



# 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](http://ucare.mst.edu)

## HOW TO REPORT

### REPORT ONLINE

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

UCARE  
[ucare@mst.edu](mailto:ucare@mst.edu)  
341-4209

Jessica Ford  
[jlfyyf@mst.edu](mailto:jlfyyf@mst.edu)  
341-4209

Resource Information  
[minerwellness.mst.edu/  
well-being-referral-guide](http://minerwellness.mst.edu/well-being-referral-guide)

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

Ask.Listen.Refer.  
[asklistenrefer.org/mst](http://asklistenrefer.org/mst)

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

## Consult

- Report online, email [ucare@mst.edu](mailto:ucare@mst.edu) or contact the [Care Management Services](#) (573-341-4209), [Counseling Services](#) (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](http://stuaff.mst.edu) | [stuaff@mst.edu](mailto: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	14-15	15-16	16-17	17-18	18-19	19-20
Referral	55	286	372	389	445	1678

## What does UCARE do?

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

