Welcome to UMass Amherst

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

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

Make the most of your time here by asking for help when you need it, stepping up to help others, and using – or guiding friends to use – available support resources.

If you or someone you know needs assistance while at UMass Amherst, this guide gives an overview of campus resources.

Be kind. Be courageous. Be thoughtful.
That’s what UMatter at UMass is about.

Don’t know where to begin?
Contact the Dean of Students Office:
(413) 545-2684, umass.edu/dean_students.
Commit to a culture of caring

Every day we experience many things (both good and not so good). This makes us all bystanders.

We also make decisions to care for ourselves and each other. Our choices can turn us into active bystanders.

Being an active bystander means taking action or getting help when needed, for someone else or for yourself.

The 3Ds of Active Bystandership:

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

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

Delegate: You don’t need to go it alone! Ask for help for yourself and others.

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

TIP! Registered Student Organizations (RSOs) are a great way to connect socially and make friends at UMass Amherst: umassamherst.campuslabs.com/engage/organizations
**Help yourself and others**
College can be a difficult transition. It’s normal at times to feel lost, lonely, confused, anxious, inadequate and stressed. This can be compounded by stereotypes of college life and of being a college student. A first step is deciding who you want to be and learning important self- and community-care skills.

<table>
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<tr>
<th><strong>Trust your instincts</strong></th>
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<tr>
<td>If something doesn’t feel right, chances are it isn’t right.</td>
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<tr>
<th><strong>Listen sensitively and carefully</strong></th>
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<tr>
<td>Learn to listen carefully without interruption or judgment. Express concern and care. Ask direct questions.</td>
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<tr>
<th><strong>Involve others</strong></th>
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<tr>
<td>Reach out to friends, parents, or other family members for support and connection.</td>
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<th><strong>Ask for help</strong></th>
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<tr>
<td>Many staff and student peer mentors are there to help you get help for yourself or for a friend. They are trained to handle difficult situations sensitively with respect for student privacy.</td>
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<tr>
<th><strong>Take care of yourself</strong></th>
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<tr>
<td>It’s okay to be yourself. You’re a student, not a stereotype. Be true to your own values and be honest with yourself if things are getting hard to manage. It’s okay to reach out for support.</td>
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</table>
Whether you are going out on the town, or staying home in your residence hall, **these are some basics for staying safe:**

- **Program your phone with emergency numbers:** UMPD: (413) 545-2121, Amherst Police: (413) 259-3000.

- **Don’t hold the door open** to let strangers into your residence hall. Never sign in visitors you don’t know. Remember, you are responsible for the actions of people you sign in.

- **Do not give out personal information,** such as your social security or credit card numbers.

- **Always carry identification with you,** but never attach your name or address to your key chain.

- **Go out with your friends and go home with your friends.** Look out for one another.

- **Stay in control.** If a social situation or party gets out of hand, leave!

- **Have someone you can call for a ride or for help,** and create a code word or phrase that means, “Come help me out of this!”

- **Use UMPD’s free walking escort service.** Escorts are on call from 7 p.m. to 3 a.m. every night during the academic semester.

- **Report any suspicious or unusual activities immediately** to campus or local police.

- **Never leave personal property unattended!** Take valuables with you or lock them up, even if you are only leaving for a few minutes. UMPD programs **Project Protect** and “Like it – Lock it – Keep it” can help protect valuables and recover stolen items.

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**TIP!**

Keep your emergency contact information updated on **SPIRE** (My Personal Information > Emergency Contacts)

**More personal safety tips:** umass.edu/offcampuslife/safety
To protect your devices & personal data:

- Use anti-virus & anti-malware software.
- Update & patch your operating system.
- Regularly update third-party software.
- Set up User Account & Administrator Account on your computer.
- Report scams, suspicious emails, or phishing immediately to itprotect@umass.edu
- Clear private data from Web browsers.
- Choose strong passwords & change them regularly.
- Use a password-protected screen saver.
- Download from reputable sources only.
- Turn on your firewall.
- Use eduroam for wireless on campus.
- Don’t leave devices unattended & purchase a security cable for your laptop.
- Register your laptop & mobile devices with UMPD.

