

# GUIDE FOR ASSISTING STUDENTS

Thank you for caring about our community!

**Recognizing** concerns, **responding** appropriately and in a timely manner, and **referring** students to resources all help support a healthy campus community. Noticing concerns is a critical first step.

**Your assistance in referring students is key!**

**RECOGNIZE**  
Notice behaviors you are observing in students

**RESPOND**  
Provide support to the student in the moment and follow up

**REFER**  
Connect the student to appropriate resources

Let us know!

Complete a **Student of Concern referral** for students you are working with, so we can be aware and assist.

**What about after hours?**

Reporting forms are available 24/7 online through our website. For immediate crisis situations contact University Police at 715-346-3456 or 911.



## STEP 1: RECOGNIZE

Understanding the difference between a student in **distress**, behavior that is **disruptive**, and **crisis** situations.

**DISTRESS**

The student is struggling and could benefit from connection to additional support and resources.

**Examples:**

- Anxious, fearful, or overwhelmed
- Difficulty regulating emotions
- Excessive absences in class or at work
- Family struggles
- Financial insecurity
- Grief or loss
- Sadness or depressed mood
- Self-harming behaviors such as cutting, burning, etc.
- Significant or abrupt changes in behavior, relationships, or self-care habits
- Sudden decline in academic performance
- Substance abuse
- Suicidal thoughts
- Traumatic events

These situations offer opportunity for direct outreach to the student to offer care and concern.

**DISRUPTION**

The student exhibits behavior that is disruptive to the learning, living, or work environment.

**Examples:**

- Disrespectful, disturbing, or rude communication; verbal or written
- Deliberate disruption of class or university functions
- Difficulty interacting with others beyond typical group dynamics
- Entitlement or demanding behavior
- Making harassing statements or engaging in bullying behaviors
- Not responding to redirection of behavior
- Unprovoked or displaced anger

These situations can be challenging to navigate. **Focus on immediate safety and stopping the behavior first.**

Then outreach to the student for a follow up conversation (if you feel comfortable) or contact us for consultation before this follow up.

**CRISIS**

The student is engaging in dangerous and/or threatening behavior or is experiencing an emergency.

**Examples:**

- Active threats of violence
- Bizarre or erratic behavior
- Medical emergency
- Mental health crisis
- Missing student
- Suicide action plan or attempt
- Threatening statements, whether direct or indirect

These situations require immediate response by emergency personnel.

**DON'T FORGET**

Once the situation has resolved and is deemed safe, complete a **Student of Concern referral** to our office so we can be aware of what has occurred.



## STEP 2: RESPOND

Reach out, engage in conversation, seek consultation, document what happened, share information with us, and follow up with the student.

**DISTRESS**

**In the moment**

- Express care and concern. Share specific behaviors you have observed, and let them know you are here to help.
- Listen sensitively and with the goal of understanding. Refrain from judgment and responding in a way that is humiliating, shaming or intimidating.
- If you are concerned about possible harm to self or others, say that. Asking students direct questions about their wellbeing and safety will not give them ideas.
- Remind the student that you care about them and let them know how you can assist. Be direct about the limitations of your role, setting the stage for a warm referral.

**Some Helpful Language**

- "I've noticed you're a bit distracted lately. Is there anything I can do to assist you?"
- "I haven't seen you in class lately. I'm concerned about you."
- "It sounds like you're feeling overwhelmed. Can I help connect you with some resources?"

**DISRUPTION**

**In the moment**

- Ensure the safety of yourself and others. For immediate safety concerns, contact University Police at 715-346-3456.
- Calmly attempt to de-escalate the situation and directly ask the individual to stop the concerning behavior.
- Explain how the observable behavior is inappropriate. If the behavior persists, ask the student to leave. If the student refuses to leave and you (or others) can leave, do so.

**Follow Up**

- Schedule a follow-up conversation once the immediate situation as passed. Discuss your concerns and expectations moving forward, document the conversation, and outline what may occur should the behaviors continue.
- You may wish to have another staff member present during future meetings (if appropriate).

