

As faculty and staff, you may come into contact with students who are struggling and/or in need of extra assistance. There are many reasons why students may be struggling or in distress, including relationship difficulties, stress, physical or mental health issues, academic challenges, or financial problems. Students may provide a number of signs that they are having difficulty. Being aware of these signals, as well as resources to help, plays an important role in supporting student success at the University of Illinois at Urbana-Champaign.

### Important contacts

<b>Counseling Center</b>	<a href="http://counselingcenter.illinois.edu">counselingcenter.illinois.edu</a>	(217) 333-3704
<b>Disability Resources and Educational Service (DRES)</b>	<a href="http://disability.illinois.edu">disability.illinois.edu</a>	(217) 333-1970
<b>Emergency Dean</b>	<a href="http://go.illinois.edu/edean">go.illinois.edu/edean</a>	(217) 333-0050
<b>McKinley Health Center</b>	<a href="http://mckinley.illinois.edu">mckinley.illinois.edu</a>	(217) 333-2700
<b>Office for Student Conflict Resolution</b>	<a href="http://conflictresolution.illinois.edu">conflictresolution.illinois.edu</a>	(217) 333-3680
<b>Office of Student Financial Aid</b>	<a href="http://osfa.illinois.edu">osfa.illinois.edu</a>	(217) 333-0100
<b>Office of the Dean of Students</b>	<a href="http://odos.illinois.edu">odos.illinois.edu</a>	(217) 333-0050
<b>Student Assistance Center</b>	<a href="http://go.illinois.edu/sac">go.illinois.edu/sac</a>	(217) 333-0050
<b>University Housing</b>	<a href="http://housing.illinois.edu">housing.illinois.edu</a>	(217) 333-7111
<b>University of Illinois Police Department</b>	<a href="http://police.illinois.edu">police.illinois.edu</a>	(217) 333-1216
<b>Women's Resources Center</b>	<a href="http://oiir.illinois.edu/womens-center/">oiir.illinois.edu/womens-center/</a>	(217) 333-3137
<b>Rosecrance Crisis Line</b> ( <i>Champaign-Urbana resource</i> )	<a href="http://rosecrancechampaignurbana.org">rosecrancechampaignurbana.org</a>	(217) 359-4141

### Tips for faculty and staff who have concerns about a student

When you're concerned about a student, talking with them directly is often the best first step. Students may not know that their behavior is troubling to others, or where to seek help. Addressing your concerns as early as possible can help identify issues sooner, and help the student access needed support and assistance quickly before the issue escalates, impedes their academic success, and turns into a situation from which they cannot recover. Your initial expression of concern may be all that is needed to help. Here are some general tips, but if you're concerned, please contact the Student Assistance Center in the Office of the Dean of Students to consult. In the event of an emergency or imminent threat, call 911.

- Talk with the student in a safe, private setting
- Keep it simple: Express your concern, be clear, direct, and describe the behaviors you observed or statements you heard that made you concerned
- Hear the problem: stay calm, listen carefully, and be non-judgmental
- Do not offer confidentiality: depending on information the student shares, you may need to report it to others
- Share resources and offer to help the student get connected
- If appropriate, offer to remain in communication with them as they seek out resources (be aware, though, of healthy boundaries)
- Document your interactions

#### We suggest that you avoid:

- Assuming too much responsibility
- Invalidating or arguing
- Embarrassing the student
- Ignoring negative behavior that has an impact on others

# QUICK REFERENCE GUIDE TO WORKING WITH STUDENTS OF CONCERN

## Academic Indicators

Missed, late, or incomplete assignments

Inconsistent or deteriorating quality of work

Increased tardiness or absences

Disorganized work and/or presentation of ideas

Repeated requests for extensions

Written or verbal expression of morbid, dark, or violent thoughts

Disproportionate anxiety about coursework and/or in response to grades

## Behavioral Indicators

Exhibits high levels of emotionality, tearfulness, crying

Excessively demanding or dependent behavior

Nonsensical, incoherent speech

Expression of suicidal thoughts

Angry outbursts, intimidating or aggressive behavior. Impulsivity.

Expressions of worthlessness, hopelessness, despair

Unusually animated or withdrawn

Unpredictable and/or rapid shifts in mood. Inability to regulate mood/behavior.

Expressions of anxiety, agitation

Odd social behavior — appears disconnected from the situation

## Physical Indicators

Deteriorating or poor hygiene, disheveled appearance, soiled clothes

Comes to class smelling of alcohol or appearing high

Noticeably slowed or rapid speech

Appears consistently fatigued and/or falling asleep in class

Significant weight gain or loss

Appears confused, disoriented, or out of touch with reality

## Emergency Response / Immediate Threat

### Emergency/Crisis

When a student appears to pose/is making threats of imminent danger to the safety of themselves or others

**University of Illinois Police Department**  
(217) 333-1216 or 911  
24 hours/day, 7 days/week

If needed, an officer will be dispatched to the scene and an assessment of the situation made. Additional responses will be based on the situation and may include a referral for medical and/or health evaluation or transporting the student to the hospital for immediate care.

## Non-Emergency Concerns and Consultation

### Mental Health

- Severe anxiety
- Depression
- Suicidal thoughts
- Emotional distress
- Substance use or abuse

#### Counseling Center

(217) 333-3704

#### McKinley Health Center – Mental Health

(217) 333-2705

#### Rosecrance Crisis Line *(Champaign-Urbana resource)*

(217) 359-4141

A Counseling Center or McKinley Health Center representative will consult with you and provide guidance on how to manage or report the situation, or how to refer the student for services.

