

Student Support & Transition Services (SS&TS)

Suggested Procedures & Support Resources for Handling Crisis Student Issues

Emergency Student Crisis Procedures

Acute Medical Concern (Complaints of heart pain, breathing issues, bleeding...etc.)

- **Call 911**
- Call College Safety Office 732-7280
- Medical Emergency Response Team is responsible to direct treatment and care
- Inform Vice President of Student Affairs, William Crawford
- Obtain emergency names and numbers to make contact if needed



Criminal Act (Possession of firearm...etc.)

- **Call 911**
- Contact College Safety Office to respond, Identify level of safety risk, enforce & Determine needed response

Immediate Danger to Self or Others (verbal or physical threats, suicidal)

- **Call SS&TS**, (No message or emails)
- **Community Crisis line 602-222-9444**
- Call SS&TS, Dawn Vucetich, & Vice President of Student Affairs, W Crawford
- SS&TS Crisis Team will respond
- CGCC website & Student Handbook



All other concerns will be assessed as a Mental Health Issue (Depression, mood swings, socially inappropriate or erratic behaviors...etc.)

- Contact SS&TS, Dawn Vucetich (480) 857-5188
- If Able, escort student to SC164
- Call College Safety for assistance
- SS&TS Team will intervene, assess, support and develop plan for resolution
- SS&TS will refer to Maricopa Community Crisis Line if unable to resolve internally
- SS&TS office will notify Vice President of Student Affairs, William Crawford, and other college departments of these decisions

Managing Disturbed or Disruptive Student Issues/Non Crisis

Students who display conduct that is disruptive, dangerous, unacceptable, and interferes with the classroom learning environment...etc.

Faculty and staff who are having issues with students in class or on campus should call Dawn Vucetich or Dr. Scott Silberman to review your options, college and district policies. An Early Alert Referral may also be an appropriate intervention.



Suggested Steps for Faculty & Staff when Dealing with Difficult Students:

- Provide student with immediate feedback
 - Meet and share concerns, document
 - Define appropriate behavior for the student
 - Inform division chair or supervisor
 - Document specific behaviors or interactions
- Call Dawn Vucetich or Dr. Scott Silberman for specific consultation regarding any issues you are having at CGCC with students, or to set up a joint meeting time.



CGCC Emergency Procedures & Resources

- Critical Incident Team
 - Alert Emergency Notification System
 - Building Evacuation Plan
- <http://www.cgc.edu/emergency>

MCCCD Policies & Student Handbook

- Student Code of Conduct
- Academic Misconduct & Disciplinary Standards
- Student Complaint & Grievance
- Sexual Harassment Policy
- American Disabilities Act (ADA), & Section 504 of the Rehabilitation Act

Additional Student Issues

Students who have a history of poor class attendance, failing grades, performance, and disengagement may be in need of intervention or support services which could include academic and personal intervention or assistance, support, campus, or community referrals and resources.



Early Alert Retention & Success Program

“A student-centered program designed to support academic and personal success.”

- Access Referral Forms through:
 - SS&TS Home Page
 - CGCC Home Page, click Faculty & Staff
 - CGCC Home Page, search button “Early Alert”
- SS&TS, Disability Resources & Services
 - <http://www.cgc.edu/student-services>
 - iStart Smart Program
 - Learning Center
 - Computer Lab
 - Library Services
 - Counseling Faculty, MARS Program
 - Student Life and Leadership



Important Phone Numbers:

Vice President of Student Affairs, William Crawford III, Office 480-732-7309

Faculty & Student Advocate, Lois Bartholomew
Office 480-857-5518, Cell 480-586-5100

SS&TS Director, Dawn Vucetich
Office 480-857-5188, Cell 480-200-1184

Faculty Liaison, Scott Silberman
480-732-7078, Cell 480-213-9590

College Safety, Office 480-732-7280
Cell 480-221-2334 (R. Everett)

Maricopa Community Crisis Line, 602-222-9444