

# STUDENTS IN CRISIS RESOURCE GUIDE

## Recognizing and Helping Students in Crisis – Where do I Start?

As faculty, staff, and peers you are in an excellent position to recognize behavioral changes in students. It is the equivalent to noticing the clouds before the approaching storm. This document is a guide to assist you with **Recognizing, Responding, Referring, and Reporting** students in crisis.

The initial step in connecting with a student in distress can be difficult. Offering the student a private space to connect will allow the student to share more about what is going on.

This small gesture could be as simple as, “I notice [insert observation]. I care and want to ensure you have access to success here at USF.”

### UNIVERSITY POLICE

FPF 105 | (727) 873-4444    **Emergency: 911**

*Serves and protects the USFSP community; provides safety, prevention, and preparedness training*

#### STUDENT OUTREACH AND SUPPORT

PNM 101 | (727) 873-4278

*Provides care coordination services and linkage to on/off campus resources*

#### WELLNESS CENTER

SLC 2200 | (727) 873-4422

*Provides medical, psychiatric, counseling, victim advocacy, prevention services, and intervention-based trainings*

#### COMPASS STUDENT EXPERIENCE

HWH 101 | (727) 873-4003

*Provides one-on-one academic support, peer mentoring, and transitional services*

#### ACADEMIC ADVISING

DAV 134 | (727) 873-4511

*Provides expertise in academic policies, programs, and class schedule development*

#### STUDENT ACCESSABILITY SERVICES

SLC 1203 | (727) 873-4837

*Support students in gaining and maintaining academic accommodations*

#### STUDENT CONDUCT AND ETHICAL DEVELOPMENT

PNM 101C | (727) 873-4278

*Serves as the management agency for the University Conduct System*

#### TITLE IX

FTF 112 | (727) 873-4826

*Monitors compliance with Title IX and ensures that reports of violations are addressed by the University*

#### STUDENT OMBUDS OFFICE

Bay 127 | One USF (813) 974-0835

*Serves as a neutral third party who helps students address problems, concerns, and complaints through informal means such as conversation and mediation*

## Responding to Students in Crisis

### **GIVE YOUR FULL ATTENTION**

Do not use your phone or computer. Be present with the student.

### **BODY LANGUAGE**

Provide eye contact (when appropriate) and give an occasional smile or nod.

### **LISTEN**

To the needs and feelings of the student. Ask directly if they feel their functioning is impaired or if they have thoughts of harming themselves or others.

### **STAY SAFE**

When 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.

### **TAKE CARE**

Helping a student can take a toll on your personal well-being. Make sure to acknowledge what you've been through and seek support.

## Share What you Know

State and federal laws and University policies mandate reporting in many crisis situations. 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.

## Recognize

## Respond

## Refer

## Report

### “Not sure what, but something is wrong”

- Observable difficulty regulating emotions or rapid mood shifts
- Noticeable changes in personal hygiene, grooming, or attire
- Behaviors that are not appropriate to the situation
- Disorganized Academic performance

#### Utilize open-ended questions to uncover more:

“Tell me more about what you’re struggling with.”

or

“Can you share what is stressful for you?”

Urgent: 911  
Advice, Consultation & Services:

[Wellness Center](#)

SLC 2200  
(727) 873-4422

[Student Outreach and Support](#)

PNM 101  
(727) 873-4278



### Depression, self-harm, suicidal risk

- Observable difficulty regulating emotions or rapid mood shifts
- Appearing disconnected from reality
- Tearful, panicked, pacing, or agitated
- Expressions of hopelessness, helplessness, or worthlessness

#### Express concern and care Say things like:

“I could see how you would [feel] because...”

or

“Sounds like you are dealing with a lot and I would like to connect you with more support.”

Urgent: 911  
Advice, Consultation & Services:

[Wellness Center](#)

SLC 2200  
(727) 873-4422

[Student Outreach and Support](#)

PNM 101  
(727) 873-4278



### Misconduct, inappropriate behavior, classroom disruption

- Acute intoxication or chronic substance abuse
- Violence/aggression that results in property damage or seems inappropriate to the stressor
- Stalking, harassing, bullying, or intimidating behaviors
- Direct/indirect threats of harm to self/others

#### Express concern and care Say things like:

“I am worried about your safety [or the safety of others].”

Urgent: 911  
Advice, Consultation & Services:

[Wellness Center](#)

SLC 2200  
(727) 873-4422

[Student Outreach and Support](#)

PNM 101  
(727) 873-4278

[Title IX](#)

FTF 112  
(727) 873-4826



### Actual or suspected medical issues

- Noticeable changes in personal hygiene, grooming, or attire
- Behaviors that are not appropriate to the situation
- Changes in speech (slurred, rapid, or pressured)

#### Express concern and care say things like:

“Recently you [content] and this indicates you are in need of more intentional support than I can offer.”

or

“I am noticing a change in you recently...”

Urgent: 911  
Advice, Consultation & Services:

[Wellness Center](#)

SLC 2200  
(727) 873-4422

[Student Outreach and Support](#)

PNM 101  
(727) 873-4278



## Recognize

## Respond

## Refer

## Report

### Crime, victimization, hazing

- Observable difficulty regulating emotions or rapid mood shifts
- Appearing disconnected from reality
- Tearful, panicked, pacing, or agitated
- Expressions of hopelessness, helplessness, or worthlessness

#### Express concern and care Say things like:

“You’re handling a lot, thank you for coming to me for support.”

