

# RESOLUTION & ADVOCACY DEPARTMENT

## PUTTING TOGETHER THE PUZZLE PIECES

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How to identify, support, and refer a student of concern

# BIT VS. RAD

**Behavioral Intervention Teams (BIT Teams) are small groups of school officials who meet regularly to collect and review concerning information about at-risk students and develop intervention plans to assist.**

**At College of the Sequoias, this work is now done in conjunction with a brand new unit; the Resolution & Advocacy Department. The team that represents the former behavioral intervention team is now the RAD Team. Our members and their contact information are below.**

**Although the name has changed from BIT to RAD, the process to support student success in a holistic approach has not changed and will continue to expand to meet the growing needs. Our RAD team (see below) is committed to creating a safe, supportive learning and working environment for all member of the campus community.**

# MEET THE RAD TEAM

**Courtney Sallam, Dean of Student Services**  
RAD Chair, Conduct Officer  
[courtneys@cos.edu](mailto:courtneys@cos.edu) D | 737-5441

**Juan Vazquez, Dean of Student Services**  
RAD Student Complaint & Grievances  
[juanv@cos.edu](mailto:juanv@cos.edu), D | 737-5440

**Elise Garcia, Dean of Student Services**  
RAD Student of Concern  
[eliseg@cos.edu](mailto:eliseg@cos.edu), D | 737-5443

**Jesse Wilcoxson, Dean of Business, CFS & SS, Acad Svcs,**  
Business & Soc. Sci  
[jessew@cos.edu](mailto:jessew@cos.edu) , D | 737-6281 RAD Academic Integrity

**Miriam Sallam, Director of Foster Ed & Basic Skills**  
[miriams@cos.edu](mailto:miriams@cos.edu) , D | 737-4842 RAD Basic Needs

**Jill Maze, Faculty Mental Health Counselor**  
RAD Counselor, LCSW  
[jillm@cos.edu](mailto:jillm@cos.edu) , D | 730-3988

**Donnie Charles, Chief of Police**  
RAD Safety Officer  
[donniec@cos.edu](mailto:donniec@cos.edu), D | 730-3862

**Christy Ortega, Administrative Assistant**  
[christym@cos.edu](mailto:christym@cos.edu), D | 737-6238

**Morghan Cheney, Administrative Assistant**  
[morghanc@cos.edu](mailto:morghanc@cos.edu), D | 737-5470

**Kevin Mizner, RAD Case Manager/Trainer**  
[kevinm@cos.edu](mailto:kevinm@cos.edu), D | 737-6240

**BIT**  
*at a*  
**Glance**

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**295**  
Individual  
Cases  
(2022-23)

**AY 2022/2023**

**101**  
Student of  
Concern Cases

**65**  
Academic  
Integrity Cases

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**53**  
Student  
Complaints

**76**  
Student  
Conduct Cases

**256**  
Referrals  
(Reports)

**295**  
Individual  
Cases

**16.63**  
Days Avg.  
Case  
Resolution

# TOGETHER WE SEE THE WHOLE PICTURE.

The College of the Sequoias is committed to creating a safe, supportive learning and working environment for all members of the campus community. Campus safety is our top priority, and we take all reports of misconduct and reports of students-in-need seriously to protect everyone's health and well-being.

The College depends on its community members to identify and report behaviors of concern so that the College can provide distressed students and employees with appropriate support services and resources. We are all responsible for the well-being of our campus community, so if you become aware of a problem, use the reporting forms we will discuss to get some help.



# RECEIVING THE PUZZLE PIECES

*The Resolution & Advocacy Department (RAD)* is designed to receive referrals from faculty, staff, students, and families/community members.

When you're worried about someone, or have a piece of information, hand your puzzle piece off to the team.

## HOW DO I MAKE A REFERRAL?

*Make a referral to the team by filling out the referral form found on our webpage or in your MyGiant ICONS.*



# REPORT, REPORT, PLEASE REPORT!

Individually, pieces of information may seem small and insignificant, but when the small pieces are collected together, a LARGER picture appears.

## RAD NEEDS YOUR PIECE OF THE PUZZLE!

# WHEN AND WHO DO I REFER?



# WHO TO REFER?

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## Students...

