

Navigating Difficult & Complex Situations with Students

Division of Student Affairs

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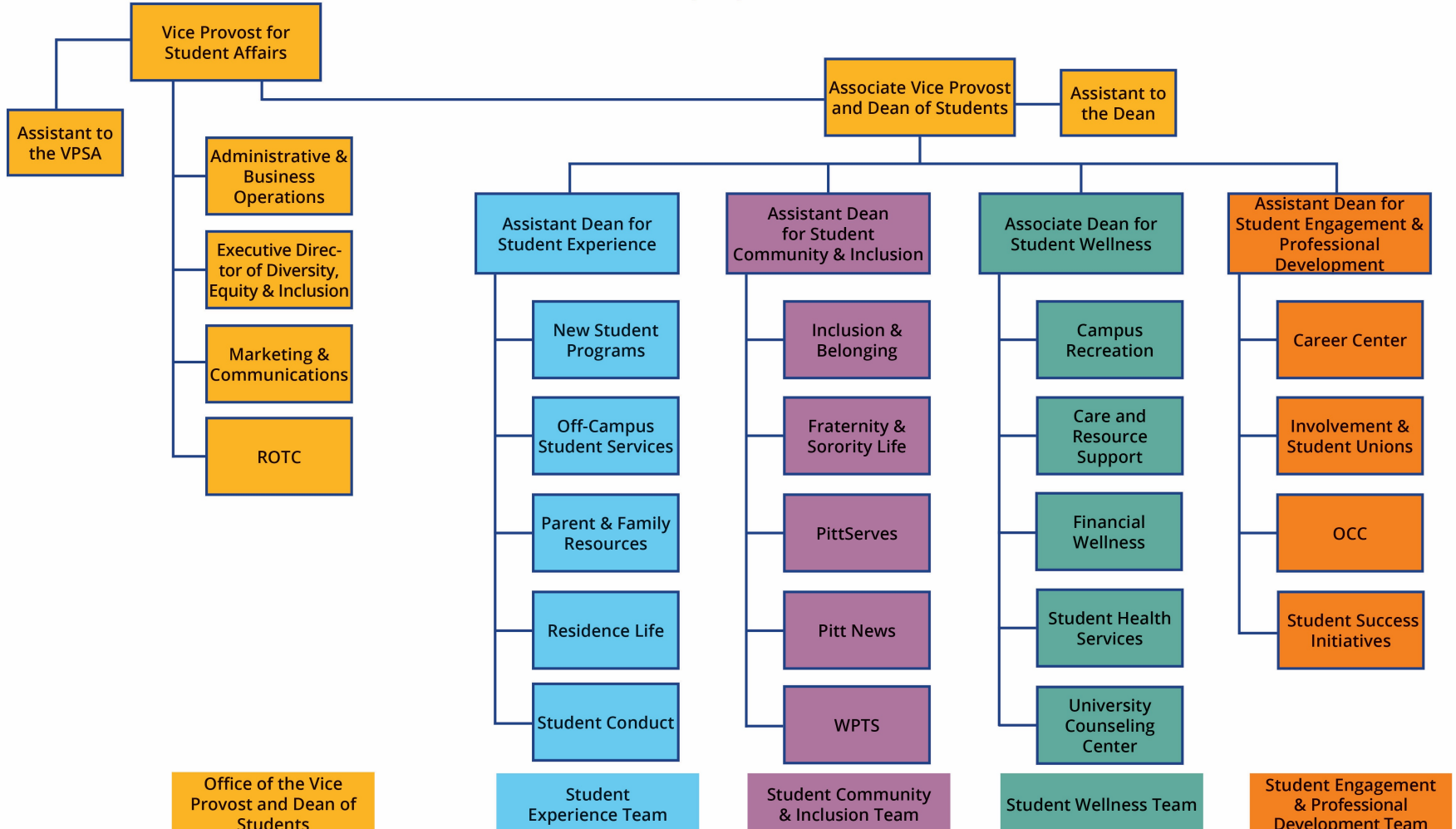
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Learning Objectives

- Learn who we are and our areas of expertise.
- Learn about our systems of support and procedures.
- Learn how and when to reach us and make referrals.