**Urgent: 911**  
**Advice, Consultation & Services:**  
[Wellness Center](#)  
SLC 2200  
**(727) 873-4422**

[Student Outreach and Support](#)  
PNM 101  
**(727) 873-4278**  
[Title IX](#)  
FTF 112  
**(727) 873-4826**



### Academic Distress

- Repeatedly demanding assistance or accommodations
- Multiple requests for extensions
- Disorganized performance

#### Express concern and care Say things like:

“Recently you [content] and this indicates you are in need of more intentional supports than I can offer.”

**Urgent: 911**  
**Advice, Consultation & Services:**  
[Compass Student Experience](#)  
HWH 101  
**(727) 873-4003**

[Student Outreach and Support](#)  
PNM 101  
**(727) 873-4278**



### Alcohol or other drug abuse

- Noticeable changes in personal hygiene, grooming, or attire
- Behaviors that are not appropriate to the situation
- Changes in speech
- Smelling of marijuana or alcohol

#### Express concern and care Say things like:

**Willing student** “I know some resources that may be able to provide support. Thank you for sharing.”

**Unwilling student** “I notice you are not ready and that’s okay. I am going to refer you to supports that can help you when you are ready.”

**Urgent: 911**  
**Advice, Consultation & Services:**  
[Wellness Center](#)  
SLC 2200  
**(727) 873-4422**

[Student Outreach and Support](#)  
PNM 101  
**(727) 873-4278**  
[Title IX](#)  
FTF 112  
**(727) 873-4826**



### Family or personal tragedy, loss, or crisis

- Observable difficulty regulating emotions or rapid mood shifts
- Appearing disconnected from reality
- Tearful, panicked, pacing, or agitated
- Expressions of hopelessness, helplessness, or worthlessness

#### Express concern and care Say things like:

“It sounds like you are doing the best you can and I would like to connect you to supports that can help you when you are ready.”

**Advice, Consultation & Services:**  
[Wellness Center](#)  
SLC 2200  
**(727) 873-4422**

[Student Outreach and Support](#)  
PNM 101  
**(727) 873-4278**



# Maintaining Compliance with State and Federal Laws and University Policies

## FERPA

The University operates under the confidentiality rules outlined in the Family Educational Rights and Privacy Act (FERPA). This means that without a FERPA release provided by the student, staff cannot share educational records with a parent, or anyone outside of the University, unless there is concern for the health and safety of the student.

For more information, training, or support contact:

Dean of Students Office **727-873-4278**

[www.stpetersburg.usf.edu/student-life/dean-of-students](http://www.stpetersburg.usf.edu/student-life/dean-of-students)

or

University Registrar **727-873-4645** | [www.usf.edu/registrar](http://www.usf.edu/registrar)

## TITLE IX

Prohibits discrimination based on the sex (gender) of employees and students of educational institutions that receive federal financial assistance. Title IX's prohibition of sex discrimination includes prohibition of sexual harassment as well as sexual and relationship violence. Sexual harassment is unwelcome conduct of a sexual nature and can include unwelcome sexual advances, requests for sexual favors, stalking, and other verbal, nonverbal, or physical conduct of a sexual nature, including rape and sexual assault.

For more information, training, or support contact:

Title IX Office **(727) 873-4826** | [www.usf.edu/title-ix](http://www.usf.edu/title-ix)

## CLERY ACT

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (the "Clery Act") requires all colleges and universities that participate in federal financial aid programs to keep and disclose information about crime on and near their respective campuses.

For more information, training, or support contact:

University Police **727-873-4444**

[www.stpetersburg.usf.edu/police](http://www.stpetersburg.usf.edu/police)

## UNIVERSITY CODE OF CONDUCT

Student Conduct and Ethical Development (further referred to as "SCED" (formerly SRR) supports the goals, mission, values, and visions of the University of South Florida ("University" or "USF") by promoting responsibility and adherence to the standards of behavior outlined in this Regulation ("Student Code of Conduct" or "Code").

For more information, training, or support contact:

Student Conduct and Ethical Development **727-873-4278**

[www.usf.edu/student-affairs/student-conduct-ethical-development/about-us/index.aspx](http://www.usf.edu/student-affairs/student-conduct-ethical-development/about-us/index.aspx)

## ACADEMIC INTEGRITY OF STUDENTS

This Regulation asserts fairness in that it requires notice to any student accused of a violation of academic integrity and provides a directive for discussion between the instructor and student to seek a fair and equitable resolution. If a fair and equitable resolution is not accomplished in this discussion, this regulation allows the student continued rights of due process.

For more information, training, or support contact:

Student Conduct and Ethical Development **727-873-4278**

[www.usf.edu/student-affairs/student-conduct-ethical-development/about-us/index.aspx](http://www.usf.edu/student-affairs/student-conduct-ethical-development/about-us/index.aspx)

or

Division of Research, Integrity, and Compliance **813-974-5638**

[www.usf.edu/research-innovation/research-integrity-compliance](http://www.usf.edu/research-innovation/research-integrity-compliance)

## ANTI-DISCRIMINATION

Federal and state laws also prohibit unlawful discrimination. Any complaints of protected category discrimination and harassment must be filed with our Diversity, Inclusion and Equal Opportunity Office ("DIEO"). All members of the USF community should be familiar with these policies and are expected to conduct themselves in a respectful manner.

For more information, training, or support contact:

Diversity, Inclusion, and Equal Opportunity Office **813-974-4373**

[www.usf.edu/diversity/about-dieo/index.aspx](http://www.usf.edu/diversity/about-dieo/index.aspx)

