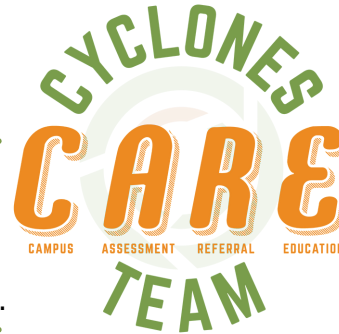


# RECOGNIZING AND HELPING DISTRESSED STUDENTS



If you are concerned about a student, don't let uncertainty stop you from taking action. SCTCC is committed to supporting students in crisis. This guide was developed to help you **Recognize, Respond to, Refer and Report** concerning behavior.

## RESPONDING TO DISTRESSED STUDENTS

### Stay safe

Coordinated professional help & follow-up care are positive ways to prevent suicide & violence.

### Trust your instincts

Consult your department chair or supervisor and promptly report concerns & student conduct violations.

### De-escalate & support

Distressed students can be sensitive. Avoid threatening, potentially embarrassing or intimidating statements. Help students connect with the resources they need.

### Clarify expectations

Remind students verbally or in writing (e.g., in the syllabus) of standards or expectations for conduct, and of possible consequences for disorderly behavior.

### Listen sensitively & carefully

Distressed students need to be heard & helped. They may find it difficult to articulate their distress. Ask them if they feel their functioning is impaired and how.

### Share what you know

State & federal laws mandate reporting in many crisis situations. FERPA allows the reporting of student health & safety concerns to relevant campus offices trained to handle situations with sensitivity & care.

### Consult to coordinate a timely response

Always report serious behavior to the Cyclones CARE Team as soon as possible. Additional campus resources, like the student conduct office, may be necessary to help reduce or eliminate disruptive behaviors.

### Follow up

Once you have referred a student in crisis, it is helpful (but not required) for you to follow up on their ongoing care. Your firsthand knowledge and personal connection to this student is valuable in understanding & appropriately responding to their situation.

### Take care

Helping a troubled student can take a toll on your personal well-being. Make sure to acknowledge what you've been through & receive adequate support.

\*Document adapted from the Red Folder created by the College of Saint Benedict & Saint John's University

## RESOURCES for faculty, staff and students

### Emergency

SCTCC Safety & Security: 320-308-3333

Emergency: 911

- Immediate emergency services for threatening or dangerous behavior
- Consultation on conduct issues
- Active shooter & campus safety training

### Follow-up, Support, & Training

Cyclones CARE Team: [sctcc.edu/Cyclones-CARE](http://sctcc.edu/Cyclones-CARE)

- Interdepartmental team convened bi-weekly by the Student Support Manager
- Seeks to effectively support the retention and success of students who seem to be having difficulty within the college

Student Support Manager: 320-308-5096, [wellness@sctcc.edu](mailto:wellness@sctcc.edu)

- Supporting student non-academic needs (financial, housing, food, mental health, etc.)
- Direct advising, referral & coordination with on-campus and area resources and supports

Mental Health Services: 320-308-5006, [wellness@sctcc.edu](mailto:wellness@sctcc.edu)

- Individual counseling for students
- Crisis counseling
- Consultation, outreach & referrals
- Faculty/staff training on identifying & assisting high-risk students

Academic Advising: 320-308-5741, [advising@sctcc.edu](mailto:advising@sctcc.edu)

- Explore academic interests & opportunities
- Address academic challenges
- Develop education plans consistent with academic, personal & professional goals

Accessibility Services: 320-308-5757, [acc@sctcc.edu](mailto:acc@sctcc.edu)

- Collaborate with college entities to provide community-wide access for persons with disabilities
- Provide appropriate academic accommodations for students with disabilities
- Faculty & staff consultation on issues related to students with disabilities

# MAINTAINING COMPLIANCE WITH STATE & FEDERAL LAWS AND INSTITUTIONAL POLICIES

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## ACADEMIC INTEGRITY

Academic integrity is highly valued at SCTCC. Maintaining academic integrity is the responsibility of every member of the college community: faculty, staff, administrators and students. The objective of this policy and procedure is to ensure that the highest level of respect for intellectual achievement is maintained at every level of college life and across all modes of learning, whether in class, online, at home, or during collaboration.

