MANAGING CONCERNS
Link to ECE Direct: https://www.ece.utexas.edu/content/emergency-contacts-managing-concerns
Issued by Jac Erengil, Administrative Manager, Dept of ECE
Updated 9/25/19

When concerns are expressed to you related to personal safety, well-being, compliance, workplace conditions, or are otherwise of a confidential/sensitive nature, please do not attempt to manage the situation yourself unless you must act due to an emergency, and/or you are the Direct Supervisor or Department Designated Official (Ahmed Tewfik-Faculty, Jac Erengil-Staff, Veronica Vasquez-Students).

In a life-threatening situation, call 911.

In a non-life-threatening situation, proceed as follows.

If you are not the person’s Direct Supervisor or Department Designated Official:
- Do not process intake of confidential details.
- Remain neutral, follow protocol.
- Obtain a name, EID, email address, and affiliation.
- Provide the Resource/Contacts list (below, and https://www.ece.utexas.edu/content/emergency-contacts-managing-concerns)
- Refer the individual through the Supervisory Hierarchy and/or the Department’s Designated Official.
- If these individuals are not available
  a) Call the most appropriate office on the Resources list, and ensure someone there will contact individual; make a record of this for follow-up.
  b) You can escort the individual to a private nearby room or EER’s Quiet Room (EER 2.856), as appropriate, to take the call.
  c) Check-in with individual and referred party, to ensure the situation is being managed.
- Follow-up via email to the relevant parties (Individual, Supervisor or Designate, and UT Resource Representative) simply stating you referred the individual (include contact info) for an expressed concern to (include contact info).

If you are the Direct Supervisor or Designate:
- Process intake of situation; as needed obtain permission for disclosure of confidential information.
- Resolve situation and document and/or determine best University resource, refer employee accordingly, process a follow-up report.
- Follow established protocol you have been trained on, for the particulars of this situation.
- Provide the Resource/Contacts list: (below, and https://www.ece.utexas.edu/content/emergency-contacts-managing-concerns)
- If you referred the person to a University Resource Representative, report the incident using that Resource’s reporting process or in the absence of that, the template below (email is not confidential: do not include any sensitive details).

EMAIL TEMPLATE FOR USE BY DIRECT SUPERVISOR OR DESIGNATED DEPT OFFICIAL
RE: FOLLOWING-UP TO AN EXPRESSED CONCERN, SENSITIVE SITUATION

TO: Individual  CC: (relevant parties incl supervisor and/or designate and UT Resource Rep)

This is to document that as a result of a concern you expressed to me today, I have (here, will either indicate the resolution and/or referred you to (UT Resource Rep). I am including in this email your Supervisor and/or Dept Designate as appropriate, and the UT Resource Representative. (Note: Edit as needed for cases in which disclosure was not permitted by individual)

A list of University Resources was provided to you earlier; the information is also available here: https://www.ece.utexas.edu/content/emergency-contacts-managing-concerns
I strongly encourage you to take advantage of all listed resources so that your concern is addressed by University professionals in the most effective way.

This process is intended to provide the individual with the best support from the most qualified professionals/administrators. It is also intended to relieve staff of unnecessary burden, and ensure that staff do not inadvertently compromise the individual, themselves, the situation, or the department.

Information also located here: https://www.ece.utexas.edu/content/emergency-contacts-managing-concerns

(continued: List of Contacts)
DEPT OF ECE AND UT-AUSTIN RESOURCES FOR CONCERNS / EMERGENCIES
Link here: https://www.ece.utexas.edu/content/emergency-contacts-managing-concerns

Dial 911 for any immediate danger

Dept of ECE Designated Officials for Coordinating Intake of Sensitive/Confidential Matters
Faculty: Ahmed Tewfik, 512-471-6179, tewfik@austin.utexas.edu
Staff: Jac Erengil, 512-471-4540, jac.ereingil@utexas.edu
Students: Veronica Vasquez, 512-232-4329, vvasquez@austin.utexas.edu

Counseling and Mental Health Center (CMHC), Crisis Situations: exclusively for UT Students
https://cmhc.utexas.edu/24hourcounseling.html
512-471-2255 (CALL) (available every day including holidays)
Reasons to call:
- You are a UT student and need help with an immediate personal crisis
- You are a UT student thinking about suicide
- You are a UT student and are feeling distressed
- You are a UT student in therapy or waiting to see a therapist, but need to talk to someone now

Non-emergent situations, for UT Students, General:
https://cmhc.utexas.edu/index.html
512-471-3515  Mon-Fri 8am-5pm

