Helping Students in Distress
Faculty and Staff Resource Guide

For an emergency, call 911 or University Police at 360.650.3911
For non-emergency safety concerns, call University Police at 360.650.3555
If in doubt, call University Police.

The Counseling Center and Office of Student Life are available for consultation. The Student Care/Concern Team, chaired by the Assistant Dean of Students, can facilitate campus efforts to assist the student and provide support for faculty/staff.

All numbers below are available 24 hours a day unless otherwise indicated:

**Emergency**: 911

**University Police**: emergency 360.650.3911, non-emergency 360.650.3555

**Counseling Center**: 650.360.3164, select “Option 1” for help after-hours

**The Office of Student Life**: 650.360.3706, M-F, 8:00 AM-5:00 PM

**Student Health Center**: 360.650.3400, M, T, W, F, 8:30 AM-4:00 PM, Th 9:30 AM-4:00 PM

**CASAS (Consultation & Sexual Assault Support)**: 360.650.3700, M-F 8:30 AM-4:30 PM

**ADCAS (Alcohol & Drug Consultation & Assessment Services)**: 360.650.6865, M-F 8:30 AM-4:30 PM

**Residence Life**: 360.650.2960, M-F 8:30 AM-4:30 PM

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**Troubled Student**
- Student is troubled, confused, interactions with others is bizarre, hazy, has difficulty in thinking, planning, difficulty in sustaining attention/liking
- Student is anxious, agitated

**Disruptive Student**
- Student demonstrates bizarrene behavior, needs help, may need safety prevention plan

**Dangerous Student**
- Active threats of suicide and/kill
- Active threats to harm self or others

**Call 911 or** 360.650.3911

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**For Student Support Consultation**

**Office of Student Life**: 360.650.3706

**Emergency** 911 or University Police 360.650.3911

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**For Mental Health Consultation**

**Counseling Center**: 360.650.3164, select “Option 1” for help after-hours

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Dangerous Student
Safety is an immediate concern; Verbal or physical threats to harm self or others; Active threats of suicide and resists help.

Disruptive Student
Safety is not an immediate concern; Threatens harm to others, but will accept help; Demonstrates bizarre behavior or communication; Disruptive to the living/learning environment

Troubled Student
Student is troubled, confused very sad, highly anxious, irritable, lacks motivation and/or concentration; has thoughts about not wanting to live; difficulties in interactions with others

For Mental Health Consultation:
Counseling Center
360.650.3164, select “Option 1” for help after-hours

For Student Support Consultation:
Office of Student Life 360.650.3706

For Mental Health Consultation:
Counseling Center
360.650.3164, select “Option 1” for help after-hours

For Student Support Consultation:
Office of Student Life 360.650.3706

Residence Life: 360.650.3700 M-F 8:00 AM-4:30 PM
CASAS (Consultation & Assessment Services): 360.650.6865 M-F 8:00 AM-4:30 PM
Student Health Center: 360.650.3400 M, T, W, F 8:30 AM-4:00 PM, Th 9:30 AM-4:30 PM
ADCS (Alcohol & Drug Consultation & Assessment Services): 360.650.7000 M-F 8:00 AM-4:30 PM
The Office of Student Life: 360.650.3911 M-F 8:00 AM-4:30 PM
The Counseling Center: 360.650.3164 M-F 8:00 AM-4:30 PM

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For Student Support Consultation:
Office of Student Life 360.650.3706

For Mental Health Consultation:
Counseling Center 360.650.3164, select “Option 1” for help after-hours

For Student Support Consultation:
Office of Student Life 360.650.3706
Q. What are the warning signs of disruptive student behavior?

- Disruptive student behaviors (e.g., verbal hostility, aggression, disregard for classroom decorum and expected conduct, etc.) fail to comply with corrective feedback.
- Stony, contract behaviors. (including threatening letters, e-mail messages, or harassment)
- Studies and/or threats to harm others (may be communicated orally or in written formats through email, assignments, or on social network or academic sites)

Q. How should I respond to a disruptive student?

- If immediate safety is a concern or the person acts in a highly disruptive or irrational way, call 911.
- If safety is not a concern, attempt to deescalate the situation: offer to find someone to assist in problem-solving, meet and work on a solution.
- Talk with your supervisor for additional assistance.
- Consult with the Counseling Center, Office of Student Life, or University Police.