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**For more information, please visit [sctcc.edu/academic-integrity](https://sctcc.edu/academic-integrity)**

## STUDENT HANDBOOKS

At SCTCC, students are responsible for complying with the rules, regulations, policies & procedures contained in the Student Handbook and Academic Catalog, along with all other official publications and communications.

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**For more information, please visit [sctcc.edu/sites/default/files/documents/studentHandbook.pdf](https://sctcc.edu/sites/default/files/documents/studentHandbook.pdf) & [sctcc.edu/policies](https://sctcc.edu/policies)**

*\*Subject to exceptions that can apply to counselors or clinicians*

## CIVIL RIGHTS POLICY

SCTCC is committed to ensuring that our college provides a safe environment for learning, working & collaborating. It is the policy of SCTCC to prohibit discrimination and ensure equal opportunities in its educational programs, activities & employment of all individuals regardless of identity or class against which discrimination is prohibited by federal, state or local laws & regulations.

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**For more information, training & support, please visit [sctcc.edu/equal-opportunity-and-civil-rights](https://sctcc.edu/equal-opportunity-and-civil-rights)**

## TITLE IX

SCTCC is dedicated to the prevention of sexual discrimination & sexual misconduct, and providing a safe campus for its employees & students. SCTCC has established procedures & policies to investigate complaints and address identified concerns. Any SCTCC employee\* who becomes aware of a potential incident of assault or harassment involving an SCTCC student whether as victim or perpetrator must promptly report the matter to the Title IX Coordinator. The person making the report should not attempt to investigate the matter. The report will be responded to in accordance with SCTCC policy and as appropriate under the circumstances.

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**For more information, training & support, contact the Title IX Coordinator, Carol Brewer at 320-308-6158, [carol.brewer@sctcc.edu](mailto:carol.brewer@sctcc.edu)**

## CLERY ACT

The Jeanne Clery Disclosure of Campus Security Policy & Campus Crime Statistics Act is the federal law that requires institutions to disclose information about the crime on & around their campuses. The SCTCC Annual Security Reports are available at [sctcc.edu/safety](https://sctcc.edu/safety) and include campus security policies, crime statistics for the previous three years and other safety related information.

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**For more information, contact SCTCC Safety & Security at 320-308-6158, [safety@sctcc.edu](mailto:safety@sctcc.edu)**

## FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT (FERPA)

FERPA is a federal law that allows present & former students access to their educational records and provides basic privacy protection. FERPA permits disclosure of personal identifiable information from a student's educational record to parents, police or others to protect the health & safety of the student or others. Information can be shared with college personnel when there is a specific need to know. Observations of a student's conduct or statements made by a student are not part of a student's educational record & should be appropriately shared.

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**For more information, contact SCTCC Safety & Security at 320-308-6158 or the Data Compliance Officer (Registrar) at 320-308-1545**

## RECOGNIZE

## RESPOND

## REFERRAL OPTIONS

## REPORTING OPTIONS

Not sure what, but something seems "wrong"

- Disturbing content in assignments or emails
- Decline in academic performance
- Irrational or bizarre behavior
- Excessive absenteeism or change in attendance
- Sudden change in demeanor (e.g., an extroverted student is now withdrawn, an organized student becomes forgetful, etc.)

- Express concern & care
- Give an example of a time that the student's behavior has worried you
- Listen to & believe the student's responses
- Be supportive & encouraging if student agrees to get help

"I noticed you [haven't been in class for 2 weeks] & I'd like to check in with you to see how you're doing. I'm concerned about you."

