

MARQUETTE UNIVERSITY

Office of Student Development CARE Team

A quick reference guide for recognizing, responding to, and referring distressed students.



RECOGNIZE



RESPOND



REFER

HOW TO USE:

- 1. Recognize indicators of distress.**
Reference the list of common indicators when considering student behavior. Students may present with indicators not listed. Look for groupings, frequency, duration and severity.
- 2. Respond appropriately.**
Each situation is unique. Use the tips and decision tree to determine the most appropriate response.
- 3. Refer the student.**
Use the list of resources on the back cover to refer the student to the most appropriate resource. Consult as necessary.



RECOGNIZE

Indicators of Distressed Students

Look for groupings, frequency and severity of behavior, not just for isolated symptoms.

Academic

- ▶ If a student is actively engaging in threats to self or others (throwing items, demonstrating physically abusive behavior, showing/stating presence of a weapon and/or refusing to leave the room or let others leave) call MUPD for immediate assistance.
- ▶ Disturbing content in writing or presentations
- ▶ Frequently missed classes and assignments
- ▶ Slurs, rude or abusive behavior
- ▶ Sudden decline in quality of work and grades
- ▶ Consistently seeking personal rather than professional advice
- ▶ Doesn't respond to repeated requests for contact/meetings
- ▶ Multiple requests for extensions/special considerations (a change from prior functioning)

Physical

- ▶ Observable signs of injury (e.g. facial bruising or cuts)
- ▶ Strange or bizarre behavior indicating loss of contact with reality—delusions
- ▶ Visibly intoxicated or smelling of alcohol or marijuana
- ▶ Depressed, lethargic mood or overly sleepy
- ▶ Rapid speech or manic behavior—hyper energy
- ▶ Marked changes in physical appearance (e.g., poor hygiene or sudden weight loss/gain)

Psychological

- ▶ Self-disclosure of personal distress (e.g., family problems, financial difficulties, assault, discrimination, legal difficulties)
- ▶ Others' reports of concerning behavior or expressions of concern about the student
- ▶ Verbal abuse (e.g., taunting, badgering, intimidation)
- ▶ Unusual/disproportionate emotional response to events
- ▶ Excessive tearfulness, panic reactions
- ▶ Sudden change in demeanor (extroverted to withdrawn, organized to forgetful)

Safety Risk

- ▶ Verbal, written or implied references to suicide, homicide, assault or self-injurious behaviors (e.g., "I hate this life" or "World is better off without me")
- ▶ Unprovoked anger or hostility/physical violence (e.g., shoving, grabbing, assaulting, use of weapon)
- ▶ Stalking, harassing or communicating threats/disturbing comments via email, correspondence, texting or phone call
- ▶ Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, violence, self-injury



RESPOND

Use these tips to determine the most appropriate response for a distressed student.



Mandatory Reporting

In addition to referring a student to resources, you must promptly report any sexual or gender-based harassment or misconduct. For questions regarding mandatory reporting, please contact the Title IX Office.

Stay Safe

Call MUPD (414) 288-1911 or 911 if there is an imminent danger to the student, you or anyone else.

Use Active Listening

Make eye contact. Give the student your full attention. Restate what the student says to make sure you understand what is causing the distress and/or what they are asking for help with.

Stay Calm

Take a few deep breaths to calm yourself. Use a calm voice when talking and asking questions. Talk to the student in private if possible.

Ask Direct Questions

When necessary, directly ask the student if they are having thoughts of harming themselves or others. (By asking you are **not** instilling the thought.)

Take Your Time

If this is NOT an imminently dangerous situation, take time to think through what might be the most helpful next step.

Give Concrete Help

Help get them to the next step (e.g., contact the academic advisor with the student to make an appointment; help them call the Counseling Center or walk them to the Counseling Center.

Seek Consultation

You are not alone. Ask those around you. Consult with a colleague; call another office on campus (see resources).

Notifications

For any situation involving the following, be sure to notify the necessary offices: Sexual Misconduct: Title IX (email), Crime: MUPD (phone call), Bias: Bias Incident Team (online report).



REFER

Follow the decision tree to determine whom to contact when you are concerned about a student who is distressed and/or disruptive. Emergency and campus resources are listed.

Is the student a danger to themselves/others OR does the student need some other assistance?

Yes

The student's conduct is clearly dangerous or is threatening, including self-harm or harm to others.

MUPD Emergency: (414) 288-1911
Off Campus: 911

I'm not sure

The student is **not** with me currently, but I am concerned about what they said (in an email/call) OR what they did (acted bizarrely, were aggressive/disruptive) OR how they looked (unkempt, unwashed, or as if drugged/drunk).

Refer student to campus resources.

The student is with me currently and shows signs of distress, but it is not clear how serious it is. I feel uneasy and/or really concerned about the student.

Counseling Center
8 a.m.-4:30 p.m. Mon-Fri, If after 4:30 p.m. or weekend, call MUPD (414) 288-6800.

No

I am not concerned for anyone's immediate safety, but the student is having significant academic and/or personal issues and could use some support.

Referrals: Online Referral Form
marquette.edu/student-affairs/care-team.php
Consultation: (414) 288-1412
CARE@marquette.edu

Emergency Resources

MUPD
749 N. 16th Street
Emergency: (414) 288-1911
Non-Emergency: (414) 288-6800
Off Campus: 911

Urgent Resources

CARE TEAM | OFFICE OF STUDENT DEVELOPMENT

Assesses, refers and/or responds to student identified as demonstrating emotional distress

Referrals: Online Referral Form
Consultation: (414) 288-1412

COUNSELING CENTER

Campus delivery of mental health services in the form of individual and group counseling, psychiatric services and crisis services

Holthusen Hall

1324 W. Wisconsin Avenue, Room 204
(414) 288-7172

8 a.m.-4:30 p.m. Monday-Friday
If after 4:30 p.m. or weekend, call MUPD (414) 288-6800.

ADVOCACY SERVICES

Provides support and assistance for victims of sexual or gender-based harassment or misconduct
(414) 288-5244 (24/7 advocate hotline.)

TITLE IX COORDINATOR

Receives reports of and addresses sexual or gender-based harassment and misconduct
(414) 288-3151



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BE THE DIFFERENCE.