- struggling with basic needs or needing supportive resources
- who pose a threat or risk to the wellbeing of themselves or others on campus
- with academic integrity violations
- desiring a place to voice a complaint  
(direct them to the student complaint report form)
- Title IX- Sex based discrimination or harassment  
(applies to students and employees)

**NOTE:** Pay attention to your own social biases, and respond with wisdom and respect for the student's experience - and encourage students to report themselves



# WHO TO REFER

## ACADEMIC RED FLAGS

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1. A sudden or unexpected change in classroom performance
2. Decline in enthusiasm for class (e.g. no longer participating in class discussions)
3. Frequent requests for special provisions (e.g. late papers, extension requests, postponed exams)
4. Disruptive, hardened, or unusual participation in class (e.g. questions off topic, argumentative in discussions)
5. Strange or bizarre writing (e.g. writing is off topic to prompt, writing includes violent imagery, fantasy)
6. Poor focus or attention during class

**Note:** At times academic red flags may also overlap with Early Alert Reporting, but keep in mind, these two reports are not the same (students see the Early Alerts, but do not see the RAD reports)

# WHO TO REFER

## EMOTIONAL INDICATORS

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1. Explosive or impulsive behavior
2. Mentions dealing with depression, anxiety, substance use, eating disorder, etc.
3. Change in typical personality (more outgoing or more withdrawn than usual)
4. Social withdrawal, isolation, loneliness, etc.
5. Difficulty dealing with an event (e.g. death of loved one)
6. Marked irritability, anger, hostility, etc.
7. Talking to or seeing things that aren't there
8. Delusional or paranoid speech or actions
9. Difficulty connecting to others
10. Expressions of hopelessness, worthlessness, etc.
11. Talks about themes of suicide, loss of will to live, etc.
12. Directly mentions self-harm, suicide, or harm to others

# WHO TO REFER

## PHYSICAL INDICATORS

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1. Chronic fatigue or falling asleep at inappropriate times
2. Marked change in personal hygiene or appearance
3. Noticeable change in energy level
4. Dramatic weight loss or gain
5. Confused, disjointed thoughts, speech, or actions
6. Attends class or work hungover or intoxicated, or frequently appears hungover or intoxicated
7. Signs of self-injury (cuts, burns, etc.)



# HOW DO I SUPPORT THE STUDENT?

# HOW TO PROVIDE SUPPORT

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Name your concern



Ask open-ended questions to allow the student to share at their comfort level



Demonstrate empathy



Summarize what you heard



**Note:** Remember you are only one piece of the support network - you're not expected to be their counselor!

# HOW TO PROVIDE SUPPORT

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## NAME THE CONCERN

"I noticed that..."

"Lately you've seemed..."

"It seems like..."

## DEMONSTRATE EMPATHY

"Wow, thank you for sharing that. It must be difficult."

"You're dealing with a lot right now."

## OPEN-ENDED QUESTIONS

"How have things been going for you?"

"What has been difficult for you lately?"

## SUMMARIZE

"So what I heard you say..." "Ok, let me make sure I understand..."

"What I'm hearing from you..."

**REASSURE THE STUDENT THAT HELP IS AVAILABLE!**

# IF RISK IS IMMINENT

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## IF YOUR SAFETY OR THE SAFETY OF OTHERS IS AT RISK...

- **REMAIN CALM**
  - USE A MODULATED VOICE
  - IF THEIR VOICE GETS LOUDER YOU GET SOFTER
  - DO NOT BECOME DEFENSIVE OR ARGUMENTATIVE
- ALLOW PHYSICAL DISTANCE
- VALIDATE THE OTHERS EMOTION
- KNOW YOU HAVE THE CHOICE TO LEAVE  
(you will usually know within 2-3 min. if de-escalation is working)

**CALL 911 IF DE-ESCALATION IS UNSUCCESSFUL**





# HOW TO PROVIDE SUPPORT

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## A FEW OTHER KEY QUESTIONS THAT CAN ASSIST RAD...

"Have you ever reached out for counseling in the past? Or are you connected to any services or support at this time?"

"Would you be interested in the mental health services offered at COS?"

"Are you in a safe environment right now?"



A student wearing a blue t-shirt and a black face mask is sitting at a desk, leaning forward and writing in a notebook. A desk lamp is visible in the upper left corner, casting light on the desk. The background is blurred, showing other students in a classroom or library setting.

