

Recognizing and responding to students of concern



If you are concerned about a student, don't let uncertainty stop you from taking action to help. As part of Quinnipiac's commitment to supporting students, the CARE (Community, Assessment, Response and Evaluation) Team has developed this guide to help you **Recognize, Respond to, Refer or Consult and Report** concerns.

- ▶ For additional information go to myq.qu.edu/CARE or contact a member of the CARE team at 203-582-CARE or email CARE@qu.edu.

CLARIFY EXPECTATIONS

Your syllabus can send a positive signal of support for students' learning and well-being. Consider including a section with support resources and encourage students to seek help when they need it. Remind students of standards/expectations for classroom conduct. Familiarize yourself with the guiding language for student behavior in the Code of Student Conduct. Additional campus resources may be necessary to address disruptive behaviors.

TRUST YOUR INSTINCTS

If you are concerned about a student, consult your department chair/supervisor, and report the concern through the CARE and conduct reporting form at go.qu.edu/report. Promptly report safety concerns by calling 911 or Public Safety as appropriate. Consult with Counseling Services for any issues you suspect are related to mental health.

STAY SAFE

If a student displays threatening or potentially violent behavior, your safety, the student's safety and the welfare of the campus community are the top priorities. Coordinated professional help and follow-up care may help to prevent self-harm, suicide and violence.

LISTEN SENSITIVELY AND RESPOND CAREFULLY

Vulnerable students need to be heard and helped. They may find it difficult to articulate their distress or hardship. Ask directly if they need support, if they feel their functioning is impaired, or if they have thoughts of harming themselves or others. If you believe that a student cannot safely care for themselves or plans to harm themselves or others, this is an emergency—call 911.

DE-ESCALATE AND SUPPORT

Distressed students can be sensitive. Avoid threatening, potentially embarrassing or intimidating statements. Help students connect with the resources they need.

CONSULT TO COORDINATE A TIMELY RESPONSE

Your firsthand knowledge and personal connection to your students is valuable in understanding and appropriately responding to their situation. Consult with appropriate university personnel so that care can be coordinated for the student. Always report concerning behavior as soon as possible. Misconduct and/or violations of the Student Code of Conduct may be formally addressed through the Student Conduct process, and additional campus resources may be necessary to help reduce or eliminate disruptive behaviors.

SHARE WHAT YOU KNOW

Sharing what you know allows the appropriate university staff to proactively reach out with support and resources. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy. State and federal laws and university policies mandate reporting in many crisis situations and those related to gender-based discrimination and sexual harassment.

TAKE CARE OF YOURSELF

Helping a student of concern can take a toll on your personal well-being. Support resources can be found through the Employee Assistance Program (EAP) offered through Human Resources, e4health, at 800-828-6025.



