# Student Support Services Guide

## Assisting Students in Distress

### Emergency Situations

A student’s behavior poses an immediate threat to that student or others.

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Health</th>
<th>Gender-based Misconduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seriously troubling and/or exhibiting clear distress</td>
<td>Serious illness</td>
<td>Rape</td>
</tr>
<tr>
<td>Hostility/aggression</td>
<td>Serious injury</td>
<td>Sexual assault</td>
</tr>
<tr>
<td>Violent/unsafe behaviors</td>
<td>Under the influence</td>
<td></td>
</tr>
<tr>
<td>Suicidal/homicidal threat</td>
<td>Evidence of self-injury</td>
<td></td>
</tr>
</tbody>
</table>

### Non-Emergency Situations

A student’s behavior is concerning but does not pose an immediate safety risk for that student or others.

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Health</th>
<th>Gender-based Misconduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of substance use</td>
<td>Evidence of poor self care</td>
<td>Verbal harassment</td>
</tr>
<tr>
<td>Disruptive behaviors</td>
<td>Untreated medical condition</td>
<td>Harassing emails/letters</td>
</tr>
<tr>
<td>Hostility/aggression</td>
<td>Significant mood changes</td>
<td>Stalking</td>
</tr>
<tr>
<td>Violent/unsafe behaviors</td>
<td></td>
<td>Past sexual trauma</td>
</tr>
</tbody>
</table>

### Submit a KUBIT Report

(Kean University Behavioral Intervention team)

www.kean.edu/offices/kubit

A distressed student may also be referred for services if he/she is open to support. (See back of this folder for list of campus services)

For non-emergencies outside of business hours, contact Campus Police non-emergency number at 908-737-4800.

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**Union Campus:** Call Kean University Police  
911 or 908-737-4800  
24 hours/7 days a week

Kean Ocean: 911 or 732-255-0451  
Skylands Campus: 911

Once dispatch is called, appropriate University protocol will be put into place. This may include working with trained responders in the Department of Public Safety/Police, or a referral to the appropriate office for student support services.
### Making a Report

Please find below some helpful information when reporting an incident involving a student in distress.

**KUBIT** (Kean University Behavioral Intervention Team)

Students who display concerning behaviors can be reported to KUBIT by completing the incident report form on the KUBIT website: [www.kean.edu/offices/kubit](http://www.kean.edu/offices/kubit). Once submitted, the KUBIT team will review the report and strategize a response that supports both the reporter and the students involved. Every incident is taken seriously, reviewed, and thoroughly addressed.

Questions about KUBIT? Call the Office of the Vice President of Student Affairs at 908-737-7080.

### Responsible Employees

All University faculty and staff are designated “responsible employees”, that is, they are required to formally report any and all incidents of sexual misconduct or gender-based violence that they observe or that is reported to them. All reports must be made to the Title IX coordinator on campus.

The only employees who are not required to make formal reports of such incidents are Counseling Center clinicians, Student Health Services medical staff, the Student Support Services Advocate, and clergy in Campus Ministry. These individuals can maintain confidentiality with a student who reports a sexual misconduct incident.

When working with a student who is reporting an incident of sexual misconduct, it is important for the “responsible employee” to inform that student of his/her obligation to file a formal report.

### Understanding the Role Of FERPA and Confidentiality

Reporting faculty/staff are encouraged to provide as much information as possible concerning student(s) with concerning behaviors. However, in the process of addressing the incident, there may be limitations in how much information can in turn be shared with the reporting faculty/staff.

**FERPA (Family Educational Rights and Privacy Act):**

According to FERPA, information from student education records may be shared within the University by those officials with a “legitimate educational interest” (as defined in the Annual Campus Security and Fire Safety Report).

Student information from records, files and data will not be disclosed by any means outside the University without the written consent of the student, except when it is considered directory information or in response to a subpoena or court order, under an exception to FERPA, or for specifically designated educational and governmental officials as required by FERPA.

**Confidentiality:**

Confidentiality is a critical requirement for an effective professional counseling and medical relationship. As such, the Kean Counseling Center and Student Health Services are unable to give information back to the referring faculty or staff without the student’s permission.

Exceptions to the usual rules of confidentiality may be made in situations involving danger to self, danger to others, child/elder abuse and court orders.

You are encouraged to report any and all incidents that concern you. **When in doubt, submit the report.**
Connecting Students to Resources:

Many students may not be aware of the resources and support available to them on and off campus. Successfully connecting them to the appropriate office may be the first step in helping them get back on track.

