

Recognizing and Helping Graduate and Undergraduate Students Needing Support or Experiencing Crisis or Distress



Actively caring for each other and our community

Where do I start?

If you are concerned about a student, don't let uncertainty stop you from taking action to help. UMass Amherst is committed to supporting students. The UMass team has developed this guide to help you **Recognize, Respond to, Refer and Report** concerns about your students. For additional information, talk to your supervisor or department chair and **contact the [Dean of Students Office](#) at (413) 545-2684.**

Responding to Students Needing Support or Experiencing Distress and Crisis

■ Listen sensitively and carefully

Vulnerable students need to be heard and helped but may find it difficult to articulate their distress. Ask directly if they need support, if they feel their functioning is impaired, or if they have thoughts of harming themselves or others. **Threats to harm self or others should be immediately reported to [University Police \(UMPD\)](#) at 413-545-3111 or call 911.**

■ Trust your instinct to take action – Ask “Is everything okay?”

If you are concerned about a student, consult your department chair, supervisor, and the Dean of Students Office. Report safety concerns to UMPD and conduct issues to the [Office of Student Conduct and Community Standards \(SCCS\)](#).

■ Stay safe

If a student displays threatening or potentially violent behavior, your and the student's safety and the welfare of the campus community are the top priorities. Coordinated professional help and follow-up care are effective ways to prevent suicide and violence.

■ De-escalate and support

Distressed students can be sensitive. Avoid threatening, potentially embarrassing, or intimidating statements. Help students connect with the resources they need.

The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to discuss student health and safety concerns with relevant campus offices trained to handle situations with sensitivity and care. **Taking appropriate action does not violate a student's privacy.**

■ Clarify your expectations

[Your syllabus](#) can send a positive signal of support for students' learning and well-being and set early limits on disruptive or self-destructive behaviors. Consider including a section with support resources and encourage students to seek help when they need it. Remind students of support resources, community standards, and expectations for conduct. Familiarize yourself with the guiding language for student behavior in the [Code of Student Conduct](#).

■ Share what you know

Students experiencing hardship may be reluctant to talk about it. Sharing what you know allows the appropriate university staff to proactively reach out with support and resources. State and federal laws and university

policies require reporting in many crisis situations. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to discuss student health and safety concerns with relevant campus offices trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy. **Learn about FERPA at umass.edu/it/support/spire/about-ferpa-certification.**

■ Always report serious or persistent behavior

Your firsthand knowledge and personal connection to a student is valuable in understanding and appropriately responding to their situation. To coordinate a timely response, report serious or persistent behavior to the Dean of Students Office as soon as possible and refer potential Code of Student Conduct violations to the Office of Student Conduct and Community Standards.

■ Practice self care

Helping a student navigate a difficult time can take a toll on your personal well-being. Make sure to acknowledge what you've been through and take care of yourself. Support resources can be found through the [Faculty Staff Assistance Program \(FSAP\)](#) at (413) 545-0350. 24/7 confidential counseling and other support resources are available through [Optum EAP Services](#) (access code: Mass4You).

RECOGNIZE

RESPOND

REFER

REPORT

"Not sure what, but something's wrong"

If a student threatens suicide or harm to self or others, don't delay – report it right away!

Disturbing content in paper/emails
Decline in academic performance
Excessive absenteeism
Irrational or bizarre behavior
Sudden change in demeanor (from extroverted to withdrawn, organized to forgetful, etc.)
Significant changes in appearance, behavior, or personal hygiene

Express concern and care
Give an example of a time that the student's behavior has worried you
Listen to and believe student's responses
Be supportive and encouraging if student agrees to get help
Call 911 if there is a potential threat to student's safety or the safety of others

Urgent: 911
UMPD (413) 545-3111
Advice and consultation:
CCPH (413) 545-2337

DOSO (413) 545-2684

Undergraduate Dean
umass.edu/registrar/students/list-academic-deans
Graduate Dean
umass.edu/graduate

Self harm, suicide ideation, suicidal risk

Decline in academic performance
Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others
Fresh cuts, scratches, or other wounds
Withdrawal from classes, activities, and friends
Statements of hopelessness such as, "I hate this life" or "Everyone is better off without me"

Express concern and care
Ask student if they are thinking of suicide or self-harm
Take suicidal statements, thoughts or behaviors very seriously and seek immediate consultation
Call 911 if there is a potential safety threat to student or others

Urgent: 911
UMPD (413) 545-3111
Advice and consultation:
CCPH (413) 545-2337

Offer to walk the student to CCPH in Middlesex House.

