



## Missing Student Current Policy

It is expected that within 24 hours Student Life and Residence Education should be able to contact students in case of an emergency. This could include entering their room (if applicable), calling their cellphones, asking their friends, contacting dining to see if they are using their meal plan (if applicable), contacting security to see if they have used their access cards, contacting their professors to see if they have attended class, and reviewing their social media. USF staff will contact emergency contacts after one hour and exhausting the list above.

### Residence Education and Student Life Response

There are several ways Professional Staff may be made aware of a potential missing student: a parent or concerned party could call or email, another student could raise a concern about not seeing the student, etc. When a suspicion of a missing student is brought to a Professional Staff member's attention, he or she should take it very seriously. **Keep FERPA and the student's privacy in mind.** The Professional Staff member should never give out private student information to parents or other concerned parties.

The Professional Staff member should notify the Director of Residence Education and Student Life of the concern and the plan to locate the student. The Professional Staff member should work to search for the student using any or all of the ways listed in the policy. The first step should be going to the student room (if applicable) and doing a wellness check. This includes knocking on the student's door repeatedly. If the student or the roommate does not answer, the Professional Staff member should announce his or herself and key into the student room. When checking the student room, the Professional Staff member should always have someone go with him or her. Ensure the student's privacy and the safety of student staff members is taken into account. Student Leaders should never be sent to complete a wellness check on students alone. If, after using all methods listed in the policy, the Professional Staff member is unable to locate the student and are able to determine that the student has not been seen for more than 24 hours or there is reason for immediate concern, the Professional Staff member should contact Security to enlist its help. The Professional Staff member should update the Director of Residence Education and Student Life at this time.

It is likely at this point the Director of Residence Education and Student Life will become the point person on the situation. The parents of the student will be contacted, and the Dean of Students will be notified. If necessary, the police will be contacted.

### Expected Security Response

If security is contacted concerning a missing a student, they should take every measure available to locate the student. This can include rechecking the places the Residence Education and Student Life staff checked. The Security Office should keep the Residence Education and Student Life staff in the loop of any updates or new information. The Security Office should serve as point people if the Joliet Police Department is contacted to open an investigation.

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