FLORIDA STATE UNIVERSITY

DEPARTMENT of STUDENT SUPPORT & TRANSITIONS

# How to Assist a Student of Concern

As a faculty or staff member, you play an important role in the lives of students on a daily basis. Whether serving as an instructor, advisor or mentor you are a critical resource and often the first to identify that a student may be experiencing challenges. Recognizing that some students openly share their problems with you, while others may be less forthcoming or not yet understand the complexity of their actions, your assistance in recognizing the signs that indicate the psychological or emotional distress and how to respond effectively, allows you to better advocate and support students. Additionally, being able to identify when an issue is academically related and better suited to be handled by the faculty/instructor of record or within the College is equally as important in assisting students to understand appropriate behaviors and expectations.

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| CONCERN | STRATEGIES TO ADDRESS | CONTACT INFORMATION |
| Student is making inappropriate comments/ disrupting class | Instructor should meet with the student to discuss specific directives or expectations outlined in the syllabus  If behavior continues instructor should refer student to DSST or SCCS depending upon nature of disruptions | Department of Student Support & Transitions  [dsst@fsu.edu](mailto:dsst@fsu.edu)  850-644-2428  Student Conduct & Community Standards  [sccs@fsu.edu](mailto:sccs@fsu.edu)  850-644-5136 |
| Student has not turned in assignments/logged into Canvas | Instructor should email student to check in, suggest a meeting via zoom, offer support and determine if additional campus supports are necessary  If student indicates medical or mental health concerns refer to Case Management Services | Case Management Services  [casemanagement@fsu.edu](mailto:casemanagement@fsu.edu)  850-644-9555 |
| Student sent me an email identifying stress/anxieties/mental health concerns | Instructor replies to student to ask if they are in need of campus supports  Based on student response (or lack of response) refer student to Case Management Services, University Counseling Center, and submit a report.fsu.edu | Case Management Services  [casemanagement@fsu.edu](mailto:casemanagement@fsu.edu)  850-644-9555  <http://report.fsu.edu>  University Counseling Center  850-644-TALK (8255) <https://counseling.fsu.edu/>  University Health Services  <http://uhs.fsu.edu>  850-644-4567 |
| Student is presenting disorganized thoughts | Are the thoughts alarming or disturbing? If so, submit a report.fsu.edu and call DSST  Connect the student to the University Counseling Center  If the disorganization appears to be time management, sleep deprivation, or the reason is unclear it is helpful for the faculty member to reach out to the student to inquire if everything is ok and if they can be off assistance. Often times the response to this type of email if helpful to know the most appropriate response | Department of Student Support & Transitions  [dsst@fsu.edu](mailto:dsst@fsu.edu)  850-644-2428  <http://report.fsu.edu>  University Counseling Center  850-644-TALK (8255) <https://counseling.fsu.edu/>  CHAW Wellness Coaching  <http://chaw.fsu.edu>  850-644-4567 |
| Student reports being a victim of a crime | Submit a report.fsu.edu, refer student to Victim Advocate Program for support  If you determine that the information provided by the student involves a Title IX situation report information to Title IX office via report.fsu.edu | Victim Advocate Program  [victim-advocate@fsu.edu](mailto:victim-advocate@fsu.edu) 850-644-7161 (24/7)  <http://report.fsu.edu> |
| Student has reported something that may trigger my responsibility as a mandatory reporter | Submit a report at report.fsu.edu  Refer the student to the Victim Advocate Program | Victim Advocate Program  [victim-advocate@fsu.edu](mailto:victim-advocate@fsu.edu) 850-644-7161 (24/7)  <http://report.fsu.edu> |
| Student is demonstrating change in hygiene, changes to personality, lethargic/depressed affect | Reach out to the student and ask if they are available to meet with you  In meeting express a concern for student's wellbeing and ask if they would benefit from additional support from the university.  Refer the student to Case Management Services and the University Counseling Center | Case Management Services  [casemanagement@fsu.edu](mailto:casemanagement@fsu.edu)  850-644-9555  University Counseling Center  850-644-TALK (8255) <https://counseling.fsu.edu/>  University Health Services  <http://uhs.fsu.edu>  850-644-4567 |