

Supporting Teaching Faculty December 7, 2021



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Introduction to Session

- Hybrid session!
- Flow:
 - Liz Stuart- Bloomberg School academic support for students
 - Frances Callahan- University support for student mental health issues
 - Moderated Q&A
 - Breakout groups moderated by Teaching Council Members
 - Reconvene for closing





Elizabeth (Liz) Stuart- Vice Dean for
Education, Professor in Dept. of Mental Health

Context

- ▶ We know how overwhelmed many staff, faculty, students, and TA's are
- ▶ Many faculty and TA's feeling like they are responding to a lot of student questions and needs, perhaps due to larger class sizes and pandemic-related challenges
- ▶ Goal for today: Provide resources to help you help students, and thus help yourselves
- ▶ Many resources do exist at the School and University, for answering questions or providing services or help – aiming to provide information on some of those, including where you can go for help!



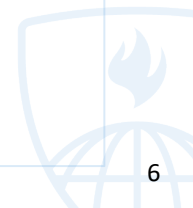
Where Bloomberg School students can find help (1)

- List of diverse options on the my.jhsph.edu portal where students can go for help or to provide feedback: <https://my.jhsph.edu/Resources/Students/Pages/default.aspx>
- JH Covid Call Center (443-287-8500) - students, faculty and staff can call to discuss their covid symptoms and concerns, seven days a week, between 7 a.m. and 7 p.m
- Assistance related to CoursePlus:
 - ▶ FAQs and opening a help call: <https://ctl.jhsph.edu/help/>
 - ▶ Email: ctlhelp@jhu.edu
- Assistance related to Information Technology (IT) issues:
 - ▶ Information technology general help request:
https://my.jhsph.edu/Offices/InformationTechnology/forms/Help_Request.aspx
 - ▶ Call: 410-955-3781



Where Bloomberg School students can find help (2)

- ▶ **550.001/550.002 English for Academic Purposes**, a multi-term zero credit course offered twice a year. Students can register for the course in either the fall (1st/2nd Terms), or the spring (3rd/4th Terms). Intended for students whose first language is not English and/or who have limited experience with American higher education. Seats are limited, and consent is needed to enroll.*
*Updated 12/8/2021
- ▶ Office of Student Life, within the Office of Student Affairs, offers:
 - ▶ Personal development coaching for Bloomberg School students on topics from time management to goal setting and values clarification.
 - ▶ Nonacademic advising and support.
 - ▶ Referrals for students to the Learning Collaborative at School of Nursing: <https://nursing.jhu.edu/student-experience/academic-success-center/the-learning-collaborative.html> and to resources at Homewood.
 - ▶ Email jhsph-studentlife@jhu.edu or call 410-502-2487.
- ▶ Faculty may also reach out to discuss options for situations they are facing with students:
 - ▶ Brittany Claridge, Director of Student Life: bclaridge@jhu.edu
 - ▶ Michael Ward, Associate Dean for Enrollment Management and Student Affairs: mward@jhu.edu



Bloomberg School academic policies to support students

- ▶ **Students can take all courses as Pass/Fail this year** (including required courses). Students should consult the Academic Calendar for the deadlines for each term. Students can either make the grade system change themselves via SIS Self-Service or complete the SEAM online form at <https://support.sis.jhu.edu/case-home>. Information about the Pass/Fail policy can be found at: <https://e-catalogue.jhu.edu/public-health/policies/academic/grading-system/>
- ▶ **Faculty may agree to requests to designate a student's grade in a course as "Incomplete" when a student is unable to complete the requirements on time.** The instructor and student should come to a mutual agreement as to when the remaining work should be submitted. Incompletes should not be assigned unless these discussions have taken place.*

* More information about the process of designating a grade as Incomplete is available in the Appendix slide at the end of the presentation.



Strategies and policies for students struggling academically

- ▶ **Reaching out to Student's Advisor or Academic Program Director** - A faculty member may reach out to a student's advisor or program director to discuss how to assist the student in succeeding in the program or course.
- ▶ **Voluntary Leave of Absence** - Students in good academic standing needing a temporary break can initiate a **Leave of Absence** by submitting form, signed by Academic Coordinator, Academic Advisor and Department Chair, to Registrar's Office.
- ▶ **Involuntary Leave of Absence** - May be required by Associate Dean for Enrollment Management and Student Affairs* if a student has not, or cannot, voluntarily address issues of concern (which might be mental or emotional health issue, medical condition, or inappropriate behavior or communication).
- ▶ **Condition of Enrollment (COE)** - In situations where a leave of absence isn't appropriate, a student's advisor and/or Program Director may recommend that the Associate Dean for Enrollment Management and Student Affairs* impose conditions as a requirement of continued enrollment.

*Associate Dean for Enrollment Management and Student Affairs or their designate.



