




USC SUPPORT & ADVOCACY

Michele Morgan, LCSW - Director

Ashley Ramos, M.Ed. - Advisor

Brianna Gomez, M.Ed. Advisor

Rachel Goold, M.S. - Advisor



Overview

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- **What We Do**
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 - *Distraught Students*
 - *Disruptive Students*
 - *Referring Students*
- **Q&A**

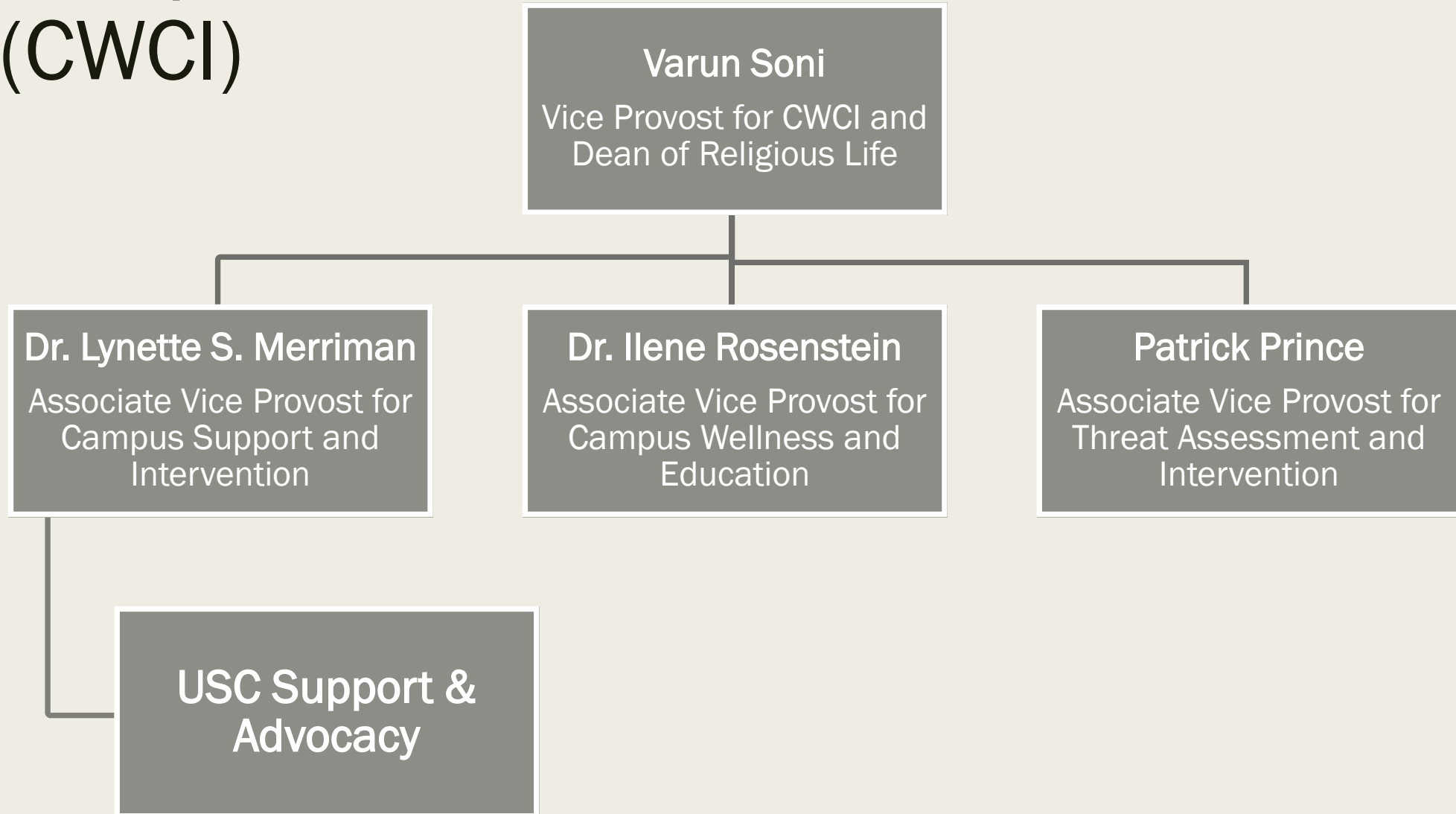
WHO WE ARE

Campus Wellness & Crisis Intervention

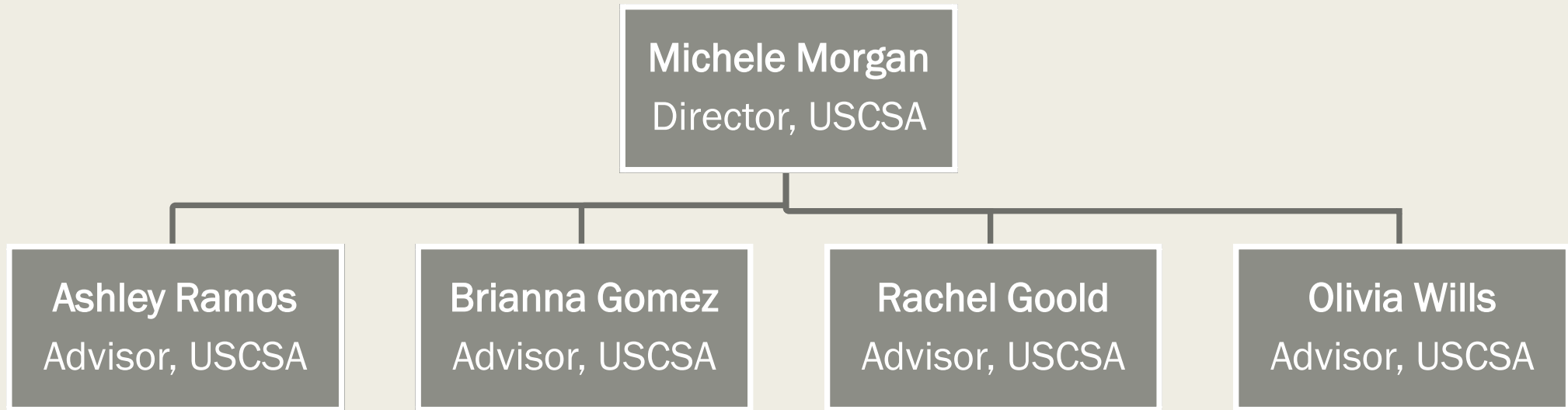
USC Support & Advocacy



Campus Wellness & Crisis Intervention (CWCI)



USC Support & Advocacy (USCSA)



WHAT WE DO

Overview
Professor Notifications
TC4T Program

What We Do

- **Assist students, faculty, and staff in resolving complex issues**
 - *Problem-solving and identifying options*
 - *Recommendations and referrals for support services*
- **Respond to critical incidents, large-scale and small-scale**
 - *Natural disasters*
 - *Overseas emergencies*
 - *University-wide incidents*
 - *Death (student, faculty, staff)*
 - *Personal crisis (death in family, serious injury or illness)*
- **Follow up on incidents reported to the Department of Public Safety**
- **Health Leaves of Absence**
- **Consult and collaborate with campus partners**
- **Professor Notifications**

Professor Notifications

- **A professor notification is...**
 - *A temporary email communication to faculty about a student's situation*
- **A professor notification is not...**
 - *An excused absence*
 - *A request for a specific accommodation (i.e. extensions, make-up exams, excused absences)*
 - *A substitute for a student following up with their faculty*
 - *A guarantee that the student will be granted flexibility*
 - *Available to every student who contacts USCSA*
- **We will not send notifications if the student...**
 - *Is capable of sending emails OR*
 - *Has already contacted faculty OR*
 - *Cannot provide verification of their circumstances*

Trojans Care 4 Trojans (TC4T)

- **Peer-to-peer reporting when students are concerned about another student**
 - *Faculty and staff do NOT need to submit if they are concerned about a student, just call or email the office directly*
 - *Students and family members should be encouraged to submit the online form*
