Of all your student’s educational options, your family chose UMass Amherst. And we chose you too, for the many qualities only you and your student could bring.

UMatter at UMass is about creating a campus community of care, compassion, connection, and active engagement.

The ability to value a connection and to feel empathy is critical to any society, including our own campus community. When we collectively practice active caring, we create a more supportive living and learning environment for everyone.

UMass Amherst is committed to supporting all students and ensuring that they receive academic, emotional, and practical support throughout their time in college.

We encourage students to ask for help when needed, step up to help others, and use – or guide their friends to use – available support resources.

If your student needs assistance while at UMass Amherst, this guide gives an overview of campus resources for concerns including alcohol and other drug abuse; bias; harassment and violence; sexual misconduct; and depression and suicide.

Don’t know where to begin? Contact the Dean of Students Office: (413) 545-2684, www.umass.edu/dean_students.
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. These choices can turn us into active bystanders.

At UMass Amherst, we invite students to join the rest of our community in learning and practicing active bystander techniques. We support students to do this safely and appropriately through active bystander techniques.

**The 3Ds of Active Bystandership:**

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

**Distract:** If you aren’t comfortable, try interrupting the situation by distracting and redirecting the people involved.

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

Use the 3Ds to Transform, Empower, Support, Educate, and Lead.

www.umass.edu/umatter

Registered Student Organizations (RSOs) are a great way for students to connect socially and make friends at UMass Amherst: umassamherst.collegiatelink.net/organizations
Help for your student
College can be a difficult transition. It’s normal at times for students to feel lost, lonely, confused, anxious, inadequate and stressed. This can be compounded by stereotypes of college life and of being a college student. Their first step is deciding who they want to be and learning important self- and community-care skills. Encourage your student to …

Trust their 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.

Involves others
Reach out to friends, to you or other family members for support and connection.

Ask for help
Campus care coordinators are there to help students get help for themselves or for a friend. They are trained to handle difficult situations sensitively with respect for student privacy.

Take care
We want students to know that it’s okay to be themselves. They are students, not stereotypes. Support them in being true to their own values and honest with themselves if things are getting hard to manage. Remind them that it’s okay to reach out for support.
Help your student cope with stress by learning their personal tolerance for different types of stress. Managing stress means either changing or letting go of stressful situations. Some of the following self-care suggestions may help immediately, but if your student’s stress is constant, they may need to make lifestyle changes or visit the counseling center for support.

**Focus on time management.** Plan ahead and schedule enough time for schoolwork and other obligations.

**Take one thing at a time.** Taking things piece by piece will eventually get everything done. Start with the most urgent item on your list. When it’s done, move on to the next.

**Be realistic.** It’s okay not to do too much. If academics are overwhelming, say no to certain extracurricular activities.

**Meditate.** Find a quiet place to breathe deeply for a few minutes or take a quick walk. Five to ten minutes of quiet reflection can clear your mind and bring some calm.

**Exercise and sleep.** Thirty minutes of physical activity and eight hours of sleep per day keeps your body and mind at peak performance.

**Take a break.** Sometimes it’s best to stop working and do something you enjoy.

**Share your feelings.** It’s important not to try to cope alone. Friends and family can provide support and guidance.

**Be flexible.** Conflict only increases stress. It’s okay to stand your ground, but do so calmly and rationally. It’s important to learn to compromise and to make allowances for other people’s opinions.

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**TIP!**

Students can check out Campus Recreation at www.umass.edu/campusrec and the Center for Counseling and Psychological Health (CCPH) at www.umass.edu/counseling for physical activities, mindfulness, and meditation resources!
Dealing with a Mental Health Setback
If your student suffers from anxiety, depression, or other mental/emotional health concerns, the daily demands and stresses of college can be especially challenging. Finding the right approach to self-care, managing their emotional condition, and knowing what to do when a setback happens will help them get back on track.

To minimize setbacks and their impact, help your student learn to spot their personal warning signs. Encourage them to talk to a counselor or therapist to create a list of signs they should watch out for, such as crying easily, waking up anxious every day, eating less, getting mad quickly, skipping class, or having a tough time concentrating on work. If they learn to spot the warning signs early, they can get help sooner and get better faster.

Use Their Support Network
A support system (including their treatment team, a college advisor, and a few trusted friends) can make a big difference. If your student is falling behind academically, feeling stressed out, or struggling in general, remind them to speak up and use their support system.

Learn About Accommodations
If your student has a psychological, physical, auditory, medical, cognitive/learning disability, or another chronic condition, as defined by a qualified professional, they can register with Disability Services (161 Whitmore) for support and accommodations.
The Center for Health Promotion (CHP) supports students in making health-enhancing choices for academic, personal, and community success. For students in recovery, CHP offers connection to campus and local drug and alcohol addiction recovery resources.

The UMass Police Department (UMPD) offers services and resources including: Project Protect (register valuables to help recover lost or stolen property); Like it – Lock it – Keep it (tips for preventing theft); UMass Amherst Alerts (sign up for important safety texts); a free walking escort service (available 7 p.m. to 3 a.m. daily when classes are in session).

Talk About Alcohol
Studies show that when parents talk to young people directly and honestly about alcohol consumption, they are more likely to respect rules, listen to advice, and avoid high risk drinking behaviors. Resources to help you talk to your student about alcohol can be found at www.samhsa.gov/underage-drinking/parent-resources.

