MAKING APPROPRIATE REFERRALS

Dean of Students Office ........................................................................................................ 704-894-2225

Additional information about the Dean of Students Office can be found on their web page.

The Dean of Students Office strives to assist students in the resolution of problems, mitigation of crisis, and referral to campus resources. Examples on when to report and/or consult with the Dean of Students Office on behalf of students may include, but are not limited to:

- Honor Code
- Authorized Withdrawals and Incompletes
- Students of Concern

Student of Concern Committee (SoC) and Student of Concern Reporting

Davidson College is committed to fostering an environment in which students can pursue their academic and personal goals. If a student’s physical, emotional or psychological behavior causes concern, potentially endangers him or her own welfare or that of others in the community, the Student of Concern Committee (SoC) may intervene as a safeguard for everyone involved. The Student of Concern Committee (SoC) serves as an advisory and consultative committee to help the Dean of Students Office respond rapidly to an expressed concern about a student. The committee meets throughout the academic school year and is comprised of individuals from the Dean of Students, Campus Police, Counseling Center, Academic Advising, Academic Access and Disability Resources, Residence Life, and the Chaplain’s Office. The Student of Concern Committee strives to keep the sensitive information shared with the committee confidential; however, when there is a possible threat of harm to the student, others, and/or the community, confidentiality cannot be kept. Student of Concern reports are not part of the student’s formal academic record. A Student of Concern referral report can be found on the Dean of Students web page and is electronically processed directly to the Dean of Students office. Student of Concern reports can also be made in person, or with a telephone call to the Dean of Students Office at 704-894-2225.

Academic Warning Report ....................................................................................................... 704-894-2225

An Academic Warning is an opportunity for faculty to primarily alert academic advisors, in addition to, the Dean of Students Office and Academic Access and Disability Resources, to academic concerns. Examples may include: excessive absences (more than 2–3 weeks of class), failing reviews, excessive missin assignments and/or risk of failing class. Faculty and advisors should intervene early and work together to address these academic concerns with the student. Suggested ways to address academic concerns with students are direct meetings face to face and documentation (via email).

Counseling Center .................................................................................................................. 704-894-2451

Hours 8:30 a.m. – 5 p.m., Monday through Friday

Additional information about counseling services can be found on their web page.

- Suggest in caring manner that student may benefit from a meeting with a counselor at the Counseling Center.
- Counselors go to great lengths to ensure confidentiality.
- Counseling services are available to all enrolled students free of charge.
- Counseling does not impact or influence academic records.

Academic Access & Disability Resources .............................................................................. 704-894-2071

Additional information about AADR can be found on their web page.

The AADR Office serves two primary functions:

- Support students through individual coaching, workshops and small-group work, enabling them to master effective academic strategies and best utilize available resources.
- Support students with disabilities and work with other offices and departments across the campus to provide equal access to the college’s services, programs, and activities. Examples include, but are not limited to, physical disabilities, learning disabilities, chronic illnesses, concussions, etc.

HELPFUL RESOURCES

Dean of Students Office
Judicial Officer, Title IX Coordinator, Case Manager
704-894-2225

Residence Life
704-894-2188

Health & Counseling
Counseling Services
704-894-2451

Mental Health Counselor
On-Call After Hours
704-894-2451

Health Center
704-894-2300

Registered Nurse On-Call After Hours
704-337-7047

Health Educator
704-894-2902

Academic Support Services
Academic Access and Disability Resources Office
704-894-2129

Center for Teaching & Learning
704-894-2294

Campus Police & Public Safety

EMERGENCY DIAL 911

Davidson Campus Police
704-894-2178

Davidson College Officer On-Duty Cell Phone
704-609-0344

Town of Davidson
Police Department
704-892-5131

Religious and Spiritual Life
Chaplain’s Office
704-894-2423

Important Off Campus Resources & Referrals

Mecklenburg County Crisis (CriSyS)
704-566-3410

Mecklenburg and Lake Norman Domestic Violence Crisis Line
704-332-2513

Mecklenburg and Lake Norman Rape Crisis Line
704-375-9900

National Suicide Prevention Lifeline
1-800-273-TALK

DISTRESSED OR DISRUPTIVE STUDENTS

Dean of Students Office

The Dean of Students Office developed this information guide to aid faculty and staff assist students experiencing distress.

As faculty and staff we encourage you to:

Observe: Students will not always share when they are experiencing challenges.

Ask: Ask clarifying questions to get a better understanding of the student’s challenges.

Act: Your demonstrated care and interest makes a difference.

Indicators of Physical, Emotional, and Academic Distress

The following is not a comprehensive list. These may be signs that a student is having a difficult time.

