

Supporting Students Decision Chart

This document is designed to assist faculty with supporting students. Required or recommended actions for each scenario are detailed below. Where indicated, you will note some reporting is mandatory for faculty as responsible employees.

If there are questions about the action steps listed below, please contact the support service referenced.

Accommodations:

Scenario:

Student would like to negotiate an accommodation based on a self-reported need (Example: requests extra time on test due to self-reported learning, psychiatric, or learning disabilities).

Action Steps & Contact Information:

Refer the student to Special Programs and Services at 1515 Monrovia Avenue, Newport Beach, CA 92663 or email specialprograms@coastline.edu or call (714) 241-6214.

For disability-related accommodations to be provided in classes, the student must apply for services, submit verification of disability information, and must be formally approved for services and accommodations.

After the student is qualified for services and accommodations, Special Programs will notify faculty, by email, of approved accommodations and services.

Self-report of conditions and requests for accommodations directly to instructors may not align with the college's documentation procedures related to accommodation requests.

Scenario:

Student provides you with a notice of approved accommodations and services-Reasonable Accommodations for Students with Disabilities letter/email.

Action Steps & Contact Information:

Provide letter to DSPS. Accommodation letters should be viewed as private and confidential. Implement the required accommodation from time of receipt of letter/email.

Contact Special Programs at (714) 241-6214 or email specialprograms@coastline.edu if you have questions.

Scenario:

Student requests a one-time accommodation due to an emergency (Example: submit late work due to illness or death in the family.)

Action Steps & Contact Information:

Refer the student to the Dean of Students for support and advocacy.

Encourage the student to contact the Dean of Students at dos@coastline.edu or (714) 241-6142.

If appropriate, submit a Maxient report for student assistance: [Maxient Incident Reporting](#)

Scenario:

Student requests an accommodation and reveals it is needed due to an incident of sexual assault, stalking, or intimate partner violence.

Action Steps & Contact Information:

Do not promise confidentiality.

Be supportive and calm and, if possible, obtain details about the date and location of the incident, and if the other person was a Coastline community member.

Remind student of your desire to support and your duty to document and forward the information shared with the Title IX Office (714) 241-6130 or titleix@coastline.edu as it is mandatory for faculty as responsible employees. Let students know this is to ensure they are aware of their rights and resources to ensure campus safety.

Keep information shared as private as possible, informing only the Title IX Office. The Title IX Office will send the student an outreach email outlining the student's reporting options and available services and coordinate any needed accommodations for the student.

Do not investigate further. For more guidance on support for victims of sexual assault and [Dealing With Concerning Student Behavior](#). If student reveals the assault was from a faculty or staff member, Title IX will work in collaboration with Human Resources.

If a student does not want to continue the conversation, because it is your duty to report it, refer them to confidential options such as Student Mental Health Services (714) 241-6005. Contacting Student Mental Health Services is confidential and does not trigger reporting.

These services are available to all students including online and at a distance.

Academic Difficulties:

Scenario:

Student confides difficulties with academic load, keeping up with coursework, or questions about their academic program.

Action Steps & Contact Information:

Encourage the student to make an appointment with a Coastline Counselor to discuss college resources and develop a success plan at (714) 241-6262.

If the student needs tutoring, advise them to send an email to success@coastline.edu to get skills-based tutoring. Students should include the course name and the assignment in their email and should ask faculty to enable tutoring through their canvas shell.

For content-specific tutoring, please have students contact one of our online tutoring partners available through their Canvas course(s). NetTutor (Online Tutoring) and SmarThinking provide content-specific tutoring in over 150 subjects ranging from writing, the sciences, math, and more.

- NetTutor provides tutoring in a range of subject areas. There are live and delayed tutors available for practically every subject, 24/7 - Online -view the [current NetTutor schedule](#) and access through Canvas.
- Smarthinking offers online tutoring in more than 150 subject areas. In most subjects, students can get one-on-one homework help in minutes or by appointment, 24/7 - Online -view the [current Smarthinking schedule](#) and access through Canvas.