- **Peer-to-peer reporting can now be submitted for faculty and staff**
 - *If faculty or staff are concerned for another faculty or staff member, they can submit the online form*

WORKING WITH STUDENTS

Distraught Students
Disruptive Students
Referring Students

Distraught Students

- **Notice early and intervene early**
 - *Look out for changes in behavior or mood*
- **Establish a mindset of kindness**
 - *Maintain awareness of power dynamics and perception of roles*
- **Listen**
 - *Identify wants and feelings*
 - *Set clear boundaries*
- **Empower and support self-efficacy**
- **Make one of a handful of recommendations**
 - *“I can tell this means a lot to you and I want to help. I don’t know what the answer is, but we can work to find out together.”*

Distraught Students: Things to Avoid

- Downplaying the situation
- Arguing with the student or disputing their experience
- Giving advice as if to solve a simple problem
- Providing too much information
- Assuming their family (or anyone else) knows about how they're feeling
- Assuming too much personal responsibility for the student's situation

Disruptive Students

- If your attempts to address behavioral concerns in the classroom have not yielded results:
 - *Consult with your department chair*
 - *Consult with Student Judicial Affairs and Community Standards (SJACS)*
 - 213-821-7373, sjacs@usc.edu
 - *Consult with USCSA*
 - 213-821-4710, uscsupport@usc.edu
- If the behavior is threatening or creating an unsafe environment
 - *Contact Patrick Prince, Associate Vice Provost for Threat Assessment and Intervention*
 - princep@usc.edu

Referring Students

- **Helpful Tips**

- *Call with them, or have them call while you are sitting together*
- *Let them know that you've met us and we're wonderful and not at all scary*
- *Destigmatize seeking help by explicitly encouraging and applauding help-seeking behavior*

- **We appreciate campus partners who help us set reasonable expectations for students coming into our office, particularly related to:**

- *Our availability (we are not always available for walk-ins)*
- *Our services and resources*

THANK YOU

Michele Morgan – mimorgan@usc.edu

Ashley Ramos – ashleyrr@usc.edu

Brianna Gomez – gomezbri@usc.edu

Rachel Goold – gooldr@usc.edu

Call us at 213-821-4710