Where faculty can go for help and support

- ▶ Faculty are under enormous pressure and are encouraged to avail themselves of support. JHU employees and their household family members have free 24/7 access to confidential counseling and referral services.
 - ▶ When you call mySupport, a clinician will listen, provide support, and help identify resources and next steps. If you choose to arrange an appointment, mySupport will provide referrals to licensed clinicians in your area.
 - ▶ The first 5 counseling appointments are free and do not use your insurance.
 - ▶ Call 443-997-7000. Available 24 hours a day, 7 days a week, 365 days a year!
 - ▶ <https://hr.jhu.edu/benefits-worklife/support-programs/>
- ▶ Center for Teaching and Learning has instructional designers always happy to meet and discuss issues of instruction, including brainstorming solutions for large classes, assessments, etc.
- ▶ Reach out to colleagues (including teaching council members), your Department Chair, the Vice Dean for Faculty, or the Vice Dean for Education



Frances Callahan- Clinical Manager, JH Student
Assistance Program and Behavioral Health Crisis Support
Team

How Faculty & Staff Can Help: Guidance from Student Health and Well-Being



HAVE COVID SYMPTOMS? GO HERE →

IN CRISIS? GET HELP NOW →

ABOUT

RESOURCES +

EVENTS

NEWS

BLOG

CONTACT US



STUDENT
WELL-BEING



[How Faculty & Staff Can Help - Johns Hopkins University Student Well-Being \(jhu.edu\)](https://www.jhu.edu/student-well-being/)



How Faculty & Staff Can Help: Recognizing and Assisting Students in Distress (Spring 2021)

[JHU-Students-in-Distress.pdf](#):

Includes guidance for faculty on

- Recognizing the behavioral, physical, cognitive, or emotional indicators that a student may be in distress
- Helping a distressed student: how to talk with a student about your concerns, listen to their concerns, and know your limits as a helper and responsible employee.
- Referring a student in distress to supportive resources.
- Helping a student who reports sexual misconduct or other protected status-based discrimination or harassment.
- Recognizing and helping a student who may be suicidal.



How Faculty & Staff Can Help:

Task Force on Student Mental Health and Well-being

[Task-Force-on-Student-Mental-Health-and-Well-being-Final-Report.pdf \(jhu.edu\)](#): outlines goals and actions being taken to improve how JHU supports student health and well-being.

- Appointment of Vice-Provost for Student Health and Well-Being
- Creation of office of Student Health and Well-Being
- Ongoing reorganization to improve delivery of services university-wide



JHSAP- Johns Hopkins Student Assistance Program

- **FREE** and **CONFIDENTIAL** individualized, goal-oriented counseling for students and their **partner or spouse**
- JHSAP is staffed by professional counselors and clinical social workers licensed in Maryland and DC
- **JHSAP uses a separate EMR from JHMI**
- Video telehealth sessions via HIPAA-compliant video software
- In-person appointments on the East Baltimore Campus
- **Referrals to resources and providers within the community and within JHU Student Health and Well-Being**
- **24/7 on-call support via phone**
- **Consultations for faculty and staff who are concerned about a student's emotional well-being**



JHSAP- Johns Hopkins Student Assistance Program, cont.

For routine or urgent support, 24/7:

443-287-7000

To request an appointment via our website:

<http://jhsap.org/>

Or contact us at
jhsap@jhu.edu

Additional Support for Students' Emotional Well-Being: Calm

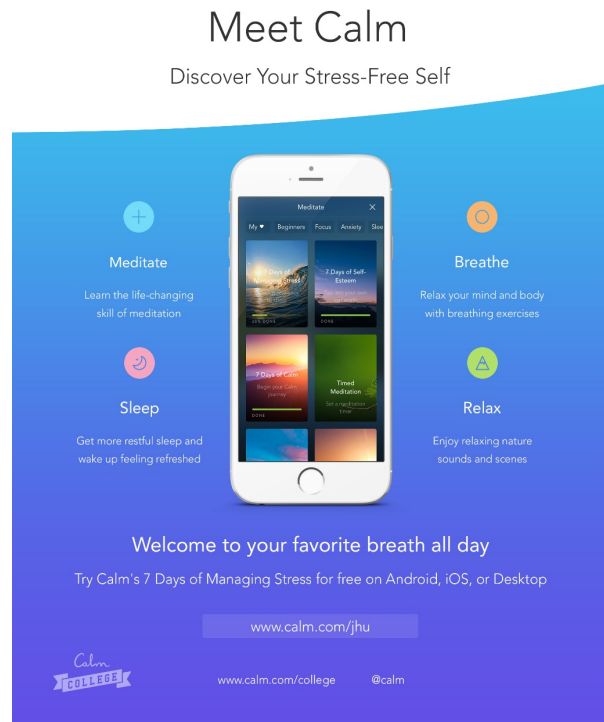
Available to all affiliates with a JH email.

