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

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 UMatter 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 Employee Counseling and Consultation Office (ECCO) at (413) 545-0350. 24/7 confidential counseling and other support resources are available through Optum EAP Services (access code: Mass4You).
<table>
<thead>
<tr>
<th>RECOGNIZE</th>
<th>RESPOND</th>
<th>REFER</th>
<th>REPORT</th>
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</thead>
<tbody>
<tr>
<td><strong>“Not sure what, but something’s wrong”</strong></td>
<td>Disturbing content in paper/emails</td>
<td>Express concern and care</td>
<td>Urgent: 911</td>
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<td></td>
<td>Decline in academic performance</td>
<td>Give an example of a time that the student’s behavior has worried you</td>
<td>UMPD (413) 545-3111</td>
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<td></td>
<td>Excessive absenteeism</td>
<td>Listen to and believe student’s responses</td>
<td>Advice and consultation:</td>
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<tr>
<td></td>
<td>Irrational or bizarre behavior</td>
<td>Be supportive and encouraging if student agrees to get help</td>
<td>CCPH (413) 545-2337</td>
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<td></td>
<td>Sudden change in demeanor (from extroverted to withdrawn, organized to forgetful, etc.)</td>
<td>Call 911 if there is a potential threat to student’s safety or the safety of others</td>
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<td>Significant changes in appearance, behavior, or personal hygiene</td>
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<td>DOLO (413) 545-2684</td>
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<td><strong>Self harm, suicide ideation, suicidal risk</strong></td>
<td>Decline in academic performance</td>
<td>Express concern and care</td>
<td>Urgent: 911</td>
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<td></td>
<td>Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others</td>
<td>Ask student if they are thinking of suicide or self-harm</td>
<td>UMPD (413) 545-3111</td>
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<td></td>
<td>Fresh cuts, scratches, or other wounds</td>
<td>Take suicidal statements, thoughts or behaviors very seriously and seek immediate consultation</td>
<td>Advice and consultation:</td>
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<tr>
<td></td>
<td>Withdrawal from classes, activities, and friends</td>
<td>Call 911 if there is a potential safety threat to student or others</td>
<td>CCPH (413) 545-2337</td>
</tr>
<tr>
<td></td>
<td>Statements of hopelessness such as, “I hate this life” or “Everyone is better off without me”</td>
<td><strong>Offer to walk the student to CCPH in Middlesex House</strong></td>
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<tr>
<td><strong>Alcohol, marijuana, or other drug abuse</strong></td>
<td>Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)</td>
<td>Express concern and care</td>
<td>Urgent: 911</td>
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<td></td>
<td>Intoxicated/high in class or at meetings/events</td>
<td>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</td>
<td>UMPD (413) 545-3111</td>
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<td>Excessive sleepiness or hyper energy</td>
<td>Recommend (or, if necessary, insist upon) intervention</td>
<td>Advice and consultation:</td>
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<td></td>
<td>Decline in academic performance</td>
<td></td>
<td>BASICS (413) 577-5071</td>
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<td>References to alcohol or drug use in conversations, papers, projects, etc.</td>
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<td>CHP (413) 577-5181</td>
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<td></td>
<td>Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)</td>
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<td>SCCS (413) 545-2337</td>
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<td>UHS (413) 577-5000</td>
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<tr>
<td><strong>Anxiety, stress, panic</strong></td>
<td>Excessive worry, guilt or nervousness</td>
<td>Express concern and care</td>
<td>Urgent: 911</td>
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<td></td>
<td>Decline in academic performance; inability to stay focused in class</td>
<td>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</td>
<td>UMPD (413) 545-3111</td>
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<td>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</td>
<td>Recommend (or, if necessary, insist upon) intervention</td>
<td>Advice and consultation:</td>
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<td>BASICS (413) 577-5071</td>
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<td>SCCS (413) 545-2337</td>
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<td>UHS (413) 577-5000</td>
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<td><strong>Bias incident</strong></td>
<td>Acts(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</td>
<td>Express concern and care</td>
<td>Urgent: 911</td>
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<td></td>
<td></td>
<td>Listen to and believe student’s responses</td>
<td>UMPD (413) 545-3111</td>
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<td></td>
<td></td>
<td>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</td>
<td>Advice and consultation:</td>
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<td>Encourage student to save photos, communications, or other evidence</td>
<td>BASICS (413) 577-5071</td>
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<td>Do not remove any evidence prior to reporting (e.g. clean graffiti, erase whiteboard, etc.)</td>
<td>CHP (413) 577-5181</td>
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<td>SCCS (413) 545-2337</td>
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<td>UHS (413) 577-5000</td>
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<tr>
<td><strong>Cyber misbehavior</strong></td>
<td>Internet flaming, trolling, name-calling, or harassment</td>
<td>Express concern and care</td>
<td>Urgent: 911</td>
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<td>Threats to release private information/photos</td>
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<td>UMPD (413) 545-3111</td>
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<td>Demands for money in exchange for private/intimate information (sexortion)</td>
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<td>Advice and consultation:</td>
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<td></td>
<td>Identity theft</td>
<td>Encourage student to update all account passwords and privacy settings</td>
<td>BASICS (413) 545-2684</td>
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<td>Account hacking</td>
<td>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</td>
<td>CHP (413) 577-5181</td>
</tr>
</tbody>
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**Guide to Acronyms:**
- CCPH: Center for Counseling & Psychological Health
- CHP: Center for Health Promotion
- CWC: Center for Women & Community
- DOSO: Dean of Students Office
- EOA: Equal Opportunity and Access
- 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

