



## Student Handbook 2025 - 2026

This Handbook is not the exclusive source of student policies. Trinity University students are also subject to the policies contained in the [online policy repository](#) of Trinity University.

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## **Introduction**

Assembled by the Division of Student Affairs, this Student Handbook presents the guiding statements for the Trinity University community and provides a comprehensive overview of the significant policies and procedures related to student life on campus.

Trinity University Students are responsible for knowing the information, policies, and procedures outlined in this handbook. Annually, students are provided a copy of this Student Handbook in the form of a link on Trinity University's policy portal. The link is emailed to all currently enrolled Trinity students during the first two weeks of each semester.

Students are responsible for reading and agreeing to abide by the provisions of the Student Handbook and the authority of the behavioral misconduct process. This student handbook is not a contract between the student and the University. Trinity University reserves the right to amend this document as necessary and without advance notice.

The names of people holding positions referenced in this handbook can be found using the [Campus Directory webpage](#).

## **The Mission of the University**

Trinity University is a transformational liberal arts and sciences university with selected professional and pre-professional programs. In pursuit of this mission, Trinity is committed to the highest levels of academic and professional excellence in teaching, research, learning, service, leadership, and personal integrity. Trinity embraces innovation in all pursuits: rigorous and relevant courses, supportive mentoring relationships, and a wealth of learning opportunities wherever they occur. Trinity prepares its graduates to pursue lives of meaning and purpose.

## **I. Community Expectations**

### Statement on Student Rights and Responsibilities

The University's Statement on [Student Rights and Responsibilities](#) guides policy and practice. This statement applies to all students and further defines expression, campus climate, and maintenance of orderly processes and procedures to amend the statement.

Academic institutions exist to transmit knowledge, pursue truth, develop students, and promote the general well-being of society. Free inquiry and free expression are essential to achieving these goals. As members of the academic community, students should be encouraged to develop the capacity for critical judgment and to engage in a sustained and independent search for truth.

Freedom to teach and freedom to learn are inseparable facets of academic freedom. The freedom to learn depends on having access to appropriate opportunities and conditions in the classroom, on campus, and in the broader community. Students should exercise their freedom with responsibility.

The maintenance of the orderly processes of the University is an essential condition for freedom. Dissent and controversy should function within this framework. Violence, the threat of violence, and the disruptions of the normal functions of the University are alien to the spirit of the academic community.

The responsibility to secure and to respect general conditions conducive to the freedom to learn is shared by all members of the academic community. Trinity University recognizes its duty to develop policies and procedures that provide and safeguard this freedom. The purpose of this statement is to enumerate essential provisions for students' freedom to learn.

### Expectations of Students

Trinity University strives to preserve the rights and dignity of individuals and to foster an environment where civility, decency, and respect are valued and honored. Students are expected to take responsibility for their actions and show respect for self, others, the University community, and property. Matriculation at Trinity University implies a student's understanding of and support for the University's standards. Failure to observe these standards and comply with University policies and other regulations will result in the student being subject to University action through established disciplinary procedures.

### Application of Student Standards

Policies and the consequences of their violation apply to the conduct of a student on campus, at University-sponsored events, or at any other location or time when the conduct (1) has an adverse impact on the reputation of the University, (2) negatively affects the safety or welfare of University students, employees, or neighbors,

or (3) interferes with or obstructs the mission or operations of the University. On campus refers to any location within the University grounds. The [Campus Map](#) identifies what is considered University property. A University-sponsored event is typically sponsored or paid for by a member or organization affiliated with the University. University-Sponsored events may take place off campus and include study abroad programs.

### Respecting Local, State, and Federal Law

The University does not condone violations of local, state, or federal law whether civil officials have also acted in the case. Status as a student is not an exemption from either the rights or responsibilities of citizens.

In addition to the major standards of conduct, students are expected to abide by additional University policies that exist to further the orderly functioning of the University's departments and their resources.

### Respecting University Policies

Students are expected to abide by additional University policies that exist to further the orderly functioning of the University's departments and their resources. A list of policies organized by policy topics can be viewed on Trinity's Policy Portal at <https://policies.trinity.edu>. Violations of these policies will result in the organization and/or individuals involved being subject to appropriate action.

