Student Support Services: Graduate Coordinators

Rebecca Gavillet
Senior Program Coordinator, McCombs School of Business
Chair, UT Austin Graduate Coordinator Network
What is a Graduate Coordinator?

• Staff in each department/program
• Collaborate with faculty and other department staff
• Knowledgeable of discipline
• Give important academic deadlines, dates, and reminders
• Assist and advise on procedures, paperwork, and processes
What is a Graduate Coordinator?

- Student support focused
- Listen to student needs
- Provide resource information
- Connect to opportunities for development
- Highlight University events
- Support throughout academic journey
When do I work with my Graduate Coordinator?
Your Bridge to the University

• College
• Office of Graduate Studies
• Academic resources
• Student support resources
  – Financial Aid
  – International Office
• UT Austin Community
Collaboration with Graduate Student Assembly (GSA)

- Work in conjunction to support graduate students
- Collaborate on projects and events
- A great resource for new graduate students
- Good way to get involved in student life
Key Takeaways

• Know who you’re Graduate Coordinator is and how to contact them, https://gradschool.utexas.edu/connect
• Check email and read thoroughly
• If in doubt, ask your GC!
Student Emergency Services & Behavior Concerns Advice Line

Krista Anderson, M.Ed
Director of Student Emergency Services
Student Services Building (SSB), 4.104
(512) 471-5017
studentemergency@austin.utexas.edu
Types of Student Emergency Issues

- Medical
- Financial
- Family
- Title IX
- Interpersonal Violence
- Residential Displacement
- Missing Students
- Mental Health
- Suicidal
- Death/Loss
Top Areas in SES

- Academic Issues 34%
- Medical Issues 16%
- Mental Health 16%
- Family/Personal Emergency 12%
- Title IX Reports 9%
- Financial Emergencies 9%
- Suicidal Thoughts/Attempts 3%
- Sexual Assaults 3%
- Relationship Violence 2%
- Missing Students 2%
- Sexual Harassment 1%
- Residential Displacement 1%
- Nondiscrimination/Bias <1%
- Substance Abuse 1%
SES Support

• Absence notifications due to an emergency
• Victim resources regarding crimes/abuse
• Documentation of circumstance is required
• Professor has final approval of make-up work, assignments, etc.
• SES works with campus partners to assist students (professors, advisors, deans)
• Food/Groceries 40%
• Utilities 25%
• Rent 13%
• Medical bills 10%
• Housing/Displacement 7%
• Counseling 3%
• Prescriptions 2%
HAVE CONCERNS
ABOUT SOMEONE’S BEHAVIOR
BUT NOT SURE WHO YOU CAN
CALL FOR HELP?

BEHAVIOR CONCERNS ADVICE LINE
512.232.5050

A SERVICE AND RESOURCE FOR STUDENTS,
FACULTY, STAFF, FAMILY AND FRIENDS TO CARE FOR
OTHERS AT THE UNIVERSITY OF TEXAS AT AUSTIN

CALL 24 HRS
Behavior Concerns Advice Line

- Created in 2007
- 24/7 resource line
- Not confidential
- Phone or online submissions
- Callers can remain anonymous
- Partnership with CMHC, UTPD, EAP and DoS
Common Reasons to Call BCAL

Recognize these behaviors?
• Suicidal thoughts, threats, or attempts
• Missing students
• Disruptions to the classroom or office
• Escalated or emotional outbursts
• Concerning writings or social media posts

 Identify best responses:
• Talk through the situation.
• Develop an action plan.
• Create a “script” to speak with a student.
Behavior Concerns Advice Line

