



The Jed Foundation



JED Faculty and Staff Resource Guide

Updated: 04/14/2026

Overview

The University of San Diego (USD) joined the [JED Campus](#) program to enhance mental health outcomes for all students and to ultimately reduce rates of suicide, which directly supports Goal 1 of [Lighting the Way to 2030](#) and the Holistic Wellness domain of the [Thriving Student Model](#). Through this multiyear partnership, we have created the following guide of training opportunities, resources, and activities that your unit can use to advance a campus-wide culture of care.

USD's commitment operates under a public health framework that integrates mental health awareness and intervention throughout campus life. This means that every staff and faculty member plays a critical role in student support and can act as an "open door" for any student. This requires that staff and faculty be equipped with the skills to provide initial support and resource connections to students in distress. In addition to that initial support, JED also emphasizes the important role that preventative measures play. This includes factors like helping students develop life skills, supporting them through their academic journey, and providing opportunities to build social connections.

We strongly recommend that staff and faculty units discuss and review this guide as a team to identify action steps and opportunities for impact within your specific area. Consider including elements in annual performance evaluation processes. Your engagement is essential for embedding mental health awareness and support within everyday interactions across campus. By doing so, you help strengthen referral pathways and normalize the culture of seeking help.

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Checklist

Use this checklist to audit your unit's current readiness and identify specific gaps in training or resource familiarity. We recommend revisiting this list annually or during new hire onboarding to ensure all team members remain equipped to offer support.

<input type="checkbox"/>	<p>QPR Training</p> <p>100% of the team/unit has completed Question, Persuade, and Refer (QPR) Training & Certification. (see page 4 for full details)</p>
<input type="checkbox"/>	<p>Be Well Website</p> <p>On an annual basis, the team/unit reviews and discusses content on the Be Well website.</p>
<input type="checkbox"/>	<p>Resources & Trainings</p> <p>On an annual basis, the team/unit reviews and discusses resources and trainings included in this document. Identify gaps in knowledge and trainings that staff can complete in the current year.</p>
<input type="checkbox"/>	<p>Visit Campus Spaces (Wellness)</p> <p>Team/unit has physically visited all of the following spaces:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Counseling Center (Saints Tekakwitha & Serra Hall 300) - (619) 260-4655 <input type="checkbox"/> The Center for Health and Wellness Promotion (Palomar Health Student Wellness Center) - (619) 260-4655 <input type="checkbox"/> The Commons (4th floor of Student Life Pavilion) - (see page 7 for full details) <input type="checkbox"/> Military and Veterans Program - military@sandiego.edu <input type="checkbox"/> The Torero Hub - torerohub@sandiego.edu <input type="checkbox"/> Case Managers - css@sandiego.edu
<input type="checkbox"/>	<p>Visit Campus Spaces (Academic Support)</p> <p>Team/unit has physically visited all of the following spaces:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Center for Student Success - css@sandiego.edu <input type="checkbox"/> Copley Library - copley@sandiego.edu <input type="checkbox"/> Undergraduate Writing Center - writingcenter@sandiego.edu <input type="checkbox"/> Mathematics Learning Center (MLC) - hmilbourne@sandiego.edu <input type="checkbox"/> Language Tutoring - languages@sandiego.edu

Clinical Support Resources

If a student is showing concerning behaviors, you can help that student access these resources 24 hours a day, 7 days a week. These services come at no cost to currently enrolled students, whether in-person or online. In the event of an emergency, our counseling team will make an effort to meet the student in a way that is convenient to the student.



(Mobile App & Web Access)

The TimelyCare app can be accessed 24/7 on a phone or other device, for virtual care options from licensed physicians and counselors in all 50 states.

Counseling Services

[Counseling Center](#)

[Schedule an appointment](#)

(619) 260-4655 (*available 24/7*)

Saints Tekakwitha & Serra Hall 300

24-hour San Diego Access and Crisis Line

(888) 724-7240

Department of Public Safety Emergency Line

(619) 260-2222 (emergency)

(619) 260-7777 (non emergency)

Title IX Coordinator

(619) 260-4594

Maher Hall 101

titleIX@sandiego.edu

Non-Clinical Support Resources

The following non-clinical campus partners can assist in identifying and supporting students. Each of these teams are specifically trained to respond to student needs and make appropriate connections across campus. These are not emergency services.