Coastline's Student Success Center provides appointment-based group & individual tutoring with an Instructional Associate. All tutoring is skills-based not content-specific and is offered online Monday through Friday during normal business hours. Encourage students to email success@coastline.edu to schedule individual or group tutoring sessions related to study skills and ways to be a successful student. If students are interested in learning more about our workshops, they should fill out this [workshop interest form](#) (students must be signed into their Coastline student gmail account to access the form).

The College Readiness Program is a free program that helps students build, refresh, and practice their math and English skills at their own pace. The program is **completely free** and open to all current and future Coastline students. Students begin with a diagnostic that identifies skills that need to be built and refreshed. A personalized study path is created, so that students will not have to practice skills they already know and won't be rushed into exercises that are unfamiliar to them. Sign up info: [Fill out our online form](#)

If a disability is disclosed, refer the student to Special Programs and Services at (714) 241-6214 or specialprograms@coastline.edu to discuss potential needs.

Academic Integrity:

Scenario:

Student violates academic integrity (plagiarism, cheating, collaboration, fabrication, etc.).

For more information on academic dishonesty procedures: [Policies & Regulations: Academic Dishonesty](#)

Action Steps & Contact Information:

Any Coastline Faculty member who has evidence that a student has committed an act of academic dishonesty, shall, after speaking with the student, take one or more of the following disciplinary actions:

- Issue an oral reprimand.
- Give the student an "F" grade, zero points, or a reduced number of points on all or part of a particular paper, project or examination; if the act of academic dishonesty results in a "F" grade or zero points being awarded to the student for that particular paper, project, or examination, and this result affects the student's overall grade in the class, then the student shall be issued the proper grade, as affected by the specific "F" or zero grade, by the faculty member.

For all incidents of academic integrity, the instructor is to submit a Maxient report to the College's Disciplinary Officer (the Dean of Students): [Maxient Incident Reporting](#).

Authority

Scenario:

Someone in a position of authority asks you to respond to one of the listed situations in a manner deviating from the stated, recommended/required action steps, and you question/feel uncomfortable about whether you should (Examples: supervisor asks you to negotiate an accommodation, or further investigate a report of assault, etc.)

Action Steps & Contact Information:

Consult the Dean of Students at (714) 241-6142 or nschonfeld@coastline.edu or Human Resources at (714) 241-6146 or rakins1@coastline.edu

Bias, Hate, or Discrimination Incident

Scenario:

Student confides about a bias or hate incident, discrimination, or harassment.

For more information about Coast District's discrimination and harassment policies:

https://www.cccd.edu/assets/documents/board/BP/BP_3410_Prohibition_of_Discrimination_and_Harassment.pdf

For more information about Coastline procedures for addressing discrimination and harassment incidents: <https://www.coastline.edu/about/contact-us/feedback.php>

Action Steps & Contact Information:

In the event of imminent threat or endangerment, call 911. Offer to call Public Safety at (714) 837-6026 (Fountain Valley Center) *with* the student or provide them with the Public Safety email address: campussafety@coastline.edu

Do not promise confidentiality.

Remind student of your duty to document and forward the information shared to the Dean of Students at nschonfeld@coastline.edu.

If appropriate, submit a Maxient report for student assistance: [Maxient Incident Reporting](#)

If a student does not want to continue the conversation about the incident, refer them to confidential options such as the Student Mental Health Services at (714) 241-6005.

Disruptive & Threatening Behavior

Scenario:

Student is repeatedly disruptive in class, harasses instructor or classmates, uses verbal or physical threats, or exhibits other inappropriate behavior.

For more information: [Dealing With Concerning Student Behavior](#)

Action Steps & Contact Information:

If the situation is life-threatening or an immediate physical threat, call Public Safety at (714) 837-6026 (Fountain Valley Center) or email Public Safety at campussafety@coastline.edu.

