Supporting Students
Title IX Information & Resource Guide for Mandatory Reporters at Appalachian State University

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Office of Title IX Compliance

Dear Colleague,

Gender-based harassment, sexual harassment, and Sex-Based Misconduct can happen anywhere and to anyone. Appalachian State University and its students and employees are not immune.

It is our collective goal to provide a campus community that is a safe place for our students to learn and grow. To further underscore our values of inclusion, equity, responsibility, and sustainability, the Office of Title IX Compliance serves the Appalachian community in mitigating and managing reports of interpersonal violence. You are a vital source of support in helping to promote the well-being of our campus community.

At Appalachian, our students often consider members of our institutional community as trusted mentors. Students seek your guidance and counsel in navigating a myriad of questions and experiences. To that end, we want to provide support to you in your service to our students in their times of need.

Specific designations of employees are considered “Mandatory Reporters,” and are therefore required to report disclosures and incidences of gender discrimination, sexual harassment, sexual violence, and relationship violence within 24-hours. The primary purpose of making such a report is to ensure that the person affected by the alleged prohibited conduct receives information about available resources and support, as well as processes to address the concern.

This guide was created to help you become more informed and effective responders for students who have experienced interpersonal violence. Please take a few minutes to familiarize yourself with the contents of this guide and keep it in a place where you can refer to it when needed. Additional details can be found online at https://titleix.appstate.edu.

Thank you for the care and support you continue to show our students.

- The Office of Title IX Compliance
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Appalachian Policies and Procedures

Appalachian State University values and prioritizes providing a safe and inclusive learning, living, and working environment for all our students, employees, and guests to enjoy, without exception.

In addition to our adherence to federal and state laws, including Title IX of the Education Amendments of 1972, Appalachian has its own internal policies regarding harassment, discrimination, and retaliation, including Policy 110, Policy 112, and the Code of Student Conduct, and adheres to University of North Carolina system-wide policies, including Policy 602.21. These policies communicate our expectations for behavior for all those affiliated with our institution.

The policies mentioned above prohibit discrimination, harassment, retaliation and other forms of misconduct both on- and off-campus. Further, these policies apply to employees and students to ensure the personification of Appalachian’s values in alignment with our institutional mission.

Appalachian is committed to seeing that all members of our community who are affected by Sex-Based Misconduct are provided redress and support. Individuals who experience such conduct are encouraged to explore all available options for resolution, including reporting the conduct to the Appalachian.

It is the responsibility of all Mountaineers to promote a campus culture that is inclusive and welcoming. The Office of Title IX Compliance monitors reports of Prohibited Conduct, facilitates equitable processes to investigate complaints of misconduct, and endeavors to eliminate the misconduct to ensure our students can live, work, and grow to their fullest potential.
Policy 110 – Discrimination, Harassment, & Retaliation

Appalachian has policies that articulate expectations of community behavior and standards for all members of our community, including students, faculty, staff, visitors, and contractors.

Policy 110 specifically prohibits all forms of discrimination and harassment based on protected class status. Protected Status, as defined by the Policy, includes age, color, disability, gender, gender identity, gender expression, genetic information, national origin, political affiliation, race, religion, sex, sexual orientation, and veteran status. Further, Policy 110 also prohibits retaliation against any individual for their report, investigation, and adjudication of any alleged prohibited conduct.

The Office of Title IX Compliance provides support and technical assistance involving reports of Prohibited Conduct in which gender, gender identity, gender expression, sex, and sexual orientation intersect.

Reports and concerns regarding other forms of harassment, discrimination, workplace violence, or retaliation will be directed to the Office of the Dean of Students, Office of Student Conduct, Office of Faculty Affairs, or Office of Human Resources as appropriate.

Appalachian has the authority to address any prohibited conduct that occurs on university premises and reserves the right to address off-campus behavior prohibited by this policy when it is determined that the off-campus behavior is detrimental to Appalachian and its educational mission.

