

MAROON FOLDER

**2024
2025**
ACADEMIC
YEAR

Faculty and staff are some of the most consistent mentors and supporters of college students and often the first to recognize warning signs of distress. The Maroon Folder is intended to assist you in responding with compassion and care, identifying appropriate next steps, and connecting students to resources. You are vital to the UMass network of care.

WHAT TO LOOK FOR RECOGNIZE THE INDICATORS OF DISTRESS

Use this chart to identify a student in distress, noting patterns, frequency, duration, and severity of the behavior(s).

ACADEMIC

- Sudden decline in quality of work and grades
- Repeated absences
- Disorganized performance
- Multiple requests for extensions
- Persistent and elevated need for faculty/staff time and attention
- Concerning content in writings, presentation, or other coursework
- You find yourself providing more personal than academic support

PHYSICAL

- Marked changes in physical appearance (e.g., grooming, hygiene)
- Excessive fatigue or sleep disturbance
- Appears to be under the influence of alcohol and/or other drugs
- Disoriented
- Behavior is inappropriate or disruptive, given the context

PSYCHOLOGICAL

- Self-disclosure of personal distress (e.g., family or financial problems, grief, suicidal thoughts)
- Unusual or disproportionately emotional response to events
- Excessive tearfulness or panic reactions
- Irritability or unusual apathy
- Concern from peers
- Delusions and paranoia

SAFETY RISK

- Unprovoked anger or hostility
- Physical violence (e.g. shoving, grabbing, assault, display of weapons)
- Implying or making a threat to harm self or others
- Academic assignments noting themes of despair, violence, or other concerning topic
- Stalking or harassing

DOES A STUDENT NEED IMMEDIATE ASSISTANCE?

Follow these steps if you are concerned about a student.

YES	The student's conduct is reckless, disorderly, threatening, and/or suggestive of immediate harm to self or others.	Call UMass Police Department (UMPD) at 413-545-3111
NOT SURE	The student shows signs of distress, but I am unsure of the severity.	Call the Center for Counseling and Psychological Health (CCPH) at 413-545-2337 for 24/7/365 consultation. If possible, offer to walk them to CCPH or stay with them while they call.
NO	The student is navigating academic and/or personal issues and could use support but I am not concerned for their immediate safety.	Refer or connect the student to the appropriate campus resource (see list on next page)

NEXT STEPS

- Matters involving discrimination, harassment, and related interpersonal violence should be reported to the Equal Opportunity and Access Office. | umass.edu/equalopportunity
- For a coordinated response, share the information with the Dean of Students Office. umass.edu/dean_students/referral
- Code of Student Conduct violation(s) should be referred to the Student Conduct and Community Standards Office. | umass.edu/dean_students/sccs

TIPS FOR CONNECTING WITH A STUDENT

PREPARE

- Know the available campus resources and the referral process
- Review information on privacy and reporting requirements
- If safe, meet privately and always allow sufficient time to meet
- If possible, have a conversation with the student before referring out

CONNECT

- Express your concerns clearly, focusing on observations in nonjudgmental terms
- Allow the student to speak with minimal interruption
- Ask direct questions about your concerns
- Respect the student's privacy without making false promises of confidentiality (see FERPA note on pg. 4)
- Document all incidents and attempts to resolve the situation

REFER

- Recommend services and provide direct referrals
- Assist student in connecting with resources
- Frame any decision to seek and accept help as a wise choice
- Be clear with the student about reporting requirements and other necessary actions
- Follow up with the student as appropriate

CAMPUS RESOURCES

IMMEDIATE ASSISTANCE

UMass Amherst Police Department (UMPD): 413-545-3111

- Immediate emergency services for threatening or dangerous behavior
- Active shooter and campus safety trainings
- Campus wide system for crisis notification and response

University Health Services (UHS): 413-577-5000

- 24/7 health advice by phone (for life-threatening emergencies, call 911)
- Urgent care for acute illnesses, injuries, and symptoms (walk in or join queue at umass.edu/uhs)
- Designated site for free and confidential sexual assault evidence collection services

Center for Counseling and Psychological Health (CCPH): 413-545-2337

- Crisis intervention, including 24/7 emergency on-call services
- Situation assessment and consultation

Center for Women and Community (CWC): 413-545-0883

Sexual Assault Support and Advocacy (SASA) Hotline: 413-545-0800

- 24/7 hotline for people of all genders impacted by sexual and relationship violence
- Free general and SASA counseling and support groups, safety planning, legal/medical/court advocacy

