Student Resources & Support Services
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504-688-3112 cell
504-288-2000 office

Background
- Changes in the landscape of student issues
- Virginia Tech
- Post-Virginia Tech Reactions

Overview of the Office of Student Resources and Support Services
- Case Management
- Behavioral Intervention Team
- Violence Prevention and Support Services
- Implementation of early warning reporting

Philosophy of the Tulane Community of Care
The Tulane Community of Care promotes responsibility, not only for individual behavior and well-being, but for the well-being of every member of the Tulane University Community. We empower every person to engage in healthy behaviors and encourage individuals to take a stand by protecting other community members at risk. Our collective responsibility will foster a strong, healthy and supportive community.

Non Sibi Sed Suis Not For One’s Self but for One’s Own

Community of Care
- 24/7 Student Affairs Professional On-Call
- Process of Care
- Case Management (Student Resources & Support Services)
- Violence Prevention and Support Services (Student Resources & Support Services)
- ERC Counselor on Call/Counselor in Residence
- Student Health Center Physician On-Call
- Tulane Emergency Medical Service
- Initiatives focused on Bystander Intervention
- Behavioral Intervention Team

Behavioral Intervention Team
A multi-disciplinary group whose purpose is to support its target audience (students, faculty, staff) via an established protocol. The team tracks “red flags” over time, detecting patterns, trends, and disturbances in individual or group behavior. The team then deploys its resources and resources of the community and coordinates follow-up.
Reporting Students at Risk

• If you have questions about a report, call 604-314-8160.
• A concern and the student's academic progress report are available on the student affairs main website.
• Online reporting form available at.

Responding to Students at Risk

• Remember, an entire university is involved.
• Your information may be the missing piece of a puzzle already in the works.
• Let the side of reporting concertrate behaviors.
• Don't be afraid to ask a student how they are.

11/4/2009
The Division of Student Affairs involves many departments, programs and services that provide the distinctive Tulane experience. We focus on academic success, health and wellness, student leadership, civic engagement, global citizenship, career exploration, convenient and quality student services, and personal growth and development. Throughout the Division of Student Affairs, a student will encounter caring professionals and educators dedicated to assisting students in developing to their full potential. We are also here as a resource for faculty – referrals, partnerships in programs, problem-solving and encouraging student-faculty interactions.

Mission
In keeping with the university mission “to enrich the capacity of individuals to think, to learn and to act and lead with integrity and wisdom,” our purpose in Student Affairs is to:

- Cultivate a rich living and learning community in which students develop a commitment to personal and intellectual growth, leadership and service.
- Collaborate with our academic colleagues and community partners to develop quality services and programs that enrich student learning.

Vision  **Student centered and learning focused**
Our priorities are to:

- Create a distinctive student life experience at Tulane with the highest level of quality service.
- Create and facilitate connections between and among the various opportunities for learning.
- Help students map the learning environment and make meaning of their social, academic and institutional experiences.

Tulane students will be uniquely inspired and prepared to learn and lead in their professions and a global society.

Values
The Division of Student Affairs is a student centered and learning focused environment guided by a set of four Community Core Values that defines a shared philosophy. We pledge to uphold these values in achieving our vision and ideals for which we strive. Student Affairs’ Community Core Values reflect the mission of the university:
Care

We believe strongly in the importance of caring for all members of our community by nurturing and embracing our relationships with others, creating and promoting an inclusive and diverse environment, and providing excellent programs and services for a quality campus life. We are role models of teaching caring through consideration, understanding, positive attitude and professionalism.

Learning

We develop self-learners and cultivate rich and meaningful learning experiences through the intellectual, psychological, wellness, career, social, physical, identity, spiritual and leadership development of students. Through our learning and understanding, we respect the culture, dignity and worth of all members of our community.

Excellence

We are committed to perform at the very highest levels of quality in all that we do. We achieve excellence and professionalism in ourselves, programs, and services and strive to evaluate and improve our activities.

Accountability & Responsibility

We demonstrate accountability, responsibility and stewardship of our fiscal, intellectual, physical, and human resources and commitments. Each member is also accountable and responsible for their own behaviors. We act with integrity and are committed to supporting others in making informed and appropriate choices.

