How can faculty and staff support a student who is thinking about dropping courses or withdrawing due to serious illness?

When a student has been affected by serious illness (including COVID-19), consider how it may affect the student’s ability to persist at PSU. Here are some steps to take and resources to have on hand to assist your students.

- Refer your student to the CARE program in Student Affairs.
  - The CARE program has case managers available to meet with students facing barriers to their academic success. We will work with them to create a plan for managing their academic situation using the Deadline Appeal Petition, negotiation of incompletes, and other resources in the Office of the Registrar.

- Recommend your student connect with their academic advisor.

- Direct your student to the Registrar’s website to learn more about deadlines, petitions, and withdrawals.
  - The Deadline Appeal Petition is available for students to request registration changes after posted deadlines based on medical or any other unforeseen circumstances.
  - Students who have additional questions about making changes to their schedule due to medical reasons can contact the Office of the Registrar or the CARE program to discuss options based on the term schedule and individual circumstances.
  - In order to support academic success from Spring 2020 through Spring 2021, the university has enacted a temporary policy change to allow academic departments to expand the use of the P/NP grading option.

- If your student has been diagnosed with COVID-19, advise them to complete SHAC’s online reporting form.
  - Informing SHAC of COVID-19 exposure, positive test results, or diagnosis is strongly recommended in order for PSU to initiate centralized university-level responses to protect students, staff, and faculty during COVID-19.

- If the situation affects your student’s ability to access basic needs, encourage them to look into these additional resources and support services:
  - Emergency Funds
  - PSU Food Pantry
  - PSU COVID-19 Resources
  - Portland COVID-19 Resources
  - Student Housing Assistance Program through the CARE program