STUDENT OUTREACH & SUPPORT

Dean of Students Office
Dr. Justin Lawhead – Dean of Students
Dr. Lisa Winborn – Assistant Director of Case Management
Academic Success

Personal Success

Future Success
Student Support

Emergency Notifications
• Instructor Notification
• Parental/Guardian Notification and Correspondence
• Hospitalization/Discharge Coordination

University Processes
• Referrals for Support and Accommodations
• Navigating University Policy related to:
  • Late/Retroactive Withdrawals
  • University and Student Business Services/Registrar/Financial Aid Policy
University Collaboration

Campus-wide team of appointed professionals responsible for identifying, assessing, and responding to serious concerns and/or disruptive behaviors by students.

**B.I.T. Team**
- High-Monitor concerns
- Weekly meetings to review Incidents/Reports
- Address Critical Student Behavior, Mental Health, Medical Concerns
- Gather & Share Information as appropriate & necessary; Provide Recommendations
- Promote Student Success

**CARE Team**
- Low-Monitor concerns
- Weekly meetings to review Situations/Incidents
- Address Concerning Student Behavior, Identified Academic, Basic Needs, & Social Support Needs
- Gather & Share Information as appropriate & necessary; Provide Recommendations
- Promote Student Success
Basic Needs

Case Management services
- Support Coaching
- Resource exploration

Tigers Fight Hunger initiative
- Tiger Pantry
- Tiger Meal Swipes
- SNAP Assistance

Rosie P. Bingham Student Emergency Fund
- Fund to assist with Emergency expenses (non-school related expenses)
Students in Distress

Top Student of Concern presenting issues in AY

- Mental Health
  - Partner with Student Health and Counseling Services, U of M Psychological Svs., U of M Police Services, and Off-Campus providers as needed

- Academic Issue - Academic Difficulty/ Absences

- Basic Needs Insecurity

- Health - Chronic Illness - Health Related

- Post-Hospitalization/ Emergency Support
  - Partner with Student Health and Counseling Services, U of M Psychological Svs., U of M Police Services, and Off-Campus providers as needed
  - Students are faced with emergency circumstance, extended absence(s)
How we get information

Behavioral Intervention Team (BIT) - ORMED OF CONCERNING STUDENT BEHAVIORS

PUBLIC SAFETY - Life Threatening, Danger, Immediate Crisis, Help During Off Hours
STUDENT CODE OF CONDUCT - Disruptive or Disturbing Behavior, Behaviors That May Violate Student Conduct Responsibilities (AR2.5.2)
EARLY ALERT - Academic Trouble, Classroom Concerns, Needs Tutoring, Stressed/Distressed Student
COUNSELING - Weaved Throughout All Notifications, Crisis Intervention, Personal Counseling
What Should I Report?

- Signs of Hopelessness / Desperation
- Hysterical or Emotional Outbursts
- Serious Loss and Grief
- Eating Disorders
- Suicidal Statements / Behaviors
- Housing Insecurity Concerns
- Yelling or Disrespectful Actions
- Mental Health Concerns
- Food Insecurity Concerns
- Talking to Self
- Direct Threats to Harm Others
- Hysterical or Emotional Outbursts
- Housing Insecurity Concerns
- Food Insecurity Concerns
- Hysterical or Emotional Outbursts
"Rest assured that in any given situation, there are several ‘right ways’ to reach out to students in a caring manner. The only real risk is in doing nothing at all."

As a faculty or staff member, you:

- May be the first to notice a student who is having trouble.
- Be mindful that you do not have to take the role as a counselor/diagnose a student.
- Need only notice signs of distress and communicate these to the appropriate department on campus.

Indicators of a Student in Distress:

- Academic indicators
- Behavioral and Emotional Indicators
- Physical Indicators

If you are unsure if a student is exhibiting any that is perceived as posing an immediate danger to themselves or others, you should stay with the student and contact: University of Memphis Police Department, x-4357
Responding to Students in Distress

STEP #1: Consult
U of M CAMPUS RESOURCES
- University Counseling Center,
- Office of Institutional Equity
- Dean of Students
- Office of Student Accountability
- Disability Resources for Students (DRS)
- Student’s primary academic advisor
  (Found on Banner, by asking the student, or by contacting Academic Advising.)

