Supporting Students in Need

If you feel unsafe at any time, please call 911.

Threatening
If you are working with a student and are concerned about your safety or well-being or about the safety and well-being of others, immediately contact:
• 911
• UMPD: 305-284-6666

Disruptive
A disruptive student inhibits a productive learning environment, either in a classroom or office setting. For help concerning a disruptive student who does not refrain such behavior, please contact:
• Counseling Center: 305-284-5511
• Dean of Students Office: 305-284-5353
• UMPD: 305-284-6666

Take Action
When helping students, remember these easy steps:
• Listen actively
• Validate experiences & acknowledge concerns
• Refer to applicable resource(s)

Refer to Tips on Helping students on the inside of this guide for more advice on supporting students.

Language/Behavior

Academic Issues
Students who are suddenly failing or experience trouble across their academic discipline are in need of immediate assistance. For support, please contact:
• Your Department Chair
• Assistant or Associate Dean in your School/College
• Academic Troubleshooter for your school/College

Missing Students
If you have a student who stopped coming to class, is not responding to emails, or you received midterm alerts through GradesFirst regarding, contact:
• Dean of Students Office: 305-284-5353
• Assistant or Associate Dean in your School/College

Emotionally Distraught
Behaviors of emotionally distraught students vary from explicit/overt anxiety to extreme sadness to behavior that is generally not typical. Available resources include:
• Counseling Center: 305-284-5511
• Dean of Students Office: 305-284-5353

Lacking Motivation
Lacking motivation ranges from a dejected student who does not attend class to a student that attends class but does not submit work. Resources to recommend:
• Counseling Center: 305-284-5511
• Dean of Students Office: 305-284-5353
• Academic Troubleshooter/Resource
### Common Behaviors

<table>
<thead>
<tr>
<th>ANXIOUS</th>
<th>AGGRESSIVE</th>
<th>DEMANDING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What to Do:</strong></td>
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<tr>
<td>• Talk to the student in a quiet, private location.</td>
<td>• Assess your safety.</td>
<td>• Talk to the student in a place that is safe.</td>
</tr>
<tr>
<td>• Remain calm and set clear limits.</td>
<td>• Call 911 immediately if you feel unsafe.</td>
<td>• Remain calm and assume control in a soothing way.</td>
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<tr>
<td>• Emphasize behaviors that are and are not acceptable.</td>
<td>• Help the student develop an action plan if you are comfortable.</td>
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### DEPRESSED

**Depression is a common mental health problem that varies in severity and duration.**

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<tr>
<th>Symptoms:</th>
<th>What to Do:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Feelings of emptiness or hopelessness</td>
<td>• Talk to student in private.</td>
</tr>
<tr>
<td>• Irregular sleeping/eating</td>
<td>• Listen carefully and validate their feelings.</td>
</tr>
<tr>
<td>• Deep sense of sadness</td>
<td>• Be supportive and express your concern.</td>
</tr>
<tr>
<td>• Fatigue and social withdrawal, including social media</td>
<td>• Refer the student to the Counseling Center 305-284-5511.</td>
</tr>
<tr>
<td>• Predominant activity withdrawal</td>
<td>• Submitting poor work or testing poorly.</td>
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</tbody>
</table>

### Tips on Helping

- **Common Stressors**
  - **ACADEMIC CHALLENGES**
    - Challenges range from students falling a class to procrastinating to learning disabilities.
    - **What to Do:**
      - Encourage the student to seek out resources.
      - Review the student's course performance.
      - Make suggestions for improvement.
    - **Resources:**
      - Camner Academic Resource Center 305-284-2800
      - Writing Center 305-284-2956
  - **SUBSTANCE ABUSE**
    - Alcohol and drug abuse impacts students' daily lives including academic performance.
    - **What to Do:**
      - Treat the situation as serious.
      - Share your concern and encourage the student to seek help.
    - **Resources:**
      - Counseling Center 305-284-5511
      - Dean of Students Office 305-284-6120
  - **SEXUAL MISCONDUCT**
    - The University of Miami has zero tolerance for sexual misconduct and gender discrimination.
    - **What to Do:**
      - Share that you are not a confidential resource.
      - Share your concern and encourage the student to seek help.
    - **Resources:**
      - Sexual Assault Resource Team 305-798-6666
  - **SUICIDE IDEATION**
    - A suicidal student who confides in someone is often looking for help.
    - **What to Do:**
      - Talk to student in private.
      - Remain calm.
      - Take the student's disclosure seriously.
      - Share your concern and encourage the student that you will connect them with a professional.
    - **Resources:**
      - Counseling Center 305-284-5511
      - UMPD 305-284-6666

