



Working with Distressed and Disruptive Students

OSU's Culture of Care

"As a University, we aspire to create a welcoming environment that enables success for all members of our community. Our common values are grounded in justice, civility, and respect..." – President Ed Ray

Many students face difficult times during college; unexpected life events, personal crises, mental health challenges, academic and transition issues. All OSU community members can be empowered to recognize a student in distress and respond. If you think a student needs additional support navigating unique circumstances, we encourage you to remember the four Rs: recognize, respond, resources, and revisit.

The 4 R's:

Signs to **RECOGNIZE**

- Distressed students: Students who are experiencing emotional and/or psychological problems that are interfering with their ability to succeed in class or extracurricular activities.
- Disruptive students: Students whose behavior makes the class or office environment difficult to teach, learn, or work in.
- When you recognize any concerning behavior, address your concerns directly with the student, and then inform your supervisor.
- More examples of [distressed](#) and [disruptive](#) behavior can be found by clicking on the associated links.

Ways to **RESPOND**

- Distressed behavior: Express concerns about the behavior in nonjudgmental terms such as, "I've noticed you've missed appointments lately and I'm concerned." Listen to the student, and repeat back to them what you've heard. If appropriate, call the Student Care Team to consult or make a referral.
- Disruptive behavior: If navigating persistent disruption, you may ask a student to leave. If the student refuses and continues to be disruptive, inform the student that you will be contacting the Department of Public Safety, then do so. Follow up with Student Conduct & Community Standards as soon as possible.

Support **RESOURCES**

- See Resources for Consultation and Referral and Resource Offices for a detailed list of resources including:
 - Student Care Team
 - Bias Response Team
 - Threat Assessment Team
 - Student Conduct & Community Standards
 - Counseling and Psychological Services

How/when to **REVISIT**

- If you refer a student to a support office on campus, whenever possible, give that office a heads up. Inform the student you will be doing this.
- Communicate to the student about when and how you will follow up with them: "I will email/call you later this week to check in and see if you were able to make an appointment at XXX office."

Tips for faculty/staff who have concerns about a student...

Responding to students of concern should be centered with empathy, developing rapport, and understanding our students.

Believe the student. Don't assume the student is trying to get relief from responsibility.

Always keep safety in mind as you interact with a distressed student. If you feel that you or the student are in danger call 911 or 541-737-7000

Don't promise confidentiality to a student. Faculty and staff have several mandatory reporting obligations: Title IX Sexual Harassment or Violence and Child Abuse, to name a few.

Document your interactions with the student in case the situation escalates.

Know your limitations. You do not need to serve as a counselor.

Offer to connect the student to Counseling & Psychological Services by calling 541-737-2131.

When it doubt, consult with a colleague or campus resource.

Resources for Consultation and Referral

For use with students of concern



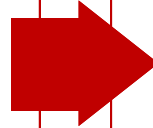
**Oregon State
University**

Emergency Response/Immediate Threat

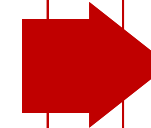
Emergency/Crisis

When a student:

- Is a victim of an attack
- Appears to pose imminent danger to the safety of themselves or others
- Exhibits behavior that makes you feel unsafe
- Exhibits signs of suicidality



**Department of Public Safety
Oregon State Police
911**
National Suicide Prevention Line
1-800-273-8255 or Text 'OREGON' to 741741



Intervention

If needed, an officer will be dispatched to the scene and a threat assessment made. Additional responses will be based on the situation and may include a referral for medical and/or mental health assistance. The Suicide Prevention Line provides 24/7 free and confidential support for anyone needing immediate help.

For Non-Emergency Concerns & Consultation

Personal Crisis/Community Distress

- Personal tragedy or significant event that may impact a student's ability to stay in school
- When multiple issues impede student success
- Concern about event that has negatively impacted community



Student Care Team (SCT)
Zoom Call: beav.es/4qQ
Open Mon - Fri 9 - 5
Report online: beav.es/Z4U



SCT will consult with faculty/staff on how to manage the situation and provide students with process navigation, referrals to campus or community resources, and individual case management.

Bias Incidents

- Bias incidents occurring in learning, working, or living environments, on or off campus
- Concerns about bias and climate negatively impacting students and employees



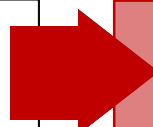
Bias Response Team (BRT)
diversity@oregonstate.edu
Open Mon - Fri 8 - 5
Report online: beav.es/Z4i



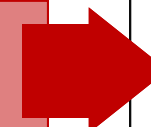
BRT will consult with faculty, staff and students to gather information, provide care referrals to impacted parties, assess the context and situation, and collaborate with partner offices to develop an appropriate response.

Safety of the OSU Community

- Questions about issues related to workplace/academic safety and incident response
- Concerns about potential threats posed by students, faculty, staff, or campus visitors



Threat Assessment Team (TAT)
541-737-3010
Open 24/7
Cascade Hall 200



TAT will consult with faculty/staff on how to manage the situation. If warranted, TAT will review the situation to ensure follow-up.