DOSO (413) 545-2684

Alcohol, marijuana, or other drug abuse

Intoxicated/high in class or at meetings/events
Excessive sleepiness or hyper energy
Decline in academic performance
References to alcohol or drug use in conversations, papers, projects, etc.
Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)

Express concern and care
Give an example of a time that the student's behavior has worried you
Be supportive and encouraging if the student agrees to get help
Offer to help the student make an appointment with BASICS program for alcohol screening and intervention

Urgent: 911
UMPD (413) 545-3111
Advice and consultation:
BASICS (413) 577-5071
CHP (413) 577-5181
CCPH (413) 545-2337
UHS (413) 577-5000

DOSO (413) 545-2684

Anxiety, stress, panic

Excessive worry, guilt or nervousness
Decline in academic performance; inability to stay focused in class
Physical symptoms such as difficulty breathing; pounding or racing heart; numbness, tingling, sweating or chills; weakness or dizziness; jaw pain and teeth grinding; chest or stomach pain

Express concern and care
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation
Recommend (or, if necessary, insist upon) intervention

Urgent: 911
UMPD (413) 545-3111
CCPH (413) 545-2337
Advice and consultation:
DOSO (413) 545-2684
UHS (413) 577-5000

DOSO (413) 545-2684

Bias incident

Act(s) directed against a person or property on the basis 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 or any other class protected from discrimination under state or federal law

Act(s) may be anonymous with no clear perpetrator

Express concern and care
Listen to and believe student's responses
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation
Encourage student to save photos, communications, or other evidence
Do not remove any evidence prior to reporting (e.g. clean graffiti, erase whiteboard, etc.)

Urgent: 911
UMPD (413) 545-3111
Advice and consultation:
DOSO (413) 545-2684
EO (413) 545-3464
Report graffiti for removal:
F&CS (413) 545-6401

EO (413) 545-3464
UMPD (413) 545-3111

Cyber misbehavior (identity or password theft, cyberbullying, online harassment)

Internet flaming, trolling, name-calling, or harassment
Threats to release private information/photos
Demands for money in exchange for private/intimate information (sextortion)
Identity theft
Account hacking

Express concern and care
Encourage student to update all account passwords and privacy settings
Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassment (Instagram, TikTok, Snapchat, Facebook, etc.); save copies of all communications including texts, voicemails, and pictures

Urgent: 911
UMPD (413) 545-3111
Advice and consultation:
SCCS (413) 545-6281
UMass Information Technology (413) 545-9400
SLSO (413) 545-1995

SCCS (413) 545-6281

Guide to Acronyms:

CCPH: Center for Counseling & Psychological Health
CHP: Center for Health Promotion
CWC: Center for Women & Community
DOSO: Dean of Students Main Office
EO: Equal Opportunity Office
F&CS: Facilities & Campus Services
IPO: International Programs Office
SCCS: Student Conduct & Community Standards
SLSO: Student Legal Services Office
UHS: University Health Services
UMPD: UMass Police Department

RECOGNIZE

RESPOND

REFER

REPORT

Disability related challenge

Student mentions struggling due to disability
Student shares (or you observe) that they are experiencing issues such as difficulty reading, concentrating, or memorizing; challenges with organizing tasks, completing assignments, or meeting deadlines

Remember: *Disabilities are not always visible*

Express concern and care
Listen to and believe student's responses
Avoid stigmatizing behaviors such as criticizing, blaming, sounding judgmental, overly emphasizing or minimizing the situation
Provide student with a referral to Disability Services
Be supportive and encouraging

