Welcoming your student and family to UMass Amherst!

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 they need it, step up to help others, and use – or guide others to use – available support resources.

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

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

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

All members of the UMass community are encouraged to practice active bystander techniques by taking action or getting help when needed, both for ourselves and others.

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 for students to connect socially and make friends at UMass Amherst: umassamherst.campuslabs.com/engage/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.

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

Ask for help
Many staff and student peer mentors 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.
Open containers are not allowed on campus, including in residence halls, and it’s illegal to possess, consume, or transport alcohol under the age of 21. Federal law prohibits the use, possession, or cultivation of marijuana in any form in university housing, other university property, or at university sponsored off-campus events. Find full policies at: umass.edu/dean_students/campus-policies.

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 and Marijuana
Studies show that when parents talk to young people directly and honestly about alcohol and marijuana, they are more likely to respect rules, listen to advice, and avoid high risk behaviors. Start the conversation: samhsa.gov/underage-drinking/parent-resources.

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.
Cyber Safety 101

To protect devices & personal data, remind your student to:

- 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.

TIP!

Your student can 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. Help your student learn to manage different types of stress and encourage them to let go of stressful situations. These suggestions can help, but they may also need to make lifestyle changes or get some coaching or counseling to feel their 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.

Students can 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 your student makes during college can impact their long-term future. Help them practice smart money management by:

- **Making 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.

- **Getting 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.

- **Leaving their car at home.** Save money on parking, insurance, and repairs by 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 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 financial circumstances change after a financial aid package is received, 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.

### Student Jobs

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.

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: it.umass.edu/support/spire/set-up-your-ferpa-privacy-waiver.
# Single-Stop Resources

Is a personal, financial, or life challenge interfering with your student’s success and well-being? These resources can help them to get back on track. [umass.edu/studentlife/single-stop](http://umass.edu/studentlife/single-stop)

<table>
<thead>
<tr>
<th>Need</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td><a href="http://umass.edu/studentlife/single-stop/housing">umass.edu/studentlife/single-stop/housing</a></td>
</tr>
<tr>
<td>Food</td>
<td><a href="http://umass.edu/studentlife/single-stop/food">umass.edu/studentlife/single-stop/food</a></td>
</tr>
<tr>
<td>Legal Advice</td>
<td><a href="http://umass.edu/studentlife/single-stop/legal">umass.edu/studentlife/single-stop/legal</a></td>
</tr>
<tr>
<td>Employment</td>
<td><a href="http://umass.edu/studentlife/single-stop/employment">umass.edu/studentlife/single-stop/employment</a></td>
</tr>
<tr>
<td>Transportation</td>
<td><a href="http://umass.edu/studentlife/single-stop/transportation">umass.edu/studentlife/single-stop/transportation</a></td>
</tr>
<tr>
<td>Money</td>
<td><a href="http://umass.edu/studentlife/single-stop/money">umass.edu/studentlife/single-stop/money</a></td>
</tr>
<tr>
<td>Stress Relief</td>
<td><a href="http://umass.edu/studentlife/single-stop/stress">umass.edu/studentlife/single-stop/stress</a></td>
</tr>
<tr>
<td>Healthcare</td>
<td><a href="http://umass.edu/studentlife/single-stop/healthcare">umass.edu/studentlife/single-stop/healthcare</a></td>
</tr>
<tr>
<td>Family</td>
<td><a href="http://umass.edu/studentlife/single-stop/family">umass.edu/studentlife/single-stop/family</a></td>
</tr>
</tbody>
</table>
The Dean of Students Office Student Life Team is available to meet with your student, listen to their concerns, and assist in developing a comprehensive action plan for 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
A strong support network is key to student success. In addition to friends and family, encourage your student to expand their support network to include advisors, support groups, and counselors. Your student’s college support network can help them 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 for students to drop in and talk out anything that might be bothering them.

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 students feel less stressed, sleep better, and feel more relaxed.

Support Groups are safe and confidential therapist-facilitated spaces for students 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 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.
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 your family never has 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

Information about gender respect, Title IX, and resources for survivors of sexual misconduct, harassment, and dating or sexual violence is at umass.edu/titleix

---

Diversity Matters

is a one-stop site for information on the support systems, organizations, policies and procedures, news, and events related to diversity, equity, and inclusion at UMass Amherst: umass.edu/diversity

We invite your student to explore the many facets of our diverse campus community, meet new people, try new experiences, and explore the breadth and depth of how we are all both different and similar. These are some resources to help them get started:

**Campus Life and Social Resources:**
umass.edu/diversity/resources/campus_social

**Cultural and Diversity Themed Events:**
umass.edu/diversity/umass-events-calendar

**Academic Resources:** umass.edu/diversity/resources/teaching

**Mentoring Resources:** umass.edu/diversity/resources/mentoring
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.**
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
More Follow-Up and Support

Dean of Students Office: (413) 545-2684
227 Whitmore, umass.edu/dean_students
- advice and support in managing challenging situations

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

Equal Opportunity & Diversity (EO&D): (413) 545-3464
Bartlett Hall, room 225, umass.edu/eod
- campus affirmative action and equal opportunity policies, procedures and complaint administration

International Programs Office (IPO): (413) 545-2710
70 Butterfield Terrace, umass.edu/ipo
- support, resources, and networking for international students and scholars at UMass and UMass students studying abroad

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

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

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

Residential Life
umass.edu/living
- 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), 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, umass.edu/rso/slso
- confidential legal counseling, advice, research, education, representation, and referral for all fee-paying students with any legal matter

Student Veteran Resource Center: (413) 545-0939
18/19 Dickinson Hall, umass.edu/veterans
- 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
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: 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 the UMass Amherst community, learn about campus resources to strengthen academic success, and find out what’s happening at UMass Amherst.

tinyurl.com/MyUMass-apple
tinyurl.com/MyUMass-android