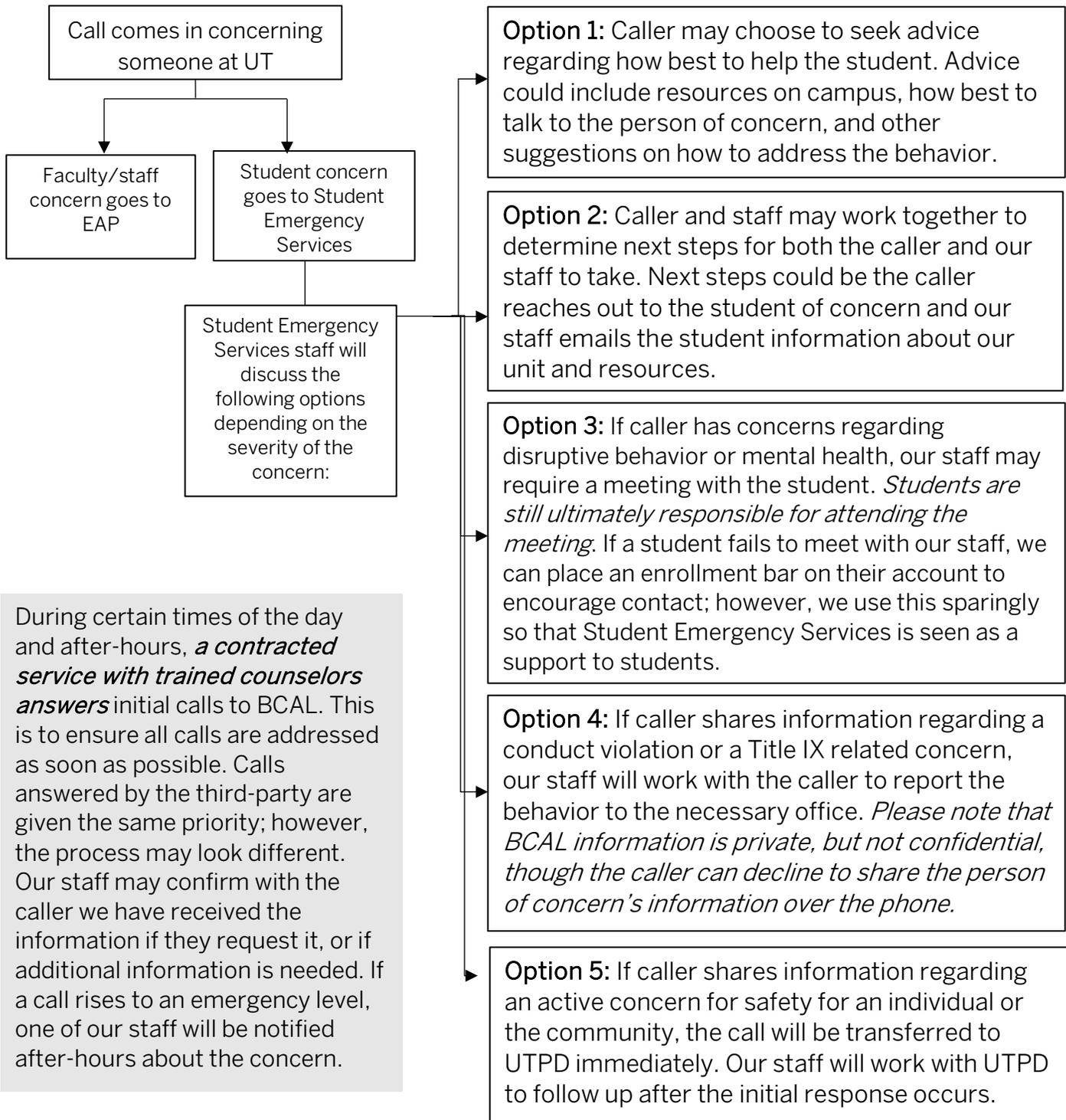




# BCAL Response

This is an example of how various concerns are addressed. Please note that every situation, and its timeline, is different and tailored to meet the student's needs.



During certain times of the day and after-hours, **a contracted service with trained counselors answers** initial calls to BCAL. This is to ensure all calls are addressed as soon as possible. Calls answered by the third-party are given the same priority; however, the process may look different. Our staff may confirm with the caller we have received the information if they request it, or if additional information is needed. If a call rises to an emergency level, one of our staff will be notified after-hours about the concern.

**Option 1:** Caller may choose to seek advice regarding how best to help the student. Advice could include resources on campus, how best to talk to the person of concern, and other suggestions on how to address the behavior.

**Option 2:** Caller and staff may work together to determine next steps for both the caller and our staff to take. Next steps could be the caller reaches out to the student of concern and our staff emails the student information about our unit and resources.

**Option 3:** If caller has concerns regarding disruptive behavior or mental health, our staff may require a meeting with the student. *Students are still ultimately responsible for attending the meeting.* If a student fails to meet with our staff, we can place an enrollment bar on their account to encourage contact; however, we use this sparingly so that Student Emergency Services is seen as a support to students.

**Option 4:** If caller shares information regarding a conduct violation or a Title IX related concern, our staff will work with the caller to report the behavior to the necessary office. *Please note that BCAL information is private, but not confidential, though the caller can decline to share the person of concern's information over the phone.*

**Option 5:** If caller shares information regarding an active concern for safety for an individual or the community, the call will be transferred to UTPD immediately. Our staff will work with UTPD to follow up after the initial response occurs.

**Please call BCAL at 512-232-5050 or Student Emergency Services at 512-471-5017 if you receive additional information about your concern or would like to follow up. Our goal is to provide continuous advocacy and support both to the student of concern and the community member who called.**

**Please note that we may not be able to share specific details due to FERPA.**