### Orders

Failure to comply with Administrative or Official Orders may result in referral for judicial action.

- An Official Order is an emergency directive from a University official. Official Orders are primarily used in response to situations of great urgency. Official Orders require immediate and unquestioning compliance. They remain in effect only as long as the situation that prompted their issuance. Official Orders include, but are not limited to, an order to identify oneself by displaying a University ID or an order to evacuate a building in case of a fire and not reenter it until official permission has been given. University officials authorized to issue Official Orders include faculty, staff, Residential Life student staff, and University police when performing their official responsibilities. Challenges to the reasonableness of an Official Order should be made in writing to the Associate Vice President for Student Affairs within five class days from the date the order was issued, but not at the time the Official Order is given.
- An Administrative Order is used to require or prohibit specific behaviors for a specified period of time and is issued by a University administrator (president, vice president, dean, director, Title IX Coordinator, or a designee). Compared to Official Orders, Administrative Orders are used to address situations of less immediate urgency than Official Orders and are longer-term in nature. Examples of Administrative Orders include: barring a student from athletic events or a residence hall as a result of misbehavior, or requiring one student to stay away

from another in order to avoid conflict. Appeals of any Administrative Order can be made in writing to the appropriate vice president within ten days of the order. A vice president's order or appellate decision can be appealed in writing within five days of receipt of the decision to the president of the University.

### Student Code of Conduct

The Trinity University Student Conduct program aims to hold students accountable for their actions and provide them an opportunity to reflect upon their impact on the Trinity community through a fair, equitable, and education-based process. The mission of the Student Conduct program is to promote student learning and development while maintaining the safety and integrity of Trinity University's academic and social communities.

By establishing student conduct policies and disciplinary procedures, the University fulfills its obligation as outlined in the Statement on Student Rights and Responsibilities.

### Policies Influencing Student Life

University policies are available at [policies.trinity.edu](https://policies.trinity.edu). Major policies that significantly influence student life at Trinity are listed below, along with a summary and a direct link to the policy content. Alleged violations of policy may result in university judicial action.

**Alcohol and Other Drugs Policy:** Consistent with federal and state law, students and their guests under the age of 21 are prohibited from possessing or consuming alcoholic beverages on campus. Hard liquor is prohibited on campus. Trinity University prohibits the use, possession, manufacture, sale, and/or distribution of controlled and illegal substances. Drug paraphernalia is prohibited.

**The Responsible Friend Initiative:** The health, safety, and well-being of our community are our highest priority. Trinity University's primary concern with Alcohol and Other Drug (AOD) use is the safety and well-being of our students. When a student contacts the Trinity University Police Department (TUPD, 210-999-7000), Residential Life staff, or any other University official out of concern for themselves or another student's health and safety, the student(s) involved will not be considered for violation of the Alcohol and Other Drugs Policy for that incident. If other policies were potentially violated, students may be referred through the student conduct process.

**Commercial Enterprise Policy:** Commercial enterprises are not permitted to conduct any business activities, including, but not limited to, solicitation and promotion. Recognized student-run commercial enterprises may engage in business activities on campus. Door-to-door sales and solicitations are prohibited in the residence halls.

**Hazing Policy:** Trinity University is committed to fostering a campus environment where all members, including students, faculty, staff, alumni, and visitors, are treated with dignity and respect. As part of this commitment, and in accordance with federal and state laws, Trinity does not permit any form of hazing, whether physical,

psychological, or emotional. Hazing is a harmful and prohibited practice that undermines the well-being, safety, and dignity of individuals, as well as the collective integrity of our community.

Trinity University defines hazing as any intentional, knowing, or reckless act, whether presented as optional or required, occurring on or off campus, by one person alone or acting with others, directed against someone for the purpose of pledging, being initiated into, affiliating with, holding office in, or maintaining membership in an organization, whether or not the organization is established or recognized by the institution. Acceptance of or consent to an activity on the part of a new member or individual does not justify an individual, organization, or group's engagement in the activity.

