

When you have concerns about a student...



Counseling and Psychological Services
& Dean of Students Office

GEORGE MASON UNIVERSITY | University Life

LIVING • LEARNING • LEADING

When you are concerned about the behavior of a student, several questions may come to mind. What follow are answers to some frequently asked questions.

Please feel free to call either the Dean of Students Office (DOS) or Counseling and Psychological Services (CAPS) any time you are concerned or wish to consult.

Whom should I call?

When you feel there is immediate danger, call the university police promptly at either 911 or (703) 993-2810.

If you do not feel the situation warrants a call to the police, please notify DOS at (703) 993-2884. This will insure that we are aware of the individual you are concerned about and provide us with the information to help.

☛ DOS may have had previous contact with the student for whom you are concerned and will be able to use your information to take better informed action.

☛ DOS has a relationship with every Mason department designed to help and support students.

☛ As the information hub for Mason students, DOS will track students and assist in identifying those with on-going or repeated issues.

May I talk with family and friends of the student?

The Federal Education Rights and Privacy Act's (FERPA's) disclosure restrictions do not apply to personal knowledge derived from direct, personal experience. For example, a faculty or staff member who personally observes a student engaging in erratic and/or threatening behavior is not prohibited by FERPA from disclosing that observation to other officials or to the student's family.

How do I follow up?

Following up personally with those for whom you feel concern is the single most effective way to express your on-going willingness to help students. Simply approach the individual and ask how they are doing, whom they met with, and if they received help. These are some of the very best ways to let students know you support them.

You may feel reluctant to follow up as you may be concerned about how the student feels. If you approach them with concern and care, you are very likely to find they will respond positively.

Follow-up will help both you and the student feel more comfortable around each other and will keep the dialog open between you.

May I consult with Counseling & Psychological Services (CAPS)?

CAPS is prepared to consult whenever there is a difficult situation; please take advantage of this resource by calling (703) 993-2380. We will likely ask that you also call DOS.

DOS has a responsibility to both the community as well as the individual student's due-process rights.

We will ask questions to aid in understanding what is happening. We will then strategize how best to help.

What can be done when a student's behavior makes me uncomfortable?

DOS has resources to help when a student, faculty or staff member becomes uncomfortable with a student's behavior.

☛ DOS may help you understand the student by providing additional information.

☛ DOS may charge the student with an alleged violation of student conduct.

☛ DOS may require the student to remain off campus until appropriate changes are made in the student's behavior.

Mason Contacts:

Dean of Students Office
Student Union Building I
Room 302
(703) 993-2884

Counseling and Psychological Services
Student Union Building I
Room 364
(703) 993-2380

Hours
Mon, Thur, Fri 8:30 a.m.-5:00 p.m.
Tues, Wed 8:30 a.m.-7:00 p.m.

Hours after 5 p.m. only
when classes are in session

More information at
<http://caps.gmu.edu>