**Urgent:**  
Safety & Security  
320-308-3333  
Off-Campus 911

**Other resources:**  
Mental Health Services  
320-308-5006, wellness@sctcc.edu

Student Support Manager  
320-308-5096, wellness@sctcc.edu

Academic Advising  
320-308-5741, advising@sctcc.edu

Complete a Cyclones CARE Form  
sctcc.edu/cyclones-care, if student is distressed

Academic Advising  
Starfish flag in D2L, if student is not distressed

Mental Health (depression, self-harm, suicidal risk)

- Significant changes in appearance, behavior or personal hygiene
- Decline in academic performance
- Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others
- Fresh cuts, scratches or wounds
- Withdrawal from activities and friends
- Statements of hopelessness such as "I hate this life" or "Everyone is better off without me"

- Express concern & care
- Avoid criticizing, sounding judgmental, minimizing or blaming
- Always take suicidal statements, thoughts or behaviors very seriously (if you suspect a student may be suicidal, seek immediate consultation)
- If possible, ask directly about their feelings and plans
- Call SCTCC Security if a student threatens their own safety or the safety of others

"I heard you saying that [the world would probably be better without you]. I'm concerned about you. Are you having thoughts of hurting yourself?"

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320-308-3333  
Off-Campus 911

**Other resources:**  
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Student Support Manager  
320-308-5096, wellness@sctcc.edu

Complete a Cyclones CARE Form  
sctcc.edu/cyclones-care

Misconduct, inappropriate behavior, & classroom disruption

- Disruptive Conduct: Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threat
- Disorderly Conduct: Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon
- Disorderly conduct & threatening behaviors require immediate action

- Express concern & care
- Explain the impact of the student's behavior on the group or class
- Outline your expectations & help student explore options & alternatives

"When you were [yelling], I noticed that it upset other students. It's important to talk to your classmates respectfully. Is this something you can commit to?"

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Off-Campus 911

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Student Support Manager  
320-308-5096, wellness@sctcc.edu

Complete a Cyclones CARE Form  
sctcc.edu/cyclones-care

Safety & Security Office  
320-308-6158, safety@sctcc.edu

Conduct Office  
320-308-5920, sctcc.edu/student-conduct

## RECOGNIZE

## RESPOND

## REFERRAL OPTIONS

## REPORTING OPTIONS

Family or personal tragedy, illness or death of a family member, job or home loss, divorce or breakup

- Frequent or extended absences
- Decline in academic performance
- Mentions relationship, financial or other challenges
- Difficulty concentrating & making decisions
- Exhaustion/fatigue
- Excessive worry, sleeping/eating problems

- Express concern & care
- Avoid criticizing, sounding judgmental, minimizing or blaming
- Listen to & believe student
- Be supportive & encouraging if the student agrees to get help

Mental Health Services  
320-308-5006,  
wellness@sctcc.edu

Student Support Manager  
320-308-5096,  
wellness@sctcc.edu

Academic Advising  
320-308-5741,  
advising@sctcc.edu

Complete a Cyclones CARE Form  
sctcc.edu/cyclones-care

"That sounds like a really difficult situation. Are you meeting with our campus Mental Health Professional?"

Medical or suspected medical issues or chronic illness, (eating disorders, etc.)

- Frequent or extended absences
- Fatigue or dizziness
- Noticeable weight loss or gain
- Hair loss; pale or gray skin tone
- Unusual or secretive eating habits; obsession with fat/caloric content of food
- Use of self-disparaging terms (fat, gross, ugly, etc.)

- Express concern & care
- Avoid criticizing, sounding judgmental, minimizing or blaming
- Listen to & believe student's responses
- Recommend (or, if necessary, insist upon) medical intervention

**Urgent:**  
Safety & Security  
320-308-3333  
Off-Campus 911

**Other resources:**  
Student Support Manager  
320-308-5096, wellness@sctcc.edu

Mental Health Services  
320-308-5006, wellness@sctcc.edu

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320-308-5741, advising@sctcc.edu

Complete a Cyclones CARE Form  
sctcc.edu/cyclones-care

"I noticed you [haven't been in class for 2 weeks] and I'd like to check in with you to see how you're doing. I'm concerned about you."