For more information on Policy 110, including definitions for harassment, discrimination, and retaliation and the procedures through which such reports are managed, please visit https://policy.appstate.edu/Discrimination,_Harassment_and_Retaliation.

Policy 112 – Sex-Based Misconduct Policy

The purpose of Policy 112 is to provide an administrative framework and oversight for reporting, investigating, adjudicating, and resolving sex-based misconduct by members of the Appalachian State University (“Appalachian”) community.

This policy applies to all members of the Appalachian community, including students, faculty, staff, visitors, volunteers, and others who participate in programs, activities, or conduct business on behalf of Appalachian that occur in locations, events, or circumstances where Appalachian exercises substantial control over both the respondent and the context in which the alleged sex-based misconduct occurs.

This policy addresses prohibited conduct that occurs either: (a) on property owned or controlled by Appalachian; (b) off Appalachian property in any building owned or controlled by a student
organization that is officially recognized by Appalachian; or (c) on property owned or controlled by non-Appalachian entities or individuals that has an adverse or detrimental effect on Appalachian and its employees, employment applicants, students, visitors or volunteers.

Allegations of harassment and discrimination based on sex, gender, gender expression, gender identity, and sexual orientation, including instances involving sexual assault, dating violence, domestic violence, or stalking, are subject to this policy and Appalachian Policy 110 – Discrimination and Harassment. If there is a conflict between Appalachian Policy 110 – Discrimination and Harassment and this policy for the statuses and conduct referenced in this subsection, then this policy shall be controlling.

**Policy 602.21 - Improper Relationships Between Students and Employees**

The University of North Carolina System does not condone amorous relationships between students and employees.

Policy 602.21 provides guidance regarding preventing and reporting improper relationships at Appalachian to the Office of Human Resources.

For more information on Policy 602.21, including details regarding corrective action, please visit [https://policy.appstate.edu/Improper_Relationships_between_Students_and_Employees](https://policy.appstate.edu/Improper_Relationships_between_Students_and_Employees)

**The Code of Student Conduct**

The following are some of the forms of conduct prohibited under Appalachian’s Code of Student Conduct:

- Stalking involves engaging in any actions on more than one occasion directed at a specific individual that places or is likely to place a reasonable individual in fear or at risk of physical, mental, or emotional harm for themselves or others.

- Retaliation includes treating an individual adversely as a result of a complaint or concern being reported, providing information relative to a complaint or concerns, or otherwise involved in a complaint or concern in any way.

For more information on the Code of Student Conduct, including more details on the forms of prohibited conduct, please visit [https://studentconduct.appstate.edu](https://studentconduct.appstate.edu).
Reporting Prohibited Conduct

“No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any education program or activity receiving federal funds.”

Title IX of the Education Amendments of 1972

Title IX of the Education Amendments of 1972 ("Title IX") prohibits discrimination on the basis of sex under any educational program or activity receiving federal financial assistance. Accordingly, educational institutions that receive federal funds must respond promptly and effectively to incidents of sexual harassment, including incidents of sexual violence that create a hostile environment.

The Department of Education’s Office for Civil Rights ("OCR"), which puts forth guidance for educational institutions in meeting their Title IX obligations, requires campuses to employ numerous efforts to promote the safety and security of students, employees, guests, and visitors to institutions of higher learning.

Such efforts include documenting and maintaining policies against harassment and retaliation, establishing equitable grievance procedures for managing reports and complaints of Prohibited Conduct, and promoting awareness and information to prevent Prohibited Conduct through prevention education.

A function of Title IX includes that campuses nationwide are to identify Confidential Resources, those individuals and resources that can provide assistance and support confidentially, in addition to designating Mandatory Reporters, those employees with an obligation to report disclosures and incidences of Prohibited Conduct.

There is a population of Appalachian employees that do not fall into either category. These employees are not obligated to report via institutional policy, but are, however, encouraged to do so to ensure that those impacted by interpersonal violence are provided access to supportive resources and measures. For additional information and technical assistance, please contact the Title IX Coordinator or visit https://titleix.appstate.edu.
Confidential Resources

At Appalachian, Confidential Resources are employees within designated University offices who will not share information regarding Prohibited Conduct without permission, absent a threat of serious harm to the individual or others or legal obligation to do so.

