



CALIFORNIA STATE UNIVERSITY, LONG BEACH

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EMERGENCY PROCEDURES FOR CONTACTING STUDENTS IN CLASSROOMS

The following procedures are approved for contacting students in classrooms to deliver emergency messages. No information about students or their class schedules will be released to family or friends.

When an office in the University receives a telephone message, telegram, or other form of communication requesting that a student be notified of an emergency such as death, accident, or serious illness in the family, the Director, Student Life and Development coordinates contact with the student. If that individual or designee is not available, contact the Associate Vice President/Dean of Students, the Associate Vice President for Student Services, or the Office of the Vice President for Student Services.

The office receiving the initial request must obtain the name and telephone number of the person requesting that the student be contacted and the exact nature of the emergency. The Student Services representative will screen the message, verify the location of the student and determine if a member of the staff from Counseling and Psychological Services should assist in contacting the student. Additionally, the Chief of University Police, or designee, may be contacted by a Student Services representative and arrangements completed for reaching the student and assisting in other appropriate ways, depending on the situation. No family member or friend will be permitted to accompany the professional staff member who delivers the message to the student.

The Student Services representative will then proceed to the classroom and secure the instructor's attention with a minimum of class interruption. The instructor will be asked to excuse the student from class so that the emergency message may be delivered. This will be done outside the classroom and in a manner least likely to alarm.

Outside law enforcement agencies requesting to serve an arrest warrant on a student in class will be referred to University Police. University Police will coordinate service of the warrant or subpoena with the Director of Judicial Affairs, as necessary.

If an emergency is referred to University Police to contact a student during hours outside the normal workday, the above procedures will be followed and a report to the Office of Student Life and Development will be made at the earliest opportunity.