Otherwise, use informal resolution first to remind student of course guidelines/policies, in private rather than in front of other students.

Per [Ed Code, Article 3, 76032](#), if a student is repeatedly disruptive in class, harasses the instructor or classmates, uses verbal or physical threats, or exhibits other inappropriate behavior, the instructor can remove the student from their class for the day of the removal and the next class meeting **AND** must immediately report the removal to the Dean of Students by phone at (714) 241-6142 or email to nschonfeld@coastline.edu

Document all incidents of disruption or threatening behavior using this report form: [Maxient Incident Reporting](#)

Consult with the Dean of Students at (714) 241-6142 or nschonfeld@coastline.edu for advice on preventing and addressing disruptive behavior.

Emergency

Scenario:

You witness, or student reports, an emergency. For more information: [Dealing With Concerning Student Behavior](#)

Action Steps & Contact Information:

Call Fountain Valley Center at (714) 837-6026 or 911.

In addition to medical emergencies, other emergencies include active shooter, natural disasters, accidents, gas leaks, suspicious packages, suspicious, disruptive, and threatening behavior, etc. For online students witnessing an emergency, encourage them to call local authorities.

Family Educational Rights & Privacy Act (FERPA)/ Student Data Privacy

Scenario:

Student's classmate/friend or relative would like information on the student, or a student would like information about a classmate/friend.

Action Steps & Contact Information:

Explain that, per FERPA, information related to a student's grades, GPA, etc. is private information (part of their educational record) and may not be released to a third party without the student's consent. Refer them back to the student to seek a signed, written release. Students can email CCCAdmissionsOffice@coastline.edu to request the FERPA written release form.

Note: Administrators, faculty, and staff may disclose information to an appropriate third party about a student that otherwise may be protected under FERPA when there is a significant and imminent threat to the student or other individuals. The information disclosed must be the "minimum necessary" and must be made to a person or department that may lessen the threat. Student concerns may be shared with appropriate college personnel on a need-to-know basis.

Grade Appeals

Scenario:

Student asks for a grade change on an assignment grade given by the instructor.

Action Steps & Contact Information:

Consider student request. If the assigned grade was in error, correct the grade for the student and all other affected students. If the grade was not in error, explain why the request is denied. As appropriate, consult with your department chair and academic dean.

Scenario:

Student contests an assignment grade, the final grade, or wants to file a complaint about a faculty member.

For more information about grades and related procedures: [Student Services Handbook](#)

Action Steps & Contact Information:

This constitutes the beginning of a grade grievance. Students can contest the grade with the faculty member, department chair, or academic dean. They can file a complaint with the Dean of Students using the [Coastline/CCCD Service Complaint Form](#); you can find more information about the complaint process here: <https://www.coastline.edu/about/contact-us/feedback.php>

Personal Matters and Crisis:

Scenario:

Student confides personal matter related to mental health status, family or relationship troubles, substance abuse, food insecurity, homelessness, natural disaster, etc.

Action Steps & Contact Information:

If the student is an immediate threat to self or others, or exhibits high levels of distress, call Public Safety at (714) 837-6026 (Fountain Valley Center) **Do not guarantee confidentiality**, as it is mandatory for faculty to report when students are threats to themselves or others.

Encourage student to make an appointment with a Coastline counselor at (714) 241-6262. Offer to call Student Mental Health Services with the student at (714) 241-6005 to speak to a licensed mental health professional or call the National Suicide Prevention hotline at (800) 273-8255.

If the student confides by email (Example: cannot attend class because they are depressed), reply to the student with contact information for Student Mental Health Services (714) 241-6005 or the Dean of Students (714) 241-6142. You may also contact the Behavioral Assessment Team to discuss and develop strategies for supporting the student.

Faculty are encouraged to call Student Mental Health Services at (714) 241-6005 for support and consultation on how to speak with the student or manage a mental health situation.

