

Helping Students in Distress

A Quick-Reference Guide

See something?

You play a crucial role in identifying students in distress. Students exhibiting outward signs of distress may be feeling alone, isolated and even hopeless when faced with academic struggles, traumatic events, life changes or other stressors. Ongoing or intensified feelings can easily disrupt academic performance and may lead to other serious consequences.

You may be the first to notice warning signs.

Do something.

You also play a critical role when it comes to responding to students in distress. Sometimes students cannot, or will not, turn to family or friends, so it's important that you know how to connect students with the on-campus resources that can give them the help and support they need.

Use this guide to learn how to recognize students in distress, how to respond and how to refer them for help.

Emergency Response

If you perceive someone may be a threat to themselves or others, contact Campus Safety or 911 immediately.

Mandatory Reporting

Sex/Gender-based harassment or assault must be reported to the Title IX office at 920-403-3018 or titleix@snc.edu.

Direct Contact

For help discerning if a student is in distress or for determining the best way to respond, contact the Behavioral Intervention Team at 920-403-1322.

Share Your Concerns

Please complete the form at snc.edu/earlyalert if you're concerned about the health or welfare of a student or if you've witnessed or have learned of the following:

- Attendance or academic concerns
- Biased behavior based on identity
- The loss of a student's friend or family member
- Behavioral concerns
- Gender-based misconduct or sexual harassment

Recognizing Students in Distress

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

Academic Indicators

- Sudden decline in quality of work and grades
- Repeated absences
- Unexpected content in writing or presentations

Physical Indicators

- Marked changes in appearance such as deterioration in grooming, hygiene or weight loss/gain
- Intoxication, hangover or smelling of alcohol
- Red eyes from crying, or dilated or constricted pupils

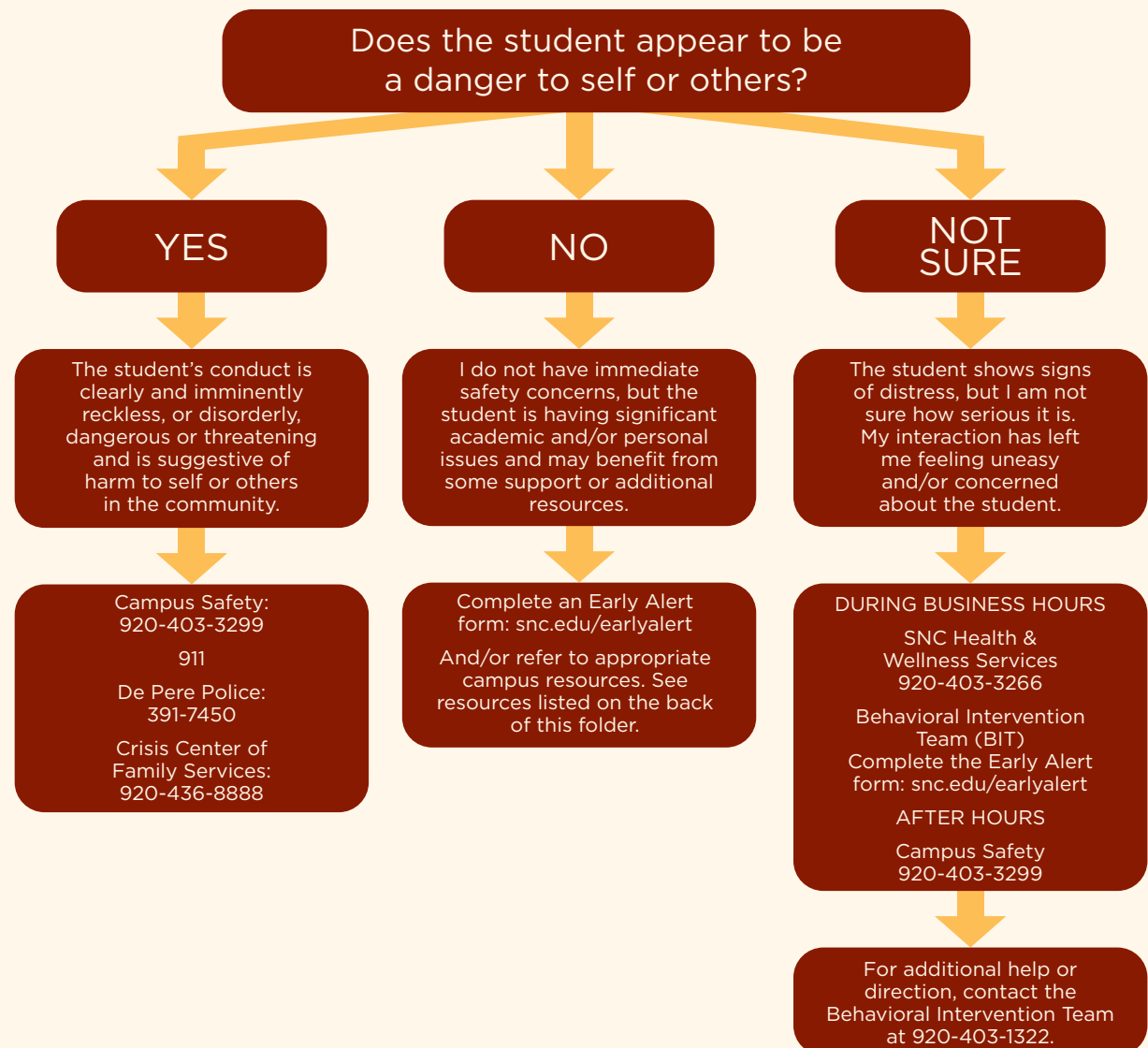
Psychological Indicators

- Disclosures of personal distress (e.g., family or financial problems, grief or self-hatred)
- Disclosure of suicide ideation
- Expressions of concern shared by their peers

Safety Risk Indicators

- Unprovoked anger or hostility
- Implying or making a direct threat to self or others
- Communicating threats via email, correspondence, text or phone calls

Use this flowchart to help determine next steps when faced with a distressed or disruptive student.