**Non-Retaliation Policy:** Trinity prohibits retaliation against anyone, whether on or off campus, who reports or inquires in good faith about what they believe to be wrongful or unlawful activities or is part of an investigation related to such activities. This policy safeguards the rights of all members of the University community, including faculty, staff, students, visitors, contractors, and volunteers.

**Solicitation & Promotion Policy:** Flyers, banners, and leaflets may be affixed only to bulletin boards and other designated spaces designed for the purpose of temporary posting. Chalking on campus pedestrian walkways to promote University-related events and activities is permitted. Chalking for personal promotion or non University-related events is prohibited.

Commercial enterprises and any person acting on behalf of a commercial enterprise may not conduct solicitation or promotion activities on campus or use University resources. Recognized student-run commercial enterprises may use University resources for solicitation and promotion, as long as such solicitation and promotion is in compliance with any requirements or restrictions by the Department of Entrepreneurship, this policy, and other applicable University policies and procedures, including those relating to facility use.

**SPIn Policy:** The Safer Parties Initiative (SPIn) includes suggested practices that help foster student safety, well-being, and responsibility at off-campus events involving alcohol.

**Statement on Student Rights and Responsibilities:** This statement provides information on expression (including personal and public expression), campus climate (such as civility and safety), maintenance of an orderly process (including procedures and searches), and continuity of education.

**Tobacco Free Policy:** The use of any tobacco product (including products for vaping) is prohibited on University property. This policy applies to all indoor areas, including residence halls and administrative buildings, **as well as** outdoor areas, such as playing fields, parking lots, streets, sidewalks, walking trails, vehicles, and construction sites.

**Values-Based Policy: Personal Responsibility:** Students are expected to be responsible for their own behavior and assume responsibility for the behavior of guests who are not



affiliated with the University or are unidentified. Student hosts assume responsibility for sponsoring activities or gatherings that violate policy.

**Values-Based Policy: Respect for Community:** Students are expected to demonstrate respect for the standards that form the foundation of a civil community through personal integrity. Examples of unacceptable behavior include, but are not limited to theft, falsification of records, disruption, disorderly conduct, unauthorized entry into buildings or spaces, and failure to respond to a reasonable request of a University official.

**Values-Based Policy: Respect for Others:** Students are expected to respect others, including those in the campus and outside community. Examples of unacceptable behavior include violence, threats of violence, intimidation, harassment, bullying, and threatening or belligerent behavior.

**Values-Based Policy: Respect for Property:** Students are expected to respect the property of others. Examples of unacceptable behavior include vandalism, defacement, or destruction of property, as well as moving property without permission.

**Values-Based Policy: Respect for Self** Students are expected to respect themselves by avoiding conduct that is potentially dangerous and detrimental to their physical, psychological, or emotional well-being.

**Weapons Policy:** The carrying or possession of any type of weapon or firearm on Trinity University premises is strictly and absolutely prohibited. This prohibition expressly includes those persons licensed to carry concealed firearms. Examples of weapons prohibited under this policy are firearms such as handguns, rifles, BB or pellet guns, stun guns, paintball guns, and airsoft guns, ammunition, explosive material, chemical weapons, daggers, swords, knives, slingshots, and replicas of actual weapons. Any person concerned about an imminent threat of violence on university property or at a University-sponsored event should report the concern immediately to TUPD at 210-999-7000.

All persons using Trinity University equipment, connections, and/or software are subject to the policies of [Information Technology Services](#).

### Incidents and Reporting Process

Any person may file a complaint or submit an incident report with the [Dean of Students Office](#) alleging a violation of the University's published standards of student conduct. The Dean of Students office will review all incoming reports and determine next steps.

### Hearing Forums and Procedures

The Dean of Students or a designee will review each case, consider corresponding policy violations, and assign the case to the appropriate hearing forum or University official for review. The review may include a review of documents, interviews of potential witnesses and other parties, and collection of other evidence. The case may be referred to a designated staff member for an administrative meeting, to the Student

Integrity Panel, or the Dean of Students. The Dean of Students or their designee has the authority to take interim action regarding a student's status pending a final disciplinary action. A finding of responsibility is made based on the preponderance of the evidence standard. The preponderance of evidence proves something is more likely than not. More information regarding the types of hearing forums and the University discipline procedures can be found on the [Student Conduct pages](#) of the University's website.