STEP #2: Contact
- Listen, Care, and offer resource referral information
- “Communicate duty to report”

STEP #3: Refer
- Normalizing help/assistance
- “Soft-referrals”/Walk-over option
When to Refer

• You feel uncomfortable handling the problem.
• Your professional and/or personal life demands precludes your ability to help.
• You have talked to the student, but further assistance is needed.
• The student admits a problem exists but doesn't want to discuss with you.
• Reassure students that confidentiality is protected in counseling and is free of charge.
Distressed Students

Student well being concerns

- Change from consistent, satisfactory performance to inconsistent, unsatisfactory performance.
- Depressed mood, listlessness, lack of energy, frequently falling asleep, marked changes in personal hygiene.
- Appearing overly nervous, tense, tearful or angry
- Report of sexual or physical assault, or the recent death of a friend or family member.
Disturbed Students

Generally, the behavior of the disturbed student often makes those around him/her feel vaguely uncomfortable on some level.

- Impaired speech, disjointed thoughts, suspicious and/or paranoid thoughts, bizarre behavior (e.g., talking to something/someone that is not present)
- Self-mutilating behaviors, including cutting or burning of the self
- Emotional responses that may be incongruent and/or inappropriate
- Report of sexual or physical assault, or the recent death of a friend or family member
Supporting Distressed or Disturbed Students

• Speak with the student privately. Document all conversations.
• Let the student know that you would like to help.
• Encourage the student to seek help through university or private counseling services.
• Report to a counselor when a student confides that s/he is considering suicide.
• Contact counseling center for consultation and assistance if you have concerns.
Disruptive Students

• Generally, the behavior of the disruptive student always negatively impacts those around them

• Behavior may or may not include elements of disturbed behavior, but likely signifies an obvious crisis that requires emergency care.

• Disruptive but not threatening
  • Highly disruptive behavior i.e. hostility, aggression, unruly, etc.
  • Loss of contact with reality i.e. seeing or hearing things that others cannot see or hear,
  • Persistent and unreasonable demands for time, attention, and resources
  • Refusing to make change in conduct after it is addressed.
Disruptive behavior may be subject to interpretation. It can range from confusing to violent. This behavior always negatively impacts others and disrupts routine work/instruction.
Managing Disruptive

• Consider that the student may have emotional or psychological problems;
• Calmly discuss the situation in private;
• Explain acceptable class behavior.
Dangerous/Threatening Students

- The behavior of the dangerous student threatens the health and well-being of those around him/her.
  - Expressed homicidal thoughts or threats.
  - Threats of physical assaults
  - Carrying or brandishing a weapon
  - Intimidating behaviors (i.e. inappropriate touching, stalking, and/or standing too close to others, harassment, etc.)
  - Frightening anger and/or threats of violence; words or conduct that causes fear for personal safety
  - Yelling or screaming uncontrollably
Reminders

• Address problems at an early stage
• Provide students with written and/or verbal warnings
• Document all incidents
• Do NOT worry about getting someone in trouble
• Multiple officers are Crisis Intervention Team (CIT) trained
Welcome to the reporting website!

This website will serve as the centralized clearinghouse for reports, complaints, grievances, etc. for our reporting forms. Please use the links on the left sub-menu under "Submit a Report/Concern." Click the links to find the form you would like to use. Each form webpage contains information relevant to the respective form.
Submitting a Student of Concern report

Submit a Report/Concern

The University of Memphis is committed to responding appropriately to concerns and complaints. Please use this site to inform the appropriate department of the issue, find University resources, and connect local crisis resources.

In an emergency situation, University Police Services (901.678.4357) or local law enforcement (9-1-1) should be contacted prior to submitting a concern or complaint.

