

# QUICK REFERENCE GUIDE: RESPONDING TO STUDENT DISTRESS

## SCENARIO

## SITUATION & SUGGESTED RESPONSE

- Student expresses a direct and imminent threat to themselves or others through speech, writing, or otherwise
- Student communicates overt suicidal or homicidal thoughts, plan, and/or intent
- Student acts in a disruptive, bizarre, or highly irrational way
- Student is acting dangerously (appears to be unreasonably angry, hostile, or aggressive, and/or makes an overt threat to you or others)
- Student needs transportation to hospital or support

### Behavior indicates that student is in crisis and may need emergency care.

- **Refer to Campus Safety**
- Stay with the student and call Campus Safety at 443-423-3333 and ask to speak with the Counselor on Call, or call 911.

- Student is noticeably withdrawn, upset, disruptive, or disengaged in class
- Student tells you in person, via email, or by phone that they are stressed out and don't know what to do
- Student comes to your office hours in tears or visibly distraught and you think they need attention today
- Student seems safe but remains upset/agitated
- Student exhibits considerable anxiety, depression, or other emotional disturbance of no immediate harm
- You require consultation about how to help the student

### Behavior indicates significant emotional distress or a reluctance or inability to acknowledge a need for help.

- **Refer to Student Counseling Center**
- During business hours, call 410-225-2367 and ask for the Counselor on Call, or walk with the student to the Student Counseling office at 1501 Mt Royal Ave. After hours, call Campus Safety for the Counselor on Call who will check on the student.

- Student's ability to attend class or get work done is likely affected by an external situation (e.g., death in the family; mental and/or physical health concern; personal crisis; financial strain)
- Student starts to miss multiple classes
- Student exhibits a noticeable change in mood, behavior, appearance, or speech
- Student displays a change in interpersonal interactions
- Student has serious grade problems and/or makes repeated requests for special consideration

### Behavior, although not disruptive to others, suggests student may be having trouble.

- **Refer to Assistant Director for Student Development**
- Contact the Student Affairs Assistant Director for Student Development at 410-225-5124
- The Assistant Director for Student Development will work with the student 1:1 to discuss their concerns and provide support resources, and faculty outreach when appropriate.

- Student fails to follow or otherwise pushes the limits with classroom rules and/or expectations
- Student seems intrusive and has difficulties with personal boundaries or space
- Student exhibits excessively anxious behavior that disrupts classroom management.
- Faculty discussion with the student to address the concerning behavior has been ineffective.

### Behavior indicates difficulty in meeting classroom expectations.

- **Contact Academic Response Team (ART)**
- Contact ART at [academicresponse@mica.edu](mailto:academicresponse@mica.edu).
- Faculty/Academic Staff are welcome to contact ART for assistance with classroom or student behavior questions or concerns (disruption, behavior changes, excessive absences, academic integrity concerns, etc.). ART members will work to address questions/concerns and also connect with other campus resources and help coordinate responses.