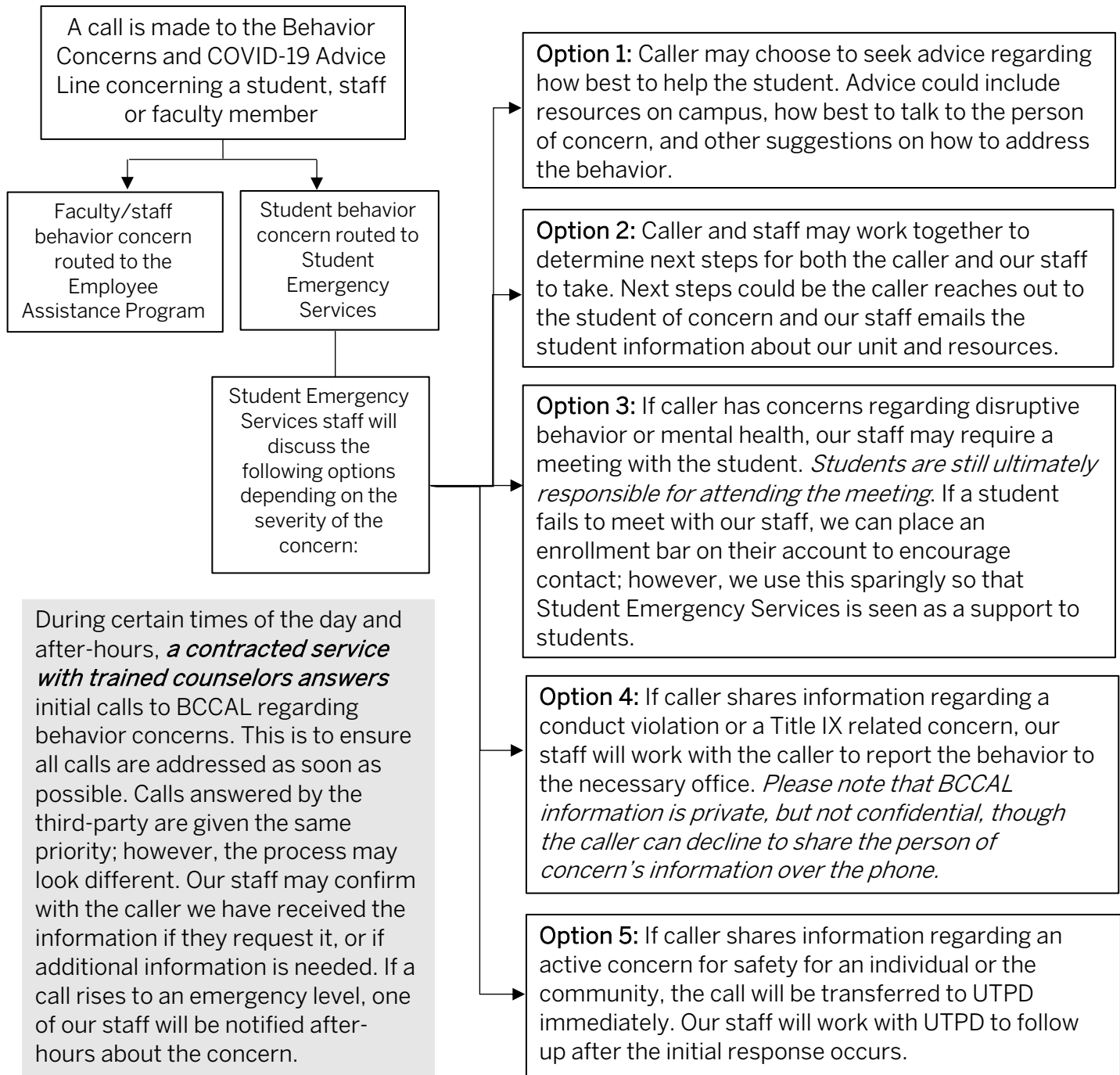


BCCAL Behavior Concern Response

This is a sample of potential options for student behavior concerns shared with the Behavior Concerns and COVID-19 Advice Line. Please note that every situation and response is unique, 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 BCCAL regarding behavior concerns. 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.

Please call BCCAL 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.