The forms linked on the left menu are available for Students, Faculty, Staff, and Community Members to submit information to the appropriate University office or official:

- Concerns regarding unusual behavior or distressed Students of Concern will be forwarded to the Office for Student Conduct and Support.
- General Student Misbehavior and/or non-academic Misconduct will be forwarded to the Office for Student Accountability.
- Reports of Hazing will be forwarded to the Office of Student Leadership and Involvement and the Office for Student Accountability.
- Reports of Academic Misconduct will be forwarded to the Office for Student Accountability.
- Complaints about Sexual Misconduct, including Sexual Assault, Sexual Harassment, Stalking, and Domestic/Dating Violence are investigated by the Office for Institutional Equity.
- Complaints of Discrimination, Harassment, and Retaliation are investigated by the Office for Institutional Equity.

Please note that confidential resources are available on campus and in our local community for students wishing to remain confidential while also seeking assistance:

Memphis Campus
- University Counseling Center, www.memphis.edu/counseling; 214 Wilder Tower, 901.678-2068, counseling@memphis.edu
- University Student Health Center, www.memphis.edu/health/, 901.678.2287
- Shelby County Rape Crisis Center, www.shelbycountyan.org/index.aspx?NID=737, 901.222.4350
- Family Safety Center, www.familysafetycenter.org, 901.222.4400
- Memphis Crisis Center, www.memphiscrisiscenter.org/?page_id=602, 901.274.7477

Lambuth Campus

On-Hand Resources For easy referencing

EMERGENCY? Please contact University Police Svs. (ext. 4357) Or 9-1-1

Utilize the “S.O.C” report to report non-emergency student concerns and/or follow-up reporting for emergency concerns
To assure accurate identification in report, PLEASE provide the following:

- **Name**
- **Student U ID#**
- **Best method of contact (Phone number or email address)**

**Student’s U# will auto-populate information from Banner**
**Information About the Concern**

Please provide a brief description of the concern, incident, or reason for your referral. *(Required)*

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<th>Academic Concerns for this student. Check any that apply.</th>
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<th>Personal, emotional, or behavioral concerns for this student. Check any that apply.</th>
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<td>Bereavement</td>
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<td>Accommodations</td>
<td>Failure to Complete Assignments</td>
<td>Concerning Behaviors</td>
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<td>Excessive Absences</td>
<td>Faculty/Student Conflict</td>
<td>Disruptive Behaviors</td>
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<td>Concerning Notes or Messages</td>
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<td>Victimization</td>
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<td>Missing or Unable to Locate Student</td>
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<td>Other (please describe above)</td>
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Have you talked to or corresponded with this student about your concern? *(Required)*

- Yes
- No

Do you wish to remain anonymous if/when this student is contacted? *(Required)*

- Yes
- No

*Note: If it is your preference to remain anonymous, UofM and the Office of the Dean of Students will make efforts to maintain anonymity. However, please know that anonymity can never be guaranteed.*

What is your relationship to the student?

If applicable, in which of your courses is this student enrolled?

How can the university best assist you with this concern?

I understand that referrals from this form will be received during normal University business hours and are not monitored after hours, on weekends, or during official University holidays / closings. Please contact University Police Services at (901) 678-4357 if there is an immediate risk of harm to self or others prior to submitting this form. *(Required)*

- Yes, I understand.
Supporting Documentation

Photos, video, email, and other supporting documents may be attached below. 1GB maximum total size.
Attachments require time to upload, so please be patient after submitting this form.

Copy notification to Other Offices

Please select any additional offices you wish to receive this information. Note that the University will route the report to the most appropriate office. **DO NOT USE THIS FEATURE TO REPORT AN EMERGENCY**

- University Counseling Center
- Police Services
- Dean of Students
- Disability Resources for Students
- Office for Institutional Equity
- Office of Victim Services

One last step ...

Help us prevent spam reports by completing this captcha.
Note: If you do not see a gray box with a checkbox that says "I'm not a robot", please try a different web browser.

Submit report