

# Responding to Students in Distress

## Quick Reference Guide

### Scenario

### Situation and Suggested Response

- Student expresses a direct and imminent threat to themselves or others
- Student communicates overt suicidal or homicidal thoughts, plan, and/or intent
- Student acts in a disruptive, bizarre, or highly irrational way; student is acting dangerously (appears to be unreasonably angry, hostile, or aggressive, and/or makes a direct threat to you or others)

**If an active threat or emergency is occurring, please call 911**

Behavior indicates that student is in crisis and may need emergency care.

- Student is noticeably withdrawn, upset, disruptive, or disengaged in class
- Student tells you in person, via email, or by phone that they are stressed out and don't know what to do
- Student comes to you during office hours in tears or visibly upset/distraught
- Student seems safe but remains upset and/or agitated
- Student exhibits considerable anxiety, depression, or other emotional disturbance but no immediate harm
- Student's ability to attend class or get work done is likely affected by an external situation (e.g. death in the family; mental and/or physical health concern; personal crisis)
- Student starts to miss multiple classes
- Student exhibits noticeable change in mood, behavior, or appearance
- Student displays a change in interpersonal interactions
- Student has serious grade problems and/or makes frequent and repeated requests for special consideration
- You would benefit from consultation on how to help the student

Behavior indicates significant emotional distress or a reluctance or inability to acknowledge a need for help. Behavior may not be disruptive to others but suggests student may be having trouble.

**Refer the student to the Counseling Center**

617.287.5690 or email [counseling.center@umb.edu](mailto:counseling.center@umb.edu)  
24/7 crisis phone support is available by calling 855.634.4135

and/or

**Submit a Care Case Management Referral Form**

Scan the QR code to submit a referral or email [dean.students@umb.edu](mailto:dean.students@umb.edu)



- Student fails to follow or otherwise pushes the limits with classroom rules and/or expectations
- Student seems to continuously struggle with academic content; failing exams or frequently not handing in assignments
- Student seems to have writing and organizational challenges
- ESL challenges

Behavior indicates student is primarily struggling academically.

**Refer the student to the Student Referral Program (SRP) in SEAS**

Scan the QR code to submit a referral