Resources

EMERGENCY

911
Public Safety: 203-582-6200

CONSULTATION | EDUCATION | RESOURCES

Bursar

203-582-8650 | bursar@qu.edu

Campus Life

203-582-8673 | campuslife@qu.edu

CARE

203-582-2273 | CARE@qu.edu

Counseling Services*

203-582-8680 | counseling.center@qu.edu

Cultural and Global Engagement

203-582-8425 | dcge@qu.edu

Dean of Students

203-582-8753 | studentaffairs@qu.edu

Financial Aid

203-582-8750 | fnaid@qu.edu

Graduate Student Affairs

203-582-4723 | gradaffairs@qu.edu

Learning Commons

203-582-8628 | learningcommons@qu.edu

Religious Life*

203-582-8257 | religious.life@qu.edu

Registrar

203-582-8695 | registrar@qu.edu

Residential Life

203-582-8666 | residentiallife@qu.edu

Student Accessibility

203-582-7600 | access@qu.edu

Student Conduct

203-582-8753

Student Health Services*

203-582-8742 | studenthealthservices@qu.edu

Title IX

203-582-7327

*Confidential Student Resource

STUDENTS OF CONCERN

	Recognize	Respond	Refer or Consult	Report
Something seems wrong	<ul style="list-style-type: none"> Disturbing content in paper/emails Decline in academic performance Irrational or bizarre behavior Sudden change in demeanor (from extroverted to withdrawn, organized to forgetful, etc.) Significant changes in appearance, behavior or personal hygiene 	<ul style="list-style-type: none"> Express concern and care Give an example of a time that the student's behavior has worried you Listen to and validate student's responses Provide student with information about campus resources Call 911 if there is a potential threat to student's safety or the safety of others 	<p>Urgent:</p> <ul style="list-style-type: none"> 911 Public Safety: 203-582-6200 <p>Advice and consultation:</p> <ul style="list-style-type: none"> CARE: 203-582-CARE 	Submit concerns through the CARE and conduct reporting form: go.qu.edu/report
Academic concerns or disability disclosure	<ul style="list-style-type: none"> Consecutive or excessive absences Student earns a grade of D or F on the initial assessment Student mentions or requests assistance due to a disability Student would benefit from tutoring, writing support or academic coaching 	<ul style="list-style-type: none"> Express concern and care Be supportive and encouraging Provide student with information about the Learning Commons Provide student with information about Office of Student Accessibility 	<p>Advice and consultation:</p> <ul style="list-style-type: none"> Learning Commons: 203-582-8628 Student Accessibility: 203-582-7600 	Submit academic concerns through the Advise system. Contact the Learning Commons for assistance.
Bias incident	<ul style="list-style-type: none"> Act(s) directed against a person or property on the basis of race, color, creed, gender identity or expression, age, sexual orientation, national and ethnic origin, disability status or other protected category under state or federal law <ul style="list-style-type: none"> <i>Acts may be anonymous with no clear perpetrator.</i> 	<ul style="list-style-type: none"> Listen to and validate student's responses Express concern and care Avoid criticizing, sounding judgmental or minimizing the situation Provide student with information about campus resources Encourage student to save photos, communications or other evidence 	<p>Urgent:</p> <ul style="list-style-type: none"> 911 Public Safety: 203-582-6200 <p>Advice and consultation:</p> <ul style="list-style-type: none"> Student Conduct: 203-582-8753 DCGE: 203-582-8425 CARE: 203-582-CARE 	<p>Do not remove any evidence prior to reporting (e.g., clean graffiti, erase whiteboard).</p> <p>Submit concern through the CARE and conduct reporting form: go.qu.edu/report</p>
Disruptive behavior	<ul style="list-style-type: none"> Unwarranted interruptions Excessively rude or verbally abusive behavior Failure to adhere to directions 	<ul style="list-style-type: none"> Privately explain the impact of student's behavior on you, the group or class Avoid publicly criticizing or embarrassing the student <p>When to call 911:</p> <ul style="list-style-type: none"> Threat of harm to self or others Preventing others from leaving Physically abusive behavior Showing or stating the presence of a weapon <p>When to call Public Safety for immediate assistance:</p> <ul style="list-style-type: none"> Throwing items Refusing to leave 	<p>Urgent:</p> <ul style="list-style-type: none"> 911 Public Safety: 203-582-6200 <p>Advice and consultation:</p> <ul style="list-style-type: none"> Student Conduct: 203-582-8753 CARE: 203-582-CARE 	<p>Call 911 or Public Safety if appropriate.</p> <p>Notify your department chair/academic dean of the incident(s).</p> <p>Submit concern through the CARE and conduct reporting form: go.qu.edu/report</p>
Excessive anxiety, stress and/or depressive symptoms	<ul style="list-style-type: none"> Excessive worry, sleeping/eating problems Inability to stay focused Symptoms of a panic attack, such as difficulty breathing or pounding/racing heart Lack of motivation Withdrawal from classes, activities and friends 	<ul style="list-style-type: none"> Express concern and care Give an example of a time that the student's behavior has worried you Listen to and validate student's responses Avoid criticizing, sounding judgmental or minimizing the situation Provide student with information about campus resources 	<p>Urgent:</p> <ul style="list-style-type: none"> 911 Public Safety: 203-582-6200 <p>Advice and consultation:</p> <ul style="list-style-type: none"> Counseling Services: 203-582-8680 Student Health Services: 203-582-8742 CARE: 203-582-CARE 	Submit concerns through the CARE and conduct reporting form: go.qu.edu/report
Hazing <i>(Hazing can happen in graduate or undergraduate student organizations, academic programs, athletic or club sports teams, fraternities, sororities, etc.)</i>	<ul style="list-style-type: none"> Withdrawal from activities and friends Exhaustion/fatigue Significant change in appearance (e.g., wearing embarrassing, humiliating or consistent/repetitious attire or "uniform") Significant change in personal hygiene Injuries or bruises without explanation Signs of substance abuse Hypervigilance 	<ul style="list-style-type: none"> Call 911 if there is a potential threat to student's safety or the safety of others Express concern and care Listen to and validate student's responses Avoid criticizing, blaming, sounding judgmental or minimizing the situation Encourage student to save photos, communications or other evidence Provide student with information about campus resources 	<p>Urgent:</p> <ul style="list-style-type: none"> 911 Public Safety: 203-582-6200 <p>Advice and consultation:</p> <ul style="list-style-type: none"> Student Conduct: 203-582-8753 CARE: 203-582-CARE Athletics: 203-582-5205 Campus Life: 203-582-8673 	Submit concerns through the CARE and conduct reporting form: go.qu.edu/report



