



**STEVENS**  
INSTITUTE OF TECHNOLOGY  
1870

**RED FOLDER**

## Assisting Students in Distress

Stevens faculty and staff are vitally important resources for identifying and helping students in distress. Despite ambitious outreach efforts on most college campuses, university counseling centers may not reach the majority of students. For this reason, Counseling and Psychological Services (CAPS) and the Campus Awareness, Referral, and Education (CARE) Team want to support efforts by all campus community members to assist in the identification of students in distress and in their referral for help. You strengthen our campus community by creating a network of support for our students.



### SEE SOMETHING

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Faculty and staff may be the first to see students in distress and can be the first to help.



### SAY SOMETHING

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Trust your instincts and say something if you feel concerned. Act with compassion when dealing with these students.



### DO SOMETHING

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Many students feel isolated or unable to reach out for help. Others may not know where to go. Stevens' Red Folder will help you recognize students in distress and connect them with appropriate resources on campus. The Family Educational Rights and Privacy Act (FERPA) typically limits the information that may be shared about student records. However, it does permit information sharing between institutional personnel in emergency situations. Also keep in mind that some students who are part of a marginalized group may feel especially isolated on campus. Identity dimensions such as race, ethnicity, cultural background, nationality, immigration status, sexual orientation, gender identity, ability status, socioeconomic status, and religious beliefs, among others, are important to consider. Your sensitivity to these needs is especially important in order for students to connect with the appropriate assistance.

## Response Protocol

SEE SOMETHING, DO SOMETHING

**Is the student a danger to themselves, to others, or do they need immediate assistance for any other reason?**



### YES

The student's conduct is clearly and imminently reckless, dangerous, and/or threatening and is suggestive of harm to self or others in the community.

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Call Campus Police at 201.216.3911

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Follow up with an email to the CARE Team at [care@stevens.edu](mailto:care@stevens.edu).



### UNSURE

The student shows signs of distress; I'm not worried about their safety, but I am not sure how serious it is. The interaction has left me feeling uneasy or concerned about the student.

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Call CAPS for consultation anytime of day at 201.216.5177. After hours and weekends press "2" to speak with a live counselor.

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Email the CARE Team at [care@stevens.edu](mailto:care@stevens.edu).



### NO

I am not concerned about the student's imminent safety, but they have significant academic or personal concerns and could use additional support.

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Email the CARE Team at [care@stevens.edu](mailto:care@stevens.edu) or connect them with the appropriate referral on campus.

## Signs of Distress



### ACADEMIC INDICATORS

- Significant decline in grades or performance
- Repeated absences
- Bizarre content in assignments
- Overly demanding of attention
- Disruptive behavior in class



### PHYSICAL INDICATORS

- Deteriorating hygiene
- Excessive fatigue or irritability
- Tearfulness
- Slurred speech
- Out of touch with reality



### PSYCHOLOGICAL INDICATORS

- Disclosure of personal distress
- Panic attacks or anxiety
- Verbally abusive
- Expressions of hopelessness
- Concern from friends



### SAFETY RISK INDICATORS

- Threatening harm
- Unprovoked anger or hostility
- Communicating threats
- Assignments or communications containing themes of hopelessness, isolation, or despair

## Dangerous or Distressed?

AND WHAT TO DO?

### DANGEROUS

- Behavior is deadly
- Conduct is imminently reckless
- Behavior is dangerous to self or others
- Intense anger
- Intoxicated
- Intense withdrawal
- Discusses weapons

### DISTRESSED

- Very anxious
- Sad
- Withdrawn
- Lacks motivation
- Seeks constant attention
- Interactions feel less like academic counseling and begin to feel more like personal counseling

## TO GET HELP

### DANGEROUS

Call Campus Police  
201.216.3911

### DISTRESSED

Submit a CARE report  
[care@stevens.edu](mailto:care@stevens.edu)  
Call CAPS at 201.216.5177

If a student is causing a disruption but is not a threat, please make sure you are safe. Then, use a calm, non-confrontational approach to de-escalate the situation. Explain why the behavior is inappropriate. If the behavior continues, you may ask the student to leave. If they do not, contact Campus Police at 201.216.3911. Whether the student calms down or leaves, report the incident to the CARE Team at [care@stevens.edu](mailto:care@stevens.edu).

## How to Refer

# 1

### Prepare to Reach Out

**Remember, you are not alone in this.**

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Consult with CAPS or the CARE Team to explore concerns and identify appropriate campus resources. Make sure you feel safe and let someone else know that you are going to have a tough conversation with a student of concern. Put Campus Police's number in your phone (201.216.3911) in case you need to call for help.

# 2

### Connect with the Student

**Put your preparation plan into action.**

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Share your concern calmly and directly, and be prepared to listen. Avoid being argumentative or minimizing the student's distress. Focus on the concerning behavior, not blaming or shaming the student. Respect privacy without guaranteeing confidentiality. Explore the student's support system and emphasize the importance of professional help.

# 3

### Make the Referral

**Communicate confidence.**

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Recommend the appropriate service and discuss what they might expect from that resource. Normalize the experience of seeking support from others. Frame the decision to seek help as a wise one. Offer to be with the student when they call the referral or take them to the referral source. Follow-up to see if they attended the appointment.



## Title IX

Title IX prohibits sex discrimination, including sexual harassment, sexual assault or violence, stalking, domestic violence, or rape in education programs and activities.

Stevens Institute of Technology does not tolerate any degree of sexual misconduct on or off-campus. Sexual misconduct violates the values of our community as well as the University's mission to educate leaders who are strong in character and in their identity and vocation, and committed to service and justice as articulated in the University's mission statement.

