**SEE SOMETHING.**

Undergraduate and graduate students may feel alone, isolated and even hopeless when faced with academic and life challenges. These feelings can disrupt academic performance and may lead to difficulties coping and other serious consequences. You may be the first person to SEE SOMETHING distressing in your students since you have frequent and prolonged contact with them.

**SAY SOMETHING.**

Trust your instincts and SAY SOMETHING if a student leaves you feeling worried, alarmed or threatened. A student is more likely to receive assistance if someone expresses concern.

**DO SOMETHING.**

Your expression of concern may be a critical factor in saving a student’s academic career or even their life. DO SOMETHING!

The purpose of this folder is to help you recognize symptoms of student distress and identify appropriate referrals to campus resources.

### Indicators of Distress

<table>
<thead>
<tr>
<th>Academic Indicators</th>
<th>Behavioral Indicators</th>
<th>Psychological Indicators</th>
<th>Safety Risk Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sudden decline in quality of assignments, participation and grades</td>
<td>Significant changes in behavior including grooming, hygiene, eating or sleeping</td>
<td>Exhibiting distress related to family problems, financial difficulties, depression, grief, thoughts of suicide, etc.</td>
<td>Unprovoked anger or hostility</td>
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<tr>
<td>Repeated absences</td>
<td>Increased use of alcohol and/or other drugs</td>
<td>Bullying behavior (e.g. taunting, badgering, intimidation)</td>
<td>Making implied or direct threats to harm self or others</td>
</tr>
<tr>
<td>You find yourself doing more personal rather than academic counseling</td>
<td>Inappropriate use of social media (e.g. harassment, discrimination, threats)</td>
<td>Expressions of concern about the student by others</td>
<td>Written or verbal interactions dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, suicidal ideations or violent behaviors</td>
</tr>
<tr>
<td>Frequent disruptions in class, at work or in study groups</td>
<td>Notable change in social interaction</td>
<td>Signs of disorientation (e.g. confusion, difficulty finding words)</td>
<td>Excessive irritability, sadness, panic reactions or unusual apathy</td>
</tr>
</tbody>
</table>

### Response Options

**SITUATION**

| Immediate threat, emergency or after-hours crisis | Student in emotional distress, mental health crisis, including after-hours | Student in distress who may need additional campus support or student exhibiting concerning behavior | Student reporting sex-based discrimination, including sexual assault or harassment, stalking, intimate partner/relationship violence |

**CONTACT**

| MU Police Department  9-1-1 or 573-882-7201 | MU Counseling Center  573-882-6601 | Office of the Vice Chancellor for Student Affairs (At-Risk Committee)  573-882-6776 | Title IX Office  573-882-3880 or title9.missouri.edu |

### Crisis Numbers

**Immediate**

- 9-1-1
- MU Police Department  573-882-7201 (non-emergency)

**Confidential Resources**

- Counseling Center  119 Parker Hall  573-882-6601 (after-hours crisis support available for students)
- Relationship and Sexual Violence Prevention (RSVP) Center  573-882-6638 (calls after hours are forwarded to True North)
- Student Health Center  573-882-7481

**Campus Contacts**

- Disability Center  573-882-4696
- Student Conduct  573-882-5543
- Student Financial Aid  573-882-7506

**Additional Crisis Lines**

- True North Domestic violence shelter  573-875-1370
- Missouri Crisis Line  573-445-5015
- 888-761-HELP V/TTY or text HAND to 839863
- National Suicide Prevention Lifeline  800-273-8255

**MIZZOU CARES CRISIS RESOURCE LINE:**  573-882-3970

Save this number in your cell phone for quick access to campus resources. Prompts will direct callers to the appropriate resource.

To request additional copies of this publication, contact the Office of the Vice Chancellor for Student Affairs, 573-882-6776.
**DISRUPTIVE OR DISTRESSED?**

**DISRUPTIVE STUDENT**
A student whose conduct is perceived to be reckless, disorderly, dangerous or threatening.

**TO GET HELP**
If you are concerned for your own or others’ safety due to a student’s disruptive and/or threatening behavior, call 9-1-1.

**IF A STUDENT IS CAUSING A DISRUPTION BUT DOES NOT POSE A THREAT**

1. Ensure your safety in the environment.
2. Appear calm and use a soft voice to defuse/de-escalate the situation.
3. Use positive language. Instead of “Don’t,” say “Do this.”
4. Set limits and explain expected behavior.
5. If the disruptive behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Inform him or her that refusal to leave may be a separate violation subject to discipline.
6. Immediately report the incident to the appropriate resource.

**DISTRESSED STUDENT**
A student who exhibits a significant change or persistence in concerning moods or behaviors, such as:

- Anxiety, sadness, irritability
- Confusion, difficulty maintaining concentration or focus
- Isolation or withdrawal
- Engages in self-injury
- Expresses suicidal thoughts
- Demonstrates uncharacteristic behavior

*If you believe there is an immediate safety risk, call 9-1-1.*

**TIPS**

**SAFETY FIRST:** The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call for help.

**BE PROACTIVE:** Engage students early on, pay attention to signs of distress and set limits on disruptive behavior.

**BE DIRECT:** Don’t be afraid to ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.

**LISTEN TO UNDERSTAND:** Assume a nonjudgmental approach.

**DEFUSE THE SITUATION:** Use a non-confrontational approach and a calm voice. Avoid threatening, humiliating and intimidating responses.

**CONSULTATION AND DOCUMENTATION:** Always document your interactions with distressed students and consult with your department chair or supervisor after any incident.