

CLA Faculty Guide for Making Student Referrals:

Distressed and Distressing Students Protocol:

If you know a student you feel is distressed or distressing to others, please follow the three steps outlined in the Distressed and Distressing Student Protocol: 1.) Gather information on the student and the situation. You should look for psychological, physical, or academic warning signs. 2.) Assess the level of distress. Is this an urgent matter or is it important, but not urgent? 3.) Assess your own relationship with the student. Are you close enough to the student to approach him or her directly and discuss the situation, or would you feel more comfortable first contacting the Dean of Students' Office? *Adherence to the University-wide Protocol involves notifying the Dean of Students' Office about a distressed or distressing student on the day of the concern.* For more details about these three steps, please click on the website below and go to PDF links. For more information, please call the Dean of Students' Office at 617.287.5899, or dean.students@umb.edu.

http://www.umb.edu/preparedness/helping_distressed_and_distressing_students/

Student Referral Program:

If you have an undergraduate student who is showing a pattern of:

Frequent absences

Low quiz/test grades

ESL challenges

Study skills, writing skills and organizational challenges

Personal issues affecting academics

The program will reach out to the student in an effort to connect him/her to appropriate resources. If you have any questions, please contact [Christyn Carey](#) or [Valerie Miller](#) at 617-287-5500.

studentreferral@umb.edu

University Health Services Counseling Center:

If you feel a student needs to speak with a mental health professional right away, but is not a danger to himself/herself or others: Express your concern to the student and encourage the student to meet with someone at the Counseling Center to identify appropriate resources. Ask if the student would like you to accompany him/her to the office and, if possible, call the Counseling Center ahead of time (617-287-5690) to let the receptionist know that you will be bringing someone over. Either on the telephone or in person, please be sure to share your concern about this student with the clinician who will be meeting with the student

The UHS Counseling Center is available to help students identify and access the most appropriate services for their particular situation. All enrolled UMass Boston students, regardless of insurance, are eligible for the following services, at no charge:

- A brief consultation, by appointment, with a senior staff member to determine treatment needs and options, typically scheduled the same—or next—business day of the request
- Crisis intervention
- Assistance with accessing care off-campus
- Outreach events and activities
- Educational materials

In addition, the Counseling Center offers brief therapy for those students for whom it is appropriate.

For mental health emergencies on campus during open hours, students should go to the UHS Counseling Center on the second floor of the Quinn Administration Building. For mental health emergencies after

hours on campus, students should contact Public Safety for assistance. For mental health emergencies off-campus, students should call 911 or go to the closest emergency room.

U-ACCESS Program:

You can refer students who may be experiencing homelessness, emancipation from foster care, parental neglect, chronic or persistent poverty, domestic violence, legal issues, financial emergencies, or other unanticipated events in their lives. The office will collaborate with other campus units and programs with off-campus service providers and organizations around the Greater Boston area. Faculty, staff and students can reach the U-ACCESS program staff by phone 617-287-3195 during business hours (9:00am – 5:00pm) or via e-mail at u-access@umb.edu. Phone consultation to faculty and staff are available.

Department of Public Safety:

If you feel that you or anyone else, including the student, are in imminent danger of physical harm, you should call the Department of Public Safety immediately. It will be the responsibility of the responding officer to stabilize the situation and then, in consultation with groups such as the Dean of Students' office or the Counseling Center, to determine which resource would be best to deal with the situation at hand.

If the situation is such that you have a concern but do not feel an imminent threat, then contacting the Dean of Students' office is appropriate. The Dean of Students has the ability to make connections to all available resources.

The Public Safety office is dedicated to emergency response to criminal, medical, haz-mat and public safety problems. It is located on the Plaza level of the Quinn Administration Building. It is open 24/7 and can be reached at 617-287-7799 for all routine business and requests. In case of an emergency on campus call 911 from any campus phone or 617-287-1212 from cell phones.

Office of Academic Support Services:

This office offers subject tutoring and drop-in writing workshops, and houses the Math Resource Center and the Reading, Writing and Study Strategies Center. In addition to individualized support, students may attend drop-in workshops. Some recent workshops include: "Time Management and Exam Preparation," "Cite, Write, Right," and "Preparing and Giving Oral Presentations." Campus Center, 1st floor, Rm 1300; 617-287-6556.

University Advising Center:

This office offers academic advising and major exploration for students who are *undeclared only*; students with a declared major meet with their faculty advisor. Campus Center, 1st floor, Rm 1100; 617-287-5500.

Updated spring 2013