Recognizing and Helping Students in Distress

NSCC Student at Risk (SAR) Committee

| Our Mission: | To support the well-being & safety of NSCC students, faculty & staff by:
|             | • coordinating information & efforts,
|             | • developing & following a supportive plan of action for students at risk,
|             | • assessing possible threats to the college community. |

| Our Purpose: | To identify & help students who are at risk of not being successful at the College due to behavioral, health, psychological or other reasons, and maintain a safe campus environment. |

| Confidentiality: | Information shared in SAR meetings is provided only to individuals with a legitimate educational right to know. The Committee respects the privacy of individual students and will, therefore, comply with FERPA and HIPAA guidelines. |

| Who is Discussed: | • Students whose behaviors are disruptive to the educational environment.
|                  | • Students who are struggling to maintain adequate & successful functioning.
|                  | • Students who may be indulging in threatening words or actions. |

| Examples of Concerns to Refer to SAR Committee: | • Unusual emotional displays
|                                                | • Persistent disruptive classroom behavior
|                                                | • Extreme rudeness or insubordination to members of the College community
|                                                | • Threatening words or actions
|                                                | • Excessive absences/tardiness
|                                                | • Changes in typical behavior
|                                                | • Repeated requests for special consideration
|                                                | • Complaints or concerns from other students
|                                                | • Disjointed thoughts, paranoia, flat affect, or extreme lack of responsiveness
|                                                | • Concerns in physical appearance such as self-harm or cutting, dramatic weight gain or loss, etc.
|                                                | • Physically harmful behavior
|                                                | • Reference to suicide or homicide in verbal or written statements
|                                                | • On-line postings (such as in Facebook, Rate My Professor, etc.) that are threatening
|                                                | • Stalking or Harassment
|                                                | • Alarming references to or infatuation with firearms, bombs, fire, ammunition, violence, etc. |

| Concerns to Refer to Title IX Coordinator/AA Officer: | All reported or suspected cases of Affirmative Action or Title IX (discrimination, sexual violence, and/or harassment) violation shall be reported to the Affirmative Action Officer/Title IX Coordinator, Thanh Giddarie, ext. 5470, ngiddari@northshore.edu. |
How Do I Refer a Student Case? | Email or phone any member of the SAR Committee.  
- If in email, refer to the student by the first initial & last name. Do not include diagnosis assumptions/confidential information.

What Happens After Someone is Referred? | The response is determined on a case by case basis & typically in consultation with the SAR Committee. Information provided will be used to determine the level of risk or concern as well as the appropriate course of action.

Possible Committee Interventions | • Talking to the student about the situation to facilitate movement away from crisis & reduce further risk. The student may decide to pursue a medical/psychological withdrawal in some cases.  
• Monitoring the situation, either with an active monitoring plan or, if mild issue, simply waiting to see if other behavior of concern emerges & requires action.  
• Making recommendations to appropriate College staff that may include, but are not limited to, the actions or sanctions consistent with the Student Handbook. These may include:  
  ➢ a judicial hearing: probation, suspension or expulsion;  
  ➢ parental/guardian notification;  
  ➢ Affirmative Action response; &/or  
  ➢ referral to internal or outside support services such as Counseling, Disability Services, etc.

How Do I Know What Happened with My Referral? | A member of the team will communicate with you once the case is discussed & inform you of the course of action. Please understand that some information may be confidential & may not be released to you.

### Student at Risk Committee Members & Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Ext.</th>
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<tbody>
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*Other members of the College community may be asked to attend an occasional Committee meeting as deemed necessary.*
HOW TO RESPOND TO STUDENT BEHAVIOR CONCERNS

Please note: The possible intervention by the SAR Committee is NOT a substitute for your normal, professional response to students.

For SEVERE distress with immediate concerns for YOUR SAFETY, THE STUDENT’S SAFETY &/or the SAFETY OF OTHERS:

Contact Campus Police IMMEDIATELY at ext. 6222 or 781-477-2100.

If you cannot safely say what is occurring, then say the word TRANSCRIPT in a sentence. For example, “This is (your name) and I’m in Berry 103 (your location) in Danvers. I need the transcript for Bob White.”

The call taker will then ask yes or no questions. Remain on the line. All available officers will be dispatched and/or municipal police will be contacted.

Faculty & Staff are strongly recommended to contact their immediate supervisor also.

For Mild to Moderate Distress with None to Minimal Immediate Safety Concerns:

1. Talk with the student, away from others, & address the behavior* of concern. Your goal is to give the student an opportunity to rectify the behavior.
2. Share your concern, but do not offer confidentiality.
3. Be clear about classroom (or office) expectations & appropriate college behavior, & use the opportunity to provide corrective feedback.
   ➢ If the student has identified as having a disability by providing accommodations paperwork, contact Disability Services for consultation.
4. Ensure that the student is aware of campus resources, including the College’s Emergency Resources webpage.
5. If warranted, make appropriate referrals to the Student Support Center mental health counselors, Disability Services, etc.
   ➢ Please inform the student that you are making a referral. Call the office or walk them to the appropriate person, when possible.
6. Discreetly consult with an experienced colleague &/or your Department Chair for advice.
7. If you continue to have concerns about the student & behavior:
   ➢ Talk with your Supervisor, and inform a member of the SAR Committee.

*Behavior that disrupts the learning environment is a violation of the NSCC Code of Conduct & a report should be filed with the Dean of Students. Disruptive behavior may be the result of a student experiencing significant distress. The College reserves the right to respond to disruptive behavior with supportive &/or judicial means based upon the details of the situation.

If you are unsure as to what to say or do, please consult with one of our Counselors (Debbie Campbell – Lynn – ext. 6615 or Donna Davis – Danvers – ext. 4245).
Helpful Suggestions When Referring Students for Counseling

1. Have a caring & non-judgmental attitude.

2. Explain why you are concerned. Then suggest a visit to either Debbie Campbell (Lynn) or Donna Davis (Danvers) in the Student Support Center.
   - For example, you could say: “I have noticed you have been missing a lot of classes. You seem distracted when you are here, & I am concerned. Have you thought about talking to one of our counselors to help you stay on track here? They are very welcoming and other students have found them helpful, especially in terms of academic success.”

3. Expect some resistance. Be prepared to explain that many students seek our assistance & that it is just one of many resources available on campus. Normalize the process!

4. Educate the student on how counseling is often used to help students learn more about themselves & you do not have to have significant mental health concerns to be referred.

5. Have the student call either Counselor from your office or, if they are comfortable, walk them over to the Student Support Center. Depending on the situation and if you are so inclined, some students appreciate it if the faculty member stays for a few minutes during the initial counseling meeting.
   - Debbie Campbell (Lynn) at ext. 6615 or
   - Donna Davis (Danvers) at ext. 4245
   - Email is also another way to schedule an appointment: dcampbel@northshore.edu or ddavis@northshore.edu

6. Inform students that our counselors are able to provide off-campus referrals, & connect them with both on and off-campus resources.

7. If the student is not interested when first approached about counseling services, it is okay to follow up with the student after a few days to touch base & see if the feelings have changed.

8. Always feel free to contact Debbie or Donna to consult about student behavior or concerns.
   - If the student has identified as having a disability by providing accommodations paperwork, you may also contact Disability Services for consultation.

Oct. 2017