Students requesting accommodations for judicial hearings must coordinate with [Student Accessibility Services](#), which will share relevant information with the hearing officer.

### Sanctions

Sanctions are intended to be incremental and increasing in severity when a pattern of conduct emerges. Trinity University reserves the right to impose any sanctions to address student conduct violations.

At times, when infractions are egregious, students may be withdrawn from the University for a period of time (suspension) or permanently (expulsion). View a list of general sanctions and statuses [here](#).

### Appeals

Students have the right to appeal a conduct decision within five days of receiving the written decision letter. An appeal link is embedded in each decision letter that indicates a finding of responsibility. Students may appeal based on the grounds of a procedural or substantive error that impacted the outcome, the consideration of new evidence that was unavailable during the hearing or investigation, or the imposition of sanctions that are substantially disproportionate to the severity of the violation. More information can be viewed on the Dean of Students [appeals webpage](#).

### Student Withdrawal and Pending Charges

If a student withdraws from the University pending disciplinary charges that may result in the student becoming ineligible to reenroll for reasons other than academic or financial reasons, the University will not terminate the disciplinary process until it makes a final decision regarding responsibility.

### Involuntary Withdrawal

The [University-initiated Withdrawals Policy](#) addresses circumstances for the removal and reinstatement of students.

### Transcript Notations

Any discipline or action that results in a student being ineligible to reenroll at the University, for a reason other than an academic or financial reason, will result in a notation to that effect on the student's transcript. More information is available in the [Transcript Notation Policy](#). Upon the student's request, the University may remove the transcript notation if the student is eligible to reenroll or if the University determines

that good cause exists to remove the notation.

### Student Organizations

Allegations against a University-affiliated or sponsored organization are adjudicated through established processes found in the [Student Organizational Handbook](#).

### Public Health Policies

The Director of Integrated Counseling, Health and Wellness Services, in collaboration with the office of Emergency Management, may enact policies to ensure campus health and safety during campus public health emergencies. Recommendations from the Centers for Disease Control and the local public health authority, the San Antonio Metropolitan Health District, will inform policies. Students are expected to abide by any Trinity Public Health-related policies and directives.

The most up-to-date campus public health information can be found at:  
<https://www.trinity.edu/sites/emergency/public-health-information>.

## **II. Equal Opportunity Services**

### Prohibition Against Discrimination and Harassment

Trinity University is committed to maintaining an academic environment free of all forms of conduct considered to be harassment, as such conduct adversely affects the working or learning environment.

The University reaffirms its commitment that unlawful harassment relating to a person's sex, gender, sexual orientation, gender identity, gender expression, religion, race, color, ethnicity, national origin, age, disability, genetic information, veteran status, pregnancy (or related conditions), or citizenship status (collectively, "Protected Status") is prohibited. This prohibition against harassment includes harassment of employees, job applicants, students, prospective students, contractors, and visitors. Trinity policy also prohibits retaliation against individuals who report or participate in the process described in this policy.

Complaints of harassment and discrimination against students, excluding those related to behavior covered by the [Policy Prohibiting Sexual Harassment and Sexual Misconduct](#), will be resolved in accordance with the [Policy Prohibiting Harassment and Discrimination Based on Protected Status](#). Anyone having a concern about discrimination or harassment should contact the Director of Equal Opportunity, Wiley Graham, at 210-999-8130 | [wgraham@trinity.edu](mailto:wgraham@trinity.edu) or [eos@trinity.edu](mailto:eos@trinity.edu).

### Sexual Harassment and Sexual Misconduct

As required by Texas law, almost all employees are required to report sexual harassment and sexual misconduct following the [Policy on Mandatory Reporting Requirements for Sexual Harassment and Sexual Misconduct](#). If you would like to discuss a situation related to sexual harassment or sexual misconduct confidentially, there are confidential resources available to you. These confidential resources include all staff in Health Services, all staff in Counseling Services, all staff in the office of the

University Chaplain, and full-time Athletic Trainers. These individuals are only required to notify the Title IX Coordinator of the type of incident they heard about, and cannot disclose *any* additional information without your consent, such as the name of anyone involved, the date or location of the incident, or anything else.