It is illegal to possess, consume, or transport alcohol if under the age of 21. Open containers are not allowed in the residence halls or on UMass campus. The University’s alcohol and other drug policies are available at www.umass.edu/studentlife/community/standards.

Add An Emergency Contact
Make sure your student is reachable in case of emergency. Remind them to complete and regularly update emergency contact information on SPIRE, the university’s secure, online student information system:

1. In the SPIRE Menu, go to My Personal Information > Emergency Contacts. The Emergency Contacts page will open.

2. On the Emergency Contacts page, click Add an Emergency Contact. The Emergency Contacts Detail page will open.
The financial decisions your student makes during college can impact their long-term future. Help them practice smart money management by:

- **Making a budget and sticking to it.** Sites like mint.com and spendster.org can help track spending and distinguish between wants and needs. Many businesses offer student discounts – use them.

- **Renting or buying discounted textbooks.** UMass Amherst partners with Amazon.com to help reduce the cost of textbooks. Rent, buy, and resell textbooks at umass.amazon.com. Orders receive free one-day shipping to the Amazon Campus pick-up point in the Campus Center.

- **Leave their car at home.** Save money on parking permits, insurance, and repairs by leaving your car at home and using public transportation, walking, and biking.

- **Asking for assistance.** If a crisis impacts your family's finances, contact the Dean of Students Office at (413) 545-2684.

**Financial Aid**

The **Bursar's Office** issues online bills and credits accounts for tuition and fee payments and financial aid awards. A guide to understanding financial aid is on the [Financial Aid Services website](http://www.umass.edu/umfa). A **Free Application for Federal Student Aid (FAFSA)** must be completed every year to qualify for aid: [www.umass.edu/umfa/undergraduates/apply](http://www.umass.edu/umfa/undergraduates/apply).

If your family's financial circumstances change after receiving your financial aid package, contact the **Financial Aid Office**.

**Scholarships**

Scholarships and awards are like grants – they are financial aid that your student does not have to repay. Listings of potential scholarships can be found at: [www.umass.edu/umfa/scholarship](http://www.umass.edu/umfa/scholarship).

**Campus Jobs**

If your student is seeking work, the undergraduate **Student Employment Office (SEO)** is the place to start. The SEO provides listings for work-study and non-work-study part-time and seasonal jobs. The student job board is at: [www.umass.edu/umfa/seo/umass-amherst-student-job-board](http://www.umass.edu/umfa/seo/umass-amherst-student-job-board).

**TIP!**

Student records are confidential and protected under the **Family Educational Rights and Privacy Act (FERPA)**. The university will not disclose information to anyone unless designated by your student in a FERPA waiver: [www.it.umass.edu/support/spire/set-up-your-ferpa-privacy-waiver](http://www.it.umass.edu/support/spire/set-up-your-ferpa-privacy-waiver).
When to Worry – Where to Reach Out

**Behavioral:**
- Problems concentrating
- Lack of energy
- Personal hygiene changes
- Alcohol or other drug abuse
- Changes in eating or sleeping habits
- Difficulty making decisions

**Academic:**
- Late or absent a lot
- Procrastination
- Poorly prepared work

**Emotional:**
- Withdrawal from activities and friends
- Personality changes
- Lack of pleasure in things they used to enjoy
- Inappropriate outbursts, angry or belligerent behavior
- Appears fearful, anxious or nervous
- Conversation, writing or social media posts 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 see signs that your student may need help, speak to them directly or contact one of the resources on the following pages. **Always call 911 in a potentially life-threatening situation.**
Sexual Misconduct and Title IX

UMass is deeply committed to responding promptly with care and compassion to complaints of all forms of sexual misconduct – including rape, sexual assault, domestic and dating violence, stalking, and sexual harassment. Sexual misconduct is a serious violation of the Code of Student Conduct, state and federal laws. Perpetrators are subject to university disciplinary procedures as well as criminal prosecution.

For more information visit the UMass Title IX website at www.umass.edu/titleix or contact support resources on following two pages.

Take a stand against bias

Your student has the right not to be discriminated against by any staff, faculty, department, program, or university organization because of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, genetic information and any other class of individuals protected from discrimination under state or federal law.

All members of the UMass Amherst community are asked to actively foster a positive and inclusive climate by not tolerating bias-related acts.

Students who have been impacted by bias, whether as a target or bystander, may report the incident online (tinyurl.com/umass-bias-report) or by contacting the Dean of Students Office or UMPD.
FOLLOW-UP AND SUPPORT

Center for Health Promotion: (413) 577-5181 • alcohol screening and brief intervention (BASICS)
150 Infirmary Way, third floor, www.umass.edu/studentlife/chp
• 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

IMMEDIATE ASSISTANCE (AVAILABLE 24/7)

UMass Amherst Police: (413) 545-2121 • Emergency: 911
585 East Pleasant Street, www.umass.edu/umpd – CONFIDENTIAL
• 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/cwc
• 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

Campus Resources for Support and Safety
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 student rights and responsibilities within their UMass Amherst experience.

Academic Honesty Policy
UMass Amherst's Academic Honesty Policy applies to all students and is administered by the Academic Honesty Board: honesty@umass.edu. The Ombuds Office can advise students on the Academic Honesty policy and related grievances: www.umass.edu/honesty.

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/campus-policies/classroom.

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 your student seeks help for someone under the influence of alcohol or other drugs who needs medical attention, neither 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.