	Recognize	Respond	Refer or Consult	Report
Loneliness, isolation, difficulty transitioning into (or out of) the university community	<ul style="list-style-type: none"> Lack of social relationships Homesickness References to loneliness or isolation in conversations, papers, projects, etc. Statements of isolation such as, "I don't have any friends here," "no one understands me," or "I don't go to events because I don't want to go alone." Excessive worry Sleeping/eating problems 	<ul style="list-style-type: none"> Express concern and care Avoid minimizing the situation Be supportive and connect the student to campus resources: <ul style="list-style-type: none"> RA or residence hall director Campus Life Staff & Do You QU? DCGE Counseling Services Suggest a campus event, student organization or involvement opportunity 	Advice and Consultation: <ul style="list-style-type: none"> CARE: 203-582-CARE Campus Life: 203-582-8673 DCGE: 203-582-8425 Residential Life: 203-582-8666 Counseling Services: 203-582-8680 Veteran & Military Affairs: 203-582-8867 Religious Life: 203-582-8257 	Submit concerns through the CARE and conduct reporting form: go.qu.edu/report
Medical or health issues <i>(e.g., chronic illness, eating disorders, injuries, surgeries, procedures, etc.)</i>	<ul style="list-style-type: none"> Frequent or extended absences Student looks pale or ill in appearance Change in appearance or personal hygiene Noticeable weight loss or gain Student appears consistently tired Disclosure of condition, symptoms, hospitalization or procedure 	<ul style="list-style-type: none"> Call 911 if there is a potential threat to student's safety or if student is found gravely disabled Express concern and care Provide student with a referral to Student Health Services and the Office of Student Accessibility 	Urgent: <ul style="list-style-type: none"> 911 Advice and consultation: <ul style="list-style-type: none"> Student Health Services: 203-582-8742 Student Accessibility: 203-582-7600 CARE: 203-582-CARE 	<p>If related to an existing or newly diagnosed disability, submit your concern through the Advise system. Contact the Learning Commons for assistance.</p> <p>Submit all other concerns through the CARE and conduct reporting form: go.qu.edu/report</p>
Personal or economic hardship	<ul style="list-style-type: none"> Frequent or extended absences Family, financial or other challenges, such as: <ul style="list-style-type: none"> Family tragedy Illness or death of a parent or immediate family member Loss of housing/homelessness Food insecurity 	<ul style="list-style-type: none"> Express concern and care Avoid criticizing, blaming, sounding judgmental or minimizing the situation Listen to and validate student's responses Be supportive and encouraging Share information about the CARE Team and Counseling Services 	Advice and consultation: <ul style="list-style-type: none"> CARE: 203-582-CARE Counseling Services: 203-582-8680 	Submit concerns through the CARE and conduct reporting form: go.qu.edu/report
Substance misuse/abuse <i>(e.g., alcohol, marijuana, other drugs, prescription drug misuse)</i>	<ul style="list-style-type: none"> Intoxicated or high in class or at meetings and events Excessive sleepiness or energy Unusual references to alcohol/drugs in conversations, papers, projects, etc. Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.) 	<ul style="list-style-type: none"> Express concern and care Give an example of a time that the student's behavior has worried you Offer to help the student request an appointment with Student Health Services or Counseling Services Be supportive and encouraging if the student agrees to get help 	<p>If you observe drug or alcohol use in a public space on campus, call Public Safety: 203-582-6200</p> Advice and consultation: <ul style="list-style-type: none"> CARE: 203-582-CARE Student Health Services: 203-582-8742 Counseling Services: 203-582-8680 	Submit information about the disclosure/incident through the CARE and conduct reporting form: go.qu.edu/report
Suicidal ideation (with plan and intent)	<ul style="list-style-type: none"> Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others Withdrawal from classes, activities and friends Statements (verbal or written) of hopelessness such as, "I hate this life," or "Everyone is better off without me." 	<ul style="list-style-type: none"> Call 911 if there is a potential threat to student's safety or the safety of others Express concern and care Always take suicidal statements, thoughts or behaviors very seriously If you suspect a student may be suicidal, seek immediate consultation 	Urgent: <ul style="list-style-type: none"> 911 Public Safety: 203-582-6200 Advice and consultation: <ul style="list-style-type: none"> Counseling Services: 203-582-8680 CARE: 203-582-CARE 	<p>Seek immediate consultation.</p> <p>Once immediate threat has been addressed, submit information about the disclosure/incident through the CARE and conduct reporting form: go.qu.edu/report</p>
Disclosures related to the Title IX Policy against Gender-Based Discrimination and Sexual Harassment	<p>Disclosure of the following behaviors, on or off campus, by Quinnipiac and/or non-Quinnipiac community members:</p> <ul style="list-style-type: none"> Sexual harassment Non-consensual sexual intercourse Non-consensual sexual contact Stalking Intimate partner violence Sexual exploitation Other gender-based discrimination 	<ul style="list-style-type: none"> Express concern and care Listen to and validate student's responses Do not promise confidentiality – faculty/staff are Title IX responsible employees Avoid criticizing, blaming, sounding judgmental or minimizing the situation Provide student with information about resources 	Advice and consultation: <ul style="list-style-type: none"> Title IX Coordinator: 203-582-7327 CARE: 203-582-CARE On-Campus Confidential Resources: <ul style="list-style-type: none"> Counseling Services: 203-582-8680 Student Health Services: 203-582-8742 Campus Clergy: 203-582-8257 	<p>Faculty and staff are considered responsible employees and must report any disclosures.</p> <ul style="list-style-type: none"> Title IX Reporting Form: go.qu.edu/reporttix Title IX Coordinator: 203-582-7327