Complaints of sexual harassment and sexual misconduct are taken seriously and handled under the [Policy Prohibiting Sexual Harassment and Sexual Misconduct Policy](#). This policy prohibits certain kinds of behavior, including sexual harassment, sexual assault, intimate partner violence (dating or domestic violence), stalking, sexual exploitation, and retaliation for reporting or participating in the process described in the policy. Anyone having a concern about discrimination or harassment should contact the Title IX Coordinator, Dr. Michaela Postell, at 210-999-7835 or [eos@trinity.edu](mailto:eos@trinity.edu).

If you experience sexual harassment or sexual misconduct, please contact the Title IX Coordinator to learn about your rights under the policy and the supportive measures available to you. Supportive measures can include Administrative No-Contact Orders, criminal trespass warnings, academic and housing accommodations, access to counseling and healthcare, and other relevant services.

Knowingly providing false, falsified, or forged information to any member of the University community, such as falsification or misuse of documents, accounts, records, identification, financial instruments, etc., is prohibited by Trinity University.

### **III. How We Live Together**

#### Dean of Students

The Office of the Dean of Students is here to support and journey alongside students as they grow throughout their studies at Trinity University. The Dean of Students office assumes responsibility for the Student Success and Behavioral Assessment team, provides resources for addressing student issues and crises, communicates with families, oversees the student conduct program, and offers assistance to the Student Government Association (SGA). Additional information can be found on the Dean of Students [webpage](#).

#### Student Inclusion and Belonging

The mission of the Student Inclusion and Belonging Office (SIB) is to ensure that the Trinity University core value of Intentional Inclusion is visible and celebrated in the academic, professional, and social development of each student. Learn more about Trinity's commitment to inclusive excellence on the Student Inclusion & Belonging [webpage](#).

#### Student Organizations

Student organizations reflect and complement the University's mission, and the Office of Student Engagement & Development (210-999-7547; [getinvolved@trinity.edu](mailto:getinvolved@trinity.edu))

supports and facilitates the formation, development, and sustainability of these organizations. Trinity University has nearly 130 student organizations, including fraternity and sorority communities. For a list of active student organizations and contact information, visit the [Student Engagement & Development Webpage](#). Policies and procedures related to student organizations are presented in the [Student Organizations Handbook](#).

### Residential Life

Trinity University offers space and flexibility in on-campus housing with a three-year residency requirement. Trinity University is proud to provide a range of housing options tailored to each class year and living community. Visit the [Residential Life website](#) for additional information.

[Residential Life policies](#) and the stipulations of the [Housing Agreement](#) apply to students living on University property (including City Vista). All students are members of the University community and willfully consent to following the policies and procedures outlined by Trinity University.

### Chapel and Spiritual Life

The Chapel and Spiritual Life (CSL) Office is convinced that a life of faith and spiritual exploration can be an essential part of your college experience. We strive to provide spaces for sacred expression and community connection for the Trinity community. Curious about the people on campus who would love to join and encourage you along your spiritual path? Then take a look at the lists of [Spiritual Life staff, advisers, and fellows](#), and [student religious organizations](#) here at Trinity. The University Chaplain and Assistant Chaplain also serve as confidential resources.

Visit the [Tiger Hub Resource Guide](#), an easy-to-use webpage to help you find resources and answer questions.

### Health Services

Trinity University Health Services strives to provide high-quality, accessible nursing and medical care to all Trinity students. We acknowledge the wide diversity of our patients and are committed to providing developmentally appropriate, culturally sensitive medical and nursing care.

Most of our [services](#) are available to students at no charge, and both [physicians](#) and nurse practitioners are on campus to meet a wide range of student healthcare needs.

Wellness Services develops holistic educational health and success outreach projects to support all aspects of your personal and academic growth. Wellness programs and initiatives include nutrition, sleep, mental health, sexual health, and substance use or misuse.

