

**FACULTY/STAFF**

# **STUDENT OF CONCERN** **GUIDE**

**Emergency situation? Call 911 immediately.**

**RESOURCES FOR RESPONDING TO STUDENT CRISES**

# A QUICK GUIDE TO HELPING STUDENTS

● **Type of concern**

● **Issues**

● **Who to contact**



## Emergency/crisis

- Student appears to pose imminent danger to self or others
- Displays aggressive, emotional behavior requiring assistance
- Medical emergency
- Unlawful or threatening behavior

Immediately call 911 or the K-State Police Department at 785-532-6412, 108 Edwards Hall

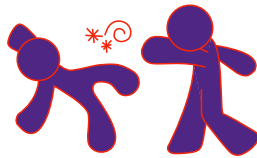
After the immediate police response, contact the Office of Student Life at 785-532-6432 (answered 24/7), 201 Holton Hall



## Disability/access

- Support and accommodations for students with documented disabilities
- Concerns about academic performance of a student who may have a disability

Student Access Center:  
785-532-6441, 202 Holton Hall



## Interpersonal misconduct

Reports of:

- Sexual violence
- Sexual harassment
- Domestic/dating violence
- Stalking
- Other forms of misconduct/criminal behavior

*Criminal response and investigation*

K-State Police Department:  
785-532-6412, 108 Edwards Hall

*Title IX reporting and investigation*

Office of Institutional Equity:  
785-532-6220, 103 Edwards Hall

*Confidential Support, advocacy and reporting*

Center for Advocacy, Response and Education (CARE Office):  
785-532-6444 (answered 24/7),  
206 Holton Hall

*Campus and academic advocacy*

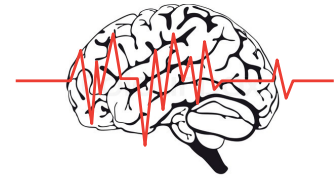
Office of Student Life:  
785-532-6432 (answered 24/7),  
201 Holton Hall



## Disturbing behavior or other concerns

- Personal concerns that affect academic performance
- Violations of the Student Code of Conduct
- Family crisis or concerns

Office of Student Life:  
785-532-6432 (answered 24/7),  
201 Holton Hall



## Medical and mental health

- Medical assistance
- Support for mental health and emotional behavior that prevent a student from conducting day-to-day activities

Lafene Health Center:  
785-532-6544, 1105 Sunset Ave.

Counseling Services:  
785-532-6927 (answered 24/7),  
1105 Sunset Ave., Room 101



## Academic dishonesty

- Violations of the Honor and Integrity Policy:
  - Cheating
  - Copying
  - Plagiarism

Honor and Integrity System:  
785-532-6432,  
201 Holton Hall

Office of Student Life:  
785-532-6432 (answered 24/7),  
201 Holton Hall

# Who to contact

## Campus resources

### Academic Achievement Center

- Free tutoring (centrally located in Holtz Hall)
- Academic coaching and supplemental support

101 Holton Hall  
785-532-6492  
[k-state.edu/aac](http://k-state.edu/aac)

### Career Center

- Assistance with major and career selection
- Ability and interest assessment
- Assistance with résumé writing
- Listings for internships and jobs

148 Berney Family  
Welcome Center  
785-532-6506  
[k-state.edu/careercenter](http://k-state.edu/careercenter)

### Center for Advocacy, Response and Education (CARE)

- Educate the K-State community about the spectrum of violence and bystander intervention techniques
- Confidential advocacy and support for those who experience sexual harassment, sexual violence, domestic/dating violence and stalking

206 Holton Hall  
785-532-6444  
[k-state.edu/care](http://k-state.edu/care)

### Center for Student Involvement

- Oversees student organizations

114 K-State Student Union  
785-532-6411  
[k-state.edu/student-involvement](http://k-state.edu/student-involvement)

### Counseling Services

- Provides consultation and crisis support
- Offers individual, couples and group therapy
- Trains in stress management and other skills for student success

