

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- Student is noticeably withdrawn, upset, disruptive, or disengaged in class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 Student Development Specialist

Contact the Student Affairs Student Development Specialist at 410-225-2422 or email studentaffairs@mica.edu.

- 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

Behavior indicates difficulty in meeting classroom expectations.

→ Faculty & Student Engagement

Discuss your concerns privately with the student in non judgmental terms. Listen to what the student says and respect the student's value system. If necessary, review any expectations of classroom behavior and assure they know what actions to take.