- **Supporting Students in Need**
  - AGGRESSIVE
    - The University of Miami has
  - This student may be intrusive
  - Appears to have an eating disorder or disordered body image
  - Is a victim of stalking, violence, intimidation
  - Is having difficulty due to family illness or death
  - Showing signs of alcohol or drug use
  - Displays anger or hostility inappropriately
  - Continuously disrupts class and refuses to stop

- **ANXIOUS**
  - Anxiety can be generalized across a range of situations (test, social, speaking, etc.).
  - Challenges range from students failing a class to procrastinating to learning disabilities.

- **DEPRESSED**
  - Depression is a common mental health problem that varies in severity and duration.

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- **SEXUAL MISCONDUCT**
  - The University of Miami has zero tolerance for sexual misconduct and gender discrimination.

- **Suicide Ideation**
  - A suicidal student who confides in someone is often looking for help.

- **Tips on Helping**
  - Speak to the student in a quiet and secure space.
  - Remain calm and guide the conversation by focusing on the student.
  - Ask open-ended questions, using questions starting with who, what, how, etc. rather than do, have, etc.
  - Listen attentively and respond to their concerns, directly and considerately, through paraphrasing and summarizing.
  - Ask clarifying questions if you are unsure of what their concerns are.
  - Share your concerns and encourage the student to seek out the help of University resources.

### Common Stressors

- **Academic Challenges**
  - What to Do:
    - Encourage the student to seek out resources.
    - Review the student’s course performance.
    - Make suggestions for improvement.
  - Resources:
    - Camner Academic Resource Center 305-284-2800
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- **Sexual Misconduct**
  - What to Do:
    - Share that you are not a confidential resource.
    - Share your concern and encourage the student to seek help.
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  - What to Do:
    - Talk to student in private.
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- **Anxiety**
  - Anxiety can be generalized across a range of situations (test, social, speaking, etc.).
  - Challenges range from students failing a class to procrastinating to learning disabilities.

- **Depression**
  - Depression is a common mental health problem that varies in severity and duration.
  - Symptoms:
    - Feelings of emptiness or hopelessness
    - Irregular sleeping/eating
    - Deep sense of sadness
    - Fatigue and social withdrawal, including social media

- **Demanding**
  - This student may be intrusive
  - Appears to have an eating disorder or disordered body image
  - Is a victim of stalking, violence, intimidation
  - Is having difficulty due to family illness or death
  - Showing signs of alcohol or drug use
  - Displays anger or hostility inappropriately
  - Continuously disrupts class and refuses to stop

- **Aggressive**
  - Aggression varies from threats to verbal abuse or violence. It is often difficult to predict.
  - Indicators:
    - Paranoia/Mistrust
    - History of violence or substance abuse
    - Impulse control problems
    - Prior history of abuse or violence

- **Tips on Helping**
  - Speak to the student in a quiet and secure space.
  - Remain calm and guide the conversation by focusing on the student.
  - Ask open-ended questions, using questions starting with who, what, how, etc. rather than do, have, etc.
  - Listen attentively and respond to their concerns, directly and considerately, through paraphrasing and summarizing.
  - Ask clarifying questions if you are unsure of what their concerns are.
  - Share your concerns and encourage the student to seek out the help of University resources.