**Some Helpful Language**

- "This (description) behavior is not appropriate for the classroom setting. I need you to please stop."
- "I'm happy to discuss your concern after class."

**CRISIS**

These situations require immediate response by emergency personnel.

**University Police:** 715-346-3456  
**Emergency Services:** 911

**Need to Consult?**

Sometimes situations are challenging to navigate, and you may be unsure of next steps. We are available to consult with faculty and staff, walk through questions, explore scenarios, and assist with talking points.

Contact our office to schedule time with a member of our staff.

**Student of Concern Referral**

Complete a Student of Concern referral for students you are working with so we can be aware and assist.  
Find the form here: [uwsp.edu/dos](http://uwsp.edu/dos)



**INTERPERSONAL VIOLENCE AND SEXUAL ASSAULT**

**In the moment**

- Thank them for trusting you. Do not make promises of confidentiality, and let them know there are fully confidential resources available.
- Believe what is being communicated to you. Refrain from minimizing or blaming.
- Avoid asking details of the incident. Your primary role is to support the student, not investigate.
- If a student expresses safety concerns for which they need assistance, let them know we can help. Affirm we have campus and community resources to assist and support them. Offer to connect the student with us. We can also provide resources to them through you as a faculty and staff member if the student is hesitant.

**You must report incidents of interpersonal violence to the Title IX Coordinator**

- More information here: [uwsp.edu/titleix](http://uwsp.edu/titleix)
- Reporting forms here: [uwsp.edu/dos](http://uwsp.edu/dos)

## STEP 3: REFER

Increase the likelihood of a successful referral by calling the resource together or providing information in a follow up email. *Departments are often unavailable for same day or immediate appointments.*

**Let's talk about confidentiality**

You can (and should) tell us! The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with a suspected health or safety emergency. Observations of a student's conduct or statements made by a student can also be shared with appropriate personnel who have a legitimate educational need to know.

**Making referrals and submitting reports to the Office of the Dean of Students**

All reporting and referral forms are available on our website: [uwsp.edu/dos](http://uwsp.edu/dos)

If you need assistance submitting or have questions about which form to use, please contact our office. Don't forget to check in with the student too.

**What happens after I submit a referral?**

A member of the case management team will review the information and may outreach directly to the student. If you prefer to discuss the situation with our staff before we reach out, indicate this in your referral. Please understand that we typically do not keep you apprised of the details of the conversations we have with the student to respect their privacy; however, there may be times when you would be directly involved in the outreach and/or care plan. Should you ever wish to discuss a concern or a student you referred to us, contact our office.

**EMPLOYEES ARE REQUIRED TO REPORT THE FOLLOWING**

In addition to submitting a Student of Concern referral, there are requirements for reporting specific incidents to the university.

- The Clery Act** is a federal law requiring certain employees, deemed "Campus Security Authorities," to report crimes to designated offices on campus.
  - Complete a general incident report form at [uwsp.edu/dos](http://uwsp.edu/dos)
  - Contact: **University Police**
- Executive Order #54** is a state law requiring all employees to immediately report known or suspected child abuse or neglect.
  - Contact: **University Police** or **Human Resources**
- Incidents of **interpersonal violence** (sexual assault, sexual harassment, dating and domestic violence, sexual exploitation, and stalking) must be reported to the university.
  - Complete an interpersonal violence incident report form at [uwsp.edu/dos](http://uwsp.edu/dos)
  - Contact: **Title IX Coordinator**

**If you are unsure about your need to report or share information, call us to consult.**

**The importance of follow-up**

To further demonstrate ongoing support, following up with students is helpful. Check in to see how they are doing, follow up on resources you may have referred them to, and see if there is anything else they need within the scope of your role.

**Recognize your role limitations**

Most often, students need someone to listen without judgment, to express care, and to help point them in the right direction for additional support. Be direct about the limitations of your role. Responding to these situations can be emotionally challenging, so remember to seek support for yourself.

**When the student doesn't want help**

Respect their decision to accept or refuse help (unless it is an emergency). Leave the door open for follow up, and remind the student that you are available if they change their mind. Sharing resources in a follow up email can also be helpful.