1105 Sunset Ave.  
785-532-6927  
[k-state.edu/counseling](http://k-state.edu/counseling)

### Educational Supportive Services

- Assists undergraduate low-income and first-generation students earning bachelor's and master's degrees
- The McNair Scholars program prepares low-income, first-generation and underrepresented students for graduate school

103 Holton Hall  
785-532-5642  
[k-state.edu/ess](http://k-state.edu/ess)

### Housing and Dining Services

- Provides affordable, safe and engaging accommodations for students in residence halls and the Jardine Apartments community
- Assists students with roommate and adjustment issues

104 Pittman Building  
785-532-6453  
[housing.k-state.edu](http://housing.k-state.edu)

### Global Campus

- Utilizes distance learning technology for affordable and accessible classes to meet student needs

1615 Anderson Ave.  
785-532-5575  
[global.k-state.edu](http://global.k-state.edu)

### International Student and Scholar Services

- Provides immigration advising and cultural adjustment assistance

104 International Student  
Center  
785-532-6448  
[k-state.edu/iss](http://k-state.edu/iss)

### K-State Police Department

- Preserves and promotes a safe campus environment
- Investigates crimes and traffic accidents
- For confidential crime reporting, visit [k-state.edu/police/silent](http://k-state.edu/police/silent)

108 Edwards Hall  
785-532-6412  
[k-state.edu/police](http://k-state.edu/police)

### Lafene Health Center

- Comprehensive and high-quality outpatient care

1105 Sunset Ave.  
785-532-6544  
[k-state.edu/lafene](http://k-state.edu/lafene)

### LGBT Resource Center

- Serving the lesbian, gay, bisexual, transgendered, queer and allied community
- Provides support and resources for student issues dealing with sexuality and gender identity

207 Holton Hall  
785-532-5352  
[k-state.edu/lgbt](http://k-state.edu/lgbt)

### Non-Traditional and Veteran Student Services

- Provides assistance and advocacy
- Information on admission, scholarships, housing and financial assistance

201 Holton Hall  
785-532-6432  
[k-state.edu/nontrad](http://k-state.edu/nontrad)  
Veteran Center  
217 K-State Student Union  
785-395-8387

### Office of Diversity

- Promotes an inclusive campus climate and mutual understanding among diverse groups

224 Anderson Hall  
785-532-6276  
[k-state.edu/diversity](http://k-state.edu/diversity)

### Office of Institutional Equity

- Evaluates reports of discrimination, harassment or sexual violence

103 Edwards Hall  
785-532-6220  
[k-state.edu/affact](http://k-state.edu/affact)

### Powercat Financial

- Free peer-to-peer financial advice and resources on budgeting, credit use, saving, loan management and transitioning into work

302 K-State Student Union  
785-532-2889  
[k-state.edu/powercatfinancial](http://k-state.edu/powercatfinancial)

### Student Access Center

- Support services for students with disabilities

202 Holton Hall  
785-532-6441  
[k-state.edu/accesscenter](http://k-state.edu/accesscenter)

### Student Financial Assistance

- Financial assistance with grants, scholarships, loans and work-study

104 Fairchild Hall  
785-532-6420  
[k-state.edu/sfa](http://k-state.edu/sfa)

### Office of Student Life

- Crisis response
- Assists students with problem-solving and provides campus and community resources
- Advocacy on a student's behalf

201 Holton Hall  
785-532-6432  
[k-state.edu/studentlife](http://k-state.edu/studentlife)

### Student Legal Services

- Free consultation for students regarding legal options and services

201 Holton Hall  
785-532-6432  
[k-state.edu/legal](http://k-state.edu/legal)

### Teaching & Learning Center

- Consultation for teaching personnel in designing learning environments, in addition to teaching strategies and activities for the classroom

206 Anderson Hall  
785-532-7828  
[k-state.edu/tlc](http://k-state.edu/tlc)

### Wildcat Walk

- Provides escorts for students to on-campus destinations or up to two blocks off campus by K-State police and security officers

108 Edwards Hall  
785-395-SAFE  
(785-395-7233)  
[k-state.edu/wildcatwalk](http://k-state.edu/wildcatwalk)

# Responding to student concerns

*Listening, responding and making a referral*

## **Tips for Responding**

When speaking with a student about concerns, follow these guidelines to make the situation more comfortable for you and more helpful for the student.