- Advice
- Consultation
- Report
- Triage
- Resources
- Respond

The University of Texas at Austin
## Important Numbers

<table>
<thead>
<tr>
<th>Phone Line</th>
<th>Available</th>
<th>Number</th>
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<tbody>
<tr>
<td>Behavior Concerns Advice Line (BCAL)</td>
<td>24/7</td>
<td>512-232-5050</td>
</tr>
<tr>
<td>CMHC 24-Hour Crisis Hotline</td>
<td>24/7</td>
<td>512-471-2255</td>
</tr>
<tr>
<td>Counseling &amp; Mental Health Center (CMHC)</td>
<td>M-F, 8am-5pm; walk-ins</td>
<td>512-471-3515</td>
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<td>Division of Housing &amp; Food Service (DHFS)</td>
<td>M-F, 8am-5pm</td>
<td>512-471-3136</td>
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<td>Legal Services for Students (DoS/LSS)</td>
<td>M-F, 8am-5pm</td>
<td>512-471-7796</td>
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<tr>
<td>Office of Financial Aid</td>
<td>M-F, 8am-5pm</td>
<td>512-475-6282</td>
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<tr>
<td>Office of Student Ombuds</td>
<td>M-F, 9am-4:30pm</td>
<td>512-471-3825</td>
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<td>Parking &amp; Transportation Services (PTS)</td>
<td>M-F, 8am-5pm</td>
<td>512-471-7275</td>
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<td>Services for Students with Disabilities (SSD)</td>
<td>M-F, 9am-4pm; walk-ins</td>
<td>512-471-6259</td>
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<tr>
<td>Student Emergency Services (DoS/SES)</td>
<td>M-F, 8am-4:30pm; walk-ins</td>
<td>512-471-5017</td>
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<td>Student Conduct &amp; Academic Integrity</td>
<td>M-F, 8am-5pm</td>
<td>512-471-2841</td>
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<tr>
<td>UHS 24-Hour Nurse Advice Line</td>
<td>24/7</td>
<td>512-475-6877</td>
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<tr>
<td>University Health Services (UHS)</td>
<td>M-F, 8am-5pm</td>
<td>512-471-4955</td>
</tr>
<tr>
<td>UT Police Department</td>
<td>24/7</td>
<td>512-471-4441</td>
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Breall Baccus, LMSW
Confidential Advocate & Prevention Coordinator
https://titleix.utexas.edu
What is Title IX?

Education Amendments of 1972

“No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.”

No, it’s not just equality in athletics.
Title IX Protects

- Discrimination based on Sex
  - Job
  - Equal Opportunities
  - Sexual Harassment
  - Sexual Violence
  - Dating/Domestic Violence
  - Stalking

- Sexual Misconduct
Title IX Related Policies

- **General Information Catalog Appendix D**
  - Sex Discrimination/ Sexual Violence
- **General Information Catalog Appendix C, Ch. 11**
  - Student Discipline and Conduct
- **Handbook of Operating Procedures 3-3031**
  - Sexual Misconduct
Who do I report Title IX cases to?

- **Title IX Online Form:** [https://titleix.utexas.edu](https://titleix.utexas.edu)
- **Title IX Coordinator:** Linda Millstone, Interim
- **Title IX Deputy Coordinators:**
  - Dr. Doug Garrard, Office of the Dean of Students
  - Tony Brown, Office for Inclusion & Equity
  - John Dalton, Office of Graduate Studies
“Once a school knows or reasonably should know”, it must take immediate action to end the discrimination and right the wrong. (Office of Civil Rights)

- UT has identified certain employment titles as “Responsible Employees” who have a duty to report incidents. (HOP 3-3031 and GIC Appendix D)
  - administrators
  - academic advisors
  - coaches, and other athletic staff who interact directly with students
  - faculty members, including professors, adjuncts, lecturers, associate/assistant instructors (AIs), and teaching assistants (TAs)
  - graduate research assistants
  - **residence life directors**
  - resident assistants
  - all supervisory staff
Confidential Reporting Options

- Confidential Advocate
  - Dean of Students 512-471-5017
  - Title IX Office 512-232-6953
- Counseling Mental Health Center (CMHC) 512-471-3515
- CMHC Crisis Line (24/7) 512-471-2255
- University Health Services (UHS) 512-471-4955
- Employee Assistance Program (EAP) 512-471-3366
What Happens Next?

• **Investigation**
  – Prompt, fair, impartial
  – Complainant can choose to participate as much or little in the process as they’d like
  – Conduct interviews and collect data

• **Assess information gathered and write an investigation report**
  – Preponderance of Evidence Standard

• If the standard of evidence is met, it is referred to Student Conduct & Academic Integrity for sanctions

• Both Complainant and Respondent have the right to appeal at multiple points in the process
What Happens Next?

• Interim Actions
  • Safety measures put in place to protect the Complainant, Respondent, and the campus community
  • No Contact Directive

• Remedies and Support
  • Provided by the Title IX Coordinator and Student Emergency Services (SES)
  • Academic Support and accommodations
  • Professor Notifications for Absences
  • Residence Hall Relocation
  • Counseling Referrals
Title IX: The Investigation Process

For Students

File A Report
The investigation process begins after Title IX receives a complaint.

