

# HOW TO ASSIST A STUDENT OF CONCERN



UNIVERSITY OF  
CENTRAL FLORIDA

Faculty and staff members may come into contact with a student of concern. Learn to identify signs of distress, how to assist, resources, and where to report.



Visit Student Care Services at:

<https://scs.sswb.ucf.edu/>

Call: 407-823-5607

E-mail:

[caremanager@ucf.edu](mailto:caremanager@ucf.edu)

Ferrell Commons, 196

Monday - Friday, 8 AM - 5PM

*If you become aware of a student in distress:*

**C**onnect with student via email or in person to let them know that you have noticed recent challenges or difficulties.

**A**ctively listen and determine if you can directly assist the student.

**R**efer. If the student is not receptive or responsive, or you feel they may benefit from additional follow-up, please refer them to campus resources. In addition, submit a Student of Concern Form for UCF wrap-around support. To submit a Student of Concern report: <https://scs.sswb.ucf.edu/>

**E**levate as necessary. The ultimate goal is to intervene before the student reaches a crisis level. Share concerning information about a student with your department chair or associate deans. In addition, if you ever have safety concerns, contact UCFPD at 407-823-5555 (non-emergency) or 911.

# Resources

**Student Care Services** provides one-on-one support, including guidance, resources, and referrals when UCF student are experiencing significant difficulties related to mental health, physical health, personal and family emergencies, financial issues or other areas of concern. Student Care Services is committed to assisting UCF Knights successfully navigate the UCF campus. Care Coordinators provide resources and information to help connect students to the abundance of available resources, while prioritizing student well-being and academic success.

**Care Coordinators** work with ANY UCF student who is experiencing any of the following:

- Problems in daily functioning (e.g., missing class, social isolation, change in behavior, marked decline in academic performance)
- Mental health concern
- Physical health/medical concern
- Loss of family member or friend
- Adjustment concern (e.g., social issues, relationship or family concerns)
- Shelter, food or financial insecurity
- Impacted by natural disaster or unforeseen circumstance
- Other concern about overall well-being

**Academic Advocates** work with undergraduate students to overcome academic challenges that might get in the way of their academic progress and graduation.

Academic Advocates meet with students to connect them to helpful campus resources such as tutoring, Academic Success Coaches and others, explain university policies and procedures, and guide them through petitions or other academic processes. They also collaborate with academic departments and university offices to find solutions tailored to each student's needs.

For information: <https://academicadvocacy.sswb.ucf.edu/>

## Getting Enough To Eat

For students struggling with getting enough to eat: Knights Helping Knights Pantry is a student run initiative that provides food and toiletries to fellow Knights in need. The pantry is located in Ferrell Commons. For more

information, call **407-UCF-FOOD**

## Financial Distress

If a student is experiencing financial crisis, Student Care Services can connect students to temporary housing, financial emergency support, and community resources. This process starts by contacting Student Care Services at **CareManager@ucf.edu**

## Immediate Assistance

If a student **needs immediate help**: Counseling and Psychological Services (CAPS) provides crisis intervention services during normal business hours. For emergency appointments, students can call their office or walk into the on-campus center. In-person or teletherapy options are available. For **after hours services**, call 407-823-2811 and press #5 to be connected to a clinician available to assist as needed. When in doubt, contact the UCFPD at 911.

# HOW TO ASSIST STUDENTS

## REPORTING SEX-BASED MISCONDUCT AND SEXUAL HARASSMENT

The University of Central Florida is committed to fostering an environment in which all members of our campus community are safe, secure, and free from sex discrimination, including sexual misconduct, stalking, and relationship violence. In order to connect individuals who have been impacted by these behaviors to appropriate resources, support, and options, UCF requires responsible employees (as defined in UCF Policy 2-004) to immediately report to UCF's Office of Nondiscrimination & Accommodations Compliance all relevant details about an incident of discrimination or harassment on the basis of sex (including gender identity, gender expression sexual orientation, pregnancy, or parental status), sexual harassment, Title IX sexual harassment, sexual assault, sexual exploitation, relationship violence, and/or stalking that involves any student as a complainant, respondent or witness. To submit a report, please visit <https://letsbeclear.ucf.edu> and click "File a Report" in the upper right corner of the page. Reporting is required when the responsible employee knew or reasonably should have known about the misconduct, regardless of where or when the misconduct is alleged to have occurred. If you have questions or concerns, please contact UCF's Title IX Coordinator at 407-823-1336 or [onac@ucf.edu](mailto:onac@ucf.edu).

