

 <p><b>CEU</b> <i>Universidad Cardenal Herrera</i></p>	<p><b>ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)</b></p>	<p><b>GROUP CRISIS SITUATIONS</b></p>
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# **ACTION PROTOCOL: GROUP CRISIS SITUATIONS**

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## 1. DEFINITION AND SCOPE

This protocol establishes the procedure for SOU to follow once it becomes aware of a group crisis affecting a particular set of students or a class of students.

A group crisis situation is understood to be one which causes great stress due to perceived danger, traumatic circumstances or any other situation which affects the psychological state of a group of the University's students, regardless of the location in which the relevant events occur.

SOU recognizes the need to address such situations without delay, by assessing the circumstances and providing support and coping strategies to those affected.

This protocol is applicable to any student enrolled at CEU UCH.

## 2. PROCESS

Once SOU has been made aware of the situation, the guidance counsellor of the corresponding faculty or campus will undertake the following actions:

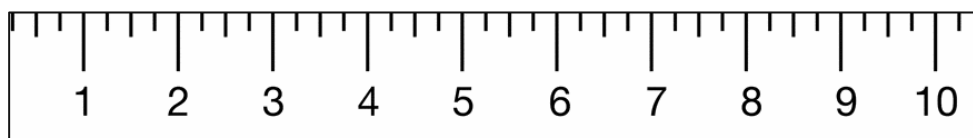
1. Collation of the key information concerning the students affected (name, surnames, ID number, study programme) or of the group affected (group, study year, study programme, nationality).
2. Notification of the situation to the Office of the Vice-Rector for Students and University Life, the faculty or school affected, and the campus directors, in the case of situations occurring in Castellón or Elche.
3. Attempt to establish contact with the students affected by the collective crisis, in order to gather more information regarding their status and of the general situation. If necessary, a room may be set aside so that the guidance counsellor can provide support to the students on the University premises.
4. Consideration of the possibility of a group intervention with the students affected.

The intervention will include the following steps:

- 4.1. Meeting with the group coordinator in order to further consider the situation and the intervention proposal.
- 4.2. Evaluation of the impact of the events on the students by means of assessment cards which will be given out to the students in the classroom. If the group affected is not a single class group, these cards will be given out to those students who have been identified as affected by the crisis. The question posed to them will be:

Mark from 1 to 10 your response to the following question, with 1 being the lowest possible score and 10 being the highest.

How much have today's events affected your feelings?



- 4.3. Those students who present high scores will then be invited to participate in group sessions.
- 4.4. Provision of personalized support to those students who need it.
- 4.5. Continuous monitoring by SOU and the group coordinator of the students affected over the course of the academic year, and support sessions will take place to promote personal and group resilience.

### 3. MONITORING AND MEASUREMENT

The group will be monitored as follows:

1. After the initial assessment and the intervention described in the previous section, contact will be made on a monthly basis to assess the state of mind of the students involved. Email contact will be maintained with each of the students who have undergone the intervention.
2. The following month contact will be made with the coordinator or relevant member of the academic staff to assess the emotional status of the group or class and decide whether a further group intervention may be necessary.

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3. The students will be continuously monitored over the course of the academic in conjunction with the coordinator.

After each intervention has taken place, an analysis will take place to determine which actions have been successful and unsuccessful, in order to continuously improve and therefore better meet future needs.

#### **4. RETENTION OF THE INFORMATION COLLATED**

The guidance counsellor will be responsible for updating a monitoring activity register for each case, recording the dates on which action is taken, and the information must be kept for at least five years.