Maintaining Compliance with State and Federal Laws and University Policies



ACADEMIC INTEGRITY

Our Academic Integrity Policy is based on the five fundamental values outlined by the Center for Academic Integrity: honesty, trust, responsibility, fairness and respect. Quinnipiac expects all members of our community, students, faculty and staff to uphold these five standards and to contribute to our larger culture of integrity.

Go to go.qu.edu/policies to view the Academic Integrity Policy.

CLERY ACT

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, the federal law originally known as the Campus Security Act, is enforced by the U.S. Department of Education and requires universities to disclose information about crime that occurs on and around campus.

Go to go.qu.edu/policies to view the Annual Security Reports for Quinnipiac's three campuses.

CODE OF CONDUCT

All Quinnipiac students are responsible for complying with the rules, regulations, policies and procedures contained in the Code of Student Conduct, as well as the Student Handbook.

Go to handbook.qu.edu to view the Student Handbook, which includes the Code of Student Conduct, Residential Life regulations, and other administrative policies regarding student accountability for undergraduate and graduate students.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT

The Family Educational Rights and Privacy Act (FERPA) is a federal law that provides basic privacy protection of students' educational records. FERPA permits disclosure of personal, identifiable information from a student's record to parents, police or others to protect the health and safety of the student or other individuals. Unlike stricter confidentiality laws that apply to health care professionals, counselors and clergy, FERPA allows information to be shared with university personnel when there is a specific need to know. Observations of a student's behavior and written or spoken statements should be appropriately shared. Observations of a student's conduct or written or spoken statements made by a student are not part of a student's educational record and should be appropriately shared.

PREVENTING ALCOHOL ABUSE AND OTHER DRUG USE OR ABUSE

The health and well-being of students in our community is paramount. Therefore, Quinnipiac University empowers students to make healthy and responsible decisions about their behaviors, including alcohol and other drug use, that affect them and the Quinnipiac community as a whole. University prevention programs, policies and resources focus on reducing high-risk behaviors and promoting safe, legal and responsible student choices.

Go to handbook.qu.edu to see the full Policy Statement on the Prevention of Alcohol Abuse and Other Drug Use or Abuse. Go to go.qu.edu/consumer-info to review the Drug-Free Schools and Communities Act: Biennial Review of Alcohol and Other Drugs Programs.

RESPONDING TO STUDENTS OF CONCERN

Quinnipiac University is committed to the safety and well-being of each member of our community. Faculty and staff members share in the responsibility to respond to a distressed student and to report behavior that is causing concern.

NONDISCRIMINATION AND COMPLIANCE

Quinnipiac University does not discriminate on the basis of race, color, creed, gender identity or expression, age, sexual orientation, national and ethnic origin, or disability status in the administration of its educational and admissions policies, employment policies, scholarship and loan programs, athletic programs or other university-administered programs.

Go to catalog.qu.edu/statements-nondiscrimination-compliance to view the full statement.

TITLE IX

Quinnipiac encourages all employees to promptly report any incidents of sex discrimination or sexual misconduct they may witness or become aware of. Responsible employees are required to report such incidents. Quinnipiac defines all faculty, administration, athletic, human resources, public safety, student affairs and student paraprofessional staff (resident assistants and orientation leaders under contract) as responsible employees of the university. A responsible employee is expected to report any incidents of sexual violence, harassment or discrimination involving a student promptly to the university Title IX coordinator or deputy coordinator.

Go to catalog.qu.edu/university-policies/titleix-policy to see the full Title IX Policy Against Gender-Based Discrimination and Sexual Misconduct.