Confidential Student Support Services:

Student Health Services:
Services for students with illness, injury, or other health concerns
www.kean.edu/offices/student-health-services or call at 908-737-4880
Downs Hall 126 M-F /9am-5pm

Counseling Center/Alcohol and Other Drug Services:
Services for students with emotional, social, or behavioral concerns or alcohol /drug use issues.
www.kean.edu/offices/counseling-center or call at 908-737-4850.
Downs Hall 127 M-F /9am-5pm

Student Support Services Advocate:
Confidential advocacy services for students (survivors or alleged perpetrators) involved in an incident of gender or sex-based harassment or violence.
www.kean.edu/offices/student-health-services or call at 908-737-4880
Downs Hall 126 M-F /9am-5pm

TITLE IX Reporting
Kean University is committed to providing an environment free from gender-based discrimination or harassment. Through its Title IX office, the university fully investigates any and all reports of sexual misconduct.

BIAS Reporting
The University does not permit discrimination or harassment in our programs and activities on the basis of race, color, national origin, sex, gender identity, sexual orientation, disability, age, religion, or any other characteristic protected by institutional policy or state, local, or federal law. Students who believe they have been subjected to discrimination or harassment should report the incident to the appropriate office or responsible employee.

Students can contact the Title IX/Affirmative Action office directly at:
Title IX Coordinator/Affirmative Action Programs
Townsend Hall, Room 133  (908) 737-3330

SUICIDE HOTLINE NUMBERS
Trinitas Hospital 24 hour Hotline:
908-351-6684

NJ Hopeline:
1-855-654-6735

National Suicide Prevention Hotline:
1-800-273-8255

Veterans Crisis 24-hour Hotline:
1-800-273-8255 (Press 1)

Supporting a Student who has Experienced Sexual Misconduct:
University faculty and staff are not expected to take on the role of counselor, however as designated “responsible employees”, you are required to report any and all incidents of sexual misconduct or gender-based violence to the Title IX coordinator:

Here are some tips when working with students who have experienced bias or sexual misconduct.

- Inform the student that you are a “responsible employee” for the University.
- Listen non-judgmentally and be supportive.
- Validate the student’s feelings.
- Inform the student about ways they can make a formal report to Kean Police, the Office of community Standards and Student Conduct, or the Title IX office.
- Inform the student about confidential student support services.
- Contact the Title IX coordinator and make a report.
# Student Support Services Guide

## Assisting Students in Distress

### Student Referrals – Non-Emergency Consultation Resources

(In an emergency, call 911. The contact information below is for consultation Monday through Friday during Kean University’s regular business hours.)

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<thead>
<tr>
<th><strong>Kean Union Campus</strong></th>
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<tbody>
<tr>
<td><strong>Behavioral Intervention Team</strong></td>
<td>908-737-7080</td>
</tr>
<tr>
<td>To fill out a report about a concerning student</td>
<td>KUBIT reports can be submitted 24 hours / 7 days a week</td>
</tr>
<tr>
<td><strong>Counseling Center</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Alcohol &amp; Other Drug Services</strong></td>
<td>908-737-4850</td>
</tr>
<tr>
<td>To consult or refer a student for counseling, alcohol/other drug services</td>
<td></td>
</tr>
<tr>
<td><strong>Student Health Services</strong></td>
<td>908-737-4880</td>
</tr>
<tr>
<td>To consult or refer a student for medical services</td>
<td></td>
</tr>
<tr>
<td><strong>Student Support Services Advocate</strong></td>
<td>908-737-4880</td>
</tr>
<tr>
<td>To consult or refer students for issues related to sexual misconduct</td>
<td></td>
</tr>
<tr>
<td><strong>Office of Community Standards and Student Conduct</strong></td>
<td>908-737-5240</td>
</tr>
<tr>
<td>To consult or report incidents of student misconduct</td>
<td></td>
</tr>
<tr>
<td><strong>Office of Disability Services</strong></td>
<td>908-737-4910</td>
</tr>
<tr>
<td>To consult or refer students for disability concerns</td>
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<tr>
<th><strong>Kean Skylands Campus</strong></th>
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<tbody>
<tr>
<td>Members of the Skylands campus community may contact the resources detailed above to coordinate assistance in non-emergency situations</td>
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<tr>
<th><strong>Kean Ocean Campus</strong></th>
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<tbody>
<tr>
<td><strong>Career, Employment &amp; Counseling Services</strong></td>
<td>732-255-0400 x2945</td>
</tr>
<tr>
<td><strong>Center for Student Success</strong></td>
<td>732-255-0456</td>
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