

Getting the Right Help for Students

Mental Health Support



Demonstrates evidence of imminent harm to self or others

1. Call Campus Safety at 503-943-4444.
2. Walk with or encourage student to go to the [Health & Counseling Center](#) to talk with a mental health counselor. Orrico Hall, upper level, or call 503.943.7134, M-F, 8:30am-4:30pm. Same-day appointments are available.
3. Submit a [Care Team referral](#).



Shows sign of emotional distress/mental health related concerns that are non-imminent

1. Encourage student to talk with a mental health counselor at the HCC, Orrico Hall, upper level. Make an appointment in-person or by phone.
2. Submit a [Care Team referral](#).
3. Provide the number to Pilot Helpline (503-943-7134, option #3) for 24/7 support and intervention.
4. Offer additional mental health resources on the [Counseling website](#).



Student indicates experiencing bias, discrimination, or harassment (that is not sex or gender-based)

1. Contact [Student Conduct](#) at 503-943-7818.
2. Encourage student to talk with a mental health counselor at the Health & Counseling Center.
3. Submit a [Care Team referral](#).
4. Student may choose to file a complaint to the [Office of Student Affairs](#).



Student indicates experiencing sexual or gender-based harassment, misconduct, discrimination and/or violence, including stalking or domestic violence

1. Submit a [Title IX](#) report.
2. Offer a [Confidential Advocate](#) for the student to talk with.
3. Encourage student to talk with a mental health counselor at the [HCC](#). Same-day appointments are available.



Student reports roommate or isolation concerns

1. Contact the [Office of Residence Life](#) at 503-943-7205 or reslife@up.edu
2. Encourage student to talk with a mental health counselor at the [HCC](#).

Academic Support



Student is struggling with study skills, time management, or specific courses

2. Encourage the student to contact the [Associate Director for Student Academic Support](#).
3. For academic resources, visit the [Shepard Academic Resource Center](#).
4. Submit a [Care Team referral](#).



Student is demonstrating poor performance, has excessive or extended class absences, or not turning in assignments

1. If you are faculty, submit an [Academic Warning](#).
2. Reach out to the student to offer support.
3. Submit a [Care Team Referral](#).



Student demonstrates disruptive behavior in class

1. Discuss concerns with [Assistant Dean](#) for support around classroom management strategies.



Student is considering dropping a class, taking a medical leave of absence or regular leave of absence

1. Have the student make an appointment with their academic advisor.
2. Student should also meet with a financial aid counselor for guidance around possible financial implications of reduced credits.
3. If student wants to pursue a Medical Leave of Absence, share information on the [MLOA](#) process.



Student reports or shows signs of disability impacting learning or classroom environment

1. Encourage the student to contact Accessible Education Services at 503-943-8985 or aes@up.edu

Physical Health Support



Urgent physical symptoms or injuries

1. Call [Campus Safety](#) at 503-943-4444 or dial 911.



Non-urgent physical symptoms or injuries

1. Help the student call the Health & Counseling Center (503-943-7134) for a non-urgent medical appointment.
2. Direct the student to the after-hours resources on the HCC website, [After Hours Healthcare](#)



Student reports sustaining a concussion

1. Help the student call the Health & Counseling Center (503-943-7134) to make an appointment.
2. Refer the student to their Assistant Dean to coordinate upcoming classes.



Student reports needing support for sexual health such as pregnancy, STD testing, or preventative care

1. Help the student call the Health & Counseling Center (503-943-7134) to make an appointment
2. Remind the student that services at the Health & Counseling Center are confidential.
3. For information, visit [HCC-Sexual Health](#)



Student has health insurance concerns or questions

1. Help the student call the Health & Counseling Center (503-943-7134) to make an appointment
2. For information on insurance requirement and waiver, student can reach out to Student Accounts at stu-acct@up.edu. Visit [Student Accounts](#).

Spiritual Support



Student is seeking support regarding spiritual direction, faith and identity, issues of discernment and their future

1. Offer confidential pastoral support from Campus Ministry by calling 503-943-7131, email ministry@up.edu, stopping by St. Mary's building on campus, or [booking online](#).
2. Offer confidential pastoral resident support.
3. Student may submit a [prayer request](#).



Student reports a death of a loved one or is struggling with grief/loss

1. Offer confidential pastoral support from [Campus Ministry](#)
2. Provide the Counseling Center number (503-943-7134) to inquire about a same day appointment.
3. Submit a [Care Team referral](#).

Parent Concerns



Concerned about your student's mental health

1. Encourage your student to talk with a mental health counselor at the [HCC](#). Same-day appointments can be made in person or by phone. 503.943.7134, M-F, 8:30am-4:30pm.
2. Contact Associate Director for Student Care. 503-943-7709, careteam@up.edu and/or submit a [Care Team referral](#)



Have questions or concerns about your student's housing

1. Contact the [Office of Resident Life](#) at 503-943-7205 or email reslife@up.edu
2. Contact your student's [Hall Director](#) directly.



Have general questions about your student's college experience

1. Contact the [Office of Alumni & Parent Relations](#) at 503-943-7328 or parents@up.edu

If you have any questions, please contact Associate Director for Student Care at 503-943-7709 or email careteam@up.edu