



A Faculty and Staff Guide to Supporting Students in Distress

Many DePauw University students face different types of challenges throughout their time on campus. This guide is a resource from the offices of Academic Life and Student Life to assist faculty and staff members as they support students in difficult situations.

If you have concerns about a student's academic work, please contact Kelley Hall in Academic Life (ext. 6267). Meggan Johnston in the Office of Student Life (ext. 4270) will serve as the point person for all other concerns about a student and will refer concerns to the appropriate Student Life staff member.

What student behaviors should I bring to the attention of others?

- Missing class for an extended period of time
- Appearing extremely down or depressed
- Significant anxiety
- Prolonged physical health issues
- Potential alcohol or drug abuse
- Change in behavior, such as becoming withdrawn
- Unusual difficulty in transitioning from high school to DePauw
- Poor academic preparation
- Failing or in danger of failing a course
- Consistently sleeping in class
- Being disruptive in class
- Crying in class

How should I respond when a student is disrupting my class?

If a student is doing something that has potential to harm himself/herself or others, call Public Safety (ext. 5555) or dial 911 immediately.

For other inappropriate behavior that does not involve physical violence, please consult the disruptive student policy in the Academic Handbook at www.depauw.edu/handbooks/student/acadlife. Faculty members should warn the student that the behavior is unacceptable. If the disruption continues, stronger measures may be needed. Please consult with Dave Berque, Dean of Academic Life (ext. 6267).

What should I do if a student comes to me with a personal concern that worries me?

A faculty or staff member is often the first person in whom a student chooses to confide. When a student shares a personal concern with you, do not promise confidentiality. More often than not, you will need to pass on the information to someone else or involve others in assisting the student. Rather, assure the student of his or her privacy, meaning you will only share information with others if necessary. It is important in respecting the student's privacy that you not share information among colleagues, but rather share the information with the appropriate staff that can help you support the student.

Also, it is important to remember your limitations. While some of our staff and faculty members have extensive training in responding to student concerns, most of us are not licensed counselors and should not attempt to act as such. Never hesitate to seek consultation from staff members in Student Life or Academic Life. We welcome your calls.

If I refer a student to the Wellness Center, can I call to learn if they attended?

No. Information regarding a student's use of Counseling or Health Services is confidential. The Wellness Center cannot confirm or deny that any student is using or has used services. Additionally, the Wellness Center does not write notes for students regarding missed classes. Students are expected to communicate with their instructors about making up work if they have been sick.

Severely troubling or disruptive behaviors

If a student is extremely agitated, screaming, actively making threats of harm to self or others, or engaging in aggressive or dangerous behaviors, please do not try to handle the situation on your own and risk harming yourself or others. Contact Public Safety (ext. 5555) or dial 911 immediately.

Financial hardships

If a student confides to you that he/she is having difficulty paying tuition costs or purchasing books, please refer him/her to the Financial Aid Office (ext. 4030) to discuss possible loan options or to the Business Office (ext. 4015) to discuss payment plans. If a student has an unexpected expense and needs assistance, please refer him/her to the Office of Student Life to inquire about a short-term emergency loan.

Illness

For illness or injury, students may visit Health Services in the Wellness Center. The Wellness Center is open Monday through Friday from 9 a.m. - noon and 1-5 p.m. Outside of office hours, on-call staff may be contacted for emergencies through Public Safety. Health Services is staffed by a medical doctor and other medical staff.

Emotional challenges

If a student confides an emotional challenge to you – depression, anxiety, substance abuse, eating disorder, sexual assault or other mental health issues – suggest scheduling an appointment to see a counselor at the Wellness Center (ext. 4268). If you would like to consult with a counselor about a student, call the Wellness Center during business hours (Monday – Friday, 8 a.m. – 4 p.m.). Be aware that the Wellness Center cannot verify to you or to anyone else whether or not a student has sought counseling. If your concerns about a student continue and you want to make sure he/she is getting appropriate help, you should contact the Office of Student Life.

Academic challenges

Academic Life can answer questions about University policies concerning attendance, missed assignments, final exams, grade complaints, academic integrity violations, and other academic issues or concerns (ext. 6267).

The Academic Resource Center (ARC) in Asbury Hall includes the Speaking and Listening Center, Writing Center, and Quantitative Reasoning Center. Each center has trained student consultants who work one-on-one with their peers. For general academic assistance (e.g., study and organizational skills, text anxiety, note taking, learning styles) contact Advising and Student Assistance (ext. 6267).

Student Disability Services assists students seeking accommodations for documented disabilities (ext. 6267).

International Student Services offers academic and social support to DePauw's international students (ext.4850). For English language support contact Academic Life (ext. 6267).

What is the CARE Team?

A small group of Student Life and Academic Life staff members meet weekly to consult on significant student concerns. The purpose of this group is to share together information provided by faculty or staff members during the week and determine if any intervention should be made with an individual student. Information shared during this meeting is private and often no action is taken on a single piece of knowledge unless the group receives additional information of concern in the future. To share a concern about a student with this administrative group, please contact Meggan Johnston or Kelley Hall.

Important Phone Numbers and Offices

Office of Student Life ext. 4270
Memorial Student Union Building, suite 208
Meggan Johnston, director of intervention programs
Julia Sutherlin, assistant dean of students

Academic Life ext. 6267
Memorial Student Union Building, suite 200
Kelley Hall, associate dean of academic affairs

Wellness Center ext. 4268
Hogate Hall, first floor
Dr. Bud Edwards, director of counseling services
Dr. Scott Ripple, director of health services

Public Safety ext. 5555
101 E. Seminary, lower level
Angie Nally, director of public safety