### Scenarios and Resources

**Concerned about a student, but unsure of what to do?**

**When in doubt, contact the Dean of Students Office at 305-284-5353.**

**Working with a student who:**

- Poses an immediate danger to self or others
- Continuously disrupts class and refuses to stop
- Exhibits behavior that may be out of touch with reality
- Displays anger or hostility inappropriately
- Showing signs of alcohol or drug use
- Is having difficulty due to family illness or death
- Is a victim of stalking, violence, intimidation
- Appears to have an eating disorder or disordered body image
- Change in appearance that seems concerning
- Seems overly emotional (above common behaviors)

**UM Police Department**

- 305-284-6666

**Counseling Center**

- 305-284-5511

**Dean of Students**

- 305-284-5353

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If more than one resource is listed, contact all resources from left to right. Always follow up with the Dean of Students Office.
Troubleshooters are spread across campus and are experts in their functional area. A troubleshooter is a great resource for a student and for you. If you are unsure of who to reach out to in your academic area, speaking with your department head or chair is a good place to start.

If you are trying to connect with a specific administrative campus area, visiting the website may be most helpful. Visit miami.edu/ombudsperson for a complete list of academic and administrative troubleshooters.

The Ombudsperson helps to support students when conflicts or roadblocks hinder their success. By sharing knowledge about institutional policies, identifying options, and connecting students to the best resource to resolve a concern or remove an obstacle, the Ombudsperson will help. They work closely with University Troubleshooters both academic and administrative.

Referring a student to the Ombudsperson when you are not sure how to help is the best way to support our students.

Academic Ombudsperson
Michael Stokes 305-284-8794

University Ombudsperson
Jennifer Rau 305-284-4922

The Division of Student Affairs helps to support student success through programs, opportunities, and services that encourage students to be active in the University of Miami experience. Additionally, Student Affairs staff step in during times of crisis to support students, families, and the entire community.

Vice President for Student Affairs
Patricia A. Whitely 305-284-4922

Associate Vice President for Student Affairs and Dean of Students
Ryan C. Holmes 305-284-5353

Director of Counseling Center
Rene Monteagudo 305-284-5511

The University utilizes the GradesFirst system for executing the mid-term alert process. Each semester, faculty receive a progress report request. This is an opportunity to notify students about their performance in a class and issue an alert if concerns exist. Students and their advisors receive an individual email for each alert issued. Faculty are encouraged to complete their progress reports on each student. Advisors are strongly encouraged to engage any advisee receiving alerts, especially if attendance is a factor for the alert.

If it appears that a student has stopped attending or is missing, please contact Dean of Students Office at 305-284-5353 immediately.

‘Cane Success Center 305-284-1807
Camner Center for Academic Resources 305-284-2800
Chemistry Resource Center 305-284-2174
The Launch Pad 305-284-2789
Math Lab, Department of Mathematics 305-284-2575
Office of Disability Services 305-284-2374
Pre-Health Advising and Mentoring 305-284-5176
Toppel Career Center 305-284-5451
Writing Center, Department of English 305-284-2956

What would you do for a fellow ‘Cane? ‘Canes Care for ‘Canes is a campus-wide action-oriented initiative that promotes the ideal of a caring and responsible community where students respect and support one another. While this initiative involves a personal commitment to the University community, it also accepts online reports. These enable faculty and staff to easily identify a concern that will then be checked up on by UM administrator. The goal of reporting is to assist students before they reach a crisis level. You can find more information about ‘Canes Care and the reporting form at miami.edu/canescare. If you wish to learn more, please call the Division of Student Affairs at 305-284-4922.

As students at the University of Miami, all students must adhere to policies detailed in the Student Rights and Responsibilities Handbook. This can be accessed at miami.edu/SRR. If you have additional questions, contact the Dean of Students Office at 305-284-5353.

Students who are having ongoing medical issues, personal crisis, or other major issues that may hinder their enrollment in an upcoming semester may have the option to go on inactive status. For more information, contact the Office of the Registrar at 305-284-2294 or the Ombudsperson at 305-284-4922.

To help alleviate stress, foster resilience, and support academic success encourage students to:

• Exercise regularly and engage in active hobbies like taking a walk or playing basketball
• Avoid skipping meals and pack healthy snacks
• Limit caffeine and sugar intake
• Get 7-9 hours of sleep - nap when needed
• Practice relaxation techniques such as meditation or deep breathing
• Know your limits and try to maintain a balance of work and self-care

Students can find support and learn about self-care from the Herbert Wellness Center at miami.edu/wellness or the UHealth Fitness and Wellness Center by visiting wellness.med.miami.edu. Call 305-284-6524 for more information about wellness resources.

Thank you for supporting our students in need.