Confidential Resources at Appalachian include the following departments:

- Student Legal Clinic
- Student Health Services
- University Ombuds
- Counseling & Psychological Services
- Counseling for Faculty & Staff
- ComPsych or a similar service provider

Community resources, including, but not limited to, crisis counseling, medical support, and pastoral counseling, are not subject to Appalachian’s policies. Supportive community resources with legal privilege are held to their professional standards and are provided guidance as to when reporting may be necessitated for concern for the safety and well-being of those involved.

Capacity of Role

Federal mandates and institutional policy evaluate the capacity of the role an employee occupies upon receipt of a report.

For example, an employee in Student Health Services is confidential when providing treatment and support to patients. Should this same employee also teach a course as an adjunct instructor, their capacity shifts in the changing of their role to now bearing the responsibility to report should a student in their course disclose experiencing Prohibited Conduct. Additionally, Appalachian is aware that our employees are community members. Though reporting information obtained while a private citizen may not necessitate reporting obligations under University Policy, the sharing of details only seeks to serve Appalachian in its role to maintain the safety and security of our campus community.

For additional information and technical assistance, please contact the Title IX Coordinator.
Mandatory Reporters

At Appalachian, a Mandatory Reporter who obtains knowledge of Prohibited Conduct must report such information to the Office of Title IX Compliance within one (1) day.

Mandatory Reporters are identified as

- Supervisors
- Faculty
- Office of Human Resources
- Residence Life staff
- Athletics Department

Therefore, should a student disclose experiencing Prohibited Conduct to any of the categories mentioned above of employee, the details are to be reported to the Office of Title IX Compliance within 24-hours.

Reasons Mandatory Reporters are Required to Report Prohibited Conduct

1. It’s required by law and university policy.
2. To ensure survivors have access to available resources, including academic, living, and employment accommodations and mental health and medical care.
3. To ensure consistency and continuity of care for all persons affected by sexual and relationship violence.
4. To help identify and address trends or systemic problems.
5. To keep our campus community safe.

How to Report Prohibited Conduct

1. Visit https://titleix.appstate.edu/
2. Click on “Report a Concern.”
3. Follow the prompted questions on the Online Report Form to the best of your ability.
4. Click “Submit Report” at the bottom of the online form.
5. You may also request to be emailed a copy of your submission, should you so desire.
Reports to Law Enforcement

Students who experience Sex-Based Misconduct are provided information about how to report the incident to law enforcement. If a student asks about reporting the incident to the police, it is important that they know doing so does not preclude them from also reporting the incident to Appalachian. Reports made to Appalachian and to law enforcement may be pursued simultaneously. The outcome of one investigation does not determine the outcome of the other. Finally, if a student wants to report an incident to law enforcement, University Police is willing to assist them in making the report to the appropriate law enforcement agency if the incident falls outside of the jurisdiction of University Police.

Mandatory Reporting of Suspected Child Abuse and Neglect

North Carolina law requires all citizens to immediately report any instances of suspected child abuse or neglect to the Department of Social Services.

Under the law, all Mountaineers — students, employees, and community members — qualify as “mandated reporters” and must immediately report suspected child abuse or neglect to the Department of Social Services in the county in which the alleged misconduct was facilitated.

Reporting does not require proof that child abuse or neglect occurred. Waiting for proof may put the child at greater risk and impede the state’s ability to provide services to the family.

Confidentiality vs. Privacy

There is an important distinction between Confidentiality and Privacy. Understanding the distinctions between the two is critical.

Confidentiality

Shared information is restricted by the party who received the information, and may or may not be legally privileged and protected.

Privacy

Shared information is securely maintained and accessible only by those with appropriate and relevant needs to review. Information will be therefore disclosed to those on a “need to share” basis, as the information is not legally privileged or protected.
What Happens After a Report is Made to the Office of Title IX Compliance?