- **Talk** with the student when both of you have the time and are not rushed or preoccupied. Privacy will help minimize embarrassment and defensiveness. Express your concern in behavioral, nonjudgmental terms. For example, "I've noticed you've been absent from class lately and I'm concerned."
- **Listen** to the student in a sensitive, understanding way.
- **Communicate** understanding by repeating back key points the student shared. Try to include both content and feelings. For example, "It sounds like you're not accustomed to such a big campus and you're feeling left out."
- **Assure** the student that help is available and that connecting with campus student support is a positive and appropriate step. Help the student identify options for action and explore the possible consequences.
- **Be clear** with the student about the limits on your ability to help them. Be straightforward about boundaries and expectations. Do not promise confidentiality.
- **Consult** resources such as academic advisors, department heads, college academic deans and the Office of Student Life to develop strategies to help the student.
- **Refer** if the problem is more serious than you feel comfortable handling or you have helped as much as you can. Faculty and staff who are concerned about a student may make an online referral at <https://www.k-state.edu/studentlife/socguide/index.html> or by calling the Office of Student Life at 785-532-6432.

## **Classroom or campus disruptions (no threat to self or others)**

If a student is not responsive to discussions you have regarding concerns and becomes disruptive, or for serious or chronic classroom issues, utilize the following options:

- The Office of the Provost has guidelines for classroom management of disruptive students at [k-state.edu/provost/resources/teaching/studentconduct.html](http://k-state.edu/provost/resources/teaching/studentconduct.html). Following these suggestions with assistance from the college dean's office or the Office of Student Life (201 Holton Hall) can provide support to faculty and appropriate response to student issues.
- Refer or walk the student to the Office of Student Life (201 Holton Hall) for consultation about appropriate classroom behavior or consideration for violation of the K-State Student Code of Conduct, which includes "disruption of the academic environment." The Student Code of Conduct is an avenue for addressing on-campus violations of expected student behavior. Visit [k-state.edu/sqa/judicial/student-code-of-conduct.html](http://k-state.edu/sqa/judicial/student-code-of-conduct.html) for more information.

# What can I say?

## *Confidentiality and FERPA facts*

**Open lines of communication with appropriate campus colleagues about pertinent student information have become increasingly important for the safety of students and the campus community.**

The Family Educational Rights and Privacy Act, or FERPA, governs communication of information contained in a student's university record.

Permissible communications:

Observations of a student's conduct or statements made by the student. These are not an educational record and are not protected.

The disclosure of personal identifiable information from an educational record to appropriate individuals in connection with a health and safety emergency. Information may be released to parents, police or others if it is necessary to protect the health and safety of the student (or other individuals).

Information can be shared with university personnel when there is a specific need to know and should be limited to the essentials of university business.

For more information:

[k-state.edu/registrar/ferpa/ferpa.html](http://k-state.edu/registrar/ferpa/ferpa.html)

## ***Threatening or disruptive student situations***

The K-State Police Department (785-532-6412) responds to all threatening campus situations. When students are involved, the Critical Incident Response Team, or CIRT, promptly convenes, gathers information, plans and coordinates the response. CIRT is led by the Office of Student Life in collaboration with academic dean's offices, K-State Police Department, the Office of General Counsel, Counseling Services and other offices that may know the student and be able to enhance the response. For more information about CIRT, visit

## ***Discrimination, harassment, sexual violence and stalking***

The Office of Institutional Equity (103 Edwards Hall, 785-532-6220) investigates reports of discrimination, harassment and sexual violence. More information can be found at [k-state.edu/oie/resolution](https://www.k-state.edu/oie/resolution).

The Center for Advocacy, Response and Education (CARE Office), 206 Holton Hall, 785-532-6444, provides confidential services for anyone in the campus community who has been affected by sexual violence, dating and/or domestic violence, stalking and sexual harassment.