**Contact Information:**
- CCPH (413) 545-2337
- UMPD (413) 545-3111
- UHS (413) 577-5000
- DOSO (413) 545-2684
- SCCS (413) 545-6281
- F&CS (413) 545-6401
- EOAS (413) 545-3464

**Resources:**
- umass.edu/graduate
- umass.edu/registrar/students/list-academic-deans
- umass.edu/graduate-dean
### Disability related challenges

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

**RECOGNIZE**
- 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

**RESPOND**
- 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

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

**REPORT**
- Urgent: 911  
- UMPD (413) 545-3111
- Advice and consultation: SCCS (413) 545-6281

### Disruptive classroom behaviors

**RECOGNIZE**
- Unwarranted interruptions  
- Slurs or other forms of intimidation  
- Rude or abusive behavior  
- Failure to adhere to instructor's directions

**RESPOND**
- 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

**REFER**
- Advice and consultation: SCCS (413) 545-6281
- UMPD (413) 545-2337
- Ombuds (413) 545-0867

### Financial Hardship or Basic Needs Insecurity (job loss, loss of housing, food insecurity, financial emergency)

**RECOGNIZE**
- 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

**RESPOND**
- 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  
  - Disability Services  
  - Academic Dean  
  - Undergraduate Dean  
  - Graduate Dean

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

### Harassment, sexual harassment, stalking

**RECOGNIZE**
- 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

**RESPOND**
- 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, EOA, 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

**REFER**
- Advice and consultation: SCCS (413) 545-6281
- SCCS (413) 545-6281
- Urgent: 911  
- UMPD (413) 545-3111
- Advice and consultation: SCCS (413) 545-6281
- SCCS (413) 545-6281

### Hazing

**RECOGNIZE**
- 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)

**RESPOND**
- 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

**REFER**
- Advice and consultation: SCCS (413) 545-6281
- SCCS (413) 545-6281

**REPORT**
- Urgent: 911  
- UMPD (413) 545-3111
- Advice and consultation: SCCS (413) 545-6281
- SCCS (413) 545-6281
- UMPD (413) 545-3111
- SCCS (413) 545-6281
<table>
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<tr>
<th>International crisis (for student abroad) or Immigration status issue (legal or visa issue, missing or stolen identity documents, etc.)</th>
<th>Student in crisis while abroad</th>
<th>Express concern and care</th>
<th>Urgent: IPO 413-545-2710 (Dial 001 if abroad)</th>
<th>DO SO (413) 545-2684</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentions crisis or concern</td>
<td>Decline in academic performance</td>
<td>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</td>
<td>After Hours: contact UMPD 413-545-2121. UMPD will connect you to the IPO staff person on-call.</td>
<td>DO SO (413) 545-2710</td>
</tr>
<tr>
<td>Decline in academic performance</td>
<td>Difficulty concentrating and making decisions</td>
<td>Listen to and believe student’s responses</td>
<td>Advice and consultation: IPO (413) 545-2710</td>
<td>DO SO (413) 545-1995</td>
</tr>
<tr>
<td>Excessive worry, sleeping/eating problems</td>
<td>Uncommunicative and/or disengaged</td>
<td>Be supportive and encouraging if the student agrees to get help</td>
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**Isolation, loneliness, difficulty transitioning into or out of the university community**

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<tr>
<th>Decline in academic performance</th>
<th>Express concern and care</th>
<th>Avoid minimizing the situation</th>
<th>Urgent: 911</th>
<th>DO SO (413) 545-2684</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of peer engagement</td>
<td>Provide student with resources:</td>
<td></td>
<td>Undergraduate Dean</td>
<td>umass.edu/titleix/reporting/understand-choices</td>
</tr>
<tr>
<td>Excessive worry, sleeping/eating problems</td>
<td>• CCPH support groups</td>
<td>Additional Resources</td>
<td>Graduate Dean</td>
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<tr>
<td>Exhustion/fatigue</td>
<td>• Dean of Students Office</td>
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<td>Mentions lack of social relationships, homesickness, or other challenges including difficulties with social engagement, but may laugh it off</td>
<td>• Resident Assistant or Residence Director</td>
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<td>References to loneliness or isolation in conversations, papers, projects, etc.</td>
<td>• University events calendar and Campus Pulse</td>
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<tr>
<td>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.”</td>
<td>Suggest a campus event or Registered Student Organization (RSO)</td>
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<td>Call 911 if there is a potential threat to student's safety or the safety of others</td>
<td>Be supportive and encourage student to connect to resources</td>
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**Known or suspected health or medical issues (chronic illness, depression, eating disorders, post-traumatic brain injury, etc.)**

