

# HELPING STUDENTS WITH..

## MENTAL HEALTH ISSUES

### Recognize

- Oral or written references to suicide or hopelessness
- Significant changes in mood, appearance, or behavior
- Relationships changes (death, loss, break-ups, etc.)
- Coming to class or a meeting while intoxicated or high
- Marked decline in quality of work or course participation
- Disturbing content in papers or e-mails
- Bizarre behavior or speech
- Marked change in personal hygiene

### Respond

- Threatening behaviors should not be tolerated and immediate action should be taken.
- Talk with the student in private, if possible.
- Ask open-ended questions that require a full answer.
- Acknowledge the student's distress without judgment.
- Use reflective listening to ensure understanding of what they say and feel by relaying it back to them.
- Validate the student for seeking help. Remember, even if the problem does not seem urgent to you, it may be very important to the student.
- Determine if you can provide academic assistance and encourage them to connect with support services on campus.

### Refer

**URGENT SITUATION:** Call University Police at 911

### Non-Urgent Situation:

- Encourage student to contact the Counseling Center / Wellness Center: [www.usf.edu/student-mental-health](http://www.usf.edu/student-mental-health)
- Consult with Student Outreach & Support at [www.usf.edu/sos](http://www.usf.edu/sos) and/or submit a SOCAT referral if you feel the student may not seek assistance: [www.usf.edu/SOCATreferral](http://www.usf.edu/SOCATreferral).
- Consult with the Counseling Center / Wellness Center for additional guidance.

## MISCONDUCT ISSUES

### Recognize

- Harassment: phone calls, text messages or any type of communication continued after the person has been told to stop.
- Disorderly Conduct: inappropriate outbursts or persistent interruptions; continued arguing beyond the scope of academic debate
- Disruptive or Threatening Conduct
- Throwing items in anger
- Refusing to leave the classroom
- Refusing others the option to leave the classroom
- Brandishing a weapon

### Respond

- Ask the student to meet with you outside the classroom.
- Explain the impact of the behaviors on the class.
- Express your concern for the student.
- Help student explore options and alternatives and outline your expectations.
- Threatening behaviors should not be tolerated and immediate action should be taken.

### Refer

**URGENT SITUATION:** Call University Police at 911

### Non-Urgent Situation:

Consult with:

- Professor, Department Chair, or College Dean
- Student Conduct & Ethical Development, [www.usf.edu/sced](http://www.usf.edu/sced)
- Center for Innovative Teaching & Learning, [www.usf.edu/innovative-education/citl](http://www.usf.edu/innovative-education/citl)

## MEDICAL ISSUES

### Recognize

- Loss of consciousness
- Breathing difficulty (shortness of breath)
- Bleeding that won't stop
- Sudden onset of pain
- Seizures
- Obvious physical injury

### Respond

- Do not move an injured person unless they are in immediate danger.
- Check for medical alert information.
- If unconscious, send staff for nearest AED (if available).
- Reassure and attempt to calm the injured/ill person.
- Stay with person until help arrives.

### Refer

**URGENT SITUATION:** Call University Police at 911

### Non-Life Threatening Emergencies:

T: Call the Medical Response Unit (MRU) at 813-974-4678 for evaluation and non-emergency transport to the Student Health & Wellness Center (SWC).

### Non-Urgent Situation:

Refer student to the Student Health & Wellness Center/Wellness Center: [www.usf.edu/student-medical](http://www.usf.edu/student-medical)

## CRIME VICTIMIZATION

### Recognize

- Crying and/or leaving the classroom when sexual violence, domestic violence, stalking or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms and/or legs
- Significant changes in mood, appearance and/or behavior
- Appears to be afraid of another student in the same class

### Respond

- Listen to and believe what the student tells you.
- Do not ask for details of what happened.
- Do not minimize what happened.
- Do not blame the student.
- Say things like "I'm glad you are safe now." and "I'm glad that you trusted me enough to tell me."
- Do not pressure the student to report the crime or take other action. Instead, ask if you can contact the Victim Advocacy office to meet with the student, stressing that the services are confidential.
- **Do not make promises of anonymity or confidentiality.** Per Title IX, certain crimes must be reported by college officials if they have knowledge of an alleged crime. This may be distressing to the student who disclosed to you. You should contact Victim Advocacy to provide immediate confidential assistance to the student and contact the Office of Compliance and Ethics to help you determine if the situation must be reported.