Q. What are some signs a student may be in trouble?

- Marked changes in academic performance.
- Withdrawal and/or avoidance from participation, increased anxiety around exams or deadlines, difficulty working in teams.
- Changes in emotional status, e.g., sadness, crying, lethargy, irritability, rapid speech, preoccupied, increased and more intense disagreement with peers and instructor, sense of confusion.
- Changes in physical well-being, e.g., swollen eyes from crying, increased illness, poor self-hygiene, rapid weight loss/gain, sleeping in class.
- Repeated requests for special consideration, e.g., deadline extensions, changes in requirements, grade changes.
- Behaviors that may interfere with effective management of the learning environment, e.g., outbreaks of anger, domination of discussion, denial of the focus of discourse, verbal or physical aggression towards classmates.
- Communication in either oral, written, or electronic formats that may suggest a threat to one’s self or others.

Q. How should I respond to a student that is in trouble?

- For students who are mildly or moderately troubled:
  - Address the situation on an individual level; consider having someone meet with you and the student.
  - Consult with the Counseling Center and/or Office of Student Life.
  - Avoid offering confidentiality to the student should they wish to talk.
  - Deal directly with the behavior according to classroom protocol; provide corrective feedback and offer help.
- Encourage the student to use campus and community resources; offer to walk the student to assistance or call and make an appointment.
- Inform and consult with your supervisor.

Q. How do I refer a student to support services?

- Recommend campus services. Remind the student that campus counseling services are confidential.
- Reassure the student that it’s an act of strength to seek help.
- Offer to make the initial contact with the helping resource.
- Offer to make the initial contact with the helping resource.
- If the student rejects referrals, consult with the Counseling Center and/or Office of Student Life.

**Troubled Student FAQ**

**Disruptive Student FAQ**
**Policy and Procedure Information**

**Student Conduct Code**
Western Washington University students enjoy the same basic rights, privileges, and freedoms granted to all members of society. At the same time, acceptance of admission to the university carries with it an obligation to fulfill certain responsibilities and expectations as a member of the Western Washington University community. As members of the Western community, students must assume responsibility for their own actions and maintain an environment conducive to academic success. In addition, they are expected to act with integrity, respect the rights of others, and abide by all university policies and procedures, as well as all applicable local, state, and federal laws and regulations. All students are responsible for understanding and complying with the responsibilities and expectations set forth in this code both on and off campus. The student conduct process is intended to be educational in ensuring that students act in a manner consistent with high standards of scholarship and behavior, while maintaining the safety and well-being of all members of the university community. [Visit the website](https://wp.wwu.edu/officeofstudentlife/).

**Disability Resources for Students**
DRS is committed to ensuring equal access for students with disabilities to all curricular and co-curricular opportunities offered by Western Washington University. For service eligibility, students must provide a complete diagnostic description from a qualified professional. Specific accommodations or services are determined on an individual basis and are modified to meet the unique needs of the student and their academic experience. Faculty and staff can contact DRS to discuss accommodation requests or general questions by calling 360.650.3083 or visiting [wwu.edu/drs](https://studenthealth.wwu.edu/medical-excuse-policy).

**Medical Excuse Policy**
The Student Health Center does not provide excuses for short-term absences that result in missed classes, exams, or assignments due to illness or injury. In certain circumstances where the illness or injury is prolonged (an absence of more than five days) and requires medical attention or hospitalization we will work with students in providing appropriate documentation. Students are instructed to contact their professor or teaching assistant in the event they need to miss class due to an illness, injury or emergency. Additional information available at [www.wwu.edu/eoo](https://www.wwu.edu/eoo).

**Discrimination, Sexual Harassment or Sexual Violence**
Western is committed to ensuring an environment free of discrimination, sexual harassment, and sexual violence, and coordinates to effectively report to researchers of these behaviors. Faculty and staff with knowledge that a student has experienced discrimination, sexual harassment or sexual violence while a student at Western are required to promptly report the incident to the Vice Provost for Equal Opportunity/Title IX Coordinator.

**Student Care/Concern Team**

**Student Assistance**
The Office of Student Life can help with advice on academic grievances, frustrations with the administrative workings of the institution, emergency leaves-of-absence, and hardship withdrawals due to personal illness, injury, or the death or illness of a family member. Additional details can be found at [https://wp.wwu.edu/officeofstudentlife/](https://wp.wwu.edu/officeofstudentlife/).

**Troubled Student FAQ**

- Why is the student acting in a highly disruptive or irrational way?
- What contributes to the student’s inability to communicate clearly?
- What are some signs that a student may be in trouble?
- How should I respond to a student that is in trouble?
- What are the warning signs of disruptive student behavior?
- How do I refer a student to support services?
- What are some signs a student may be in trouble?
- How do I report a student to the Counseling Center?
- How do I talk to a student about their behavior?
- What are the warning signs of a student exhibiting signs of suicide?
- What should I do if I suspect a student is suicidal?
- How can I prevent suicide?
- How can I respond when a student discloses sexual assault or intimate partner violence?