



University Committee for Assistance, Response, and Evaluation (UCARE)

CHALLENGE: Available information is often scattered with various individuals having different pieces of the puzzle

WHEN TO REPORT

If you know a student who appears to be....

- **Experiencing a decline in work or academic performance**
- **Demonstrating disruptive or disturbing behavior**
- **Showing dramatic changes in appearance, behavior or weight**
- **Having problems at home, with classes or work**
- **Making disturbing comments in email, letters, web or papers**
- **Hyperactive, anxious or experiencing dramatic mood shifts**
- **Abusing alcohol or drugs**
- **Sad or isolating socially**
- **Acting paranoid or suspicious**
- **Frequently angry or easily frustrated**
- **Struggling with health problems**

MISSOURI
S&T

A MULTIDISCIPLINARY APPROACH
TO SUPPORT STUDENT SUCCESS
AND WELL-BEING

ucare.mst.edu

HOW TO REPORT

REPORT ONLINE

[go.mst.edu/
ucare-report](http://go.mst.edu/ucare-report)

UCARE
ucare@mst.edu
341-4209

Care
Management
cm@mst.edu
341-4209

Well-Being Quick
Reference Guide

STEP UP! For Mental
Well-Being
[wellbeing.mst.edu/
presentations/](http://wellbeing.mst.edu/presentations/)

Ask.Listen.Refer.
asklistenrefer.org/mst

HOW TO TALK TO A STUDENT ABOUT YOUR CONCERN (NON-EMERGENCY)

Consult

- Report online, email ucare@mst.edu or contact the [Care Management Services](#) (573-341-4209), [Student Well-Being](#) (573-341-4211), or [Dean of Students Office](#) (573-341-4209) when in question.

Be Available

- Talk to the student in private and give your undivided attention.
- Showing patience and concern may be enough to help the student feel supported.

Listen

- Listen in a sensitive, non-threatening way and express concern.

Communicate

- Let the student talk and communicate understanding by paraphrasing.

Give Hope

- Assure the student that things will get better and suggest options.
- Express use of resources (friends, family, campus).

Maintain Boundaries

- Maintain clear and consistent boundaries and expectations.

Refer to Other Resources When:

- There is a law or policy violation.
- Problem is more serious than you are comfortable with.
- Personal feelings may interfere with your objectivity.
- Student admits that there is a problem, but doesn't want to discuss it.

PRIVACY

- FERPA allows university faculty and staff to share observations about student behavior, student statements, and concerns about students with S&T personnel who have responsibility for the health, safety, and welfare of students. FERPA and other privacy regulations allow S&T officials to release information to others when it is necessary to protect the health, safety, and welfare of the student and/or the campus community. Consideration for student privacy should be given before information is shared.



stuaff.mst.edu | stuaff@mst.edu

UCARE proactively cultivates the health, safety, and welfare of the S&T community through education, prevention, and early intervention to support student wellbeing, persistence, and success.



REFERRAL STATISTICS

Year	15-16	16-17	17-18	18-19	19-20	20-21
Referral	286	372	389	445	1,678	3,191

What does UCARE do?

- Prevention and planning
- Consults and communicates
 - Gathers information
- Assesses circumstances
- Develops action plans
 - Responds
- Process improvement