Upon receipt of a report, the Title IX Coordinator will assess the situation to determine the safety of the individuals involved and the campus community.

Appalachian’s process includes providing those impacted by misconduct with information and details on their administrative and legal options while also providing confidential and non-confidential campus and community resources.

Appalachian works to ensure those involved have access to available resources, including academic, housing, and employment adjustments, and mental health and medical care. Once the Office of Title IX Compliance receives the report, the Title IX Coordinator or a Case Manager within the Office of the Dean of Students will contact the student.

A Case Manager will facilitate outreach to the student. Contact is typically initiated in writing and does not include specific details of the report (i.e., who filed the report) and offer resources and the opportunity to meet with the student in person. Additional outreaches are supplied in the event the student does not respond within one week to several weeks upon receipt of the report.

The Case Manager will explain to the student their administrative and legal options, making sure that the student is provided information on how to move forward with a formal complaint if they wish to do so. At the same time, the Office of Title IX Compliance ensures that the student has access to the resources and support they need both short- and long-term while also assessing the safety of the student and others in the campus community.

Information regarding this process may not be shared with you due to privacy laws. We also request your discretion in maintaining the privacy of the details shared with you. Thank you for your understanding and support of these important endeavors.
Sexual Assault, Dating/Domestic Violence and Stalking (Interpersonal Violence)

You form important and influential connections with students. Appalachian students often see their faculty as trusted mentors and guides along their educational and professional journeys. Because of this, students often look to staff, faculty, and administrators on campus for support and advice in times of distress. Should a student choose to disclose something personal to you, know, this student considers you a trusted advisor.

Sexual Assault, Dating/Domestic Violence and Stalking can happen to anyone. It can be difficult to hear that one of your students has been assaulted or is in an abusive relationship. The most important thing you can do is to help the student feel safe and supported.

Recognize Barriers

Incidents of harassment and violence are perpetrated based upon power imbalance and exploitation. Often, those targeted feel marginalized or silenced as a result of their experience. Fears of not being believed or of getting into trouble can hold a student back from reporting the incident and seeking support. Appalachian has a plethora of professionals available to support students without judgment.

Understand Trauma

Individuals in the immediate aftermath of trauma or long-time trauma survivors can experience a multitude of emotions or may appear to have a flat affect. Trauma can impact the way a student learns and makes meaning of their experience. Know that each individual processes trauma in a manner unique to their personality and experience.

Responses could include shock, fear, distress, humiliation, anger, confusion, numbness, shame, and guilt. A student who experienced trauma may have difficulty concentrating and studying, difficulty sleeping or have nightmares, and may miss classes and withdraw from certain relationships. It is important not to assume any one person’s response to trauma is correct or incorrect.
Embody Empathy

Listen actively and without judgment – it is the most important thing you can do. Victims of Sexual Assault, Dating/Domestic Violence & Stalking are often met with disbelief. Provide the student with a safe space to share their experiences. Remember, you are not a detective but a trusted advisor. Avoid questions that begin with “why” as they may place the student in a defensive position.

Be thoughtful in your verbal communication (e.g., tone of voice) and nonverbal behaviors (e.g., facial expression, body posture, and eye contact) in your interaction with your student at the time of disclosure and thereafter. Allow the student to set the tone for their future interactions with you by discussing healthy boundaries. It is important for students to feel supported without feeling identified by their trauma.

Also, be aware of your limitations. You are not expected to take on the role of a mental health counselor, nor should you. You cannot provide confidential support, so maintain an appropriate boundary to protect the student’s right to privacy. You need only to listen, care, and offer resource and referral options. Should you have questions or concerns about your role and capacity in supporting your student, call the Title IX Coordinator for additional assistance.

Disclose Obligation

As Mandatory Reporters, the Department of Education dictates that Mandatory Reporters have a duty and obligation to report incidents and disclosures of interpersonal violence, gender-based harassment, sexual misconduct, relationship violence, stalking, and retaliation to the Title IX Coordinator. As Mandated Reporters, the State of North Carolina dictates that all citizens must report child abuse and neglect to the Department of Social Services.