### Counseling Services

Mental health counseling is provided free of charge to all enrolled Trinity students. Our

counselors offer confidential counseling to individuals and couples (when both individuals within a couple are enrolled students). Counseling Services also offers several support/discussion groups. Visit the [Counseling Services website](#) or call 210-999-7411 for more information.

Additionally, free and confidential counseling is available virtually through TigerCare Live to all Trinity students. This option provides counseling year-round, including nights and weekends. To learn more about this option, see this step-by-step [guide](#).

Finally, all students have access to the 24/7 Counseling Careline. Call 1-855-850-4301 to immediately access a Masters-level licensed mental health professional for any reason.

### International Student and Scholar Services

[International Student and Scholar Services](#) (ISSS) supports Trinity's international students and families by providing immigration and intercultural expertise to the University community and delivering meaningful and informed programming initiatives to create an inclusive and engaged global community at Trinity. ISSS provides immigration advising and advocacy regarding academic, personal, and immigration concerns, and we promote opportunities for community engagement through educational, social, and cross-cultural programming.

### Formal Student Complaints

Trinity University has established a process for students to raise concerns about their University experience. Students are encouraged to submit this form to report University-related complaints with assurance that the complaint will be reviewed. Additional information can be found on the [Dean of Students website](#). Once a complaint has been submitted, it is routed directly to a resolution team for review and next steps.

## **IV. Academic Success**

Students sign the [Academic Honor Code](#) during their first week at Trinity. The Code covers all academic work. The names of Honor Council members and a form for reporting violations, as well as the Code itself, can be found at the [University website](#).

### Classroom Responsibilities and Expectations

University policies related to academic progress (enrollment, degree requirements, grades, transfer credit, dismissal, and withdrawal, for example) are all best found in the [Courses of Study Bulletin](#). Policies related to [study abroad](#) and [internship opportunities](#) are available on the linked website pages.

The Faculty Handbook contains policies related to classroom procedures, faculty duties, student records, and course evaluations. Students will also find policies related to their classroom responsibilities and expectations in [The Faculty Handbook](#).



## Intellectual Property Policy

The University's Intellectual Property Policy is established in "Research Responsibilities," of the Faculty Handbook. The policy also applies to students. See the handbook: [Faculty Handbook](#).

## Resources for Academic Success

The Office of Academic Success is home to a number of resources for students. Located on the main floor of the library (EHCL), the departments listed below share a common mission to empower students to harness and develop their skills for academic success. For more details and contact information, please visit the Trinity [website](#).

- [Academic Advising](#) helps students explore opportunities, identify goals, plan degree programs, and navigate their academic experience. Each incoming first-year and transfer student is connected with an advisor who guides them until they declare a major.
- [Academic Support](#) provides academic programs and services to enhance student learning, academic performance, and personal development through one-on-one academic coaching, study skills workshops, and peer tutoring programs.
  - [The Writing Center](#) offers peer tutoring to students at all stages of the writing process, from finding a thesis to editing and revision.
  - [The Quantitative Reasoning Skills \(QRS\) Center](#) offers peer tutoring for students in quantitatively demanding coursework, as well as both general and course-specific workshops to facilitate student growth as it relates to quantitative reasoning.
- [Student Accessibility Services](#) ensures that disabled students have equal access to curricular and co-curricular activities and services by arranging accommodations, training, consultation, and technical assistance.

## Student Financial Responsibility Agreement information

Our goal is to help our students understand the cost of their education and the financial policies associated with their enrollment at Trinity University. TU requires all students to complete a [Student Financial Responsibility Agreement](#) (SFRA), via TU Workday Portal each semester, prior to registering for classes. The SFRA informs students of their financial responsibilities associated with enrolling for classes and explains the potential consequences that may result if a student fails to meet those obligations.

Information regarding Student Accounts and Financial Aid is located on the Student Financial Services [web pages](#). If specific questions related to scholarships and financial aid are not answered on these web pages, email [studentfinancialservices@trinity.edu](mailto:studentfinancialservices@trinity.edu) for assistance.