Staff Development

Professional development is key to the culture of professional development activities we knowledge, strengthen our community collaboration, and stimulate new a learning organization. Through expand our skills, share through networking and thinking and awareness.
Student Affairs Connects with Students

Student Affairs works daily with students to enhance programs and services for campus life. We work and connect collaboratively in the following ways:

**Association of Club Sports** - The ACS is the governing body for all Tulane Club Sports and is an active and important branch of the Associated Student Body. Each club also has its own student government responsible for its day-to-day operations. The president of each recognized sport club is a member of the ACS.

**Campus Dining Mystery Shopper’s Group** - Mystery Shoppers shop and evaluate dining locations on campus, help survey the Tulane community on dining customer satisfaction and participate on the Customer Satisfaction Specialist Team.

**Campus Recreation Advisory Committee** - Affords students the opportunity to affect change and contribute to policy and protocol development for campus recreation.

**CARES** - Colleagues Actively Responding to Every Student – This encompasses three organizations composed of students, faculty and staff that work together to identify distressed students and provide mental health and services in the community.

**Crest Awards** - The Student Crest Awards recognizes students for demonstrating excellence in leadership, scholarship and community service, as well as initiative and promise in campus leadership outside of the classroom. These awards are sponsored annually by the Division of Student Affairs.

**Dinner with the Dean** - An opportunity for students, staff, faculty and Vice President of Student Affairs/Dean of Students to discuss campus issues and student priorities in a casual dinner atmosphere at the home of the Vice President of Student Affairs/Dean of Students.

**The Tulane Hullabaloo** - *The Tulane Hullabaloo* is the eyes and ears of the Tulane community. It is the primary source of campus information for students, faculty, staff, alumni and friends of Tulane. Each issue contains newsworthy events,
time, detecting patterns, trends and disturbances in individual or group behavior. The team then deploys its resources and resources of the community and coordinates follow-up.

BIT also:

- Develops processes for reporting students at risk
- Creates formalized protocols of explicit engagement techniques and strategies
- Creates formalized protocols for mandated assessments and medical withdrawals
- Attends trainings on threat assessment in order to implement a sophisticated threat assessment protocol, which considers levels of threat
- Creates practices and interventions that “mind the gap” relative to students at risk
- Develops training and awareness campaigns for all members of the Tulane campus community
Emergency Contacts:
Gender Violence Hotline (504) 920-9900
Tulane University Police Department (504) 865-5200
Tulane Emergency Medical Service (504) 865-5200
New Orleans Police Department 911

Contact Us:
Assistant Dean/Case Management (504) 314-2160
(504) 314-2188
Coordinator for the Office of Violence Prevention and Support Services (504) 314-2161
http://tulane.edu/studentaffairs/tlc.cfm
Peer Health Advocates of Tulane - Peer Health Advocates of Tulane (PHAT) are the official volunteers of the Student Health Center. Their mission is to promote the health and well-being of Tulane students through interactive programs and discussions.

Reily Employee Council - Affords students the opportunity to affect change and contribute to policy and protocol development for the Reily Center.

Resident Advisors - Resident Advisors live on campus, serving as role models as well as helping residents plan and facilitate activities and programs on a floor within a residence hall at Tulane University.

Residence Hall Association - The Tulane University Residence Hall Association was founded at Tulane in 1981, and is a student organization committed to improving the quality of residence life for on-campus students.

Residence Hall Governments - The Residence Hall Governments consist of floor representatives elected from each floor throughout each residence hall. These students serve as the voice of their floor in expressing residents’ concerns and issues that focus on residence life policy and programming. These representatives work to improve the quality of life in their residence hall.

Student Affairs Committee of the Senate - The focus of this committee is to advise the Vice President for Student Affairs and the University Senate on all matters affecting student life. SACS considers student organizations, publications, housing, health, conduct and discipline, diversity and multicultural affairs, co-curricular activities, auxiliary and student services, and similar social and cultural aspects of student life.