Should a student seek your support in sharing their experience, explain your obligation to inform the University of the disclosure. It is helpful if you know the names of the people at the University and offices responsible for handling the response to such disclosures and can speak highly of them to the student.

Students must be aware of your reporting obligation prior to sharing their experience, because disclosures may be shared in different contexts during your interactions with students. For example, faculty are encouraged to include language in their course syllabi that explains their reporting obligations.
Act Swiftly

In the immediate aftermath of an incident, it is important for our students to seek a safe place. Assess the student’s safety by asking if they feel safe. **If the student is unsafe, is in serious harm, or is seriously injured, please call 911.**

Students are also encouraged to take precautions to preserve any evidence that may help a criminal prosecution or University investigation. The student does not need to make any decisions about their desire to choose a way in which they wish to handle their report, but maintaining text messages, clothing, or any other physical evidence is important.

Forensic nurse examiners can gather the most evidence if they perform a sexual assault forensic exam within 90 hours of an assault; however, evidence may be gathered after this time. Appalachian can coordinate transportation for a student seeking medical support. For more information on what to do in the immediate aftermath of a sexual assault and forensic exams, please visit [https://titleix.appstate.edu](https://titleix.appstate.edu).

Provide Support

Remember the following important points when providing support to a student who has experienced sexual or interpersonal violence:

- **You’re an educator, not an investigator.** It is **NOT** your responsibility to determine the accuracy or credibility of what was disclosed nor to investigate the student’s claims. Again, do not ask “why?” based questions or feel the need to address the misconduct directly. Ensure all information is shared in your report to the Office of Title IX Compliance. Should the student not disclose details, including the date or location of the alleged incident, provide whatever information was disclosed to the best of your ability via the [Online Report Form](https://titleix.appstate.edu).

- **Provide options, not counsel.** The Office of Title IX Compliance works to connect students with confidential resources on campus and within our community. The Office of the Dean of Students is instrumental in providing front-line support to any student in need. It is important that you do not take on the responsibility of a counselor or medical professional, even if the student seeks your advice. Please refer the student to the resources in this booklet and offer to escort the student to Counseling and Psychological Services or Student Health Services if the need arises. This ensures that students are...
provided the most up-to-date information and provided access to processes consistently and equitably.

- **Be responsive to formal requests to adjustments.** It is not uncommon for a student to struggle academically following an experience with Sex-Based Misconduct. The student may experience depression, anxiety, intrusive memories, changes in sleeping patterns, and increased alcohol and drug consumption in attempt to cope with these feelings. Any one of these responses has the potential to impact a student’s ability to attend work regularly and concentrate on their academics. You may be asked to provide academic, employment, or other adjustments to a student who has experienced interpersonal violence. Should a student require academic adjustments, you will be contacted by the Title IX Coordinator or designee. Please be assured that assessments are performed to ensure the academic support requested is appropriate.

Types of support requested may include:

- Requesting alternative arrangements to make up course work
- Requesting additional time to complete assignments
- Requesting to adjust work hours temporarily
- Requesting excused absences substantiated with appropriate documentation

Due to the highly sensitive nature of the reports received by the Office of Title IX Compliance, all you may ever learn is that a student is in need of an adjustment. Should you have concerns regarding the adjustment requested, know that the Office of Title IX Compliance is happy to explore all appropriate and reasonable options available.

- **Participate in ongoing trainings and professional development.**
  Sex-Based Misconduct (Gender-based discrimination and harassment, sexual harassment, sexual violence, and interpersonal violence are difficult topics and working with students who experience trauma can be overwhelming. Appalachian provides regular and ongoing training to help faculty and staff become more informed on these challenging topics. In
addition, the Office of Title IX Compliance can provide departmental or office-level trainings upon request. Please contact titleix@appstate.edu to request a training.