Advice and consultation:
Disability Services
(413) 545-0892

Disability Services
(413) 545-0892
Undergraduate Dean
umass.edu/registrar/students/list-academic-deans
Graduate Dean
umass.edu/graduate

Disruptive classroom behaviors

Refer to the **Guidelines for Classroom Civility and Respect:** umass.edu/dean_students/classroom-civility

Unwarranted interruptions
Slurs or other forms of intimidation
Rude or abusive behavior
Failure to adhere to instructor's directions
When to call UMPD for immediate assistance:
Throwing items, refusing to leave, threat of harm to self or others, preventing others from leaving, physically abusive behavior, showing or stating the presence of a weapon

Call 911 if there is a potential threat to student's safety or the safety of others
Express concern and care
Explain the impact of student's behavior on the group or class
Outline your expectations verbally and in your syllabus and help student explore options and alternatives such as Ombuds Office, academic dean

Urgent: 911
UMPD (413) 545-3111
Advice and consultation:
SCCS (413) 545-6281
CCPH (413) 545-2337
Ombuds (413) 545-0867

SCCS (413) 545-6281
Undergraduate Dean
umass.edu/registrar/students/list-academic-deans
Graduate Dean
umass.edu/graduate

Financial Hardship or Basic Needs Insecurity

(job loss, loss of housing, food insecurity, financial emergency)

Frequent or extended absences
Decline in academic performance
Mentions relationship, financial, or other challenges
Difficulty concentrating and making decisions
Exhaustion/fatigue
Excessive worry, sleeping/eating problems

Express concern and care
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation
Listen to and believe student's responses
Provide student with resources:
• Single Stop Resources
• Dean of Students Office
Be supportive and encouraging if the student agrees to get help

Advice and consultation:
DOSO (413) 545-2684
Single-Stop Resources
umass.edu/studentlife/single-stop
Emergency and Short Term Loan Programs, Microgrants
(413) 545-2684

DOSO (413) 545-2684
Undergraduate Dean
umass.edu/registrar/students/list-academic-deans
Graduate Dean
umass.edu/graduate

Harassment, sexual harassment, stalking

Communications that continue after being told to stop
Threats to release private information/photos
Display of sexually suggestive pictures or cartoons in workspace, residence halls, or online
Verbal abuse, unwanted sexual flirtations
Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual's academic status or employment

Say things like, "I'm sorry that happened, but I'm glad you're safe now." and, "Thank you for trusting me enough to tell me."

Call 911 if there is a potential threat to student's safety or the safety of others
Express concern and care
Identify resources like CWC, DOSO, and UMPD for safety planning
Encourage student to save copies of all communications including texts, voicemails, and pictures
If you are a Title IX responsible employee, make the student aware that you must report what they tell you

Urgent: 911
UMPD (413) 545-3111
Advice and consultation:
SCCS (413) 545-6281
CWC (413) 545-0883
SLSO (413) 545-1995

SCCS (413) 545-6281
Title IX Coordinator/Equal Opportunity Office
(413) 545-3464

Hazing

Hazing can happen in any group: *graduate or undergraduate student organizations, athletic and club sports teams, fraternities, sororities, etc.*

Withdrawal from activities and friends
Exhaustion/fatigue
Significant change in appearance or personal hygiene (e.g. wearing embarrassing or humiliating attire)
Visible injuries or bruises
Cuts, brands, or scars with a distinct pattern (e.g. symbols, initials, or Greek letters)

Call 911 if there is a potential threat to student's safety or the safety of others
Express concern and care
Remain calm. Showing outrage may cause a student to shut down
Do not interpret student's emotion (or lack of emotion) as evidence of a crime
Listen to and believe student's responses
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation

Urgent: 911
UMPD (413) 545-3111
Advice and consultation:
SCCS (413) 545-6281
CCPH (413) 545-2337
UHS (413) 577-5000