### Refer

Refer student to: [www.usf.edu/student-victim-advocacy](http://www.usf.edu/student-victim-advocacy)

- T: 813-974-5756 (after hours: 813-974-5757)
- SP: 727-873-4422
- SM: 941-504-8599

For reporting determination, consult with: Office of Compliance and Ethics, [www.usf.edu/title-ix](http://www.usf.edu/title-ix)

## Know Your Limits

If you are involved in an intervention with a student, it doesn't mean you must (or can) resolve the student's difficulties. It is especially important in Sexual Assault/Misconduct (Title IX) situations that you refer the student to the appropriate resources, report the information to the appropriate office(s) and not attempt to investigate ([www.usf.edu/title-ix](http://www.usf.edu/title-ix)). Responding to distressed students can be emotionally challenging. It is important to obtain support for yourself from colleagues, partners, friends, or consultation with the Employee Assistance Program available at [www.usf.edu/hr/benefits/eap.aspx](http://www.usf.edu/hr/benefits/eap.aspx).







UNIVERSITY of  
**SOUTH FLORIDA**  
Student Success

Quick Guide for Helping Students

For Guidance or Advice On...

Contact

BEHAVIORAL ISSUES

- Student shows signs of worry, anxiety, expressions of sadness, hopelessness.
- Student exhibits a pattern of withdrawal from participation or excessive absences.
- Student shows signs of irritability and conflict with others.
- Student exhibits confused patterns of thinking or communicating.
- Student's oral or written expression show signs of distress, self-harm, and/or suicidal/homicidal ideation.

COUNSELING CENTER / WELLNESS CENTER

- www.usf.edu/student-mental-health
- T: 813-974-2831
- SP & SM: 727-873-4422

VICTIMIZATION

- Student communication indicates having been a victim of stalking, hazing or other crime.
- Student communication reflects sexual assault/harassment and/or domestic, relationship, or dating violence.

VICTIM ADVOCACY & VIOLENCE PREVENTION

- www.usf.edu/student-victim-advocacy
- T: 813-974-5756 (After Hours: 813-974-5757)
- SP: 727-873-4422
- SM: 941-504-8599

MISSING STUDENT / LIFE CHALLENGES

- Student is missing (during business hours).
- Student is not attending class for an extended period of time.
- Student is overwhelmed by a problem with the university.
- Student is debilitated or overwhelmed by a family emergency.

DEAN OF STUDENTS

- www.usf.edu/student-deans
- T: 813-974-6677
- SP: 727-873-4278
- SM: 941-359-4452

DISRUPTIVE BEHAVIORS

- Student exhibits behavior that substantially impairs, interferes with or obstructs orderly processes and functions of the university.
- Student exhibits behavior that deliberately interferes with instruction or office procedures.
- Student exhibits behavior that is lewd or indecent.
- Student exhibits behavior that breaches the peace.

STUDENT CONDUCT & ETHICAL DEVELOPMENT

- www.usf.edu/sced
- T: 813-974-9443
- SP: 727-873-4278
- SM: 941-359-4330

ACCESSIBILITY ISSUES

- Student is having academic difficulty due to chronic medical, physical, psychological, or learning disability.
- Student communication indicates a need for disability accommodations.

STUDENT ACCESSIBILITY SERVICES

- www.usf.edu/sas
- T: 813-974-4309
- SP: 727-873-4837
- SM: 941-359-4714

Reporting Behaviors of Concern

- Student does something significantly out of character.
- Student acts peculiar or alarming.
- Student demonstrates a change in academic performance, personality, grooming, etc.
- Student needs assistance connecting with resources
- Student displays unhealthy or dangerous patterns of behavior.
- Student communication reflects suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief.

STUDENT OUTREACH & SUPPORT

- www.usf.edu/sos
- 813-974-6130
- Complete the SOCAT referral form on website.

Immediate Action

- Student is threatening the safety of self or others.
- Student is acting in a frightening or threatening manner.
- Student is not leaving the classroom after being asked to leave.
- Student is reporting or initiating a threat or bomb scare.
- Student is missing (after normal business hours).

Contact

- UNIVERSITY POLICE
- 911



UNIVERSITY of  
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Student Success



- 24/7 EMERGENCY (UNIVERSITY POLICE) ..... 911
- Student Outreach & Support ..... 813-974-6130
- Counseling Center/Wellness Center ..... T: 813-974-2831
- Dean of Students ..... SP & SM: 727-873-4422
- ..... T: 813-974-6677
- ..... SP: 727-873-4278
- ..... SM: 941-359-4452
- Office of the Vice President for Student Success ..... 813-974-2267
- Student Accessibility Services ..... T: 813-974-4309
- ..... SP: 727-873-4837
- ..... SM: 941-359-4714
- Student Conduct & Ethical Development ..... 813-974-9443
- Student Health ..... T & SM: 813-974-2331
- ..... SP: 727-873-4422
- University Police - Non-Emergency ..... T: 813-974-2628
- ..... SP: 727-873-4444
- ..... SM: 941-487-4210
- USF Information Hotline (Recorded Message) ..... 800-992-4231
- Victim Advocacy & Violence Prevention ..... T: 813-974-5756
- ..... SP: 727-873-4422
- ..... SM: 941-504-8599



EMERGENCY  
FACULTY & STAFF REFERENCE GUIDE

Key Contacts to Assist Students