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<thead>
<tr>
<th>Frequent or extended absences</th>
<th>Decline in academic performance</th>
<th>Express concern and care</th>
<th>Urgent: 911</th>
<th>DO SO (413) 545-2684</th>
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</thead>
<tbody>
<tr>
<td>Noticeable weight loss or gain</td>
<td>Noticeable weight loss or gain</td>
<td>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</td>
<td>Undergraduate Dean</td>
<td>umass.edu/titleix/reporting/understand-choices</td>
</tr>
<tr>
<td>Hair loss; pale or gray skin tone</td>
<td>Struggles with academic performance</td>
<td>Refer student to Disability Services if they may need short- or long-term accommodations</td>
<td>Graduate Dean</td>
<td>umass.edu/graduate</td>
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<tr>
<td>Difficulty with following directions, time management, or organization</td>
<td>Unusual or secretive eating habits; obsession with fat/caloric content of food</td>
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<tr>
<td>Struggles with academic performance</td>
<td>Decline in academic performance</td>
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<tr>
<td>References to loneliness or isolation in conversations, papers, projects, etc.</td>
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<tr>
<td>Frequent or extended absences</td>
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**Personal or family tragedy, loss, or crisis (illness or death of family member, natural disaster, legal issues, divorce or break-up)**

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<thead>
<tr>
<th>Frequent or extended absences</th>
<th>Decline in academic performance</th>
<th>Express concern and care</th>
<th>Urgent: 911</th>
<th>DO SO (413) 545-2684</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentions relationship, financial, or other challenges</td>
<td>Support other’s possessiveness, jealousy or violent behavior</td>
<td>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</td>
<td>Undergraduate Dean</td>
<td>umass.edu/titleix/reporting/understand-choices</td>
</tr>
<tr>
<td>Difficulty concentrating and making decisions</td>
<td>Be supportive and encouraging if the student agrees to get help</td>
<td></td>
<td>Graduate Dean</td>
<td>umass.edu/graduate</td>
</tr>
<tr>
<td>Exhustion/fatigue</td>
<td>Call 911 if there is a potential threat to student's safety or the safety of others</td>
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<tr>
<td>Excessive worry, sleeping/eating problems</td>
<td>Express concern and care</td>
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**Relationship/interpersonal violence, sexual assault, stalking**

<table>
<thead>
<tr>
<th>References to sexual assault or relationship violence in conversations, papers, projects, etc.</th>
<th>Express concern and care</th>
<th>Urgent: 911</th>
<th>DO SO (413) 545-2684</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visible injuries or bruises</td>
<td>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</td>
<td>UMPD (413) 545-3111</td>
<td>Title IX Coordinator/Equal Opportunity and Access</td>
</tr>
<tr>
<td>Mishaps or injuries with illogical/no explanation</td>
<td>Listen to and believe student’s responses</td>
<td>CWC Rape Crisis Hotline (413) 545-0800</td>
<td>(413) 545-3464</td>
</tr>
<tr>
<td>Crying or leaving when sexual violence, domestic violence, stalking, or child abuse is the topic</td>
<td>Remain calm. Show outrage may shut student down</td>
<td>Advice and consultation: CWC (413) 545-0883</td>
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<tr>
<td>Fearful or anxious about pleasing partner or others</td>
<td>Do not interpret student’s emotions as evidence of assault or violence</td>
<td>CWC (413) 545-2337</td>
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</tr>
<tr>
<td>Mentions partner/other's possessiveness, jealousy or violent behavior, but may apologize/excuse/laugh it off</td>
<td>Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</td>
<td>DO SO (413) 545-2684</td>
<td></td>
</tr>
<tr>
<td>References to sexual assault or relationship violence in conversations, papers, projects, etc.</td>
<td>Identify resources for safety planning</td>
<td>UHS (413) 577-5000</td>
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<tr>
<td>Express concern and care</td>
<td>Recommend medical intervention</td>
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<tr>
<td>Express concern and care</td>
<td>Refer student to Disability Services if they may need short- or long-term accommodations</td>
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</table>

**Recognize**

- 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

**Respond**

- Express concern and care
- Avoid criticizing, blaming, sounding judgmental, or minimizing the situation

**Refer**

- Student with status issue while studying in U.S.
- Known or suspected health or medical issues
- Personal or family tragedy, loss, or crisis
- Relationship/interpersonal violence, sexual assault, stalking

**Report**

- 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

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"Am I a Title IX responsible employee?" More on this designation and associated responsibilities at: umass.edu/titleix/reporting/understand-choices
**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](http://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](http://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](http://umass.edu/equalopportunity).

More information, training, and support: Equal Opportunity and Access (EOA) 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](http://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](http://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 and Access. The person making the report should not attempt to investigate the matter. The Title IX Coordinator/Equal Opportunity and Access will undertake all such investigations, as appropriate under the circumstances and take every precaution to ensure privacy. For details see [umass.edu/titleix](http://umass.edu/titleix).

More information, training, and support: Title IX Coordinator/Equal Opportunity and Access 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...
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