Conversation Tips

1. Allow the student time to share their experience, not pressuring them to talk. Listen without judgment and reassure them that you understand what they are telling you and what that happened to them was not their fault.

   Consider saying something like:
   - “I am here to help you. You can tell me as much or as little as you need to right now.”
   - “I recognize such an experience can be extremely distressing. Thank you for trusting me with this information.”

2. Ask the student what they think would help them in that moment. Provide them with information on resources. Remember, give options not advice.

   Consider saying something like:
   - “I care about your safety and well-being. There are several offices and resources on campus that care, too, and can make sure you are provided the support you need. Would you like to like me to call a counselor to help us in this moment?”
   - “What support can Appalachian provide to you to help you feel safe right now?”

3. Remind the student of your reporting obligation and provide information on next steps.

   Consider saying something like:
   - “Thank you for trusting me with this information. Please know that I will keep this information private and will only share it with the Office of Title IX Compliance so they can connect with you regarding your well-being, explain your options moving forward, and make sure that you have access to the services and support you need.”
   - “I am comforted knowing you came to me for support. I am able to connect you with a colleague who supports students navigating these issues and more. They will want to talk with you about how they can provide assistance, including support for any academic needs you may have. They can provide support now and throughout your time at Appalachian.”
Conversation Checklist

The following checklist can help guide your discussion with a student who has experienced Sex-Based Misconduct:

✓ Thank the student for their willingness to share their experience with you.
✓ Explain your role as a Mandatory Reporter in reporting the incident to the Title IX Coordinator/Office of Title IX Compliance.
  » It is important that the student know that although you cannot promise confidentiality, you will respect their privacy and will only share the information disclosed with those who need to know.
✓ Inquire as to the student’s immediate safety and wellbeing.
  » Contact University Police at 9-911 or 828.262.8000 if the student or you feels there is an immediate risk to life or safety.
✓ Ask if you can escort the student to the Office of Title IX Compliance, Office of the Dean of Students, or to Counseling & Psychological Services if the disclosure occurred during regular business hours. Walking with the student to meet new supportive professionals can help to provide comfort in a time of need.
  » If the student accepts the escort, please call ahead to ensure that someone from the office will be ready to greet you upon your arrival.
  » If the disclosure occurred outside of regular business hours, please know 24-hour support is available through Appalachian’s Counselor On-Call at 828.262.3180.
✓ Share that upon reporting the information, a Case Manager will connect with the student to explain their administrative and legal options and make sure they have the services and support they need.
  » Encourage the student to check their Appalachian email account and cell phone for this contact.

Afterwards, be accessible to your student should they have follow up questions or concerns, but feel encouraged to maintain healthy professional boundaries moving forward. Also feel encouraged to seek additional assistance for yourself. Should you wish to engage confidential support, please visit https://titleix.appstate.edu for more information.
Campus & Community Resources

Appalachian benefits from a wide range of resources on campus and in the local community to support students in times of distress. The Office of Title IX Compliance is committed to ensuring that students who experience interpersonal violence are provided with the appropriate resources and support. You are encouraged to familiarize yourself with some of these resources in order to answer any questions the student may have and to help reassure them that there are others they can trust to help them through this difficult time.

On-Campus Confidential Resources

Counseling and Psychological Services
1st Floor, Miles Annas Building ● 828.262.3180 ● https://counseling.appstate.edu/
Hours: Monday - Friday 8:00 am to 5:00pm ● Emergency Services: 828.262.3180

The Counseling Center is staffed by trained counselors who can provide confidential support and assistance to current students. CAPS offers individual and group counseling for those who experience interpersonal violence as well as to students who may need support in assisting a friend who is a survivor. There is no cost for counseling services.

MS Shook Student Health Services
Miles Annas Building ● 828.262.3100 ● https://healthservices.appstate.edu/
Hours: Monday - Friday 8:00 am to 4:00 pm, Wednesday Exception – 9:00am to 4:00pm

Health Services is staffed by confidential licensed healthcare providers. The health center offers physical exams, screening and treatment for sexually transmitted infections (STIs), emergency contraception, and pregnancy tests.