Get free software (including anti-virus, anti-malware, and Microsoft programs) and learn how to protect against security threats at umass.edu/it/security
Staying well at college means finding balance, developing good eating and sleeping habits, making time for physical activity, and managing stress. Learn your personal tolerance for different types of stress and try to let go of stressful situations. These self-care suggestions can help, but you may also need to make lifestyle changes or get some coaching or counseling to feel your best.

**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 over-commit. If academics are overwhelming, say no to certain extracurricular activities.

**Use mindfulness.** 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.

**If you’re anxious or stressed, share your feelings.** Friends and family can give support and guidance to help you cope.

**Be flexible.** Conflict only increases stress. Learn to resolve differences calmly and rationally. Compromise and make room for other people’s points of view.

Check out Campus Recreation (umass.edu/campusrec), Stress GPS at Center for Counseling and Psychological Health (umass.edu/counseling), and Peer Wellness Coaching (umass.edu/studentlife/chp/peer).
Financial decisions you make while in college may impact your long-term future. **Practice smart money management:**

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

- **Get free or discounted textbooks.** Rent, buy, and resell textbooks online. Get free textbooks through UMass Libraries’ Open Education Initiative: library.umass.edu/services/teaching-and-learning/oer.

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

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

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**Financial Aid**

The **Bursar’s Office** issues online bills and credits accounts for payments and financial aid awards. **Financial Aid Services** offers a guide to understanding financial aid: umass.edu/umfa.

A **Free Application for Federal Student Aid (FAFSA)** must be filed every year to qualify for aid: 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 financial aid that you do not have to repay. Scholarship opportunities are listed at: umass.edu/umfa/scholarship.

**Need a Job?**

The **Student Employment Office (SEO)** is the place to start. Their student job board lists work-study and non-work-study jobs, both on and off campus: umass.edu/umfa/seo/umass-amherst-student-job-board.

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**TIP!**

Your records are confidential and protected under the **Family Educational Rights and Privacy Act (FERPA)**. The university will not disclose information to anyone (even family members) unless you complete a FERPA waiver: it.umass.edu/support/spire/set-up-your-ferpa-privacy-waiver.
# Single-Stop Resources

Got a personal, financial, or life challenge interfering with your college success and well-being? These resources can help you to get back on track. [umass.edu/studentlife/single-stop](umass.edu/studentlife/single-stop)

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<tr>
<th>Need</th>
<th>URL</th>
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<tbody>
<tr>
<td>Housing</td>
<td><a href="umass.edu/studentlife/single-stop/housing">umass.edu/studentlife/single-stop/housing</a></td>
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<tr>
<td>Food</td>
<td><a href="umass.edu/studentlife/single-stop/food">umass.edu/studentlife/single-stop/food</a></td>
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<tr>
<td>Legal Advice</td>
<td><a href="umass.edu/studentlife/single-stop/legal">umass.edu/studentlife/single-stop/legal</a></td>
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<tr>
<td>Employment</td>
<td><a href="umass.edu/studentlife/single-stop/employment">umass.edu/studentlife/single-stop/employment</a></td>
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<tr>
<td>Transportation</td>
<td><a href="umass.edu/studentlife/single-stop/transportation">umass.edu/studentlife/single-stop/transportation</a></td>
</tr>
<tr>
<td>Money</td>
<td><a href="umass.edu/studentlife/single-stop/money">umass.edu/studentlife/single-stop/money</a></td>
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<tr>
<td>Stress Relief</td>
<td><a href="umass.edu/studentlife/single-stop/stress">umass.edu/studentlife/single-stop/stress</a></td>
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<tr>
<td>Healthcare</td>
<td><a href="umass.edu/studentlife/single-stop/healthcare">umass.edu/studentlife/single-stop/healthcare</a></td>
</tr>
<tr>
<td>My Family Needs Help</td>
<td><a href="umass.edu/studentlife/single-stop/family">umass.edu/studentlife/single-stop/family</a></td>
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</table>
The Dean of Students Office Student Life Team is available to meet with you, listen to your concerns, and assist in developing a comprehensive action plan for your academic and personal success.