SUPPORT AND FOLLOW UP

Dean of Students Office (DOSO)

413-545-2684 | umass.edu/dean_students

Supports students navigating personal, academic, and financial challenges through advocacy and connection to campus and community resources

Equal Opportunity and Access Office (EOA)

413-545-3464 | umass.edu/equalopportunity

Administers non-discrimination policy, Title IX, and workplace accommodations

Student Conduct and Community Standards Office

(SCCS) | 413-545-6281 | umass.edu/dean_students/sccs

Administers the Code of Student Conduct and educates campus community regarding behavioral expectations for students

Disability Services

413-545-0892 | umass.edu/disability

Manages accommodations for students with disabilities

Ombuds Office | 413-545-0867 | umass.edu/ombuds

Provides third-party facilitation and informal mediation

Employee Counseling and Consultation Office (ECCO)

413-545-0350 | umass.edu/hr

Faculty and staff consultation and support

ADDITIONAL RESOURCES

Center for Multicultural Advancement and Student Success

413-545-2517 | umass.edu/cmss

The Stonewall Center

413-545-4824 | umass.edu/stonewall

Veteran Services

413-545-5792 | umass.edu/veterans

Student Engagement and Leadership

413-545-6150 | umass.edu/studentlife/involved

Student Legal Services Office

413-545-1995 | umass.edu/slso

Student Success

413-545-3312 | umass.edu/studentssuccess

Learning Resource Center

413-545-5334 | umass.edu/lrc

Writing Center

413-577-1293 | umass.edu/writing-center

Campus Recreation and Wellbeing

413-545-0022 | umass.edu/campusrec

988 Suicide & Crisis Lifeline (national)

Dial 988 for 24/7 free and confidential support

UNIVERSITY POLICIES, STATE & FEDERAL LAWS

CLERY ACT

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is a federal law that requires universities to disclose information about crime on and around their campuses. UMass Amherst's annual security report includes campus safety policies and procedures, crime statistics, and information about university educational efforts. | umass.edu/umpd/clery-act

NON-DISCRIMINATION POLICIES

The Equal Opportunity and Access Office (EOA) administers the policy against Discrimination, Harassment, and Related Interpersonal Violence. The policy complies with federal and state laws that prohibit discrimination, harassment, sexual misconduct, interpersonal violence, and retaliation. Many university employees are designated as "responsible employees" and required to report known or possible incidents of policy-defined misconduct to EOA. | umass.edu/equalopportunity

ACADEMIC HONESTY

As a community, we strive to ensure that academic work produced at UMass Amherst is honest, trustworthy, and fair: a standard known as academic integrity. The Academic Honesty Policy defines the responsibilities towards our collective goal and allows us to hold one another accountable. The policy applies to all undergraduate and graduate students, instructors, and other instructional staff participating in academic classes, programs, and research projects offered by the university. umass.edu/honesty

CODE OF STUDENT CONDUCT

The Code of Student Conduct (Code) describes principles for living and acting responsibly and behavioral expectations for students. The Code describes the process the Student Conduct and Community Standards Office (SCCS) uses to resolve student conduct referrals. umass.edu/dean_students/sccs

HAZING

Hazing is any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. Hazing is a crime under Massachusetts Law and is a violation of the Code of Student Conduct. If hazing is reported or suspected, you must promptly report it to UMPD or local law enforcement. In addition, notify the Student Conduct and Community Standards Office. umass.edu/dean_students/sccs

ALCOHOL AND OTHER DRUGS

The Code of Student Conduct and the University Alcoholic Beverage Policy describes university policies regarding alcohol and other drugs. | umass.edu/dean_students/campus-policies

GUIDELINES FOR CLASSROOM CIVILITY AND RESPECT

Course Instructors have the professional responsibility and authority to maintain order in instructional settings. The Guidelines for Classroom Civility and Respect outline the processes that instructors should engage in to address disruptions in instructional settings. umass.edu/dean_students/campus-policies/classroom

WHAT ABOUT FERPA?

The **Family Educational Rights and Privacy Act (FERPA)** permits faculty and staff to share student health and safety concerns with relevant campus offices. Sharing your concerns about a student does not violate their privacy rights and general observation of student's behavior or statements made by a student are not protected by FERPA. Appropriate consideration for student privacy should be given before information is shared with people other than those suggested in this folder. | umass.edu/registrar/ferpa