Bullying, harassment, sexual harassment, cyberstalking

- Internet flaming, trolling, name-calling or harassment
- Communications that continue after being told to stop
- Threatening to release private information/photos
- Verbal abuse, innuendo of a sexual nature, unwanted sexual flirtations
- Demand for sexual favors
- Display of sexually suggestive pictures in workspace or online
- Continued jokes, language, epithets, gestures or remarks of a sexual nature

- Express concern & care
- Listen to & believe student
- Avoid criticizing, sounding judgmental, minimizing or blaming
- Identify resources for safety planning
- Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassment; save texts, voicemails & pictures

**Urgent:**  
Safety & Security  
320-308-3333  
Off-Campus 911

**Other resources:**  
Title IX Coordinator,  
Carol Brewer  
320-308-6158,  
carol.brewer@sctcc.edu

Student Support Manager  
320-308-5096, wellness@sctcc.edu

Mental Health Services  
320-308-5006, wellness@sctcc.edu

Complete a Cyclones CARE Form  
sctcc.edu/cyclones-care

Title IX Coordinator,  
Carol Brewer  
320-308-6158,  
carol.brewer@sctcc.edu

"I'm really sorry that happened to you and I'm glad you're safe now."

	RECOGNIZE	RESPOND	REFERRAL OPTIONS	REPORTING OPTIONS
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**Violence/ harassment or interpersonal/ sexual assault**

- Appears fearful or unusually anxious about pleasing partner or others
- Apologizes/excuses partner/other's behavior
- Mentions partner/other's possessiveness, or violent behavior, but may laugh it off
- Visible injuries or bruises
- Frequent mishaps or injuries with illogical or no explanations
- Crying or leaving when sexual violence, domestic violence, stalking or child abuse is the topic

- Express concern & care
- Listen to & believe student - remain calm
- Showing outrage may shut student down (don't interpret student's emotions as evidence of assault or violence)
- Avoid criticizing, minimizing or blaming
- Identify resources for safety planning
- Recommend (or, if necessary, insist upon) medical intervention

**Urgent:**  
 Safety & Security  
 320-308-3333  
 Off-Campus 911

**Other resources:**  
 Title IX Coordinator,  
 Carol Brewer  
 320-308-6158,  
 carol.brewer@sctcc.edu

Complete a Cyclones CARE Form  
[sctcc.edu/cyclones-care](http://sctcc.edu/cyclones-care)

Title IX Coordinator,  
 Carol Brewer  
 320-308-6158,  
 carol.brewer@sctcc.edu

Student Support Manager  
 320-308-5096,  
 wellness@sctcc.edu

Mental Health Services  
 320-308-5006,  
 wellness@sctcc.edu

"I'm sorry that happened, but I'm glad you're safe now."  
 "Thank you for trusting me enough to tell me."

**Alcohol or other drug use & abuse**

- Intoxicated/high in class or at meetings/events
- Excessive sleepiness or hyper energy
- Decline in academic performance
- Alarming references (by content or frequency to alcohol or other drug use in conversations, papers, projects, etc.)
- Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)

- Express concern & care
- Give an example of a time that the student's behavior has worried you
- Listen to & believe student
- Be supportive & encouraging if the student agrees to get help
- Recommend an appointment for alcohol screening & intervention

**Urgent:**  
 Safety & Security  
 320-308-3333  
 Off-Campus 911

**Other resources:**  
 Student Support Manager  
 320-308-5096,  
 wellness@sctcc.edu

Complete a Cyclones CARE Form  
[sctcc.edu/cyclones-care](http://sctcc.edu/cyclones-care)

Safety & Security Office  
 320-308-6158,  
 safety@sctcc.edu

Conduct Office  
 320-308-5920  
[sctcc.edu/student-conduct](http://sctcc.edu/student-conduct)

Mental Health Services  
 320-308-5006,  
 wellness@sctcc.edu

"I often hear you talking about drinking & I'm concerned that alcohol might be impacting your academic performance."

**Personal crisis, job or home loss, financial difficulties**

- Decline in academic performance
- Mentions financial or other challenges
- Exhaustion/fatigue
- Excessive worry, sleeping/eating problems

- Express concern & care
- Avoid criticizing, minimizing or blaming
- Be supportive & encouraging if the student agrees to get help

Mental Health Services  
 320-308-5006, wellness@sctcc.edu

Student Support Manager  
 320-308-5096, wellness@sctcc.edu

Complete a Cyclones CARE Form  
[sctcc.edu/cyclones-care](http://sctcc.edu/cyclones-care)

Financial Aid  
 320-305-5961,  
 financialaid@sctcc.edu

"I'm really sorry that happened to you and I'm glad you're safe now."