**Reasons to Access the Student Life Team**

- Difficulty transitioning to college life
- Missing classes or falling significantly behind in coursework
- Injury or illness
- Dealing with depression, anxiety, panic or other mental health concerns (including thoughts of suicide or self-harm)
- Financial struggles including homelessness and food insecurity
- Experiencing physical/sexual assault, bullying or harassment
- Relationship challenges/domestic violence
- Alcohol or drug abuse
- Eating or exercise disorder
- Help coordinating campus resources
- Experiencing a problem and don’t know where to go

[umass.edu/dean_students/student_services](umass.edu/dean_students/student_services)
Finding **Communities of Support**

A strong support network is key to success. In addition to friends and family, consider expanding your college support network to include advisors, support groups, and counselors. Your college support network can help you cope with stress or anxiety, find strategies to overcome challenges, and connect to helpful resources.

**Get started at umass.edu/counseling**

**Let’s Talk** sessions with counselor consultants are a good place to drop in and talk out anything that might be bothering you.

**Stress GPS** is a drop-in workshop that teaches practical skills for coping with college stress and anxiety.

**Therapist Supported Online (Tao)** is a seven-week, interactive, web-based program to help overcome anxiety and depression.

**Mindfulness training** can help you feel less stressed, sleep better, and feel more relaxed.

**Support Groups** are safe and confidential therapist-facilitated spaces to talk with others with shared identities (LGBTQIA, students of color, etc.) or who are dealing with similar challenges (anxiety, grief and loss, dissertation stress, etc.).

**Apps for Wellness and Wellbeing** can help with anxiety, time-management, sleep, depression and more.

**Learn About Accommodations**

If you have a psychological, physical, auditory, medical, cognitive/learning disability, or another chronic condition, as defined by a qualified professional, register with **Disability Services (161 Whitmore)** for support and accommodations.
We want anyone who experiences acts of bias, discrimination, harassment, hate, or sexual misconduct to feel safe, know their rights, and be connected to the right support resources. While we hope you never have to use them, the university has several ways to report incidents and receive support:

- **Emergency** (413) 545-3111 or 911 (University Police)
- **University Police** (413) 545-2121 (non-emergency)
- **Dean of Students Office** (413) 545-2684
- **Anonymous Tip Line** umass.edu/umpd/anonymous-tip-line
- **Anonymous Witness Form** umass.edu/umpd/anonymous-witness-form
- **Bias Reporting** umass.edu/dean_students/request-assistance
- **Confidential Reporting for Sexual and Relationship Violence**
  - 24 Hour CWC Crisis Hotline (413) 545-0800
  - Center for Counseling and Psychological Health (413) 545-2337 or (413) 577-5000 (24/7 Emergency)
  - University Health Services (413) 577-5000
  - University Police Civilian Advocate (413) 545-2121

You can find information about gender respect, Title IX, and resources for survivors of sexual misconduct, harassment, and dating or sexual violence at [umass.edu/titleix](http://umass.edu/titleix)
Concerned about yourself or a friend? 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”

Always call 911 in a potentially life-threatening situation.
Your Campus Resources for Support and Safety

IMMEDIATE ASSISTANCE (AVAILABLE 24/7)

UMass Amherst Police: (413) 545-2121 • Emergency: 911
585 East Pleasant Street, 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, 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
Middlesex House, 111 County Circle, 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, 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