## Registrar's Office

The Office of the Registrar is here to serve the Trinity community. We strive to maintain accurate student records, protect the security of those records and related student data, and provide a wide range of support services related to registration and graduation. Students can access forms and information on the registrar [website](#) such as withdrawal information, declaring a major, transcript requests and more.

## **V. Emergency Resources and Campus Safety**

### Emergency Procedures

Emergency Procedures are posted publicly on the [emergency preparedness website](#), and the [emergency response guide](#) is available for download. All students, faculty, and staff should review these critical procedures regularly to ensure campus-wide preparedness and readiness for any potential threat or hazard, such as a fire, tornado, severe weather, or active threat situation. All Tigers are encouraged to know what to do during an emergency, how to stay informed (TrinAlert), and how to [be prepared](#) for any emergency.

### TrinAlert Emergency Notification System

In the event of a *critical campus-wide emergency*, the University will provide important information, protective actions, and related resources/links, as appropriate. All students are highly encouraged to register for TrinAlert emergency notifications and stay informed about campus emergencies. To register and/or update your cell phone information, please log-in to WorkDay and verify your contact information. Information for parents/families will be posted in the Parent Portal.

### Emergency Services

For emergency services, to report a crime, or to reach Police, contact the [Trinity University Police Department](#) (TUPD) at 210-999-7000 (dial just 7000 from any on-campus phone) or use a “blue light” emergency phone. Identify yourself, provide the location and nature of the emergency, and remain on the line until instructed to disconnect. For non-emergencies, call 210-999-7070. Also, you can download the campus safety app and communicate with TUPD directly from the app - [learn more](#).

### For Medical Emergencies

If a situation appears life-threatening, call the TUPD at 210-999-7000. A dispatcher will contact and coordinate the EMS response and provide assistance.

### For Non-Critical Situations

When assistance is not needed immediately, contact Counseling Services or Health Services during regular hours of operation. Accidents that occur in residence halls should be reported to a member of the Residential Life staff. A counselor is available



for non-crisis counseling 24/7 at 1-855-850-4301.

Health Services, located on the ground floor of Myrtle McFarlin residence hall, is available for non-emergency medical services Monday-Friday, 8:00 a.m. - 5:00 p.m. by appointment, 210-999-8111 (phone). Same-day appointments are usually available. Many services are available to students at no charge, and nurses, physicians, and nurse practitioners are on campus to meet a wide range of student healthcare needs. For more information, visit the [Health Services website](#).

No-cost Telehealth urgent care and telehealth nutrition consultation appointments are available 24/7 via TigerCare Live. For more information, visit the Telehealth section on the Health Services [webpage](#).

### Psychological Crises

A student in crisis can visit the Counseling Services office in the Coates Student Center, located adjacent to the Esplanade, Monday through Friday, 8:00 a.m. to 5:00 p.m. A counselor will see a student in crisis as promptly as possible. Students can also speak confidentially and at no cost with a counselor 24/7 by calling 1-855-850-4301. Counseling Services also offers scheduled Initial Consultation appointments and ongoing counseling. For more information, visit the [Counseling Services website](#).

No-cost Telehealth therapy and psychiatry appointments are available 24/7 via TigerCare Live. For more information, please see this [step-by-step guide](#).

### Mental Health Transports

Transports to a mental health treatment facility will occur when a student requires professional psychiatric care, most commonly due to the student's imminent risk of ending their life. A mental health transport occurs, ideally, with the student's consent and can occur without their consent for the student's safety as permitted by state law. Students requiring mental health transportation are typically transported to [Laurel Ridge Treatment Center](#), located at 17720 Corporate Woods Dr., 210-491-9400. The Dean of Students, who will receive notification of the mental health transport, will offer support to the student following the student's discharge.

### Annual Security and Fire Safety Reports

Trinity University publishes an Annual Security and Fire Safety Report in compliance with the Jeanne Clery Act. This report includes security policies, campus crime statistics, fire safety policies, and fire statistics. You may request a copy of this report by calling the Police Department at 210-999-7070. You may view or print a copy of this report by visiting the [University Police Crime Data web pages](#).

Fire safety policies and statistics can be found on the [Fire Safety](#) webpage. Information about the University's [emergency preparedness](#) is found at the University website.