Student Conduct Board - The Student Conduct Board Pool consists of students who presently reside on or off campus. Appointments are for one year. Along with staff and faculty conduct pools, authority is given to these bodies to adjudicate violations of the Code of Student Conduct.

Student Governance - Student government organizations give students a voice in the Tulane community and give upcoming leaders a place to shine.

ASB - The Associated Student Body at Tulane University provides information on Parliamentary
We offer a variety of opportunities available to our Student Affairs colleagues that will specifically address trends in our student populations, meeting challenges in higher education, embracing transformation in organizations and building community.

**Strategic Planning**

The Division of Student Affairs’ strategic plan embraces the work prior to Hurricane Katrina, responds to the Tulane Renewal Plan and best describes who we are today and our plans for the future of Tulane. The strategic initiatives and goals that we focus on reach across divisions and are designed to guide departmental planning. Our strategic plan is summarized in four initiatives, which have implications for every department within Student Affairs:

- **Strategic Initiative 1:** Student Learning in Multiple Contexts
- **Strategic Initiative 2:** A Distinctive Student Experience
- **Strategic Initiative 3:** A Culture of Service: Staff Accountability and Student Responsibility
- **Strategic Initiative 4:** Developing Staff As Leaders and Educators in the Learning Process

**Student Learning Outcomes Assessment**

Student Affairs contributes to student learning. We are purposeful in the delivery of services and programs that fosters student learning in those areas crucial for success in a global and ever-changing world. Five Core Learning Goals provide a unifying language and common areas for student learning outcomes assessment across the division:

- **Intellectual Development**
- **Global Citizenship**
- **Civic Engagement**
- **Leadership & Personal Development**
- **Life Skills**

The development of leadership skills and opportunities are inherent to each of the Five Core Learning Goals. The student learning outcomes developed in each department are used to examine those areas where we are successful and areas where our learning efforts may improve.
TuLane Community of Care

The TuLane Community of Care (TLC) promotes responsibility, not only for individual behavior and well-being, but also for the well-being of every member of the Tulane University community. We empower every person to engage in healthy individual behaviors and to take a stand by protecting other community members who are at risk. Our collective responsibility will foster a strong, healthy, and supportive community.

Community of CARE Provides:

- 24 hours / 7 days a week Student Affairs Professional On-Call
- Process of Care – tracking process for students in distress
- Case Management – helping students with multiple issues from beginning to end
- Violence Prevention and Support Services
- Counselor On-Call/Counselor-in-Residence
- Student Health Center Physician On-Call
- Tulane Emergency Medical Service
- Initiatives focused on Bystander Intervention
- Behavioral Intervention Team

Purpose of the Behavioral Intervention Team (BIT):

A multi-disciplinary group whose purpose is to support its target audience (students, faculty, staff) via an established protocol. The team tracks "red flags" over
Resources

Center for Educational Resources & Counseling (504) 865-5113
Domestic Violence/Dating Violence (504) 314-2161
Goldman Office of Disability Services (504) 862-8433
Housing and Residence Life (504) 865-5724
New Orleans Police Department 911
Newcomb-Tulane College (504) 865-5720
Office of Multicultural Affairs (504) 865-5181
Office of Student Conduct (504) 865-5180
Office of the Vice President for Student Affairs (504) 314-2188
Office of Violence Prevention and Support Services (504) 314-2161
Office of Wellness Services/Alcohol and Drug Education (504) 247-1538
Religious Life Council

http://www.tulane.edu/~religion/Tulane_RLS/Welcome.html

Safe Rides and other Non-Emergencies (504) 865-5381

Student Health Center (504) 865-5255
  -Psychiatry
  -Health Promotions
  -Substance Abuse Clinic
  -Women’s Clinic

Tulane Emergency Medical Service (504) 865-5200

Tulane University Police Department (504) 865-5200
student achievements and general-interest issues that affect university life. The Hullabaloo is published every Friday of the academic year, except holidays.

Interfraternity Council - The governing body of the social fraternities on campus is composed of representatives from each Tulane chapter. The council has the power to formulate policy, regulate member organizations and serves as a liaison between the fraternities and the campus and community.