You may also refer students to the Dolphin Assistance Program which provides students with an opportunity to speak 1-1 about their specific needs which could include emergency housing, grants, book loans, or technology assistance. Students can complete the [Dolphin Assistance Form](#)

For more information contact studentequity@coastline.edu or if appropriate, submit a Maxient report for student assistance: [Maxient Incident Reporting](#)

Coastline Cares is our food pantry for students experiencing food insecurity and needing immediate help. There are currently 2 pantry times and locations:

- On Mondays: 11am - 1pm, Coastline's Garden Grove Campus, 12901 Euclid Street, Garden Grove, CA 92840
- On Fridays: 11am – 1pm, Coastline's Newport Beach Campus, 1515 Monrovia Avenue, Newport Beach, CA 92663

In addition, here are local resources:

- [Local Food Resources List](#)
- [A Free Food Map by Zip Code](#)

For more information about Coastline Cares or local food resources, contact Student Services at (714) 241-6004 or email mschaller@coastline.edu

Scenario:

Student confides personal matter related to physical health status.

Action Steps & Contact Information:

Encourage the student to schedule an appointment or speak to a medical professional at Orange Coast College by calling or texting the following number: (714) 714-7705.

Students can schedule a **Telehealth** or **Teletherapy** appointment at Golden West College by calling: (714) 895-8379.

All cases of communicable diseases will be reported to the County Health Department as required by law.

Locations:

Golden West College - Huntington Beach

15744 Golden west Street
Huntington Beach, CA 92647

The Student Health Center is located in the Nursing & Health Services building on the first floor.

[Golden West College - Campus Map](#)

Orange Coast College - Costa Mesa

2701 Fairview Road
Costa Mesa, California 92626

The Student Health Center is Building 89 (north of Watson Hall)

[Orange Coast College - Campus Map](#)

OCC Nurse Advice Line, (714) 714-7705, monitored by our Student Health Center staff during regular business hours.

Students can visit [StudentHealthInfo](#) for more information on Student Health Services.

Scenario:

Student confides personal matter related to being a victim of a crime (*not* sexual assault, stalking, or intimate partner violence, which go through Title IX as outlined below.)

Action Steps & Contact Information:

Encourage student to contact/visit Public Safety. Offer to call Public Safety at (714) 837-6026 (Fountain Valley Center) *with* the student. Offer to escort student to Public Safety at the local site. (Fountain Valley Center, Garden Grove Center, Westminster Center, and the Newport Beach Center) or provide the Public Safety email address: campussafety@coastline.edu
Encourage online students to report the crime to their local authorities.

Scenario:

Student confides personal matter related to sexual harassment, stalking, assault, or violence.

Action Steps & Contact Information:

Do not promise confidentiality.

Be supportive and calm and, if possible, obtain details about the date and location of the incident, and if the other person was a Coastline community member. Remind student of your desire to support and your duty to document and forward the information shared with the Title IX Office (714) 241-6130 or titleix@coastline.edu as it is mandatory for faculty as responsible employees. Let students know this is to ensure they are aware of their rights and resources to ensure campus safety.

Keep information shared as private as possible, informing only the Title IX Office. The Title IX Office will send the student an outreach email outlining the student's reporting options and available services and coordinate any needed accommodations for the student.

Do not investigate further. For more guidance on support for victims of sexual assault and [Dealing With Concerning Student Behavior](#). If student reveals the assault was from a faculty or staff member, Title IX will work in collaboration with Human Resources.

If a student does not want to continue the conversation, because it is your duty to report it, refer them to confidential options such as Student Mental Health Services (714) 241-6005. Contacting Student Mental Health Services is confidential and does not trigger reporting. These services are available to all students including online and at a distance.

Scenario:

A student confides concern about another Coastline student, or you are concerned about a student's personal problems, but the student with the potential problem has not requested help.

Action Steps & Contact Information:

If appropriate, encourage the student to submit a Maxient report [Maxient Incident Reporting](#) or contact the Dean of Students at (714) 241-6142 or nschonfeld@coastline.edu.