### Disruptive Behavior/Conduct

- Inappropriate or disruptive behavior
- Disruptive to a class, residence hall, or campus unit
- Alleged student code violations

#### Office for Student Conflict Resolution

(217) 333-3680

#### Student Assistance Center

(217) 333-0050

Staff will consult with you on options and strategies for managing or reporting the situation as outlined in the resources for faculty and staff available on the Community of Care website.

### Personal Crisis

- Personal tragedy or significant event that may impact a student's academic success or continued enrollment
- Student is facing challenging situations and doesn't know what to do

#### Student Assistance Center

(217) 333-0050

Staff will consult with you on strategies to assist the student and manage the situation. SAC staff may also reach out to the student to provide direct assistance.

### Academic Difficulty

- Poor performance early in the term
- A significant number of absences
- A significant change in a student's performance or engagement over time

#### Student Assistance Center

(217) 333-0050

Staff will consult with you on strategies to assist the student and manage the situation. SAC staff may also reach out to the student to provide direct assistance.

## Referring a student

We encourage you to let the Student Assistance Center (SAC) know about behaviors you find concerning or worrisome. Centralized reporting allows the SAC to see a much richer picture of what may be happening for a student, to provide coordinated support, to intervene at the lowest level possible, and to provide better assistance for the faculty or staff member working with the student.

There are also many student support resources on-campus to which you can refer students. You can find a complete list at [odos.illinois.edu/community-of-care/resources/campus/](https://odos.illinois.edu/community-of-care/resources/campus/). Please feel free to consult with the Student Assistance Center to discuss any student situation. In the event of an emergency or imminent threat, call 911.

### When to refer:

- If your efforts to manage the situation have not resolved the issue.
- If you are concerned about the welfare/safety of the student and/or others.
- If the student is seeking help that is outside your role or expertise.
- If you have referred the student to resources in the past and there is no improvement or the behavior is worsening.

### How to refer:

- Phone: (217) 333-0050
- Email: [helpdean@illinois.edu](mailto:helpdean@illinois.edu)
- Online: <https://illinois.edu/fb/sec/9066985>
- In-person: 300 Turner Student Services Building, 610 E. John Street

**Information needed for an effective referral:** Student's name or UIN, relationship to you, contact information for you and the student, a brief, factual description of your concerns with a timeline (if applicable), any steps you've taken so far, the student's response to those steps.

**If you aren't sure:** When in doubt, refer anyway or call the SAC to consult!

## University of Illinois Suicide Prevention Policy

The University of Illinois expects and encourages students to maintain a reasonable concern for their own self-welfare. One of the times the university formally requires that such a concern be maintained is in the area of suicide.

In the event that the university is presented with a credible report that a student has threatened or attempted suicide, engaged in efforts to prepare to commit suicide or expressed a preoccupation with suicide, that student will be required to attend four sessions of professional assessment. The purpose of this assessment is to provide the student with resources to adhere to this standard in the future and to monitor the student's willingness and ability to adhere to this standard. Find the suicide incident referral form at [counselingcenter.illinois.edu/sites/default/files/Suicide Incident Referral.pdf](https://counselingcenter.illinois.edu/sites/default/files/Suicide%20Incident%20Referral.pdf).

## Sexual misconduct

We at Illinois care about those who have been impacted by sexual misconduct. Your support for students at such a difficult time can be vitally important. Here are some guidelines to help:

- Believe their experience without questioning or blaming
- Respect the fear they can feel
- Accept their feelings
- Listen and let them talk.
- Take the events seriously
- Care about their well-being

Please be prepared to share confidential resources with students, which include the Counseling Center, McKinley Health Center, and the Women's Resources Center, in addition to information about the student's rights and options, available at [wecare.illinois.edu](https://wecare.illinois.edu).

If you are a responsible employee, you have an obligation to immediately report allegations or disclosures of sexual misconduct to the Title IX and Disability Coordinator. As soon as you can, you should interrupt to affirm that you are there to help, but also to inform them of your reporting obligation. A responsible employee must report as soon as possible after receiving the report, all relevant details that the student or another person has shared. This includes the names of the alleged responding party (if known), the student who experienced the alleged sexual violence, other students involved, ongoing safety concerns, and relevant facts including the date, time, and location. If you want to notify students of your responsible employee obligations in advance, consider using language in your syllabus. Examples, as well as additional information about what constitutes sexual misconduct and who qualify as responsible employees, can be found at [wecare.illinois.edu/faq/employees/](https://wecare.illinois.edu/faq/employees/).

## FERPA concerns

The Family Education Rights and Privacy Act (FERPA) permits the sharing of personally identifiable education records of students without the student's written consent to other university officials who have a legitimate educational interest. If you are concerned about a student, you should not hesitate to call the Student Assistance Center. (Student Code: [studentcode.illinois.edu/article3\\_part6\\_3-603.html](https://studentcode.illinois.edu/article3_part6_3-603.html))

## Behavioral Intervention Team

Illinois is committed to the safety of its students, faculty, staff, and visitors. The Behavioral Intervention Team (BIT) serves as the centralized body for discussion and action regarding students exhibiting aberrant, dangerous, or threatening behavior that might impact the safety or well-being of the campus community. The BIT, as outlined in the Campus Violence Prevention Plan, is founded on the principles of early intervention and proactive engagement to prevent violence and provide supportive services. Team members are committed to improving community safety through a proactive, collaborative, coordinated, objective, and thoughtful approach to violence prevention and supportive interventions.