## CAMPUS AND COMMUNITY RESOURCES

● All Campuses ● Stevens Point Only ● Marshfield Only ● Wausau Only  
Additional resources can be found at [uwsp.edu/dos](http://uwsp.edu/dos) or by scanning QR code



**CAMPUS RESOURCES**

- Office of the Dean of Students (DOS)**  
715-346-2611, [dos@uwsp.edu](mailto:dos@uwsp.edu)  
Support for All Students Navigating Challenges  
Student of Concern Referrals • Connection to Resources  
Care Teams • Conduct Process • Threat Assessment  
Consultation for Faculty and Staff
- Counseling Center**  
715-346-3553  
Individual and Group Therapy • Grief Support  
**Confidential Resource**
- Student Health Service**  
715-346-4646  
Physical and Mental Health Services for Students
- Disability Resource Center (DRC)**  
715-346-3365  
Support for Students with Disabilities • Academic and Other Accommodations
- Tutoring Learning Center (TLC)**  
715-346-3568  
Academic Support Services • Tutoring  
Writing Support • Study Skills Workshops
- Academic & Career Advising Center (ACAC)**  
715-346-3226  
Academic Advising • Major Exploration  
Career Exploration and Development
- Solution Center – Marshfield**  
715-389-6530  
Central Location for Branch Campus Students Who Have Questions or Need Support
- Solution Center – Wausau**  
715-261-6235  
Central Location for Branch Campus Students Who Have Questions or Need Support
- Diversity & College Access (DCA)**  
715-346-3225  
Programs and Support for our Diverse Student Population  
Inclusive Identity Resource Centers • Pre-College Programs
- Campus Activities & Student Engagement (CASE)**  
715-346-4700  
Student Organizations • Volunteer Opportunities  
Employment Opportunities • Fraternities and Sororities  
Campus Events and Activities
- The Cupboard**  
Campus Food Pantry Available to Enrolled Students  
● Dreyfus University Center – lower level  
● ● Branch campuses – visit the Solution Center
- Financial Aid & Veteran Services**  
715-346-4771  
FAFSA • Financial Aid • Military Benefits • Scholarships
- Registrar's Office**  
715-346-4301  
Course Add/Drop Process • Withdrawal Appeals
- Center for Prevention**  
715-346-2789  
Support for Substance Use/Abuse Concerns • Interpersonal Violence Prevention • Universal Prevention and Education  
**Confidential Resource**
- Title IX Coordinator**  
[uwsp.edu/titleix](http://uwsp.edu/titleix)  
Interpersonal Violence Prevention, Reporting, and Response
- Human Resources**  
715-346-2606  
Employment Concerns or Questions

**EMERGENCY RESOURCES**

- **University Police**  
715-346-3456
- **Emergency Services**  
911  
Police • Fire • Ambulance

**COMMUNITY ADVOCACY SERVICES**

Support for survivors of interpersonal violence.  
**Confidential Resource**

- Stevens Point Advocates (CAP Services): 1-800-472-3377
- Marshfield Advocates (PDC): 1-844-210-8899
- Wausau Advocates (The Women's Community): 715-842-7323

**MENTAL HEALTH COMMUNITY RESOURCES – AVAILABLE 24/7**

**CALL** **TEXT** **CHAT**

**Suicide and Crisis Lifeline**  
Call or Text 988 or Chat Online at [988lifeline.org](http://988lifeline.org)

**The Trevor Lifeline**  
Preventing Suicide Among LGBTQ Youth  
Call 1-866-488-7386 or Text 'START' to 678-678  
Chat Online at [thetrevorproject.org](http://thetrevorproject.org)

**Veterans Crisis Line**  
Call 1-800-273-8255 (press 1) or Text 838255  
Chat Online at [veteranscrisisline.net](http://veteranscrisisline.net)

- **Portage County Crisis Line**  
1-866-317-9362
- **Wood County Crisis Line**  
715-384-5555
- **Marathon County Crisis Line**  
1-800-799-0122  
715-845-4326