When concerned for a student, look for the following:

- Ongoing depressed mood
- Self-harm
- Suicide Risk
- Dramatic changes in mood or behavior
- Demanding or dependent behavior
- Misconduct, inappropriate behavior, and classroom disruption
- Bullying, harassment, sexual harassment, cyberstalking
- Report of crime, victimization, hazing
- Interpersonal violence, sexual assault
- Family or personal tragedy, loss or crisis
- Failure to respond to outreach
- Angry or hostile comments
- Statements explicitly indicating distress, family problems or loss
- Poor or deteriorating hygiene
- Excessive fatigue or exhaustion
- Frequent or chronic illness
- Noticeable cuts or bruises
- Visible weight loss
- Coming to class smelling of alcohol or marijuana
- Unusual inability to make eye contact
- Missed classes, assignments, or meetings
- Frequent requests for extensions, make-ups, etc.
- Disproportionate response to grades
- Written or artistic expression of unusual violence, despair, isolation, confusion, or morbidity

Privacy: Students’ educational records are protected by the Family Educational Rights and Privacy Act (FERPA). Information about what is protected by FERPA and any exceptions can be found at on the Registrar’s office webpage.

Title IX Information and Reporting: Dean of Students, Title IX Coordinator. 704-894-2225

Title IX information and reporting can be found on the Dean of Students Office web page.
What is Disruptive Behavior?

Behavior that interferes with other students, faculty or staff and their access to an appropriate educational or work environment is considered disruptive. Be mindful that many disruptive situations may involve a variety of emotions such as anger, anxiety, fear, etc.

What are some examples of disruptive behavior?

- Yelling or screaming
- Persistent and unreasonable demands for time and attention
- Words or actions that have the effect of intimidating or harassing another
- Words or actions that cause another to fear for his/her personal safety
- Threats of physical assault
- Disruptive behavior
- Undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Depressed or lethargic mood
- Hyperactivity or very rapid speech
- Marked change in personal hygiene
- Excessive confusion
- Dramatic weight loss or gain

How should I deal with a disruptive person?

Disruptive behavior should not be ignored. Remain calm. Remind yourself that it is not about you; it is about the situation.

- Tell the individual that such behavior is inappropriate.
- Inform the individual that there are consequences for failing to improve the disruptive behavior.
- Contact campus police at 704-609-0344 should you feel threatened.
- Inform your immediate supervisor or department head.

Documentation

Disruptive behavior should be documented. Please use the Student of Concern Reporting form on the Dean of Student’s website at www.davidson.edu/offices/dean-of-students. Write a factual, detailed account of what occurred. Use concrete terms. You may also contact the Dean of Students office directly at 704-894-2225. Share the documentation appropriately with your immediate supervisor or department head.

THE DOs

- DO use active listening
- DO acknowledge the feelings of the individual
- DO allow the person to vent and tell you what is upsetting them
- DO explain clearly and directly what behaviors are acceptable (ex: “I will be willing to speak with you as soon as you lower your voice.”)
- DO be firm, steady, consistent, and honest
- DO focus on what you can do to help resolve the situation
- DO make personal referrals—give a name of an individual when possible, and call ahead to brief the person of the situation

THE DON'Ts

- DON'T interrupt, particularly during the first 20 to 30 seconds of peak anger
- DON'T minimize the situation
- DON'T get into an argument or shouting match
- DON'T blame, ridicule, or use sarcasm
- DON'T touch
- DON'T ignore warning signs that the problem is about to explode
- DON'T ignore your own limitations

Distressed Students

What is my role?

As a Davidson faculty or staff member, you are in a good position to identify students who may be emotionally distressed. While some of this is expected, especially during stressful times of the year, you may notice a student acting in a way that is inconsistent with your normal experience with them. You may be able to be a resource in times of trouble. Your expression of interest and concern may be a critical factor in helping the student re-establish emotional equilibrium. You may also be able to alert the college so that an appropriate intervention can be made.

Possible signs of distress:

- Marked change in academic performance or behavior
- Excessive absence or tardiness
- Trouble eating and/or sleeping
- Depressed or lethargic mood
- Hyperactivity or very rapid speech
- Excessive confusion
- Dramatic weight loss or gain
- Dependency (individual hangs around or makes excessive appointments to see you)
- Strange or bizarre behavior indicating loss of contact with reality
- Feelings of helplessness or hopelessness
- Verbal or written references to suicide
- Verbal or written references to homicide or assaultive behavior
- Isolation from friends, family, or classmates
- Gives away prized possessions
- Prepares for death by making a will and final arrangements

THE DOs

- DO speak with the student privately
- DO let him/her know you are concerned about his/her welfare
- DO express your concern in behavioral, non-judgmental terms
- DO help him/her you are willing to help
- DO listen carefully to what he/she is troubled about
- DO help him/her explore options
- DO make referrals to the appropriate campus department
- DO point out that help is available and seeking such help is a sign of strength and courage, rather than weakness or failure

THE DON'Ts

- DON'T promise confidentiality
- DON'T judge or criticize
- DON'T ignore the unusual behavior
- DON'T make the problem your own
- DON'T involve yourself beyond the limits of your time or skill

Consultation, Referrals and Resources

To consult regarding a student call:
Dean of Students Office: 704-894-2225
Counseling Services: 704-894-2451
To refer a student to the Student of Concern Committee & complete the Student of Concern Report go to:
www.davidson.edu/offices/dean-of-students/student-support-services