender, gender identity, gender expression, marital status, political or social affiliation, race, religion, or sexual orientation.

All members of the UMass Amherst community are asked to actively foster an appreciation for diversity by not tolerating bias-related acts.

Students who have been impacted by bias, whether as a target or bystander, may report the incident online (http://bit.ly/1zN59iF) or by contacting the Dean of Students Office or UMPD.
IMMEDIATE ASSISTANCE (AVAILABLE 24/7)

UMass Amherst Police: (413) 545-2121 • Emergency: 911
585 East Pleasant Street, www.umass.edu/umpd
• immediate response for all emergencies including threatening or dangerous behavior, accidents, injury

University Health Services: (413) 577-5000
150 Infirmary Way, www.umass.edu/uhs – CONFIDENTIAL
• medical care and 24/7 on-call service
• free sexual assault evidence collection for sexual assault victims/survivors

Center for Counseling and Psychological Health: (413) 545-2337
After-hours emergencies: (413) 577-5000 – CONFIDENTIAL
127 Hills North, www.umass.edu/counseling
• 24/7 emergency services, crisis intervention, assessment, consultation
• brief psychotherapy, anxiety, depression, mindfulness training

Center for Women and Community: (413) 545-0883
Rape Crisis: (413) 545-0800 – CONFIDENTIAL
180 Infirmary Way, New Africa House, www.umass.edu/ewc
• 24/7 rape crisis hotline for people of all genders
• safety planning, free counseling and support groups for survivors, friends and families
• community training on issues of consent, sexual assault and harassment

FOLLOW-UP AND SUPPORT

Center for Health Promotion: (413) 577-5181
150 Infirmary Way, third floor
• alcohol screening and brief intervention (BASICS)
• support for students in recovery and living sober at UMass

Center for Multicultural Advancement and Student Success: (413) 545-2517
101 Wilder Hall, www.umass.edu/multiculturalaffairs
• cultural enrichment, academic support, student development and support for institutional diversity
• mentoring, workshops, advocacy, scholarship and internship opportunities, graduate school preparation and career development
Dean of Students Office: (413) 545-2684
227 Whitmore, www.umass.edu/dean_students
- advice and support in managing challenging situations
- emergency loans for students in financial need

Disability Services: (413) 545-0892
161 Whitmore, www.umass.edu/disability
- registering and accommodating students with all types of disabilities

Equal Opportunity & Diversity (EO&D): (413) 545-3464
243 Lederle, www.umass.edu/eod
- campus affirmative action and equal opportunity policies, procedures and complaint administration

Off Campus Student Center: (413) 577-1005
314 Student Union, www.umass.edu/studentlife/ocsc
- resources and support for students who live or plan to live off campus

Ombuds Office: (413) 545-0867
Campus Center room 823, www.umass.edu/ombuds
- facilitation and informal mediation; resolution of grade disputes

Psychological Services Center: (413) 545-0041
Tobin Hall, room 123, www.umass.edu/psc
- free confidential initial consultation and sliding-scale psychotherapy

Residential Life
www.housing.umass.edu
- Support and referrals on any issue for students living on campus
- Help addressing roommate disputes, residence hall quality of life

Stonewall Center: (413) 545-4824
Crampton Hall (Southwest), www.umass.edu/stonewall
- support, resources, programming, and advocacy for lesbian, gay, bisexual, trans, queer, intersex, asexual (LGBTQIA) students and allies

Student Legal Services Office: (413) 545-1995
922 Campus Center, www.umass.edu/rso/slso
- confidential legal counseling, advice, research, education, representation, and referral for all fee-paying students
- confidential support with misconduct issues, crime victimization, bullying and harassment and violence Issues

Student Veteran Resource Center: (413) 545-0939
18/19 Dickinson Hall, www.umass.edu/veterans
- a welcoming place for veterans and active members of the U.S. military to study, network, learn and seek support
- veterans benefit questions
Important State and Federal Laws and University Policies

These laws and policies are important to understanding your rights and responsibilities within your UMass Amherst experience.

Academic Honesty Policy
UMass Amherst’s Academic Honesty Policy applies to all students and is administered by the Ombuds Office: www.umass.edu/dean_students/codeofconduct/acadhonesty.

Code of Student Conduct/Residential Life Community Standards
All University of Massachusetts Amherst students are responsible for complying with the rules, regulations, policies, and procedures contained in the Code of Student Conduct, as well as those in other official University communications. Find them at www.umass.edu/dean_students.

Guidelines for Classroom Civility and Respect
Faculty members are required to maintain classrooms that promote the safe and open exchange of ideas. Students are responsible for personal behavior that supports these goals. The full policy may be viewed at www.umass.edu/dean_students/codeofconduct/classroomcivility.

University Alcohol and Drug Policies
It is illegal to possess or consume alcohol if under the age of 21. Open containers are not allowed in the residence halls or on UMass campus. Students are responsible for reading and following the University’s alcohol and other drug policies; they are available at www.umass.edu/studentlife/community/policies-and-guidelines.

“Minutes Matter” Medical Amnesty Policy
If you seek help for someone under the influence of alcohol or other drugs who needs medical attention, neither you nor that person will be charged with a Code of Student Conduct or Residence Hall Community Standards violation. If that person is a UMass student, they will be required to attend BASICS and pay the associated fee.

Town and State Bylaws
Amherst, other neighboring towns, and the Commonwealth of Massachusetts all have bylaws outlining community standards that local residents (including college students) are required to uphold. View Amherst town bylaws at www.amherstma.gov.