# MAKING A REFERRAL

# HOW TO MAKE A REFERRAL

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## LOW-MEDIUM RISK

If there is not an immediate health or safety concern, make a referral by:

- Preferred method:  
Completing the referral form on your MyGiant portal
- Call/email your Division Chair or Dean for support
- Call/email RAD team members

## HIGH RISK

If there is an emergency related to safety (themes of or direct statement of, self-harm, suicide, or harm to others, seems out of touch with reality, displays delusional or aggressive behavior, etc.) get immediate help by:

- **Contacting 911: V|730-3999, H|583-2599, T|688-3299**
- Once you've gotten immediate help, make a referral to the team

# BIT REFERRALS

## ARE MADE VIA "TELL-A-GIANT" REPORTS

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- Faculty, Staff and students can submit reports using the District's website.
- Reports are made by clicking on the "Tell A Giant" link at the bottom of COS.edu homepage.

### INCIDENT REPORT CATEGORIES INCLUDE...

- Student Conduct Reports (staff and faculty referral only)
- Academic Dishonesty (staff and faculty referral only)
- Student Complaints (any student)
- Students of Concern (concern about the well-being of a student)
- Sexual Assaults or Harassment (Title IX complaints)



**SUBMITTED REPORTS OR COMPLAINTS ARE HANDLED BY AN ASSIGNED DEAN**

<https://www.cos.edu/en-us/student-support/tell-a-giant>



### **Tell A Giant - Report It!**

For questions or assistance in completing any of the reports below, please contact 559-737-6238 or email [RAD@cos.edu](mailto:RAD@cos.edu).

 College of the Sequoias



# HOW TO MAKE A REFERRAL

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## INFORMATION TO INCLUDE...

- Any demographic information known: **name**, **contact information**, etc. Objective description of actual **observed behavior**, **statement**, **written communication**, etc., that led to your concern.
- Specific examples, including **direct quotes** of what was said, **emails exchanged**, **assignments submitted**, etc., that are relevant to your concern.

**FACULTY LINK TO REPORT FOUND IN YOUR MYGIANT “MAXIENT” ICON.**



**VIDEO ON COMPLETING FORM:**

<https://vimeo.com/444952206>

**TO REPORT:**

<https://www.cos.edu/en-us/student-support/tell-a-giant>



# WHAT HAPPENS AFTER A REFERRAL?

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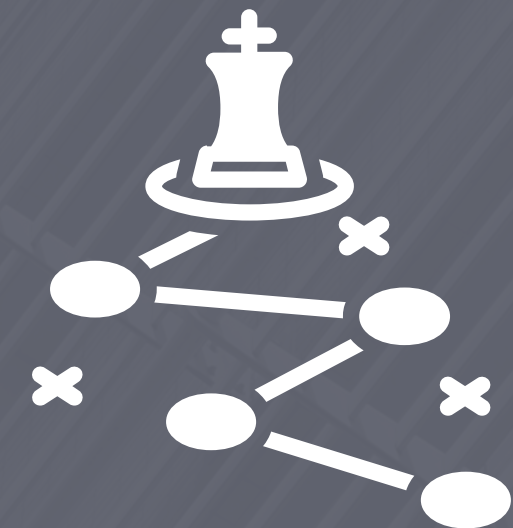
## Gather Data

Once the BIT team receives the referral, we will begin collecting any additional information to put together the pieces of the puzzle.



## Assess Concern

In order to determine how to best intervene and support the student, the BIT team reviews the data collected to assess the level of concern, risk, or threat.



## Deploy Interventions

Based on the level of concern, risk or threat, the BIT team will deploy interventions such as a meeting with the individual, case management services, restorative justice, police/campus safety response.

# FREQUENTLY ASKED QUESTIONS AND ANSWERS!

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**Q:** What if the person asks me to keep their information confidential and they don't want me to make a referral?

**A:** Unless you are a licensed counselor, doctor, or clergy, you are not bound to a confidentiality clause. FERPA allows you to share this information with the team for the safety and wellbeing of the student and of the campus at large.

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If you're worried, or you have information that would be important to share, make the referral.

**The referral is designed to help the student and connect them with resources, not get them in trouble.**

Try saying something like.... "Thank you for sharing this with me. I am pretty worried about you and everything you've been going through. There is a team on campus, the RAD Team that helps with these types of issues. I'm going to make a referral and they will reach out to you to check in and offer support".



**QUESTIONS?**

# CONTACT INFORMATION

Email the RAD Team - [RAD@COS.edu](mailto:RAD@COS.edu)

Call the Office of Dean of Student Services - 559-737-5441

Contact any RAD Team Member

**RAD NEEDS YOUR PIECE  
OF THE PUZZLE!**