Review Report
Two investigators will be appointed to the case. Title IX will review the report. Both the Complainant and Respondent will be contacted individually to discuss next steps and resources available.

Interviews
The Title IX investigators will meet separately with the Complainant, Respondent, and witnesses to collect statements.

Determination
Investigators will determine if the evidence meets the preponderance standard, which finds the event was more likely than not to have happened.

Collection of Data
Evidence will be collected and analyzed, including but not limited to statements, medical documents, social media, and police reports (if available).

Interim Measures
During the investigation, interim measures may be put in place, including but not limited to no contact directives.

Notification of Outcome
The parties involved will be notified of the outcome of the investigation. If the complaint meets the preponderance standard, the case is referred to Student Conduct and Academic Integrity. If not, the investigation is closed.

Support
The Title IX Office is available for support, questions, and resources for all parties involved during and after the investigation.

C.A.R.E.S
Compliance, Accountability, Resources, Education, Support.
Sexual Discrimination, Sexual Assault and Interpersonal Violence Information Quick Reference Guide

This guide provides an overview of information, reporting options, and resources that provide assistance and support. Detailed information can be found on the Title IX website at titleix.utexas.edu.

What is Title IX?
Title IX is the law that requires gender equality for both sexes and genders in every education program that receives federal funding. Title IX incidents include many types of behaviors, such as sexual violence, discrimination, sexual harassment, sexual misconduct.

EMERGENCY RESOURCES
Immediately after the incident
Reporting immediately after an incident can help preserve evidence by not showering, washing clothes/linens, and keeping pictures, text messages, voicemails, and social media communication.

LAW ENFORCEMENT
University Police Department (UPD): Individuals may report an incident, with or without filing charges. For emergencies call 911. 512.471.4441, use 9.

Austin Police Department: If the incident is occurring (occurred) in Austin, but off-campus, a report may be filed with APD. Emergencies, call 911. 512.974.5037

MEDICAL ATTENTION
University Health Services: Provides confidential medical care (i.e. for STI and pregnancy testing, x-rays, medical exams), private space for forensic medical exams by a Sexual Assault Nurse Examiner (SANE), and patient education to students. 512.471.4955 • healthy-noms.utexas.edu

REPORTING OPTIONS
Any time after the incident

UNIVERSITY REPORT
Report incidents of sex discrimination, sexual assault, interpersonal violence, stalking, and sexual misconduct.

All
Title IX Coordinator
512.232.3992
titleix@austin.utexas.edu

Students
Deputy Title IX Coordinator
512.471.5017
studentemergency@austin.utexas.edu

Employees & Visitors
Deputy Title IX Coordinator
Office of Inclusion & Equity
512.471.1849
equality@utexas.edu

CIVIL REPORT
Office for Civil Rights, Dallas Office
Hrs: 8AM-5PM Office
1.877.507.7321
civilrights.gov

ANONYMOUS REPORT
1.877.507.7321
titleix@utexas.edu

Find more information and resources at http://titleix.utexas.edu
Kouang Chan, J.D.
Director and Student Ombudsperson
Office’s operations are based on the **Code of Ethics** and **Standards of Practice of the** International Ombudsman Association.
How does the ombuds help?

- Listen
- Identify needs
- Clarify outcomes
- Option generation
- Procedure overview
- Workshops
- Feedback
Ombuds Work

- Inquiry
- Framing
- Resolving
- Questioning
Common Concerns

“My grade was a B+ on Canvas but when I got my final grade it was a C.”

“My TA just pulled me aside and asked me about an answer on my lab assignment. She said she was going to take it to the professor for plagiarism.”

“I don’t get along with my research group. No one does any work.”

“I feel like the professor has been singling me out in class.”

“I failed a class last semester because of serious personal problems. Is it possible to get it removed?”

“I was just informed by the graduate advisor I’m being asked to leave the program.”
Scope of Ombuds Activities

- Information
- Referrals
- Coaching
- Mediation
- Training
- Systemic Change

Increasing complexity ➔
What ombuds does NOT do
Benefits of visiting the ombuds

AFTER VISITING WITH THE STUDENT OMBUDS
• Location: Student Services Building G1.404
• Phone: 512-471-3825
• Website: https://ombuds.utexas.edu/student
• Follow us on social media: @utstudentombuds