Counseling Services (1105 Sunset Ave., Room 101, 785-532-6927) and The Crisis Center Inc. (785-539-2785), offer confidential support to students who are victims of sexual violence. The Crisis Center Inc. also serves Clay, Geary, Marshall, Pottawatomie and Riley counties.

## ***Serious criminal conduct***

Incidents of serious criminal conduct should be reported to the K-State Police Department (108 Edwards Hall, 785-532-6412).

## ***Missing students***

When a student has been missing class and repeated attempts to contact him/her are not successful, contact the Office of Student Life (through the student of concern website at <https://www.k-state.edu/studentlife/socguide/index.html> or by calling 785-532-6432). The Office of Student Life may take additional steps to contact the student or his/her emergency contact.

## **Emergency information**

- Police/fire/medical emergency: Call 911.
- Non-emergency: Call the K-State Police Department at 785-532-6412.
- Poison emergency: Call the American Association of Poison Control at 1-800-222-1222.

## **Medical emergencies: Call 911.**

- Do not attempt to move a person who has fallen or appears to be in pain.
- Provide first aid to someone who is ill or injured and requires immediate assistance.
- Limit your communication with an ill or injured person to quiet reassurances.

## **Fire: Call 911.** Pull the fire alarm and follow evacuation procedures.

- If you hear a fire alarm, follow evacuation procedures. Leave the building.
- Do not use elevators.
- Assist individuals with disabilities to a safe location and notify emergency personnel. Most buildings have an identified area of rescue near the top landing of staircases.
- Once outside, keep clear of entrances, move at least 100 feet away from the building, and stay clear of emergency vehicles. A campus authority will notify you when it is safe to return.

## **Tornado and severe weather**

- Go to the building's designated tornado shelter. In most cases this is the lowest floor in the central core of the building and away from glass windows.
- Outdoor sirens will sound, and K-State Alerts will notify you when it is necessary to take cover. If you are outside when the sirens go off, seek shelter immediately. Go into the closest building and seek out the lowest floor in the center of the building.
- After the tornado has passed, report any injuries. Call 911 for ambulance and fire; call the K-State Police Department at 785-532-6412 to report building damage.

## **Other possible threats: Call 911.**

- Remain calm.
- Give the dispatcher as much information as possible.

## BE CONNECTED

### K-State Alerts

K-State Alerts is Kansas State University's emergency notification system that gives campus authorities the ability to communicate emergency information quickly to the university community.

#### How they work

The campus community is notified through many channels, including text messaging, alert beacons and automated phone calls.

#### When they're used

- A dangerous condition exists on campus
- A decision to cancel classes has been made
- A decision to resume operations has been made

To sign up for notifications by text message or automated phone call, log in with your eID and password at [connect.k-state.edu](https://connect.k-state.edu). Once logged in, scroll down to Profile and select K-State Alerts. Here you can enter your information and preferred method to receive notifications.

## TAKE CARE OF YOURSELF

### Faculty and staff employee assistance

The Employee Assistance Program (EAP) provides confidential assistance to help university employees resolve personal problems that affect job performance. The program is confidential and helps identify resources that can help.

For more information about the employee assistance resources in the Office of Employee Relations, contact Human Capital Services at 785-532-6277 or visit: [k-state.edu/hcs/benefits/total-rewards/eap.html](https://k-state.edu/hcs/benefits/total-rewards/eap.html)

## LEARN MORE

### SafeZone

The SafeZone program provides campus safe areas where individuals affected by homophobia, hateful acts and sexual violence can go for support and assistance. The program identifies people, programs and services that have made a commitment to enhancing the quality of the university's environment.

For more information, visit: [k-state.edu/safezone](https://k-state.edu/safezone)

## PRINCIPLES OF COMMUNITY

The Principles of Community establish the values that students, faculty and staff cherish. The principles help enhance the university's culture of inclusiveness, fair treatment and civil discourse.

For more information, visit: [k-state.edu/about/community.html](https://k-state.edu/about/community.html)