Torero Hub

[Torero Hub Question Form](#)

torerohub@sandiego.edu

(619) 260-2700

Hahn University Center 126

Torero Connect Counselors

Every first and second year undergraduate or transfer student is assigned a Torero Connect Counselor (TCC) through the Torero Hub.

Torero Support Counselors

All students not assigned a Torero Connect Counselor (TCC) receive guidance from our Torero Support Counselor (TSC) team through the Torero Hub.

Student Support Services

[Undergraduate TriO Students](#) assigned to a Retention Specialist receive motivation and personal support through individual and group counseling.

sss@sandiego.edu

(619) 260-4264

Hahn University Center 113

Case Management

All students not assigned an SSS Retention Specialist can receive non-academic and referral support from our Case Managers.

[Case Management Referral Form](#)

(619) 260-5995

Hahn University Center 238

Staff and Faculty Resources

Be Well USD

Dedicated to developing the whole person, this website seeks to raise awareness and reduce stigma about mental health, enhance help-seeking behavior, provide students with important life skills, and create an environment that promotes the overall health and well-being of students as they strive to reach their personal and academic goals.

QPR Training (Question, Persuade, Refer) Requests

Hosted by: Student Wellness

During the QPR Training & Certification, you will learn to: recognize the warning signs of suicide, offer hope to someone who is struggling with their mental health, and get someone help at USD and in the community.

Student Wellness Presentation & Outreach Requests

Hosted by: Center for Health and Wellness Promotion

Team members are available to present on a range of topics connected to mental health and relationship and sexual violence.

Restorative Justice Training and Support Requests

Hosted by: The Office of Ethical Development and Restorative Practices

RJ is an important part of the University of San Diego's campus culture and a key way we build community. All students, staff, faculty, and other community members can request training or facilitator support for Restorative Justice spaces.

Student-Support Skills Training Requests

Hosted by: Center for Student Success

During Student-Support Skills training, you will learn to: understand how neurobiology impacts our trauma responses, develop questions from a student-centered framework, and identify relevant on-campus resources for student referrals.

Culturally Responsive Trainings & Resources

Each student at San Diego brings a different set of backgrounds and experiences to our community. Learn more about how you can support students from different walks of life below.

- [Center for Cultural Development Resources](#)
- [First-Generation Student Resources](#)
- [Military-Connected Ally Support Training](#)
- Rainbow Educator Trainings; contact re@sandiego.edu
- Safe Space Ally Training; contact hrllearning@sandiego.edu
- UndocuAlly Trainings; contact torerosdream@sandiego.edu

Life Skills Development

The University of San Diego offers many skill-development opportunities for students, through service, spirituality, career success, and holistic wellness.

Career Development Services

Hosted by: Career Development Center

careers@sandiego.edu

(619) 260-4654

Manchester Hall 101

[Undergraduate Career Resources](#)

[Graduate Career Resources](#)

Community, Awareness and Social Action

The Karen and Tom Mulvaney Center

(619) 260-4798

Maier Hall 218

Conflict Coaching

Hosted by: Residential Life

[Coaching Request](#)

Students at USD can book conflict coaching sessions regardless of their housing status. Mediation services, and roommate success plans are exclusive to residential students.

Disability and Learning Difference Resource Center

disabilityservices@sandiego.edu

(619) 260-4655

Saints Tekakwitha & Serra Hall 300

[Request Services](#)

Outdoor Adventures

explore@sandiego.edu

(619) 260-4709

Bosley Center

Practice Changemaking

Changemaker HUB

changemaker@sandiego.edu

(619) 260-2798

Student Life Pavilion 324

Service and Social Justice

University Ministry

universityministry@sandiego.edu

(619) 260-4735

Founders Hall 20

Academic Planning and Success

Students at USD have several academic support services available to them, both in academic skill development and academic/career planning.

