

ASSISTING STUDENTS IN DISTRESS

SEE SOMETHING

SAY SOMETHING

DO SOMETHING

RESPONSE PROTOCOL

Use this table to determine whom to contact when faced with a distressed or distressing student.

		SITUATION	CONTACT
DISTRESS LEVEL		The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harm behavior.	Call 9-1-1 or Public Safety at 215.895.2222 .
		The student shows signs of distress, but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned about the student.	Consult with and/or refer to the Counseling Center: 215.895.1415 (University City) 215.762.7625 (Center City)
		I'm not concerned for the student's immediate safety, but he or she is having significant academic and/or personal issues and could use some support or additional resources.	Refer students to an appropriate campus resource (i.e., Counseling and Health, Office of Disability Resources, CLASS, Academic Advising).

SEE SOMETHING

Drexel University faculty and staff are in a unique position to demonstrate compassion for Drexel students in distress.

Both undergraduate and graduate students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to difficulties coping and other serious consequences.

You may be the first person to SEE SOMETHING distressing in your students since you have frequent and prolonged contact with them. The Drexel Counseling Center requests that you act with compassion when assisting students.

SAY SOMETHING

Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family, and even in social settings.

Trust your instincts and SAY SOMETHING if a student leaves you feeling worried, alarmed, or threatened!

DO SOMETHING

Sometimes students cannot or will not turn to family or friends. DO SOMETHING! Your expression of concern may be a critical factor in saving a student's academic career or even his or her life. The purpose of this folder is to help you recognize symptoms of student distress and identify appropriate referrals to campus resources.

WHAT TO LOOK FOR

ACADEMIC INDICATORS

- Sudden decline in quality of work and/or grades.
- Repeated absences.
- Disturbing content in writing or presentations (e.g., violence or death).
- Continuous classroom disruptions.
- You find yourself doing more personal rather than academic counseling during office hours.

SAFETY RISK INDICATORS

- Unprovoked anger or hostility.
- Making implied or direct threats to harm self or others.
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations, or violent behaviors.

PSYCHOLOGICAL INDICATORS

- Self-disclosure of personal distress that could include family problems, financial difficulties, depression, grief, or thoughts of suicide.
- Excessive tearfulness, panicked reactions, irritability, or unusual apathy.
- Verbal abuse (e.g., taunting, badgering, or intimidation).
- Expressions of concern about the student by his or her peers or other faculty.

PHYSICAL INDICATORS

- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain.
- Excessive fatigue or sleep disturbances.
- Intoxication, hangovers, or smelling of alcohol/marijuana.
- Disoriented or "out of it."

DISRUPTIVE OR DISTRESSED

DISRUPTIVE STUDENT

A student whose conduct is clearly and imminently reckless, disorderly, dangerous or threatening, including self-harming behavior.

TO GET HELP

If you are concerned for your own or others' safety due to a student's disruptive and/or threatening behavior, call **9-1-1** or Drexel Public Safety at **215.895.2222**.

REPORT INCIDENT TO

Drexel Public Safety at **215.895.2222**

DISTRESSED STUDENT

A student with persistent behaviors who seems:

- Overly anxious
- Sad
- Irritable
- Withdrawn
- Confused
- Lacking motivation and/or concentration
- Seeking constant attention
- Demonstrative of bizarre or erratic behavior
- Expressive of suicidal thoughts

IF A STUDENT IS CAUSING A DISRUPTION, BUT DOES NOT POSE A THREAT

- Ensure your safety in the environment.
- Use a calm, non-confrontational approach to defuse/de-escalate the situation.
- Set limits by explaining how the behavior is inappropriate.
- If the disruptive behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Inform him/her that refusal to leave may be a separate violation subject to discipline.
- Immediately report the incident to the appropriate resource.

If you believe there is a safety risk, contact Drexel Public Safety at **215.895.2222**.

RESOURCES & TIPS

BE PROACTIVE

Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior.

BE DIRECT

Don't be afraid to ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.

LISTEN SENSITIVELY AND CAREFULLY

Use a non-confrontational approach and a calm voice. Avoid threatening, humiliating, and intimidating responses.

SAFETY FIRST

The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call for help.

FOLLOW-THROUGH

Direct the student to the physical location of the identified resource.

CONSULTATION AND DOCUMENTATION

Always document your interactions with distressed students and consult with your department chair or supervisor after any incident.

CAMPUS RESOURCES

Drexel Counseling Center	215.895.1415 (University City) 215.762.7625 (Center City) drexel.edu/counseling-center
After Hours Emergency On-Call Counselor	215.416.3337
Drexel Public Safety	215.895.2222 (emergencies) 215.895.2822 (non-emergencies)
Student Health Center	215.220.4700
Office of Equality and Diversity (Title IX)	215.895.1405
Office of Disability Resources	215.895.1401
CLASS	215.762.8121
Academic Advising	Contact Student Services within the student's college or school
