A quick reference guide for recognizing, responding to, and referring distressed students.

**HOW TO USE:**

1. **Recognize indicators of distress.**
   Reference the list of common indicators when considering student behavior. Students may present with indicators not listed. Look for groupings, frequency, duration and severity.

2. **Respond appropriately.**
   Each situation is unique. Use the tips and decision tree to determine the most appropriate response.

3. **Refer the student.**
   Use the list of resources on the back cover to refer the student to the most appropriate resource. Consult as necessary.
### RECOGNIZE

**Indicators of Distressed Students**

Look for groupings, frequency and severity of behavior, not just for isolated symptoms.

#### Academic
- If a student is actively engaging in threats to self or others (throwing items, demonstrating physically abusive behavior, showing/stating presence of a weapon and/or refusing to leave the room or let others leave) call MUPD for immediate assistance.
- Disturbing content in writing or presentations
- Frequently missed classes and assignments
- Slurs, rude or abusive behavior
- Sudden decline in quality of work and grades
- Consistently seeking personal rather than professional advice
- Doesn’t respond to repeated requests for contact/meetings
- Multiple requests for extensions/special considerations (a change from prior functioning)

#### Physical
- Observable signs of injury (e.g., facial bruising or cuts)
- Strange or bizarre behavior indicating loss of contact with reality—delusions
- Visibly intoxicated or smelling of alcohol or marijuana
- Depressed, lethargic mood or overly sleepy
- Rapid speech or manic behavior—hyper energy
- Marked changes in physical appearance (e.g., poor hygiene or sudden weight loss/gain)

#### Psychological
- Self-disclosure of personal distress (e.g., family problems, financial difficulties, assault, discrimination, legal difficulties)
- Others’ reports of concerning behavior or expressions of concern about the student
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic reactions
- Sudden change in demeanor (extroverted to withdrawn, organized to forgetful)
- Self-disclosure of personal distress (e.g., family problems, financial difficulties, assault, discrimination, legal difficulties)
- Others’ reports of concerning behavior or expressions of concern about the student
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic reactions
- Sudden change in demeanor (extroverted to withdrawn, organized to forgetful)

#### Safety Risk
- Verbal, written or implied references to suicide, homicide, assault or self-injurious behaviors (e.g., “I hate this life” or “World is better off without me”)
- Unprovoked anger or hostility/physical violence (e.g., shoving, grabbing, assaulting, use of weapon)
- Stalking, harassing or communicating threats/disturbing comments via email, correspondence, texting or phone call
- Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, violence, self-injury
RESPOND
Use these tips to determine the most appropriate response for a distressed student.

**Stay Safe**
- Call MUPD (414) 288-1911 or 911 if there is an imminent danger to the student, you or anyone else.

**Stay Calm**
- Take a few deep breaths to calm yourself. Use a calm voice when talking and asking questions. Talk to the student in private if possible.

**Take Your Time**
- If this is NOT an imminently dangerous situation, take time to think through what might be the most helpful next step.

**Seek Consultation**
- You are not alone. Ask those around you. Consult with a colleague; call another office on campus (see resources).

**Use Active Listening**
- Make eye contact. Give the student your full attention. Restate what the student says to make sure you understand what is causing the distress and/or what they are asking for help with.
- When necessary, directly ask the student if they are having thoughts of harming themselves or others. (By asking you are not instilling the thought.)

**Ask Direct Questions**
- Help get them to the next step (e.g., contact the academic advisor with the student to make an appointment; help them call the Counseling Center or walk them to the Counseling Center.

**Give Concrete Help**
- For any situation involving the following, be sure to notify the necessary offices: Sexual Misconduct: Title IX (email), Crime: MUPD (phone call), Bias: Bias Incident Team (online report).

**Notifications**
- Mandatory Reporting
  - In addition to referring a student to resources, you must promptly report any sexual or gender-based harassment or misconduct. For questions regarding mandatory reporting, please contact the Title IX Office.
Follow the decision tree to determine whom to contact when you are concerned about a student who is distressed and/or disruptive. Emergency and campus resources are listed.

**Is the student a danger to themselves/others OR does the student need some other assistance?**

**Yes**
- The student’s conduct is clearly dangerous or is threatening, including self-harm or harm to others.
- MUPD Emergency: (414) 288-1911
- Off Campus: 911

**I’m not sure**
- The student is not with me currently, but I am concerned about what they said (in an email/call) OR what they did (acted bizarrely, were aggressive/disruptive) OR how they looked (unkempt, unwashed, or as if drugged/drunken).
- Refer student to campus resources.

**No**
- I am not concerned for anyone’s immediate safety, but the student is having significant academic and/or personal issues and could use some support.
- Referrals: Online Referral Form
  marquette.edu/student-affairs/care-team.php
- Consultation: (414) 288-1412
- CARE@marquette.edu

**Emergency Resources**
- MUPD
  749 N. 16th Street
  Emergency: (414) 288-1911
  Non-Emergency: (414) 288-6800
  Off Campus: 911

**Urgent Resources**
- **CARE TEAM | OFFICE OF STUDENT DEVELOPMENT**
  Assesses, refers and/or responds to student identified as demonstrating emotional distress
  Referrals: Online Referral Form
  Consultation: (414) 288-1412

- **COUNSELING CENTER**
  Campus delivery of mental health services in the form of individual and group counseling, psychiatric services and crisis services
  Holthusen Hall
  1324 W. Wisconsin Avenue, Room 204
  (414) 288-7172
  8 a.m.-4:30 p.m. Monday–Friday
  If after 4:30 p.m. or weekend, call MUPD (414) 288-6800.

- **ADVOCACY SERVICES**
  Provides support and assistance for victims of sexual or gender-based harassment or misconduct
  (414) 288-5244 (24/7 advocate hotline.)

- **TITLE IX COORDINATOR**
  Receives reports of and addresses sexual or gender-based harassment and misconduct
  (414) 288-3151