Responding to Students in Distress

Use these tips to help respond to and refer a student in distress.

Prepare to address concerns

- Consult with Counseling & Psychological Services (CAPS) to explore the issues involved and the best course of intervention, or complete the Early Alert form (snc.edu/earlyalert) to have the Behavioral Intervention Team (BIT) evaluate next steps.
- Remember that, though you want to help, ensuring other people's well-being is not your responsibility. You can only do as much as you can control, and these situations can be very difficult.

If you plan to discuss concerns with the student

Not everyone is comfortable or able to meet with students about their concerns, and that is OK. Your main responsibility is to provide the student with support and, when appropriate, complete an Early Alert form.

Prior to the meeting

- Know the available campus resources and the referral process.
- Address your own comfort with approaching the student.
- Review your physical environment and make provisions for your safety and that of others. If necessary, notify colleagues in close proximity of your intended intervention.

During the meeting

- Listen supportively. Repeat the student's statements to clarify and demonstrate an understanding of the student's perspective.
- Ask if the student has thought about hurting themselves. Asking does not plant ideas in the student's mind.
- Respect the student's privacy without making false promises of confidentiality.
- Try to get a sense of the student's support system(s), and encourage the student to consider professional support (such as CAPS; Academic Support, Success & Accessibility).

Make a referral

- Reassure the student that it is common to seek help over the course of their college careers for various reasons, and that seeking and accepting help is an intelligent choice.
- Encourage and assist the student in making and keeping appointments. Offer to escort the student. Understand that people often don't follow through on referrals if there is no warm hand-off or if given too much time to second guess their decision for help.
- If necessary, find someone to stay with the student while calls to the appropriate resources are made.
- Call Health & Wellness Services (920-403-3266) to inform the office a referral is being made and/or you are walking a student over to meet with a counselor. This helps the CAPS staff prepare to receive the student when you arrive at the CAPS office.

Referring Students in Distress

Direct students in need to the appropriate resources listed here. If you're unsure about where to direct students, contact Joe Totman, Behavioral Intervention Team (BIT) Chair, at 920-403-1322.

Food Insecurity

Students with concerns about food insecurity can complete the Food Insecurity Request form (snc.edu/go/foodhelp) to secure short-term support. For immediate need, available 24/7, students may stop by Campus Safety at 306 Third St. or call 920-403-3299.

Emergency Funds

Students may encounter unexpected experiences that financially impact their time at college. Students can request emergency funds by filling out the form available at snc.edu/go/emergency.

Academic Advising

Advisors serve to assist students with their academic and career goals, and often discuss general well-being with their students.

(920) 403-3234 • advise@snc.edu • snc.edu/advisement

Health & Wellness Services

Health & Wellness Services provides many on-campus low or no-cost services, including counseling and medical services such as nursing assessments, laboratory testing, immunizations (i.e. influenza, tetanus, hepatitis B, and others), illness, injury treatment, physicals, foreign travel, TB screening and more.

(920) 403-3266 • health@snc.edu • snc.edu/health

Academic Success, Support & Accessibility

The office of academic success, support and accessibility (OASSA) provides supportive services including study skills help, tutoring, and academic coaching and counseling, as well as resources for students with disabilities.

acadsupport@snc.edu • (920) 403-1321 • snc.edu/academicsupport

Bias Incidents

The Bias Incident Response Group (BIRG) is available for support and education around bias incidents. Submit the Early Alert form (snc.edu/go/reportbias) to report an incident.

snc.edu/go/birg

Crisis Center of Family Services

The Crisis Center is available 24/7 for any stressful crisis situation. Counselors are fully trained in crisis intervention and can listen and help find a solution for any immediate needs.

(920) 436-8888 • familyservicesnew.org/crisis-center

Suicide & Crisis Lifeline

Available 24/7
Call 988

Sexual Misconduct and Mandated Reporting

Misconduct includes sexual harassment, sexual assault, domestic violence, dating violence and stalking. Faculty, staff and student workers are mandated reporters. A report must be made any time someone associated with St. Norbert College tells you they have been subject to, or you directly witness, sexual harassment or gender-based sexual misconduct.

920-403-3018 • snc.edu/titleix

Officials Designated to Receive Reports/Complaints

Title IX Coordinator
M-F, 8 a.m.-4:30 p.m.
920-403-3018 • titleix@snc.edu

De Pere Police Department
24/7
920-339-4078
325 S. Broadway, De Pere, WI 54115

Campus Safety
24/7
(Campus Safety will connect you with the Title IX coordinator)
920-403-3299
306 Third St., De Pere

Confidential Resources

Specify that you wish to speak with a confidential resource.
SNC Health & Wellness Services
920-403-3266

SNC Ordained Clergy
920-403-3011

Off-Campus Resources

Sexual Assault Center of Family Services 24-hour help line
920-436-8899

Golden House 24-hour help line (domestic violence)
920-432-4244
goldenhousegb.org/need-help

Hospital Medical Care

For sexual assault nurse examination (SANE):

St. Vincent Hospital,
835 S. Van Buren St., Green Bay
920-433-0111

Other hospitals, if no sexual assault exam is needed:

Bellin Memorial Hospital,
744 S. Webster Ave., Green Bay
920-433-3500

Aurora BayCare Medical Center,
2845 Greenbrier Road, Green Bay
920-288-8000