If a student discloses sex discrimination, you are obligated to report the disclosure to the university Title IX office.

## Points of Contact

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**Xhijola Ruci-Kluger, Title IX Coordinator**

201-216-3383 | [xrucci@stevens.edu](mailto:xrucci@stevens.edu)

**Stacy Fisher, Deputy Title IX Coordinator**

201-216-8963 | [sflowers@stevens.edu](mailto:sflowers@stevens.edu)

**Maria Ouckama, Assistant Vice President for Human Resources and Deputy Title IX Coordinator**

201-216-5122 | [mouckama@stevens.edu](mailto:mouckama@stevens.edu)

## Confidential Resources

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**Counseling and Psychological Services**

201-216-5177 | [CAPS@stevens.edu](mailto:CAPS@stevens.edu)

**Health Services**

201-216-5978 | [studenthealthservices@stevens.edu](mailto:studenthealthservices@stevens.edu)

## On-Campus Resources

### CAPS

Counseling and Psychological Services for Stevens students

Student Wellness Center, 2nd Floor  
[stevens.edu/CAPS](https://stevens.edu/CAPS)  
201-216-5177

### CARE TEAM

The Campus Awareness, Referral, and Education Team. Connects with students of concern to offer resources and support.

[stevens.edu/campus-life/health-wellness/care-care@stevens.edu](https://stevens.edu/campus-life/health-wellness/care-care@stevens.edu)

### CAMPUS SAFETY

Support for student safety at every hour of the day and night, every day of the year.

Morton-Pierce-Kidde Complex  
Main line: 201-216-5105  
Emergency line: 201-216-3911

### STUDENT HEALTH SERVICES

An acute health care facility that offers health promotion and disease prevention, care during acute and chronic phases of illness, and referrals to outside providers when appropriate

201-216-5678

### CAMPUS RECREATION

Provides a comprehensive program of physical sport and wellness activities designed to meet the diverse needs and interests of students

<https://stevensrec.com/>  
201-216-8111

### RESIDENTIAL EDUCATION

The mission of the Office of Residential Education is to provide safe and inclusive communities that foster meaningful relationships and create opportunities for learning outside of the classroom.

201-216-8990



## On-Campus Resources

### SPIRITUALITY

Stevens is committed to creating a supportive and inclusive campus environment for all students. This includes supporting religious and faith-based student organizations, maintaining awareness of the variety of holidays celebrated on campus, and building partnerships with local community organizations.

<https://www.stevens.edu/campus-life/diversity-and-inclusion/spirituality>

### DIVERSITY, EQUITY & INCLUSION

Provides support and resources that center the needs and voices of underrepresented and underserved students, facilitate dialogues and educational workshops that promote inclusive leadership, and engage all Stevens students, faculty and staff in co-creating a socially conscious community.

[dei@stevens.edu](mailto:dei@stevens.edu) | 201-216-5624

### CAREER CENTER

The source for career counseling, graduate school preparation, job opportunities, and all things career-related.

Howe Center 6th Floor  
[careercenter@stevens.edu](mailto:careercenter@stevens.edu) | 201-216-5166

### OFFICE OF DISABILITY SERVICES

ODS assists individuals with disabilities to have opportunity for full participation and equal access to campus programs and services, in alignment with federal standards and state regulations.

[disabilityservices@stevens.edu](mailto:disabilityservices@stevens.edu)  
201-216-3748

### ACADEMIC SUPPORT CENTER

Offerings for undergraduates include tutoring for technical courses, freshman quiz reviews, peer leaders for incoming freshmen, and various academic success workshops.

Howe Center 9th Floor  
201-216-5228

### FINANCIAL AID

Financial Aid helps make a Stevens education as affordable as possible for students. They help maximize financial aid awards and assist in the decision-making process.

Howe Center 1st Floor  
[financialaid@stevens.edu](mailto:financialaid@stevens.edu) | 201-268-5406

## On-Campus Resources

### LGBTQ+

The Office of Diversity, Equity and Inclusion serves as the hub for support services, resources, and educational programming related to LGBTQ+ identity. We continually work to ensure that the campus feels welcoming and supportive to all students.

[stevens.edu/LGBTQ](https://stevens.edu/LGBTQ)

### WELLNESS EDUCATION

The Office of Wellness Education is dedicated to supporting a holistic culture of wellness at Stevens by aligning university wellness initiatives and providing outreach and education on a variety of health and wellness topics.

[wellness@stevens.edu](mailto:wellness@stevens.edu)

### LORE-EL CENTER

The Lore-El Center is a vibrant living and learning environment that promotes women's leadership through programs, events, mentorship and a shared residential experience.

[loreel@stevens.edu](mailto:loreel@stevens.edu) | 201-216-5624

### GRADUATE STUDENT LIFE

Strives to create a supportive, engaging environment that enables students to pursue their academic goals. Promotes students' professional and personal development through a wide variety of programs and services.

[graduatelife@stevens.edu](mailto:graduatelife@stevens.edu) | 201-216-5633

### ISSS

International Student and Scholar Services (ISSS) advises, provides immigration services, promotes cross-cultural opportunities and offers specific programs and services to our international population.

Howe 9th Floor  
[iss@stevens.edu](mailto:iss@stevens.edu) | 201-216-5189

### WRITING AND COMMUNICATION CENTER

The Writing and Communications Center (WCC) helps students develop the written and oral communication skills essential to their success in academic coursework and beyond Stevens.

[my.stevens.edu/writing](https://my.stevens.edu/writing)  
[writing@stevens.edu](mailto:writing@stevens.edu) | 201-216-8990