SUCCESS RESOURCES

Academic Support Centers

[Math Learning Center](#)

Saints Tekakwitha & Serra Hall 134

[Undergraduate Writing Center](#)

Learning Commons 203

[The SOLES Graduate Writing Center](#)

Mother Rosalie Hill Hall

[The Helen K. and James S. Copley Library](#)

copley@sandiego.edu

(619) 260-4799

Copley Library offers online "Ask Us" support

Student Success Coaching

Center for Student Success

[Coaching Request](#)

(619) 260-5995

Hahn University Center 114

Available to undergraduate students only.

Learning Communities and Scholastic Assistants

lhc@sandiego.edu

(619) 260-4600

Mata'yuum Crossroads 125

Available to new students only.

Undergraduate Tutoring Information

[Tutoring Information by Course](#)

[Knack Tutoring App](#)

Knack is a free peer-to-peer tutoring platform

ACADEMIC ADVISING RESOURCES

College of Arts and Sciences

[CAS Advising Information](#)

[Declare a CAS Major](#)

[CAS Career Readiness](#)

CASadvising@sandiego.edu

(619) 260-4545

Founders Hall 117

Graduate, Law, and Online Students

Students should reach out to their academic program coordinator and/or program advisor for more information

Study Abroad

International Center

international@sandiego.edu

(619) 260-4598

Saints Tekakwitha & Serra Hall 201

Knauss School of Business

[Knauss Academic Advising Information](#)

[Declare a Business Major](#)

[Business Career Services](#)

KnaussStudentSuccess@sandiego.edu

(619) 260-4545

Knauss Center for Business Education 2nd Floor

Shiley-Marcos School of Engineering

[SMSE Advising Information](#)

[Declare a SMSE Major](#)

[SMSE Career Readiness](#)

SMSEadvising@sandiego.edu

(619) 260-4627

Belanich Engineering Center

Social Connectedness @ USD

The University of San Diego hosts several community spaces and involvement opportunities for our students.

COMMUNITY HUBS

Commuter Commons

commutercommons@sandiego.edu

(619) 260-7668

Hahn University Center 119

Graduate Student Life

gradlife@sandiego.edu

(619) 260-2227

Student Life Pavilion 401

[Associations and Organizations](#)

[Events Calendar](#)

International Students and Scholars

International Center

international@sandiego.edu

(619) 260-4598

Saints Tekakwitha & Serra Hall 201

Military-Connected Students

military@sandiego.edu

(619) 260-7483

Hahn University Center 225

Online Students

[Professional and Continuing Education](#)

[Contact Us](#)

(619) 260-2961

Alcala Park West – Barcelona First Floor

Residential Life

housing@sandiego.edu

(619) 260-4700

Mata'yuum Crossroads

Student Support Services

sss@sandiego.edu

(619) 260-4264

Hahn University Center 113

GET INVOLVED

All University Organizations and Events Academic Clubs & Organizations

Campus Recreation

campusrecreation@sandiego.edu

(619) 260-4533

Sports Center 102

Fraternity and Sorority Life

fsl@sandiego.edu

(619) 260-7890

Student Life Pavilion 316

Student Activities & Involvement

sai@sandiego.edu

(619) 260-4802

Student Life Pavilion 308

Involvement Consultants

usdinvolve@gmail.com

(619) 260-4802

Student Life Pavilion 308

Available to undergraduate students only.

Palomar Health Student Wellness Center

wellness@sandiego.edu

(619) 260-4655

The Commons

(619) 260-2395

Student Life Pavilion 418

Black Student Resource Commons

bsrc@sandiego.edu

LGBTQ+ & Allies Commons

lgbtq@sandiego.edu

United Front Multicultural Commons

ufmc@sandiego.edu

Women's Commons

womenscommons@sandiego.edu

University Ministry

universityministry@sandiego.edu

(619) 260-4735

Founders Hall 20