On-Campus Private Resources

Case Management
324 Plemmons Student Union ● 828.262.8284 ● https://casemanagement.appstate.edu/

The Office of the Dean of Students provides student support and referral services to campus and community resources.

Office of Title IX Compliance
123 IG Greer Hall ● 828.262.2144 ● https://titleix.appstate.edu/

The Office of Title IX Compliance receives all reports of Prohibited Conduct specific to interpersonal violence to ensure appropriate response and ongoing support.
Off-Campus Confidential Resources

OASIS, Inc. (“Opposing Abuse with Service, Information, & Shelter”)
828.262.5035 (Watauga 24-hour helpline)

OASIS offers a 24-hour helpline and emergency shelter for survivors of sexual and interpersonal violence. OASIS also has trained counselors and advocates for legal and medical advocacy, crisis counseling, case management, support groups, and more. They also provide emergency shelter along with transitional and permanent supportive housing.

Watauga Medical Center
336 Deerfield Road ● Boone, North Carolina 28607 ● 828.262.4100

Watauga Medical Center is the designated hospital in Watauga County with certified forensic nurse examiners who can perform a sexual assault forensic evidence (SAFE) exam in addition to providing treatment for emergency contraception, STI screening and treatment, pregnancy testing, and physical exams. Please visit https://ipv.appstate.edu/watauga-medical-center for more information.

North Carolina Coalition Against Sexual Assault (NCCASA)
http://www.nccasa.org/

NCCASA has valuable information and resources on its website for survivors of interpersonal violence, including the locations of rape crisis and recovery centers located across North Carolina so survivors can find help when they are home and away from the campus.

National Sex Assault Hotline
1.800.656.4673 ● https://ohl.rainn.org/online

The National Sex Assault Hotline offers 24-hour confidential support and referral information. Individuals can call the 1-800 number or use online instant messaging to connect to a confidential support specialist.

National Domestic Violence Hotline
1.800.799.7223 ● http://www.thehotline.org/

The National Domestic Violence Hotline offers 24-hour confidential and free support. Individuals who have experienced abuse, have abused, or are trying to help a friend in an abusive relationship can speak with an advocate via telephone or instant message.

Additional resource information can be found online at https://titleix.appstate.edu and at https://ipv.appstate.edu.
Quick Tips for Response

1. **STOP**: Stop everything else and provide a safe space for the person.
2. **LISTEN**: Give your full attention. Demonstrate empathy. Avoid intrusive questions.
3. **SUPPORT**: Provide information on their resources and options. Inform them of your obligation to report and next steps in the process.
4. **REPORT**: Report to the Title IX Coordinator within 24-hours at 828-262-2144 or through the online report form at [https://titleix.appstate.edu](https://titleix.appstate.edu).

Responding to a Disclosure

1. Thank the person for sharing the information
2. Communicate empathy such as “I am here to help”
3. Acknowledge the strength it took to come forward
4. Explain your reporting obligations under the law as a Mandatory Reporter such as “To help ensure your safety and well-being, and that of others, I need to share this information with my colleagues in the Office of Title IX Compliance. They will reach out to you to provide support, accommodations, and information.”
5. Assess if there is an immediate threat to the individual’s safety and whether they need medical attention. IF NECESSARY, call University Police.
6. Encourage individual to obtain confidential support
7. If details were shared, document the who, what, when, and where of the Prohibited Conduct and ensure information is included in your report
8. Ensure all information gets to the Title IX Coordinator by filing your report as soon as possible

Do Not . . .

9. **DO NOT** be dismissive or minimize the situation
10. **DO NOT** promise the person confidentiality or anonymity
11. **DO NOT** conduct an investigation into the allegations
12. **DO NOT** confront the individual accused or notify them of the allegations
13. **DO NOT** discourage the student from filing a complaint with the university or law enforcement
14. **DO NOT** mediate between the parties