



STEVENS
INSTITUTE *of* TECHNOLOGY
THE INNOVATION UNIVERSITY®

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

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



SAY SOMETHING

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



DO SOMETHING

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.

Call Campus Police at
201.216.3911

Follow up with an email
to the CARE Team at
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.

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

Email the CARE Team
at 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.

Email the CARE Team
at 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
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.

How to Refer

1

Prepare to Reach Out

Remember, you are not alone in this.

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.

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.

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

Xhijola Ruci-Kluger, Title IX Coordinator

201-216-3383 | xruci@stevens.edu

Stacy Fisher, Deputy Title IX Coordinator

201-216-8963 | sflowers@stevens.edu

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

201-216-5122 | mouckama@stevens.edu

Confidential Resources

Counseling and Psychological Services

201-216-5177 | CAPS@stevens.edu

Health Services

201-216-5978 | studenthealthservices@stevens.edu

On-Campus Resources

CAPS

Counseling and Psychological Services for Stevens students

Student Wellness Center, 2nd Floor
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

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 | 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 | 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
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 | 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

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

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 | 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 | 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 | 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

writing@stevens.edu | 201-216-8990