

# Working with Distressed Students: A Decision-Making Tree for Faculty and Staff

**STUDENTS OF CONCERN (SOC)**  
[www.truman.edu/students-of-concern/](http://www.truman.edu/students-of-concern/)



# TRUMAN RESOURCES

**STUDENTS OF CONCERN TEAM:** The SOC Team assesses and coordinates responses to issues and concerns about students requiring intervention in order to help them achieve success at Truman, and help the campus community members feel safe and supported. Addressed concerns may include specific incidents or general concerns about behavior of a student or a group of students. When a referral is made ([www.truman.edu/students-of-concern/](http://www.truman.edu/students-of-concern/)), the team will attempt to determine what is happening and what type of assistance the student may need. Intervention will occur in the least intrusive manner appropriate in providing that assistance.

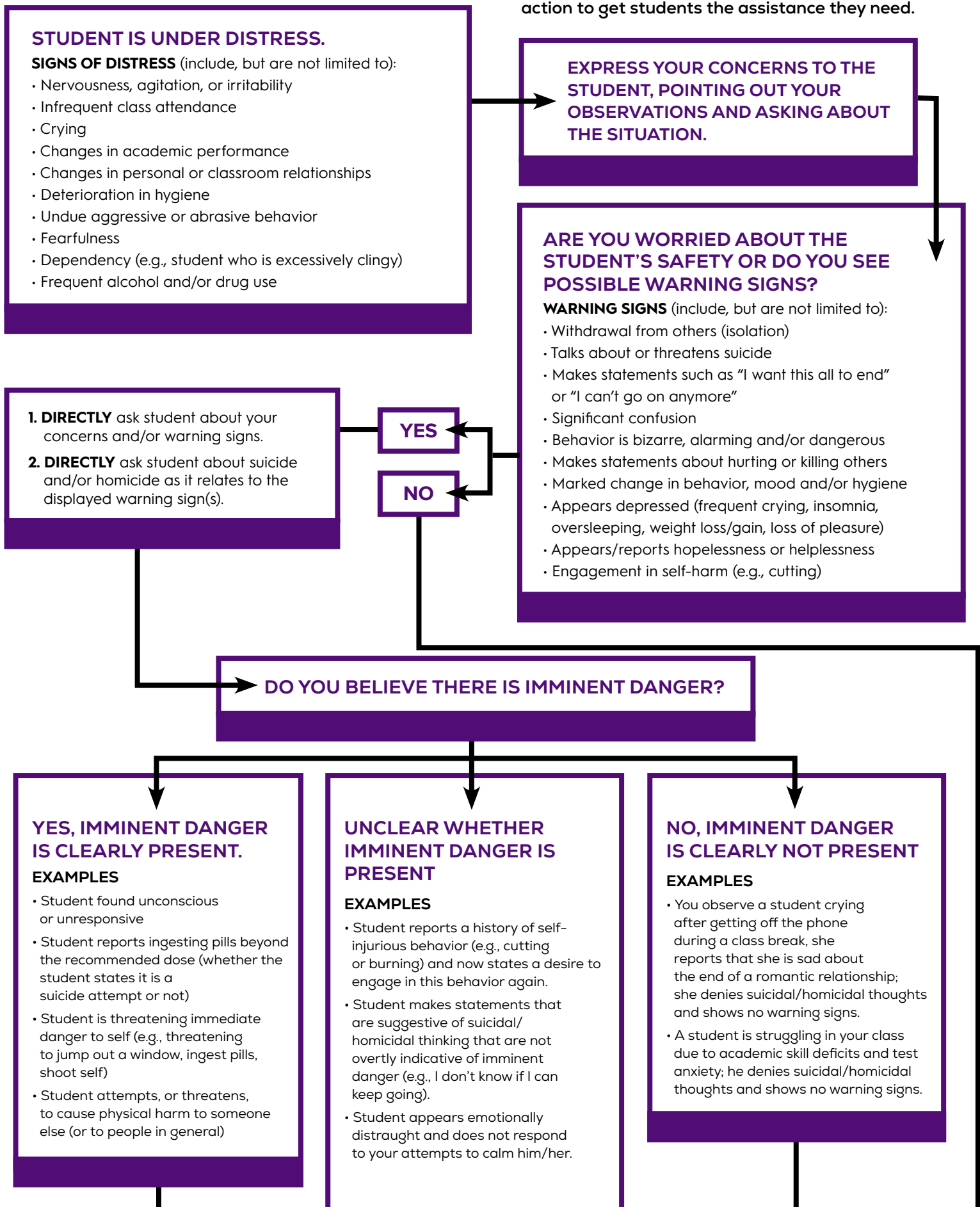
## MEMBERS OF THE STUDENTS OF CONCERN TEAM

