What You Should Do

OBSERVE

You may be the first to notice that a student is in distress

Academic Indicators - noticeable absence(s) or tardiness, decline in grades and/or quality of work, repeated requests for special consideration or extensions, disruptive classroom behavior, excessively blaming others, references to self harm or hard to others in verbal/written work, disproportionate response to grades/evaluated work

Emotional Indicators - direct statements from student indicating distress, increased dependency on others, inability to get along with others, withdrawing from others, overly anxious or worried, significant change in mood

Physical Indicators - emotional outbursts, excessive weight gain or loss, personal hygiene changes, loss of interest, sleep disturbances, tearfulness, impaired speech, difficulty concentrating, noticeable cuts/bruises, frequent illness

ACT

If the behavior you've observed warrants immediate attention and constitutes an emergency, call SMU PD ASAP at 214-768-3333

For other situations, we encourage you to discuss your concern directly with the student before making a referral to CCC.

Request to meet with the student privately.

Speak directly, describing your observations and what concerns you.

Express the impact you believe the concern is having on the student. Listen actively to the student's response.

Summarize what you hear the student say.

REFER

Submit your student concerns using the online submission form available 24/7 at smu.edu/deanofstudentsccc

If appropriate, feel free to direct students to resources. Follow up your referral with an "informational report" CCC submission

What We Will Do

Routine or Urgent Concern

Contact student to schedule appointment

Review concern and contact submitter if additional information needed

Informational Report

Meet with student and develop appropriate action plan

Keep concern for possible future reference

In handling student concerns, the Office of the Dean of Students may do one or more of the following:

• Connect with the student to discuss the concern
• Assist student in navigating university processes
• Provide information about resources available to the student
• Develop an action plan, in collaboration with the student, to address the concern
• Teach self-advocacy
• Consult with faculty, staff, and students about handling a concern
• Support and follow-up as needed

For more information, questions, or consultation about the Caring Community Connections Program, please call us at 214-768-4564