Non-emergent situations, for UT Students, Cockrell Engineering Liaison:
Cockrell School of Engineering CARE Counselor Jeni Wade
https://cmhc.utexas.edu/CARE_wade.html
Jeni Wade, EER 2.848, Wed 1-2pm and Friday 10-11am, 512-471-8396 please leave a message

Dean of Students, Student Emergency Services
https://deanofstudents.utexas.edu/emergency/
512-471-5017 M-F 8am-4:30pm, or email: studentemergency@austin.utexas.edu
Walk-in appointments at SSB 4.400 (M-F 9am-4pm)
This office helps UT students and their families during difficult or emergency situations.
Assistance includes outreach, advocacy, intervention, support, and referrals to relevant campus and community resources. This office does not provide counseling services. Emergency situations include but are not limited to:
- Missing Student
- Family Emergency
- Student Death (current or former)
- Medical or Mental Health Concern
- Fire or Natural Disaster issues
- Academic Difficulties due to crisis or emergency situations
- Interpersonal Violence (stalking, harassment, physical and/or sexual assault
- Class Absence resources (both for extended absences and regular absence notifications)

Class Absence Notification Request (emergency and non-emergency):
https://deanofstudents.utexas.edu/secure/emergency/absencenotificationrequest.php

This office also handles various non-emergent situations such as legal referrals.
Behavior Concerns Advice Line (BCAL)
https://besafe.utexas.edu/behavior-concerns-advice-line
512-232-5050 or submit your concerns using the online form
Not in immediate danger but have uneasy feelings of fear or discomfort about behavior you have witnessed/experienced by anyone, including violent statements or indirect threats.
Examples:
You are worried about a student in your class, bothered that your roommate has been acting differently, concerned about the behavior of a co-worker, concerned about an incident reported to you.

Title IX for Student/Employee Misconduct, Compliance Concerns, Campus Climate Concerns
https://titleix.utexas.edu and https://titleix.utexas.edu/file-a-report
512-471-0419
To discuss concerns and explore available options, and/or file a report related to sexual harassment, sex discrimination, exploitation and intimidation, gender-based violence, hostile work environment
You may also contact Cockrell School of Engineering Liaison:
Michele Meyer, 471-4321, Michele.meyer@austin.utexas.edu
(limited office hours)

Student Ombuds Office
https://ombuds.utexas.edu/student and https://ombuds.utexas.edu/student/common-concerns
Student Services Building, Room G1.404  512-471-3825
e mail: utombuds@austin.utexas.edu *
*Confidentiality cannot be ensured via email: faculty are advised against sending sensitive information via email.

Issues that Students (undergrad and grad) commonly direct to the Student Ombuds Office
- Grade Disputes
- Scholastic Dishonesty
- Problems with Dissertation Committees and Faculty Advising
- Academic Dismissal
- Conflicts with Professors, Processes, Departments, or Other Students
- Enrollment, Academic Advising, Registration Problems
- Final Exam Conflicts
- Financial Aid Issues
- Concerns with employment: e.g., ethics in the workplace

Faculty Ombuds Office
https://ombuds.utexas.edu/faculty
West Mall Building 2.102  512-471-5866
facombud@austin.utexas.edu *
*Confidentiality cannot be ensured via email: faculty are advised against sending sensitive information via email.
This office provides faculty with a resource to resolve conflicts, disputes, or complaints beyond turning to their supervisors. The office assists faculty with any work-related difficulty, including interpersonal conflict or misunderstandings, as well as academic or administrative concerns. To afford visitors the greatest freedom in using its services, the office is an independent, neutral, and informal problem-solving resource serving faculty. The office maintains strict confidentiality and provides a safe place for faculty to have off-the-record conversations on issues related to work.
The office supplements, but does not replace, any existing grievance mechanisms or modes of redress.
Staff Ombuds Office
Student Services Building, Rm
Student Services Building, Room G1.404   512-471-3825
utombuds@austin.utexas.edu *

*Confidentiality cannot be ensured via email: faculty are advised against sending sensitive information via email.

This office primarily serves staff and postdocs. This office listens to concerns, problems, disputes; provides referrals and relevant policies and procedures. This office does not determine outcomes for a case, does not participate in legal procedures or formal processes, and does not conduct investigations or accept formal grievances.

Employee Assistance Program incl Workplace Threats / Discomfort in a Workplace Situation
https://hr.utexas.edu/current/eap/workplace-threats
Employee Assistance Program (EAP) 512-471-3366
For urgent matters after-hours, call 512-471-3399

Conflict Resolution & Dispute Resolution Office
Email: cmdr@austin.utexas.edu
512-475-7930
To arrange for meeting with a trained/certified Mediator and to review grievance policy guidelines