

Student Communication Procedure

This procedure includes all Mason LIFE (ML) students, staff and faculty members, and pertains to all situations involving a Mason LIFE student related to needing assistance of a staff member. In the event that a student is seeking help, (non-imminent), the following chain of command will be exercised.

Student has identified the need to seek guidance from staff/faculty pertaining to an academic, social/emotional, employment, housing or any other issue/concern:

Procedures to follow:

1. Student communicates the need for assistance to a staff member.
2. Staff determines the situation as non-imminent/or not (if imminent, follow parental notification policy)
3. Staff acknowledges the student's concern and directs them to the appropriate staff member with guidance on an appropriate time to seek assistance. (e.g. student will seek assistance from a staff member associated with the component involved). Student will use point of contact listed on their schedule and will follow chain of command should issue go unresolved at any point.
4. Staff will provide student with support/guidance
5. If additional support is needed, staff will provide information to administrative support and seek guidance
6. Administrative staff will provide student support as needed
7. Administrative staff will communicate outcome of the meeting and share pertinent information with staff as appropriate.