If concerned about possible trauma or abuse, contact Student Mental Health Services at (714) 241-6005.

Miscellaneous

Scenario:

Student requests extra credit or assignments to raise grade.

Action Steps & Contact Information:

Follow the policy on extra credit stated in the course syllabus. If there is no policy in the course syllabus, consult with your department chair and/or academic dean.

Scenario:

Student needs advice on withdrawals.

Action Steps & Contact Information:

Students may withdraw from a class; however, students are advised to discuss dropping a course with their instructor and/or counselor to discuss ramifications of course withdrawal.

Students can make an appointment with a counselor by calling (714) 241-6162 during normal office hours (8am-5pm Monday through Thursday and 8am-12pm on Fridays) or schedule an appointment online at [Schedule An Appointment Online](#)

Scenario:

Student needs advice about finances.

Action Steps & Contact Information:

Refer the students to the Financial Aid Office. Students may contact the Financial Aid Office at (714) 241-6239 or email financialaid@coastline.edu

For more information on Financial Aid, visit: <https://www.coastline.edu/cost-and-aid/financial-aid/index.php>

Scenario:

Student wants to get involved on campus.

Action Steps & Contact Information:

Students can get involved based on their availability, interests, and career goals.

Key websites:

- www.coastline.edu/StudentLife
- www.coastline.edu/ASG
- www.coastline.edu/Clubs
-

Encourage students to contact Kasie Hip Mirhashemi at khipp@coastline.edu to learn about ways to get involved.

Scenario:

Student needs advice about strategies for addressing academic probation.

Action Steps & Contact Information:

Students identified as being on probation will be notified by email of their academic standing and provided information about next steps. Please contact Dean of Counseling for additional information at (714) 241-6257 or email bkeeler1@coastline.edu

Scenario:

Student needs career advice about community engagement, career opportunities and internships.

Action Steps & Contact Information:

The Career Services Center provides resources to students as they prepare for work-based learning or employment such as workshops, volunteer and internship opportunities, career exploration, job search strategies, resume & cover letter preparation and interview preparation.

Students can call (714) 241-6311 to schedule an online appointment or email: careercenter@coastline.edu

Scenario:

Student needs information about logging into a campus computer, a question about Canvas, their student email or updating their address with the College.

Action Steps & Contact Information:

For questions regarding logging into a campus computer and student email, call District IT at (714) 438-8111 or email itservicedesk@cccd.edu

Canvas help can be reached by email during normal office hours canvashelp@coastline.edu or by calling (714) 241-6216. You can also click on the **Help** button within Canvas for help articles and chat support 24/7.

Students can contact Admissions and Records by email CCCAdmissionsOffice@coastline.edu to update their address with the College.

For more information about or assistance with logging into a campus computer, Canvas, student email, or updating their address with the College, students can email infocenter@coastline.edu or call (714) 546-7600 or text (714) 714-7138.

Department Contact Information

Public Safety

Public Safety During Office Hours: M-F 8am-5pm

- Garden Grove Duty Phone (714) 837-6071
- Newport Beach Duty Phone (714) 837-6502
- Westminster - Le-Jao Duty Phone (714) 837-6477
- Fountain Valley Student Services Center (714) 837-6026

Public Safety After Hours: 24/7 (714) 981-1958

Student Health Center

Students can schedule an appointment or speak to a **medical professional** at Orange Coast College by calling or texting: (714) 714-7705.

Students can schedule a **Telehealth** or **Teletherapy** appointment at Golden West College by calling: (714) 895-8379.

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The Student Health Center is Building 89 (north of Watson Hall) - [Orange Coast College - Campus Map](#)

OCC Nurse Advice Line, (714) 714-7705, monitored by our Student Health Center staff during regular business hours.

Students can visit [StudentHealthInfo](#) for more information on Student Health Services.

Student Counseling Services

College Center Fountain Valley, First Floor (714) 241-6262.

Student Mental Health Services

College Center Fountain Valley, First Floor (714) 241-6005