

Student Concern Response Guide Recognize symptoms of student distress and identify appropriate referrals to campus and community resources

Recognize	Respond	Refer	Report
Something's wrong but I'm not exactly sure what			
<ul style="list-style-type: none"> Disturbing content in papers/emails Decline in academic performance or excessive absenteeism Irrational or bizarre behavior Sudden change in demeanor (e.g. an extroverted student suddenly withdrawing, an organized student suddenly forgetful) 	<ul style="list-style-type: none"> Express concern and care Give an example of a time that the student's behavior has worried you Listen to and believe student's responses Be supportive and encouraging if student agrees to get help File a CARE report 	<p>Urgent Call 911</p> <p>Campus Safety 503-370-6911</p> <p>WUTalk 503-375-5353 24-hour telephone crisis counseling support for current Willamette students</p> <p>Bishop Wellness Center Counseling Services 503-370-6471</p> <p>Health Services 503-370-6062</p> <p>Chaplains' Office confidential counseling 503-370-6213</p> <p>Psychiatric Crisis Center 503-585-4949 24-hour telephone support</p> <p>Suicide Prevention Hotline 800-273-8255 24-hour telephone support</p> <p>Transgender Suicide Prevention Hotline 877-565-8860</p> <p>Sexual Assault Response Allies (SARA) 503-370-6728</p> <p>Confidential Advocate confidential-advocate@willamette.edu</p> <p>Students Organizing for Access to Resources (SOAR) Center houses the Bearcat Food Pantry, Clothing Closet, First Gen Book Drive in Shepard Hall</p> <p>Salem Hospital Urgent Care 503-814-5554 Emergency Department 503-814-1572</p> <p>Willamette Emergency Medical Services 503-370-6911 (ask for WEMS) 5 p.m. Thursday – 7 a.m. Friday 5 p.m. Friday – 5 p.m. Sunday</p>	<p>Submit a CARE Report to help students in any kind of need: personal, academic, medical or financial</p> <p>Submit a BIAS Report for incidents of bias or discrimination based on protected categories</p> <p>Submit a Sexual Misconduct Report for cases of gender-based harassment, sexual violence, stalking or interpersonal violence</p> <p>Submit a Hazing Report when students are asked to participate in an action that humiliates, degrades, abuses or endangers them.</p>
Depression, self-harm, suicidal risk			
<ul style="list-style-type: none"> Significant changes in appearance, behavior or personal hygiene Decline in personal performance Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others Fresh cuts, scratches or other wounds Withdrawal from activities and friends Statements of hopelessness such as "What's the point?", "I hate this life." 	<ul style="list-style-type: none"> Express concern and care Avoid criticizing, sounding judgmental or blaming Always take suicidal statements, thoughts or behaviors seriously If you suspect a student may be suicidal, walk student to Bishop If possible, ask directly about their feelings and plans Call Campus Safety (6911) if there is a threat to the student's safety File a CARE report 		
Actual or suspected medical issues			
<ul style="list-style-type: none"> Frequent or extended absences Fatigue or dizziness Noticeable weight loss or gain Pale or gray skin tone 	<ul style="list-style-type: none"> Express concern and care Avoid criticizing, sounding judgmental or blaming Listen to and believe student's responses Recommend, or if necessary, insist upon medical intervention File a CARE report 		
Alcohol or other drug use			
<ul style="list-style-type: none"> Intoxicated/high in class or at meeting Excessive sleepiness or hyper energy Decline in academic performance References to drug and alcohol use Deterioration in appearance Unusual smells on breath, body or clothes 	<ul style="list-style-type: none"> Express concern and care Share an example of when the student's behavior has worried you Listen to and believe student's responses Be supportive and encouraging if student agrees to get help Offer to help student make an appointment with Counseling services File a CARE report 		
Intimate partner violence/harassment/sexual assault			
<ul style="list-style-type: none"> Appears fearful/anxious about pleasing partner or others Apologies/excuses partner/other's behavior Mentions partner/other's possessiveness, jealousy or violent behavior Injuries/bruises/frequent mishaps; injuries with an illogical or no explanations Crying or leaves room when sexual violence, domestic violence, stalking or child abuse is the topic 	<ul style="list-style-type: none"> Express concern and care Listen to and believe student's responses Remain calm (showing outrage may shut student down) Do not interpret student's emotions as evidence of assault or violence Don't criticize, minimize or blame Say "I am so sorry. This is very upsetting." File a CARE report 		

Student Emergency Fund and Textbook Assistance Fund
The purpose of the Student Emergency Fund is to provide financial assistance to students in emergency situations. Guidelines for use of this fund and request forms are available at willamette.edu/offices/financial/forms/index. Information about financial assistance for students in need to purchase textbooks can also be found there. Look for Textbook Assistance Fund.

CARE Network
The Willamette Campus Assessment, Response & Evaluation (CARE) Network is comprised of two multidisciplinary, collaborative teams that are designed to address and respond to student needs, the Behavioral Review Team (BRT) and the Student Support Committee (SSC)

Behavioral Review Team
The Behavioral Review Team (BRT) is coordinated through the Office of Student Affairs (503-370-6447) and is a multi-disciplinary group of Willamette staff that, through a collaborative and proactive approach, is committed to identifying, preventing, assessing, intervening, and reducing threats to the safety of and fostering the well being of Willamette students.

Types of behaviors that should be referred to BRT include but are not limited to:

- Extreme or recurrent anger issues
- Online posting in social media or journals that are threatening or concerning
- Uncharacteristic and/or extreme aggression toward others
- Projects or papers that convey clear intentions to harm self or others
- Observed self-injurious behavior, such as extreme thinness, burns or cuts
- Paranoia or delusions by a student
- Uncharacteristic flat affect or extreme lack of responsiveness
- Excessive class absenteeism
- Threatening words or actions toward faculty, students, faculty, or staff
- Manipulation or being disruptive to other students, faculty, or staff
- Significant and concerning changes in physical appearance, academic performance, or patterns of interaction
- Irrational conversation or speech that seems disconnected
- Statements related to death or hopelessness
- Threats of harming self or others
- Bullying
- Excessive class absenteeism
- Extreme or recurrent anger issues

Student Support Committee
The Student Support Committee addresses concerns submitted (primarily by faculty) regarding a student's academic performance. For more information on the Student Support Committee, please contact the CLA Dean's office at 503-370-6737.

Privacy
The Family Educational Rights and Privacy Act (FERPA) permits disclosing personal identifiable information from an educational record to appropriate ("need to know") individuals in connection with a health and safety emergency. In the case of a health or safety emergency, information may be disclosed to individuals outside of the institution (e.g. police, parent, medical responders) to the extent that the information is necessary to protect the health and safety of the student or others.

Other Tools

Academic Support

Student Life Support

Office of Student Affairs	503-370-6447
Accessible Education Services	503-370-6737
Counseling Services	503-370-6471
Health Services	503-370-6062
Career Development	503-370-6413
Office of Equity, Diversity, and Inclusion	503-370-6195
Office of Financial Aid	503-370-6273
Office of International Ed	503-375-5493
University Chaplain's Office	503-370-6213
The Learning Commons in Ford Hall houses:	
Academic Support	503-370-6505
Writing Center	503-370-6959
World Languages Studio	503-375-5492
Text Book Assistance Fund	503-370-6273
Student Emergency Fund	503-370-6447
Student Support Advising	503-370-6737
Health Professions Advising	503-370-6607
Student Academic Grants and Awards	503-370-6607
QUAD Center	Smullin Hall

Student Concern Response Guide Continued