SCCS (413) 545-6281

	RECOGNIZE	RESPOND	REFER	REPORT
International crisis <i>(for student abroad)</i> or Immigration status issue <i>(legal or visa issue, missing or stolen identity documents, etc.)</i>	Student in crisis while abroad Mentions crisis or concern Decline in academic performance Difficulty concentrating and making decisions Excessive worry, sleeping/eating problems Uncommunicative and/or disengaged Student with status issue while studying in U.S. Mentions concern about visa or immigration status Decline in academic performance Difficulty concentrating and making decisions Excessive worry, sleeping/eating problems Uncommunicative and/or disengaged	Express concern and care Avoid criticizing, blaming, sounding judgmental, or minimizing the situation Listen to and believe student's responses Be supportive and encouraging if the student agrees to get help	Urgent: IPO 413-545-2710 (Dial 001 if abroad) After Hours: contact UMPD 413-545-2121. UMPD will connect you to the IPO staff person on-call. Advice and consultation: IPO (413) 545-2710 SLSO (413) 545-1995	DOSO (413) 545-2684 IPO (413) 545-2710
Isolation, loneliness, difficulty transitioning into or out of the university community	Decline in academic performance Lack of peer engagement Excessive worry, sleeping/eating problems Exhaustion/fatigue Mentions lack of social relationships, homesickness, or other challenges including difficulties with social engagement, but may laugh it off References to loneliness or isolation in conversations, papers, projects, etc. Statements of isolation such as, "I don't have any friends here," "no one understands me," or "I don't go to events because I don't want to go alone."	Express concern and care Avoid minimizing the situation Provide student with resources: <ul style="list-style-type: none"> • CCPH support groups • Dean of Students Office • Resident Assistant or Residence Director • University events calendar and Campus Pulse Suggest a campus event or Registered Student Organization (RSO) Be supportive and encourage student to connect to resources	Advice and Consultation: CCPH (413) 545-2337 DOSO (413) 545-2684 Additional Resources umass.edu/counseling/groups-and-workshops umass.edu/events umass.edu/offcampuslife umass.edu/studentlife/rso	DOSO (413) 545-2684
Known or suspected health or medical issues <i>(chronic illness, depression, eating disorders, post-traumatic brain injury, etc.)</i>	Frequent or extended absences Decline in academic performance Noticeable weight loss or gain Hair loss; pale or gray skin tone Difficulty with following directions, time management, or organization Struggles with academic performance Unusual or secretive eating habits; obsession with fat/caloric content of food	Call 911 if there is a potential threat to student's safety or the safety of others Express concern and care Listen to and believe student's responses Recommend medical intervention Refer student to Disability Services if they may need short- or long-term accommodations	Urgent: 911 Advice and consultation: UHS (413) 577-5000 CCPH (413) 545-2337 DOSO (413) 545-2684	DOSO (413) 545-2684 Undergraduate Dean umass.edu/registrar/students/list-academic-deans Graduate Dean umass.edu/graduate Disability Services (413) 545-0892
Personal or family tragedy, loss, or crisis <i>(illness or death of family member, natural disaster, legal issues, divorce or break-up)</i>	Frequent or extended absences Decline in academic performance Mentions relationship, financial, or other challenges Difficulty concentrating and making decisions Exhaustion/fatigue Excessive worry, sleeping/eating problems	Express concern and care Avoid criticizing, blaming, sounding judgmental, or minimizing the situation Listen to and believe student's responses Be supportive and encouraging if the student agrees to get help	CCPH (413) 545-2337 DOSO (413) 545-2684 SLSO (413) 545-1995 IPO (413) 545-2710 Single-Stop Resources umass.edu/studentlife/single-stop	DOSO (413) 545-2684 Undergraduate Dean umass.edu/registrar/students/list-academic-deans Graduate Dean umass.edu/graduate
Relationship/interpersonal violence, sexual assault, stalking	References to sexual assault or relationship violence in conversations, papers, projects, etc. Visible injuries or bruises Mishaps or injuries with illogical/no explanation Crying or leaving when sexual violence, domestic violence, stalking, or child abuse is the topic Fearful or anxious about pleasing partner or others Mentions partner/other's possessiveness, jealousy or violent behavior, but may apologize/excuse/laugh it off <div>Say things like, "You've been through something very frightening. I'm so sorry."</div>	Call 911 if there is a potential threat to student's safety or the safety of others Express concern and care Listen to and believe student's responses Remain calm. Showing outrage may shut student down Do not interpret student's emotions as evidence of assault or violence Avoid criticizing, blaming, sounding judgmental, or minimizing the situation Identify resources for safety planning Recommend medical intervention If you are a Title IX responsible employee, make the student aware that you must report what they tell you	Urgent: 911 UMPD (413) 545-3111 CWC Rape Crisis Hotline (413) 545-0800 Advice and consultation: CWC (413) 545-0883 CCPH (413) 545-2337 DOSO (413) 545-2684 UHS (413) 577-5000	Title IX Coordinator/Equal Opportunity Office (413) 545-3464 <div> "Am I a Title IX responsible employee?" More on this designation and associated responsibilities at: umass.edu/titleix/sites/default/files/documents/umass_amherst_title_ix_policy_and_procedures-aug-14-2020.pdf </div>