Mental Health

- Severe anxiety, depression, or other disclosed mental health concerns
- Suicidal thoughts or emotional disturbances



Counseling & Psychological Services (CAPS)
Open Mon - Fri 9-4
To consult with a counselor or access our on-call clinic, please email caps@oregonstate.edu.



CAPS will consult with faculty/staff on how to manage the situation. Urgent cases will be triaged immediately.

Conduct/Disruptive Behavior

- Observed behavior that violates the student code of conduct.
- Disruptive in class, a residence hall, or any other on or off campus location



Student Conduct & Community Standards (SCCS)
scs@oregonstate.edu
Open Mon - Fri 8 - 5
Report online: beav.es/Z4w



SCCS will consult with faculty/staff on how to manage the situation. If warranted, an incident report will be requested.

Other/Not sure



Consult with department, school, college



Assistance with exploring options or resources

Guide to Working with Students in Distress

As faculty/staff you may come into contact with students who need your assistance. Being aware of signals of distress and sources of help can aid in handling these situations. You play an important role at Oregon State University in providing resources to support student success.

Resource Offices and Remote Contact Information

Academic Success Center Remote delivery of strategy & resource referral, Academic Coaching appointments, Supplemental Instruction (SI), Coursework, Workshops, and drop-in (Zoom) consultations.	541-737-2272 Website E-mail	INTO OSU Provides support to undergraduate first year international students, International Year One, Undergraduate Transfer Program, Graduate Pathway, and Masters International Direct students, including orientation, housing, care, social engagement, and academic success services.	541-737-2464 Website E-mail
ASOSU Office of Advocacy Assists students who experience conflict within the University, including conduct and cheating accusations, EOA investigations, graduate and international student issues.	541-737-9200 Website E-mail	Military and Veteran Resources Assistance in making the transition from military life to OSU. Help with questions about VA Education Benefits and Military Tuition Assistance.	541-737-7662 Website E-mail
ASOSU Legal Services Provides free, legal advice and representation to OSU students when they have a dispute that does not pertain to the university.	541-737-4165 Website E-mail	Ombuds Office Provides informal, impartial, independent conflict management services. This office is a confidential environment for sharing concerns and exploring options.	541-737-4537 Website E-mail
Counseling & Psychological Services Individual, couple, and group counseling for students. Consultation for OSU employees to support students with mental health concerns.	541-737-2131 (24/7 crisis line) Website E-mail	Office of Equal Opportunity & Access Receives and responds to reports of sexual misconduct and discrimination. Response options include consultation, interim supportive and/or protective measures, facilitated resolution, and/or investigation .	541-737-3556 Website E-mail
Department of Public Safety Provides 24/7 emergency response, non-emergency consultation, and recommendations for safety planning.	<i>Emergency</i> 911 <i>Non-Emergency</i> 541-737-3010	Office of the Registrar Help with faculty grading; Consultation on: Registration including adds/drops/withdrawals; Academic Standing; Certification of benefits for military-connected students; Degree conferral and graduation; Student privacy.	541-737-4331 Website E-mail
Disability Access Services Facilitates access to University programs and services for students with disabilities through accommodations, education and consultation with faculty to provide reasonable accommodations.	541-737-4098 Website E-mail	Scholarship Office Assists all recipients of OSU scholarships and works to increase opportunities for access by provide financial guidance to students and families.	541-737-1125 Website E-mail
Diversity & Cultural Engagement Community specific consultation and support for underrepresented students.	541-737-9030 Website E-mail	Student Care Assists with resource referral and navigation of university processes and policies. Contact point for working with students of concern and students in crisis.	Text: 541-351-8276 Zoom: beav.es/4qQ <i>9 AM - 5 PM, Mon-Fri</i> Drop-in Hours Care Inquiry
Family Resource Center Provides student parents free short-term child care, child care assistance funds, traditional campus child care, lactation rooms, individualized support and community resource referral.	541-737-4906 Website E-mail	Student Health Services Free consultation for primary care, psychiatry, and nutrition for fee-paying students.	541-737-9355 Website Up-to-Date Location & Hours
Financial Aid Status of financial aid and credits to student accounts. Assists students in search for financial aid and scholarships.	Zoom Advising Appt <i>10 AM - 4 PM</i> Website E-mail	Survivor Advocacy & Resource Center Provides safe and confidential support to all OSU community members impacted by different forms of violence.	541-737-2030 Website E-mail
Human Services Resource Center Supports students experiencing financial stress: emergency housing, food pantry, community referrals, SNAP assistance, textbook loans.	541-737-3747 Website E-mail	University Housing & Dining Services Housing assignments, residential life, roommate concerns, and dining information for students interested in or currently living on campus.	541-737-4771 Website E-mail
Office of International Services Immigration/visa issues, travel, employment/ internships, leave of absence, and dependents. Expertise in cross-cultural communication.	Call: 669-900-6833 <i>Meeting ID: 830-392-645</i> Website E-mail		

Employee Assistance Program
For faculty and staff 1-800-433-2320

experience.oregonstate.edu/well-being
Visit the OSU Experience page for additional resources.