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

A MULTIDISCIPLINARY APPROACH TO SUPPORT STUDENT SUCCESS AND WELL-BEING

ucare.mst.edu

HOW TO REPORT

REPORT ONLINE

go.mst.edu/ucare-report

UCARE
ucare@mst.edu
341-4209

Jessica Ford
jlfyfyf@mst.edu
341-4209

Well-Being Quick Reference Guide

STEP UP! For Mental Well-Being
wellbeing.mst.edu/presentations/

Ask.Listen.Refer.
asklistenrefer.org/mst
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.

### 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.

### REFERRAL STATISTICS

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<th>Year</th>
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### What does UCARE do?

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

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