

# Recognizing and Helping Students in Distress

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A Guide for Faculty and Staff

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The Student Behavior Consultation Team

## **The Student Behavior Consultation Team**

**T**he University of Delaware is committed to maintaining a safe working, learning and living environment for all members of the campus community. The Student Behavioral Consultation Team (SBCT) develops support plans to promote student health, well-being and successful academic experiences; and promotes campus safety through an active process of threat assessment and behavioral intervention. Representatives from Student Life and Campus Safety meet weekly to share information and develop action plans. The SBCT also seeks information from and consults with faculty and staff to identify problematic behaviors.

Members of the campus community concerned about a student are encouraged to involve the SBCT by:

- calling the Office of the Dean of Students, (302) 831-8939
- going online to [udel.edu/006545](http://udel.edu/006545) to use the SBCT contact form

**In an emergency, please call the University of Delaware Police Department at 302-831-2222 or 911.**

## **Recognizing and Helping Students in Distress**

**A**re you concerned about a student's physical or mental health? Has a student's behavior disrupted your class or caused you to worry about their future actions? You have the opportunity to help a student avoid dangerous situations and obtain assistance. The SBCT has compiled this guide as an aid for identifying signs of possible distress and making appropriate referrals.

### **Where do I start?**

**A** situation, observation or instinct tells you to be concerned about a student. But, you're not sure what to do or where to start and worry that you'll make things worse. Don't let that stop you from taking action. Use this resource guide, talk to your supervisor or department chair, or contact the SBCT. Help is available – for your student and for you!

## Helping a student who is:

### Anxious

<b>SIGNS</b> Stress, panic, avoidance, excessive worry, sleeping or eating problems	<b>CONSULTATION AND REFERRAL</b> <ul style="list-style-type: none"><li>· Center for Counseling and Student Development</li><li>· Office of the Dean of Students</li></ul>
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### Demanding

<b>SIGNS</b> Sense of entitlement, need for control, difficulty with structure and limits, perfectionism, disruptive behavior	<b>CONSULTATION AND REFERRAL</b> <ul style="list-style-type: none"><li>· Office of Student Conduct</li><li>· Office of the Dean of Students</li><li>· Center for Counseling and Student Development</li></ul>
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### Abusing substances

<b>SIGNS</b> Coming to class high or smelling of alcohol, excessive absence, neglecting work, inappropriate behavior	<b>CONSULTATION AND REFERRAL</b> <ul style="list-style-type: none"><li>· Student Wellness and Health Promotion</li><li>· Center for Counseling and Student Development</li><li>· Office of the Dean of Students</li></ul>
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## A victim of assault or abuse

<b>SIGNS</b> Self-reporting, appears with bruises or other injuries	<b>CONSULTATION AND REFERRAL</b> <ul style="list-style-type: none"><li>· University of Delaware Police Department</li><li>· Office of the Dean of Students</li><li>· Sexual Offense Support (SOS)</li><li>· Student Health Services</li><li>· Center for Counseling and Student Development</li></ul>
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## Depressed, suicidal, disoriented

<b>SIGNS</b> Deep sense of sadness, fatigue and social withdrawal, difficulty with concentration, memory and decision-making, feelings of helplessness, hopelessness or worthlessness, disclosing suicidal thoughts	<b>CONSULTATION AND REFERRAL</b> <b><i>Immediate safety concern:</i></b> <ul style="list-style-type: none"><li>· Call 911, University of Delaware Police Department</li></ul> <b><i>Assessment:</i></b> <ul style="list-style-type: none"><li>· Office of the Dean of Students</li><li>· Center for Counseling and Student Development</li></ul>
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## Aggressive or potentially violent

<b>SIGNS</b> Paranoia, distrust, fascination with weapons, violence evident in communication or writings, direct or indirect threats	<b>CONSULTATION AND REFERRAL</b> <b><i>Immediate safety concern:</i></b> <ul style="list-style-type: none"><li>· Call 911, University of Delaware Police Department</li></ul> <b><i>Assessment:</i></b> <ul style="list-style-type: none"><li>· Office of the Dean of Students</li><li>· Center for Counseling and Student Development</li><li>· Office of Student Conduct</li></ul>
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## Suffering from an eating disorder

<b>SIGNS</b> Is thin and continues to get thinner, loses hair or experiences thinning hair, exercises obsessively, talks excessively about food, cooking, or dieting, uses bathroom frequently after meals, experiences frequent fluctuations in weight, exhibits perfectionism, obsessive thinking, anxiety, shyness, impulsive behavior, moodiness, and depression.	<b>CONSULTATION AND REFERRAL</b> <b><i>Immediate safety concern:</i></b> <ul style="list-style-type: none"><li>· Call 911, University of Delaware Police Department</li></ul> <b><i>Assessment:</i></b> <ul style="list-style-type: none"><li>· Center for Counseling and Student Development</li><li>· Student Health Services</li></ul>
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## Resources:

### **Office of the Dean of Students**

**101 Hullahen Hall . . . . . 302-831-8939**

- support and provide resources to undergraduate students
- consultation with faculty and staff about student behaviors and concerns
- referral assistance for undergraduate students

### **Office of Student Conduct**

**218 Hullahen Hall . . . . . 302-831-2117**

- educate students who violate the University's Code of Conduct
- support victims involved in the student conduct process
- adjudicate/arbitrate/mediate conflicts between faculty and students
- consult with faculty concerned about disruptive classroom behavior

### **Center for Counseling and Student Development**

**261 Perkins Student Center . . . . . 302-831-2141**  
**during regular business hours or UD Helpline available**  
**24/7/365 at 302-831-1001**

- brief psychotherapies, crisis intervention and 24/7 emergency services
- consultation with faculty and staff about student behaviors, psychological or emotional concerns
- student referral assistance

**Student Wellness & Health Promotion**

**231 South College Avenue . . . . . 302-831-3457**

- confidential alcohol screening and brief intervention
- confidential alcohol and drug assessment
- training on identifying high-risk use of alcohol and other drugs
- support services for individuals in recovery

**Sexual Offense Support (SOS)**

**(24 hr. crisis) . . . . . 302-831-1001**

**Student Wellness and Health Promotion**

**231 South College Avenue**

**(non-emergency appointments) . . . . . 302-831-3457**

- 24 hour support and victim advocacy for survivors of all forms of sexual assault, intimate partner violence, and stalking
- one-on-one crisis counseling, follow-up care and referral with a professional staff member
- support group for survivors of sexual violence
- education and training on these topics

**Student Health Services**

**Laurel Hall . . . . . 302-831-2226**

- open 24/7 fall, winter, and spring semesters when the residence halls are open



**Residence Life & Housing**

**310 Haines Street . . . . . 302-831-4663**

- crisis management for residence hall situations
- mediation of student conflicts in the residence halls
- referral assistance for on-campus students

**UD Police Department (emergency & non-emergency)**

**413 Academy Street . . . . . 302-831-2222 or 911**

- immediate emergency services for threatening or dangerous behavior

**University of Delaware Employee Assistance Program**

**. . . . . 1-800-343-2186**

- 24-hour confidential support for University of Delaware employees

**If you are not sure what campus resource to utilize, or believe the situation merits the intervention of many campus units, contact the Student Behavior Consultation Team at:**

- 302-831-8939 or
- [udel.edu/006545](http://udel.edu/006545)

**The Student Behavior Consultation Team**

University of Delaware  
Office of the Dean of Students  
101 Hulliher Hall  
(302) 831-8939  
[sites.udel.edu/deanofstudents/sbct](https://sites.udel.edu/deanofstudents/sbct)



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