Step 1: <https://www.calm.com/jhu>

Step 2: click “Get Premium for Free”

Step 3: Use your JHU.edu email to register

Step 4: Watch for your confirmation email



Additional Support for Students' Well-Being: TimelyCare



TimelyCare is especially useful for students located outside Maryland or DC, as SHWB clinicians are licensed in Maryland and may not be able to provide a full range of care.

TimelyCare provides two key services to the JHU community:

- **TalkNow**, where students will have access to 24/7, on-demand mental health support to talk about anything, any time, including after business hours or on weekends.
- **Scheduled Counseling**, where you can set up ongoing, video mental telehealth counseling appointments with a provider licensed in your state.

To get started, go to timelycare.com/jhu, click sign in, and create an account using your jh email address.



Additional Support for Students' Well-Being: Thriving Campus



Thriving Campus is a referral network for students to find off campus mental health care providers.

- JHU students can find verified and recommended licensed providers near campus or across the United States.
- Features comprehensive search filters to meet individual needs and preferences.
- Thriving Campus lists provider information. The student then contacts the provider to schedule.
- Find more information at **wellbeing.jhu.edu**, or go directly to **<https://jhu.thrivingcampus.com>** to search for providers.



Additional Support for Students' Well-Being: SilverCloud



SilverCloud

- **Depression**
Overcome and manage the symptoms of low mood and depression.
- **Anxiety**
Learn tools and techniques to manage anxiety, challenge anxious thoughts, and cope with difficult situations.
- **Stress**
Learn tools to bring balance into your life by examining your thoughts, lifestyle choices, and relationships.
- **Resilience**
Develop your resilience by examining your personal strengths, values, and relationships.

TO SIGN UP GO TO

jhu.silvercloudhealth.com/signup/



Student Health and Well-Being programs:

<https://wellbeing.jhu.edu/>

JOHNS HOPKINS UNIVERSITY

STUDENT WELL-BEING

Your single destination for student well-being resources, news, and events available across Johns Hopkins University.

ABOUT RESOURCES + EVENTS NEWS BLOG

HAVE COVID SYMPTOMS? GO HERE → IN CRISIS? GET HELP NOW →

WHAT TYPE OF RESOURCE ARE YOU LOOKING FOR?

- PHYSICAL** (Icon: Stethoscope)
- EMOTIONAL & MENTAL** (Icon: Head with brain)
- SOCIAL** (Icon: Three people)
- SEXUAL** (Icon: Heart)
- SPIRITUAL** (Icon: Hands in prayer)
- FINANCIAL** (Icon: Stacks of coins)
- PROFESSIONAL** (Icon: Briefcase)

WHAT TYPE OF RESOURCE ARE YOU LOOKING FOR?

COVID-19 well-



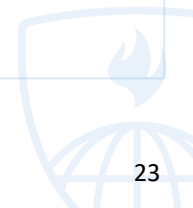
Breakout sessions



Summing Up

Thank You and Resources

- ▶ Big thanks to today's presenters and moderators!
- ▶ Email Liz Stuart (estuart@jhu.edu) with any questions, comments, or suggestions
- ▶ CTL Virtual and Hybrid Teaching Resources: <https://my.jhsph.edu/sites/ctl/Pages/resources.aspx>
- ▶ Drop-In Teaching Chat scheduled for Dec 9 at 9 am and monthly thereafter (look for more information in School's Events Calendar)
- ▶ MS Teams group to continue the conversation: "JHSPH Discussions on Virtual Instruction Strategies"
<https://livejohnshopkins.sharepoint.com/sites/Office365Hub/SitePages/Teams.aspx>
- ▶ Reach out to your Department's Teaching Council member and/or Teaching Fellows for help
<http://ctltoolkit.s3.amazonaws.com/VirtualClassroom2021/TeachingCouncilAndTeachingFellowsAY21-22.pdf>
- ▶ CTL CoursePlus blog: <https://ctl.jhsph.edu/blog/>



Appendix: Additional Information on Process of Designating a Student's Grade in a Course As Incomplete

- ▶ **Faculty may agree to requests to designate a student's grade in a course as "Incomplete" when a student is unable to complete the requirements on time.** The instructor and student should come to a mutual agreement as to when the remaining work should be submitted. Incompletes should not be assigned unless these discussions have taken place.
- ▶ The Incomplete must be made up and replaced by a final grade within 120 days after the end of the course, or before graduation, whichever occurs first.
- ▶ Instructors may extend the deadline to resolve an incomplete if they feel circumstances warrant an extension (e.g., the instructor and the student agree the student will participate in the next offering of the course to complete the course requirements).
- ▶ When a letter grade is assigned to replace an Incomplete, the final grade will be displayed as I/A, I/B, I/C, I/D, I/P or I/F.
- ▶ In the event that an Incomplete is not made up within the designated time period, the final grade will automatically default to I/F in SIS.
- ▶ Once a final grade of I/A, I/B, I/C, I/D, I/P or I/F is awarded and entered in a student's transcript, the grade may not be altered without the approval of the Committee on Academic Standards.