

# Reporting a Concern about a Student: After-Hours

## (Homewood Campus)

A robust network of staff within Campus Safety and Security, Residential Life, Student Life, Counseling Center, and the Office of Institutional Equity work in concert to address any and all incidents or concerns involving Homewood undergraduate and graduate students. This on-call system is in place year-round, 24/7, involves layers of response, documentation, and follow up support. Details can be found at [studentaffairs.jhu.edu/emergency-assistance/administrator-on-call-system](http://studentaffairs.jhu.edu/emergency-assistance/administrator-on-call-system).

**For non-emergencies**, submitting a Public Care Report at [www.jhu.edu/carereport](http://www.jhu.edu/carereport) is the preferred method of reporting.

**For emergencies (or when in doubt)**, enacting the on-call system starts with calling Campus Safety and Security to report what you know.

Primary On-Call Administrators are professional staff within Residential Life (Residence Directors) who live on-campus and supervise our residential communities, buildings, and student staff (Resident Advisors). These staff have experience in crisis response, mediation, and have master's degrees in student affairs, higher education, or a related field.

Secondary On-Call Administrators are professional staff within the Dean of Student Life portfolio who have practical experience in crisis response and incident management.

Both levels of on-call administrators are trained in policy and protocol, effective communication and documentation, and campus resource navigation. Further, they complete required training around FERPA and Clery Act/Campus Security Authority and as such, are considered mandated reporters per the Johns Hopkins University Sexual Misconduct Policy and Procedures ([sexualassault.jhu.edu/policies-laws](http://sexualassault.jhu.edu/policies-laws)).

The infographic on the reverse side is a general flow of what should happen when an incident or concern is reported. Regardless of its point of origin, as long as Security or an On-Call Administrator is notified, the student(s) involved will receive outreach, support, resources, and a point of entry to the services and staff who are here to assist in the success of said student(s).

For questions about the Homewood On-Call Administrator System, please contact the Dean of Student Life Office at [deanofstudents@jhu.edu](mailto:deanofstudents@jhu.edu) or call 410-516-8208.



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Dean of Student Life

## Student of Concern/Incident Witnessed/Etc.

If **non-emergency**, complete a Public Care Report on the Student Outreach and Support website: [www.jhu.edu/carereport](http://www.jhu.edu/carereport). Once submitted Student Outreach & Support will follow up with the student of concern and referral party.

If **emergency**, call Campus Safety and Security at 410-516-7777 and share all relevant information.

## Security is Notified of Incident/Concern

**If the student involved is residential (lives on-campus):**  
Primary On-Call Administrator is notified (24/7) and employs protocols and procedures to address the incident/concern.

**If student involved lives off-campus (upperclass or KSAS/WSE grad):**  
Secondary On-Call Administrator is notified (24/7) and employs protocols and procedures to address the incident/concern.

## Additional On-Call Services Initiated if...

**Mental health concerns are presented:**  
After hours counseling services contacted by calling 410-516-8278, then press 1.

**Sexual misconduct or discrimination concerns are presented:**  
Office of Institutional Equity contacted.

## Notification & Documentation Occurs

**If on-call administrators (Primary/Secondary) or Case Managers involved:**  
Notification to leadership (if necessary); Incident Report(s) and Care Report(s) always filed, Call log entered, email follow ups on occasion.

**When Security is involved:**  
Phone call notification to on-call administrators and supervisors.  
Incident reports written and emailed to designated listserv M-F at 7am.

## Follow Up/Outreach to Student(s) Involved

If related to health and well-being, staff from Student Outreach and Support, Residential Life, and/or other Student Life designees will outreach to student(s) involved. If warranted, the student's emergency contact may be informed by the on-call administrators or Sr. Associate Dean.

If related to student conduct or academic ethics, staff from Residential Life, Student Conduct, or the Office of Institutional Equity will outreach to student(s) involved to schedule meetings and/or administrative hearings.