- **Dr. Tyana Lange**, Chair  
*Vice President of Student Engagement and Marketing*  
(660) 785-7468
- **Zac Burden**  
*Director of Citizenship and Conduct*  
(660) 785-4141
- **Chief Sara Seifert**  
*Director of Public Safety*  
(660) 785-4177
- **JD Smiser**, J.D.  
*Institutional Compliance Officer*  
(660) 785-4354
- **Ashleigh Harding**  
*Director of Student Success*  
(660) 785-7404
- **Dr. Jordan Palmer**, D.O.  
*Student Health Center*  
(660) 785-4562
- **Julie Sneddon**  
*Director of Student Access and Disability Services*  
(660) 785-4478
- **Dr. Jamie Van Boxel**  
*Director of Residence Life*  
(660) 785-4227
- **Mark Herrmann**, J.D.  
*General Counsel*  
(660) 785-4121



# You want to help.

As a Truman State University faculty or staff member, you sometimes encounter students in distress. This information will help you know what to look for, recognize the warning signs and take a course of action to get students the assistance they need.



**IMMEDIATELY CALL  
POLICE AT 911.**

**INFORM YOUR  
SUPERVISOR OF THE  
SITUATION.  
WRITE DOWN**

1. Relevant details about the situation (who, what, when, where)
2. Any background information you have about the student's difficulties
3. A number where you can be reached

Give a copy to University Police (to assist emergency treatment providers), a copy to your supervisor, and keep a copy yourself.

**REPORT THE INCIDENT  
TO THE STUDENTS OF  
CONCERN TEAM**

at [truman.edu/students-of-concern](http://truman.edu/students-of-concern).

**The University  
Counseling Services  
(660-785-4014) is  
available for ongoing  
consultations  
(as needed) to help  
address the impact  
of the situation.**

- Student experiences a sudden stressful event (e.g., death, breakup, divorce) and seems emotionally unstable/inconsolable, or the student's response appears unusual (e.g., uncontrollable crying over a failed exam, no apparent response to the death of immediate family member).
- Student's work, assignments and/or communications contain material that raises concerns about suicide, homicide and/or violence.

**CALL UNIVERSITY  
COUNSELING SERVICES**

and ask to consult with a counselor (660-785-4014). Do not email. This situation requires an immediate response. If the situation occurs after normal business hours call 988.

**PROVIDE ALL THE  
RELEVANT INFORMATION**

you have about the student and situation to the counselor; if you are a faculty member you may have had the opportunity to observe the student over time, and with guidance, you can provide valuable information about the student's mental health.

**INFORM YOUR  
SUPERVISOR** of the situation.

Document relevant details about the situation (who, what, when, where) and any background information you have about the student's difficulties. Keep a copy of this documentation.

**SUBMIT THE INCIDENT  
TO THE STUDENTS OF  
CONCERN TEAM**

at [truman.edu/students-of-concern/](http://truman.edu/students-of-concern/) or contact any team member.

As much as you and the student are comfortable, **listen and provide support**; but do not become the student's counselor/therapist.

**DISCUSS COUNSELING  
SERVICES AND/OR OTHER  
UNIVERSITY RESOURCES**

that might be helpful and address any concerns the student might have about these resources. For academic issues, consider contacting the Center for Academic Excellence (785-7403) or the student's academic advisor.

**SHOULD YOU DECIDE TO  
REFER TO UNIVERSITY  
COUNSELING SERVICES:**

- Know that University Counseling Services would like to hear your concerns about the student and your thoughts about the urgency of the situation.
- Consider calling with the student or accompanying the student to University Counseling Services to initiate counseling services.
- Continue to follow up with the student as appropriate; contact University Counseling Services if you observe a significant change in student's behavior.

**NOTE:**

If at any point you believe the student's "Imminent Danger" status has changed, return to the "Imminent Danger" steps outlined in this decision-making tree.