Maintaining Compliance with State and Federal Laws and University Policies

Academic Honesty Policy

University of Massachusetts Amherst's Academic Honesty 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, including online and distance learning: umass.edu/honesty.

More information: Academic Honesty Office at (413) 577-6767

Code of Student Conduct

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. The Code of Student Conduct, Residence Hall Policies, and other administrative policies regarding student accountability are available at umass.edu/dean_students/codeofconduct.

More information: Student Conduct and Community Standards Office at (413) 545-6281

Nondiscrimination Policy

The University of Massachusetts Amherst prohibits discrimination on the basis 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 in any aspect of the access to, admission, or treatment of students in its programs and activities, or in employment and application for employment. Furthermore, university policy includes prohibitions of harassment of students and employees, i.e., racial harassment, sexual harassment, and retaliation for filing complaints of discrimination. View the full policy at umass.edu/equalopportunity.

More information, training, and support: Equal Opportunity Office (EO) at (413) 545-3464

Alcohol, Marijuana, and Other 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 the Drug Free Workplace Act, require the university to prohibit the use, possession and/or cultivation of marijuana, regardless of MA state law. Accordingly, use, possession, or cultivation of marijuana is not permitted on university property (including all university grounds and housing). See umass.edu/dean_students/alcohol-drug-policies.

More information: Student Conduct and Community Standards Office at (413) 545-6281

Guidelines for Classroom Civility and Respect Policy

University of Massachusetts Amherst faculty members are responsible for maintaining classrooms that promote the safe and open exchange of ideas. Students are responsible for personal behavior that supports these goals. Disruption of the learning process may lead to disenrollment or disciplinary action. See umass.edu/dean_students/codeofconduct/classroomcivility.

More information: Student Conduct and Community Standards Office at (413) 545-6281

Title IX – Sexual Harassment, Sexual Assault, Relationship Violence

Many university employees, including faculty with administrative or supervisory responsibilities, academic advisors, coaches and trainers, most Student Affairs personnel, and advisors to student groups, are designated as “responsible employees” required to report known or possible incidents of sexual violence or any other sexual misconduct by students or employees, to the

Title IX Coordinator/Equal Opportunity Office. The person making the report should not attempt to investigate the matter. The Title IX Coordinator/Equal Opportunity Office will undertake all such investigations, as appropriate under the circumstances and take every precaution to ensure privacy. For details see umass.edu/titleix.

More information, training, and support: Title IX Coordinator/Equal Opportunity Office at (413) 545-3464

Hazing

Hazing is conduct by members of any student organization (on or off campus) that willfully or recklessly endangers the physical or mental health of any student or other person. Examples can include beating; branding; forced calisthenics or physical activity; exposure to the weather; forced consumption of any food, liquor, beverage, drug, or other substance; activities that subject a student or other person to mental stress such as extended deprivation of sleep or extended isolation; or any treatment likely to adversely affect the physical health or safety of a student or other person. Hazing is a crime under Massachusetts law. If hazing is reported, or if you suspect hazing or hazing-like activities might have occurred, you must promptly report it to UMPD or local law enforcement. In addition, notify the Student Conduct and Community Standards Office or your supervisor, who must promptly notify Student Conduct and Community Standards. Do not attempt to investigate the situation.