Lavin-Bernick Center Advisory Committee - Affords students the opportunity to affect change and contribute to policy and protocol development for the Lavin-Bernick Center.

National Pan-Hellenic Council - The National Pan-Hellenic Council (NPC) is composed of historically African-American sororities and fraternities which promotes interaction through forums, meetings and other mediums for the exchange of information about cooperative programming and initiatives.

Office of Multicultural Affairs Ambassadors - The OMA Ambassadors program was developed to assist incoming underrepresented students with their adjustment to the Tulane University environment. Their primary goal is to help these students become familiar with campus resources, facilities, academic experiences, social and academic programs, and university rules, policies and procedures.

Office of Multicultural Affairs Program Coordinators - Program Coordinators are student leaders that assist OMA in first-year student programming that promotes diversity, encourages campus inclusion, and fosters a welcoming environment for all students.

Orientation Team Leaders - These students represent the Office of Orientation and Student Transitions during June Orientation, Welcome Week, Parent/Family Weekend and Spring Orientation for transfer students.

Panhellicen Council - The Panhellenic Council is the unifying, governing and coordinating body of the NPC member groups at Tulane. As a forum for Greek, campus and community affairs, it is a link between sororities, campus organizations, and administration, providing enrichment to all sorority members.

Peer Educators/Tutors - Peer Educators at the Center for Educational Resources and Counseling help students with individual study strategies for any course, including time management, test preparation, note taking and stress management. They are also available for small group workshops and presentation to larger groups.
situations and concepts, classes, descriptions, and purposes of motions; and the order
or precedence of motions, as well as guidance for the other student governing bodies,
USG and GAPSA.

USG - The Undergraduate Student Government’s mission is to better Student Life for all
undergraduate students. USG works closely with the University to address academic, social
and material concerns, by effectively managing student funds, programs, organizations and
initiatives, and by developing the undergraduate student body as a unified and dedicated community.

GAPSA - GAPSA is the Graduate and Professional Student Association of Tulane University.
The association is responsible for addressing issues which affect graduate and professional students
university-wide, and for allocating budgets for all graduate and professional organizations.

Student Solutions Group - Students help identify, find and implement solutions for campus
issues related to student services.

Tulane 34 Awards - The Tulane 34 Award is presented to 34 graduates who have distinguished
themselves throughout their collegiate life. Students are recognized for their exemplary leadership, service
and academic excellence.

Vice President Students Commission - This group is composed of students from various
colleges at the university who are brought together to discuss issues affecting students.

Student Affairs Connects with Faculty
In collaboration with Academic Affairs and our faculty, we are inspired by the mission of the university
“to enrich the capacity of individuals to think, to learn, and to act and lead with integrity and
wisdom.” Student Affairs works with the faculty in the following ways:

Faculty Fellows - The Wall Residential College Professor-in-Residence
works with faculty fellows who help create a residential community to promote
student learning and personal development. The goal is to foster meaningful
interactions between students and faculty outside the formal classroom setting.

Professor-in-Residence - Wall Residential College is unique among
residential facilities at Tulane because in addition to housing undergraduates, it is
also home to a faculty member and his or her family. This Professor-in-Residence
is expected to help student residents to become more engaged in the intellectual
and social activities at the university.
Student Affairs Committee of the Senate - The focus of this committee is to advise the Vice President for Student Affairs and the University Senate on all matters affecting student life. SACS considers student organizations, publications, housing, health, conduct and discipline, diversity and multicultural affairs, co-curricular activities, auxiliary and student services, and similar social and cultural aspects of student life.

Student Conduct Hearing Boards - Members come from the student, staff and faculty conduct pools and have the authority to adjudicate violations of the Code of Student Conduct.

Student Organization Advisors - Every recognized student organization at Tulane has an advisor that supports the mission and goals of the organization. These advisors are staff and faculty who volunteer their time to support the success of the group’s events and activities.

Student Affairs at Tulane University focuses on the needs of our students by providing them with opportunities for growth, leadership, awareness and academic success through our depth of resources that respond to student interests and goals.

Contact Us
Tulane University
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(504) 314-2188 (office)  (504) 865-6772 (fax)