Reports of all other abusive conduct by a UCF student may be filed with the Office of Student Conduct and Academic Integrity ([www.scai.sswb.ucf.edu](http://www.scai.sswb.ucf.edu)) in addition to or aside from pursuing criminal charges.

University of Central Florida Police Department:

[www.police.ucf.edu](http://www.police.ucf.edu)

Orange County Sheriff's Office: [www.ocso.com](http://www.ocso.com)

Seminole County Sheriff's Office: [www.seminolesheriff.org](http://www.seminolesheriff.org)

City of Orlando Police Department:

[www.cityoforlando.net/police](http://www.cityoforlando.net/police)

## HOW TO NAVIGATE SUICIDAL IDEATION

When dealing with someone expressing suicidal thoughts, act on your instincts, try to find out the following and immediately seek help for the student:

Have you been very unhappy lately?

Have you ever wanted to stop living?

Are you thinking about suicide?

Will you let me help you make an appointment or can I walk you over to CAPS?

**ALERT: Submit a Student of Concern report, Contact UCFPD (911) and Counseling and Psychological Services (407) 823-2811 immediately.**

## RECOGNIZING SIGNS OF DISTRESS

- Bizarre or strange behavior References to harming self or others
- Persistent sadness or crying
- Nervousness, agitation, impaired speech, exaggerated movement
- Highly irritable or aggressive behavior
- Marked deterioration of hygiene or appearance
- Disorientation
- Signs of drug and/or alcohol use
- Persistent drowsiness or lethargy

## EFFECTIVE COMMUNICATION STRATEGIES

- Talk to the student in private
- Listen carefully to make sure you understand
- Praise the student for discussing with someone
- Acknowledge the student's distress and empathize
- DO NOT be negative or judgmental
- Use campus resources

## MAKING A REFERRAL TO COUNSELING

- Encourage the student to contact Counseling and Psychological Services on the phone (407) 823-2811
- Call for the student if they are with you Express that counseling is often helpful
- Personally walk the student to Counseling and Psychological Services

**Let's  
be  
clear.**  
UCF  
cares

For more information:

[letsbeclear.ucf.edu](https://letsbeclear.ucf.edu)

407-823-1336

[onac@ucf.edu](mailto:onac@ucf.edu)

### URGENT SITUATION REQUIRING IMMEDIATE ASSISTANCE

Safety is an immediate concern; threats of harm to self or to others

UCF POLICE DEPARTMENT

A UCFD Police Officer will respond, assess and assist or conduct a well-being check  
CALL 911

### SITUATIONS REQUIRING ASSISTANCE

Safety is not an immediate concern; Student experiencing significant distress  
Counseling and Psychological Services

Phone: 3-2811  
Website: <https://caps.sswb.ucf.edu>  
Student Care Services  
Phone: 3-5607  
<https://scs.sswb.ucf.edu>

### SITUATIONS YOU CAN ADDRESS

Students is beginning to display or exhibit signs of distress

Student Care Services  
Phone: 3-5607  
Refer a Student:  
<https://scs.sswb.ucf.edu>

## ADDITIONAL CONTACTS

UCF Police Department (non-emergency)  
Student Care Services  
Student Conduct & Academic Integrity  
Student Health Services  
Student Accessibility Services  
Ombuds Office  
Victim Services  
Housing & Residence Life  
Office of Nondiscrimination & Accommodations Compliance (ONAC)  
Student Legal Services

3-5555  
3-5607  
3-4638  
3-2701  
3-2371  
3-6440  
3-1200  
3-4663  
3-1336  
3-2538



### CLASS ABSENCE NOTIFICATIONS

Class absence notifications are sent to a student's professor(s) as a courtesy from Student Care Services. This notification alerts professors to a student's absence in class due to an injury, illness, family emergency, etc. These notices do not excuse the student from doing the missed work or taking the missed exam/quiz, however instructors are encouraged to make reasonable accommodations whenever possible.

### DECEASED STUDENT NOTIFICATIONS

When students of the University pass away (whether during a term or not), there is a method to notify appropriate departments. An e-mailed memo is sent to the college of their major. If you are aware that a student has passed away, please contact Student Care Services at (407) 823-5607

### YOUR ROLE WITH STUDENT CARE SERVICES

We want all students at UCF to know that we care not only about their academic success, but their overall well-being. If you meet or work with a student who seems in need of various resources and support, please direct them to the UCF Student Care Services website for additional information. Or, to provide more assistance and support, review the resources and information outlined in this folder

Student Care Services trainings are available for individual departments, organizations, or groups. Please connect with Student Care Services to request training for your area. Topics covered include: working with students in distress, connecting students with resources on campus and how to report students of concern.