



**Standard
Operating
Procedure (SOP)**

Approved Date:	6/18/24
Revision Date:	
SOP Owner:	Resident Life

SOP Title: Missing Housing Student

1. Purpose

Define the procedures that will be taken when a student residing in Southwest Tech housing is considered missing, ensuring a coordinated and efficient response to locate the student and ensure their safety.

2. Scope

This Standard Operating Procedure (SOP) applies to students who reside in campus housing and to any students, faculty, and staff who may have information about a potential missing student. It also applies to college staff responsible for following the procedures set forth.

3. Definitions

Confidential Emergency Contact – The name and contact information for an individual to be contacted by College personnel or local law enforcement in case a student is determined missing. The confidential emergency contact information is kept by the Residence Life Manager and is only used for this purpose.

Emergency Contact – The name(s) and contact information the student has provided to the Residential Life Manager for emergency purposes.

Missing Student – A Southwest Tech on-campus housing student who has been missing for 24 hours without any known reason if a roommate, classmate, family member, faculty member, or other campus person has not seen or heard from the person in a reasonable amount of time and depending on the information available regarding the missing person’s schedule, habits, punctuality, and reliability. Individuals will be considered missing immediately if their absence has occurred under circumstances that are suspicious or cause concerns for their safety.

On-Campus Housing Student – A student who resides in on-campus housing under a housing lease with Residence Life.

4. Responsibilities



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Resident Assistants (RAs):

- Notification
 - Upon initial report of a missing student, inform the Resident Life Manager or designee.
 - Document all actions taken and information gathered.
- Initial Response
 - Conduct a preliminary check: Visit the student's room (with another RA or College staff member), talk to roommates and friends, and check common areas.
 - Attempt to contact the student via phone, email, and social media.

Resident Life Manager or Designee:

- Assessment
 - Review the information provided by the RA.
 - Attempt to contact the student using all available means.
- Coordination
 - Notify the Campus Safety Team to collaborate on next steps.
 - Contact local law enforcement to initiate a welfare check if the student remains unlocated after initial checks and there is still concern for their safety.
- Communication
 - Inform the student's confidential emergency contact, if deemed necessary.
 - If a missing student is under 18 years of age and not emancipated, the Resident Life Manager is required to notify the custodial parent or guardian of the missing student in addition to the confidential contact no later than 24 hours after the determination is made that the student is missing.
 - Keep the RA updated on any developments.
- Documentation
 - Record all steps taken, including communications and outcomes.



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Campus Safety Team:

- Oversight
 - Coordinate with local law enforcement to facilitate the welfare check.
 - Ensure all campus safety protocols are followed.
- Support
 - Provide necessary resources and support to the RA and Resident Life Manager.
 - Communicate with other departments as needed to assist in locating the student.
- Reporting
 - Report the incident to the appropriate college officials and maintain records of the incident.
 - Provide updates to the college community as appropriate.

Public Information Officer:

- Communicate publicly on behalf of the campus if an on-campus housing student is determined missing.

5. Procedure

1. **Initial Awareness**
 - An RA, Residence Life Manager, or Campus Safety Team receives a report or notice of a potential missing housing student.
2. **Preliminary Check by RA**
 - Visit the student's room and common areas.
 - Talk to roommates and friends.
 - Attempt to contact the student.
3. **Notification to Resident Life Manager**
 - If the report is given to an RA, the RA will immediately contact the Resident Life Manager or designee.
4. **Resident Life Manager Actions**
 - Review information and attempt contact.
 - Notify the Campus Safety Team.
 - If necessary, contact local law enforcement for a welfare check.
 - Inform the student's confidential emergency contact, if appropriate.
5. **Coordination with Campus Safety Team**
 - Oversee the involvement of local law enforcement.



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- Provide support and resources to staff.
 - Ensure compliance with safety protocols.
- 6. Documentation and Reporting**
- All involved parties document their actions and communications.
 - The Campus Safety Team reports the incident to college officials and keeps records.
- 7. Follow-Up**
- Maintain communication with law enforcement and the student’s emergency contact.
 - Update the campus community if necessary.
 - Conduct a review of the incident to improve future responses.

By following this procedure, Southwest Tech aims to ensure a swift and effective response to any incident of a missing student, prioritizing their safety and well-being.

If a missing student is under 18 years of age and not emancipated, the College is required to notify the custodial parent or guardian of the missing student in addition to the confidential emergency contact no later than 24 hours after the determination is made that the student is missing.

Campus communications about missing students:

In cases involving missing students, law enforcement personnel are best situated to provide information to the media that is designed to elicit public assistance in the search for a missing student. Therefore, all communications regarding missing students will be handled by outside law enforcement authorities, who may consult with the college’s Public Information Officer. All inquiries to the College regarding missing students or information provided to any individual at the College about a missing student, shall be referred to the Campus Safety Team, who will refer such inquiries and information to law enforcement authorities.

Prior to providing the Southwest Tech community with any information about a missing student, the college’s Public Information Officer shall consult with the Campus Safety Team and with local law enforcement authorities to ensure that communications do not hinder the investigation.

6. References

Federal law 20 USC 1092 (j) Section 488 of the Higher Education Opportunity Act of 2008 and the Jeanne D. Clery Act



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7. Related Documents

1. Missing Housing Student Policy
2. [Missing Person Form](#)

Document Revisions

Explanation of Change:	Contact:	Date:

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