Follow-Up and Support

Center for Health Promotion: (413) 577-5181
150 Infirmary Way, third floor, umass.edu/studentlife/chp
• 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, umass.edu/cmass
• cultural enrichment, academic support, student development and support for institutional diversity
• mentoring, workshops, advocacy, scholarship and internship opportunities, graduate school preparation and career development
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<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Services Provided</th>
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<tr>
<td><strong>Dean of Students Office</strong></td>
<td>(413) 545-2684</td>
<td>advice and support in managing challenging situations</td>
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<tr>
<td>227 Whitmore, umass.edu/dean_students</td>
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<tr>
<td><strong>Disability Services</strong></td>
<td>(413) 545-0892</td>
<td>registering and accommodating students with all types of disabilities</td>
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<tr>
<td>161 Whitmore, umass.edu/disability</td>
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<tr>
<td><strong>Equal Opportunity &amp; Diversity (EO&amp;D)</strong></td>
<td>(413) 545-3464</td>
<td>campus affirmative action and equal opportunity policies, procedures and complaint administration</td>
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<tr>
<td>Bartlett Hall, room 225, umass.edu/eod</td>
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<tr>
<td><strong>International Programs Office (IPO)</strong></td>
<td>(413) 545-2710</td>
<td>support, resources, and networking for international students and scholars at UMass and UMass students studying abroad</td>
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<tr>
<td>70 Butterfield Terrace, umass.edu/ipo</td>
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<tr>
<td><strong>Off Campus Student Life</strong></td>
<td>(413) 577-1005</td>
<td>resources and support for students who live or plan to live off campus</td>
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<tr>
<td>314 Student Union, umass.edu/offcampuslife</td>
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<tr>
<td><strong>Ombuds Office</strong></td>
<td>(413) 545-0867</td>
<td>facilitation and informal mediation; resolution of grade disputes</td>
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<tr>
<td>Campus Center, room 823, umass.edu/ombuds</td>
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<tr>
<td><strong>Psychological Services Center</strong></td>
<td>(413) 545-0041</td>
<td>free confidential initial consultation and sliding-scale psychotherapy</td>
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<tr>
<td>Tobin Hall, room 123, umass.edu/psc</td>
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<tr>
<td><strong>Residential Life</strong></td>
<td>umass.edu/living</td>
<td>Support and referrals on any issue for students living on campus</td>
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<td></td>
<td></td>
<td>Help addressing roommate disputes, residence hall quality of life</td>
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<tr>
<td><strong>Stonewall Center</strong></td>
<td>(413) 545-4824</td>
<td>support, resources, programming, and advocacy for lesbian, gay, bisexual, trans, queer, intersex, asexual (LGBTQIA) students and allies</td>
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<tr>
<td>Crampton Hall (Southwest), umass.edu/stonewall</td>
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<tr>
<td><strong>Student Legal Services Office</strong></td>
<td>(413) 545-1995</td>
<td>confidential legal counseling, advice, research, education, representation, and referral for all fee-paying students with any legal matter</td>
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<tr>
<td>922 Campus Center, umass.edu/rso/slso</td>
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<tr>
<td><strong>Student Veteran Resource Center</strong></td>
<td>(413) 545-0939</td>
<td>a welcoming place for veterans and active members of the U.S. military to study, network, learn, seek support, and get help with veterans benefits</td>
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<td>18/19 Dickinson Hall, umass.edu/veterans</td>
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Six State and Federal Laws and University Policies You Need to Know

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 Academic Honesty Board: honesty@umass.edu. The Ombuds Office can advise students on the Academic Honesty policy and related grievances: 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 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 umass.edu/dean_students/campus-policies/classroom.

**Alcohol, Marijuana, and Drug Policies**
Students are responsible for obtaining and adhering to the university’s alcohol and other drug policies, which conform to state and federal laws and enhance the health, safety and educational interests of our community. The Drug Free Schools and Communities Act and Drug Free Workplace Act require the university to prohibit the use, possession and/or cultivation of marijuana, regardless of MA state law: umass.edu/dean_students/campus-policies.

**“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 amherstma.gov.
Download the My UMass app!

• Your source for campus events, information, and resources from Move-In through Commencement.
• Connect to campus life through student experience videos and social media feeds.
• Engage with your community, strengthen academic success, learn about campus resources, and find out what’s happening at UMass Amherst.

tinyurl.com/MyUMass-apple

tinyurl.com/MyUMass-android