DIVISION OF STUDENT AFFAIRS

January 2024



Who will help with Complex Cases

Lorraine Craven

Assistant Dean of Students for Student Experience

- Student Conduct Office
- Off-Campus Student Services
- Residence Life
- New Student Programs
- Parent and Family Programs



Who will help with Complex Cases

Jay Darr, Ph.D.

Associate Dean of Students for Wellness

- Care and Resource Support Office (CRS)
- University Counseling Center
- Student Health Services
- Campus Recreation



Consultation and Coordination

- Care Team (Concern, Assessment, Response and Education)
 - Office of the Provost
 - University Counseling Center
 - Care Managers
 - Office of the Dean of Students
 - Office of Student Conduct
 - Risk Management
 - Title IX
- Threat Assessment Team
- Dean of Students, Risk Management, Legal Counsel, etc.

How to Connect With Us: Referrals

Care Referral & Consultation

- A **Care referral** can be made for situations in which a student requires academic, social, emotional, physical, basic needs, and/or other kinds of support.
 - Care referrals allow for additional behavioral assessment and/or threat assessment, beyond an academic referral.
- Examples:
 - A student discloses that they're tired in class because they are homeless and not sleeping well
 - A student emails to ask for an extension on an assignment because they are "stressed and depressed" about a family member's cancer diagnosis
 - A student has missed several classes in a row
 - A student is unusually confrontational in class or is making others feel uncomfortable

Conduct Referral & Consultation

- A Conduct referral can be made for situations that may be a violation of the Student Code of Conduct as well as other inappropriate behavior.
- Examples of possible violations or unwanted behavior:
 - A student is showing up in class when they are not registered
 - A student is writing aggressive emails to me
 - A student is complaining about another student contacting them
 - A student is hitting themselves during class and scaring other students

Pitt Concern Connection (PCC)

- Another option for reporting
 - Bias incident
 - Title IX
 - Pitt Police (not for emergencies)
- The Pitt Concern Connection triages reports and assigns cases to appropriate offices on campus.
- All offices and departments work together behind the scenes to resolve cases.

Important Notes:

- Conduct and Care referrals should be used for non-emergency situations only.
- If an emergency or requires an immediate response, please call the Pitt Police: 412-624-2121.

What happens to your referral?

- Staff review the referrals as come in.
- If a referral is actionable, staff will conduct outreach to the student.
- If referral doesn't have enough information or the situation is complex, staff will consult with the teams mentioned earlier and the Dean of Students.
- We triangulate and organize information.
- Plan of action is designed, executed, and iterated.

Case Study: #1

Saul Cardenas (he/him pronouns) is a 3rd year student majoring in Chemistry who resides off campus.

You're meeting with Saul concerning two courses he is failing, and he shares that he is having a very hard time focusing on school since his partner broke up with him in October. He discloses that he has been reaching out to them repeatedly through text. He discloses that his partner began blocking his texts and calls, which made him "sadder and angrier." Saul also reports to you that his former partner submitted a Pitt Concern Connection report related to harassment.

Please drop your answers to the questions in the chat!

Case Study: #2

Chris, a 22-year-old, who identifies as non-binary (they/them), African American, and majoring in computer science.

Overall, Chris is doing well academically with a 2.9 GPA. However, they frequently visit department offices and exhibit what some faculty and staff describe as “concerning behavior.” Chris is coming to the office outside of office hours for their adviser and instructors, using profanity during conversation, in classes, and in email exchanges, and becomes agitated when requested to leave and states, you’re not “letting me finish” or you’re not “hearing me.”

Remember...

- Step one
 - Observe & report objectively
 - Staff receive reports on a daily basis
- Step two
 - Offices review
 - Consult with Dean's office (and beyond)
 - More information gathered
 - Plan created
 - Student notified/outreached
 - Intervention or hearing process begins

Step Three

- Case reviewed until closed
- Plan of action updated and iterated
- Case is escalated to Dean of Students

Discussion: Your Perspective

- What situations have caused you concern?
- What are the themes related to student behavior?
- What issues can we help resolve?

- Please use the chat!

Resource Page: Links

- [Care referral](#)
- [Conduct referral](#)
- [Student Code of Conduct](#)
- [Faculty and Staff Support Guide](#)
- [Pitt Concern Connection](#)

Thank you!