A Quick Guide for Helping Students

For Guidance or Advice

- Student communication indicates loss of touch with reality.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.

Seek assistance here:

- Counseling Center
  - (813) 974-2831
  - SVC 2124

- Center for Victim Advocacy & Violence Prevention
  - (813) 974-5756
  - SVC 0967
  - Crime Victim Helpline: (813) 974-5757

- Dean for Students Office
  - (813) 974-6677
  - MSC 4301

- Student Rights & Responsibilities
  - (813) 974-9443
  - ALN 109

- Students with Disabilities Services
  - (813) 974-4309
  - SVC 1133

Reporting Behavior of Concern

- Student does something significantly out of character.
- Student acts peculiar and this is cause for alarm.
- Student displays unhealthy or dangerous patterns of behavior.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.

Students of Concern Assistance Team
- (813) 974-6130, SVC 2129
- Complete the referral form at www.studentsofconcern.usf.edu

Immediate Action

- Student is threatening the safety of self or others.
- Student is acting in a frightening or threatening manner.
- Student is not leaving the classroom after being asked to leave.
- Student is reporting or initiating a threat or bomb scare.

University Police
- 911
- Non-emergency: (813) 974-2828, UPB

NOTE: Regardless of the situation, contact any of the above offices for support or information. For more information on helping distressed students, visit www.studentsofconcern.usf.edu.
HELPING STUDENTS WITH...

### Mental Health Issues

**Recognize**
- References to suicide or hopelessness in conversation or writing
- Significant changes in mood, appearance, or behavior
- Relationships changes (death, loss, break-ups, etc.)
- Coming to class or a meeting while intoxicated or high
- Marked decline in quality of work or course participation
- Disturbing content in papers or e-mails
- Bizarre behavior or speech
- Marked change in personal hygiene

**Respond**
- Express concern and interest
- Avoid criticizing or sounding judgmental
- Remember, even if the problem does not seem urgent to you, it may be very important to the student
- **Threatening behaviors** should not be tolerated and immediate action should be taken

**Refer**
- Urgent Response: Contact University Police at 911
- Direct Intervention Needed: Students of Concern Assistance Team (SOCAT) *(813) 974-6130 socat@usf.edu www.studentsofconcern.usf.edu*

**Less Urgent Response:**
- Counseling Center (offers free counseling to enrolled USF students) *(813) 974-2831 (including appointments and after hours needs)*

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### Medical Issues

**Recognize**
- Loss of consciousness
- Breathing difficulty (shortness of breath)
- Bleeding that won’t stop
- Sudden onset of pain
- Seizures
- Obvious physical injury

**Respond**
- If unconscious, call 911 and send staff for nearest AED (if available)
- Do not move an injured person (unless they are in immediate danger)
- Check for medical alert information
- Reassure and attempt to calm the injured/ill party
- Stay with person until help arrives

**Refer**
- Urgent Care: Contact University Police at 911
- Direct Intervention Needed: Student Health Services (SHS) *(813) 974-2331 (including appointments and nurse after hours)*
- Less Urgent Care: Student Health Services (SHS) *(813) 974-2331 (including appointments and nurse after hours)*
- Less Urgent Circumstances, Consult:
  - Professor, Department Chair, or College Dean
  - Office of Student Rights & Responsibilities *(813) 974-9443*
  - Academy for Teaching & Learning Excellence *(813) 974-1841*

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### Misconduct Issues

**Recognize**
- Harassment:
  - Phone calls, text messages or any type of communication continued after the person has been told to stop

**Disorderly Conduct:**
- Inappropriate outbursts or persistent interruptions
- Continued arguing beyond the scope of academic debate

**Disruptive or Threatening Conduct:**
- Throwing items in anger
- Refusing to leave classroom
- Refusing others the option to leave
- Brandishing a weapon

**Respond**
- Ask the student to meet with you outside the classroom
- Express the impact of the behaviors on the class
- Help student explore options and alternatives and outline your expectations
- **Threatening behaviors** should not be tolerated and immediate action should be taken

**Refer**
- Urgent Response: Contact University Police at 911
- Less Urgent Circumstances, Consult:
  - Professor, Department Chair, or College Dean
  - Office of Student Rights & Responsibilities *(813) 974-9443*
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### Crime Victimization

**Recognize**
- Crying and/or running out of the classroom when sexual violence, domestic violence, stalking, or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms, or legs
- Significant changes in mood, appearance, or behavior
- Appears to be afraid of another student in the same class

**Respond**
- Listen to and believe what the student tells you
- Do not ask for details of what happened
- Do not minimize what happened
- Do not blame the student
- Say things like: “I’m glad you are safe now” and “I’m glad that you trusted me enough to tell me”
- Do not pressure the student to report the crime
- Do not make promises of anonymity or confidentiality
- Certain crimes must be reported by college officials, if they have knowledge of an alleged crime. This may be distressing to the student who disclosed to you. You should contact one of the following to assist the student and to help you determine if the situation must be reported: Victim Advocacy at *(813) 974-5756*, your supervisor, or Student Rights and Responsibilities at *(813) 974-9443*

**Refer**
- Business Hours: Victim Advocacy & Violence Prevention *(assistance is confidential)* *(813) 974-5756*
- After Hours: Crime Victim Helpline (calls routed through the USF Police Department to a victim advocate) *(813) 974-5757*

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Know Your Limits:

If you are involved in an intervention with a student, it doesn’t mean you must (or can) resolve the student’s difficulties. You are not responsible for the student’s emotional wellbeing. Responding to distressed students can be emotionally challenging. It is important to obtain support for yourself from colleagues, partners, friends, or consultation with the USF Counseling Center staff.
A Quick Guide for Helping Students

For Guidance or Advice

Seek assistance here:

- Student communication indicates loss of touch with reality.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.
- Student communication indicates having been a victim of a stalking, hazing, or other crime.
- Student communication reflects sexual assault or relationship violence.
- Student is missing (during business hours)
- Student is not attending class for an extended period of time.
- Student is overwhelmed by a problem with the university.
- Student is overwhelmed by a family emergency.
- Student exhibits behavior that substantially impairs, interferes with or obstructs orderly processes and functions of the university.
- Student exhibits behavior that deliberately interferes with instruction or office procedures.
- Student exhibits behavior that is lewd or indecent.
- Student exhibits behavior that breaches the peace.
- Student is having academic difficulty due to chronic medical, physical, psychological, or learning disability.
- Student communication indicates a need for disability accommodations.
- Student does something significantly out of character.
- Student acts peculiar and this is cause for alarm.
- Student displays unhealthy or dangerous patterns of behavior.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.

NOTE: Regardless of the situation, contact any of the above offices for support or information. For more information on helping distressed students, visit www.studentsofconcern.usf.edu.