More information: Student Conduct and Community Standards Office at (413) 545-6281

Clery Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is the federal law originally known as the Campus Security Act that requires universities to disclose information about crime on and around their campuses. The law is tied to federal financial aid program funding and is enforced by the United States Department of Education. A copy of UMass Amherst's

(continued)

Clery Act *(continued)*

annual security report is available at umass.edu/umpd/crime-statistics. It includes campus security policies, crime statistics for the previous three years, daily crime logs and timely missing student warnings.

More information, training, and support: UMass Amherst Police Department at (413) 545-3111

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law that allows present and former students access to their educational records and provides basic privacy protection. Educational records are defined as those directly related to a student and maintained by an educational agency or institution.

FERPA permits disclosure of personal identifiable information from a student's educational record to parents, police or others to protect the health and safety of the student or other individuals. Information can be shared with university personnel when there is a specific need to know.

Observations of a student's conduct or statements made by a student are not part of a student's educational record and should be appropriately shared.

IT provides FERPA certification for faculty and staff at oit.umass.edu/support/spire/about-ferpa-certification.

More information, training, and support: University Registrar at (413) 545-0555

Tobacco Free Campus Policy

The use of any tobacco product including cigarettes, e-cigarettes/vapes, and smokeless tobacco are prohibited indoors and outdoors on the UMass Amherst campus grounds. This policy applies to all individuals on campus including students, staff, faculty, visitors, and contractors. This policy applies to all university property, land, and buildings including: public walkways, bus stops, residential housing, parking lots, athletic fields, loading docks, and in any vehicle on university grounds.

More information: umass.edu/tobaccofree

Resources for faculty, staff, undergraduate and graduate students

EMERGENCY

UMass Amherst Police: (413) 545-3111

Emergency: 911

- immediate emergency services for threatening or dangerous behavior
- active shooter and campus safety trainings
- campus-wide alarm system for crisis notification and response
- Clery crime logs and security reporting

University Health Services: (413) 577-5000

- Triage Advice Nurse (413) 577-5229
- medical care and 24/7 on-call services
- designated site for free and confidential sexual assault evidence collection services for sexual assault victims/survivors
- women's health clinic, transgender healthcare, specialty services
- health insurance questions and explanation of benefits

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

- crisis intervention, including 24/7 emergency on-call services
- situation assessment consultation
- online resources: umass.edu/counseling/online-resources

Center for Women and Community: (413) 545-0883 • Rape Crisis: (413) 545-0800

- [24/7 hotline](#), crisis intervention and safety planning for domestic and sexual violence; for people of all genders
- free counseling and support groups for survivors, friends and families
- community training on issues of consent, sexual assault and harassment

Single-Stop Resources

To help students facing personal, financial or life challenges find support, stay in school, and graduate. umass.edu/studentlife/single-stop

FOLLOW-UP, SUPPORT & TRAINING

Dean of Students Office: (413) 545-2684

- supporting a student in hardship, crisis, or trauma
- primary contact for parents/family members in times of crisis or emergencies
- helping a student facing food and/or financial insecurity

Student Conduct and Community Standards: (413) 545-6281

- managing challenging classroom situations
- addressing conduct issues and policy violations

Ombuds Office: (413) 545-0867

- third-party facilitation and informal mediation services

Faculty and Staff Assistance Program: (413) 545-0350

- strategies for dealing with student issues
- resources for managing stress and other reactions to challenging situations

Center for Health Promotion: (413) 577-5181

- alcohol and other drugs screening and brief intervention through the BASICS program
- classroom presentations on health topics; faculty and graduate staff training on identifying and assisting high-risk students
- education and information about alcohol, marijuana, tobacco/vaping, and other drugs

Psychological Services Center: (413) 545-0041

- free initial consultation and sliding-scale psychotherapy services for adults, children and families

Disability Services: (413) 545-0892

- registering and accommodating students with disabilities
- faculty and staff consultation on issues related to students with disabilities

Public Health Promotion Center: (413) 577-2999

- COVID-19 testing, vaccination, and related policies