

**Student Situation Resolution Team**

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## **Abstract**

*Today colleges and universities are faced with compelling safety concerns – each year there are increasing numbers of suicide attempts, violent assaults, and drug and alcohol related events on our campuses. An additional challenge is the separation between various functions and areas of the university, e.g. student services vs. faculty and staff services vs. different organizational units. History shows that a distressed student is likely to have troubling encounters with several different offices and program areas. Without a strong communication structure, these events may remain isolated, the student may not receive the help he or she needs, and some more severe event may follow. The Student Situation Resolution Team was developed to coordinate proactive communication and problem-solving efforts in cases where distressed and distressing students are coming to the attention of various University resources. The goal in most cases is ensuring that students' concerns are addressed in a fair and objective manner through an appropriate University process, then helping to bring clear and complete closure to the situation as soon as it is appropriate. Thus, the group serves as a consultant to the Provost, vice presidents, academic deans, and other University officials who make final decisions related to students, and a safety net to facilitate early problem intervention.*

## **Introduction of the Organization**

Florida State University recognizes the importance of having a structure in place to provide clear communication channels among the various programs and departments in the University that deal with student concerns and safety issues. The Student Situation Resolution Team is a collaborative effort to monitor potential problem situations, and to facilitate appropriate feedback and assistance to students, and to the faculty and staff who are working with them.

## **Statement of the Problem/Initiative**

With our knowledge of the rising tide of violent events on campuses, and the separation between programs and departments on our large campus, the Student Situation Resolution Team was created to identify early on those students who are having troubling encounters with different areas of the system. Without a strong communication structure, these events may remain isolated, the student may not receive the help he or she needs, and some more severe event may follow. The Student Situation Resolution Team coordinates assessment, communication, and problem-solving efforts, thereby making FSU a safer place to work and study.

## **Design**

The group concerns itself with situations in which the student's academic or non-academic behavior, not the behavior of faculty or staff, appears to be the source of disruption. Referrals to the group should be made by University officials when an effective resolution requires resources outside the unit and/or when the student's behavior

is likely to affect others in the University community. Administrators who refer cases to the group will be involved in helping to resolve the related issues.

### **Implementation**

The core group has representatives from: Dean of Students, Dean of the Faculties, FSU Police Department, the University Counseling Center, Undergraduate Studies, Graduate Studies, Housing, International Student Center, General Counsel, and the Employee Assistance Program. The group meets monthly to monitor and discuss problem situations which have been identified. The concerned faculty or program staff may come to the meeting in some cases. Appropriate interventions are discussed and recommendations made. This will sometimes involve issuing “single point of contact” letters asking faculty and staff to direct a student’s questions to one individual. The group has no authority over Student Conduct Code or Academic Honor Policy processes and will not be involved in the Grade Appeals process. Monitoring continues until the concerns have been dealt with, resources are in place, and the situation seems to be adequately resolved. A confidential Blackboard site serves as a communication tool for the group. When a situation arises which needs attention, and a response can be initiated at any time by contacting any member of the team.


### **Benefits**

Providing a forum for sharing information about students who appear to be in crisis has been an invaluable tool for the faculty, staff and administration at FSU. Students have received more timely help with problems. Potentially dangerous situations

have been averted by early intervention. Faculty and staff have received support, information and assistance in assessing and responding to troubling situations. This team has served as an early warning system as well as a resource broker for situations related to the overall welfare of our students – it is a powerful asset to our community.

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## STUDENT SITUATION RESOLUTION TEAM

VIEW TODAY VIEW LAST 7 DAYS VIEW LAST 30 DAYS VIEW ALL

November 27, 2006 - December 04, 2006

Wed, Nov 15, 2006 -- **BlackBoard site generated** Posted by Jenni  
You will find a list of members and a list of students in the "Information" section and the guiding document in the "Documents" section.



Blackboard Academic Suite - Windows Internet Explorer

https://campus.fsu.edu/webapps/portal/frameset.jsp?tab=community&url=%2Fbin%2Fcommon%2Fcourse.pl%3Fcol

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
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## Information

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 [Student List](#)  
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