

Faculty & Staff Quick Reference Guide

Assisting Students of Concern

Some college students navigate successfully during their undergraduate years, while others who may find it challenging to balance various life issues, unforeseen circumstances, or continual stress may become distressed and in need of support. This guide is intended to assist you in responding appropriately to students who are experiencing various difficulties, all for their benefit, those around them, and your own. With proper care and appropriate response, many of these students can begin to have a more positive experience at BSC.

Signs of Distressed Students

- Difficulty adjusting to college or struggling with homesickness
- Evident changes or decline in academic performance/attendance, work-study, or assigned responsibilities
- Inappropriate or excessive unwanted attempts to interact with faculty, staff, or peers
- Extreme or prolonged changes in emotional expression (e.g., irritability, frustration, anger, fearfulness, tearfulness, nervousness)
- Evident changes in physical appearance/well-being (e.g., fatigue, lack of energy, increased sicknesses, poor self-hygiene/clothing, rapid weight loss/gain, sleeping in class)
- Social isolation or concerns regarding peers, family, or any type of relationship problems
- Noticeable or alleged drug use/alcohol abuse
- Unusual, irrational, disconnected, aggressive, or disruptive thoughts or behaviors
- Disturbing written/verbal communications, coursework content, or drawings
- References of harming self, suicidal thoughts, or death
- Overt statements about harming someone else

Responding to Students of Concern

If a student becomes disruptive beyond your management or is an immediate threat to self or others, please call the following emergency contacts, 24/7:

- ❖ **For All Emergencies On-Campus:** **Campus Police — 205-226-4700**
 - ***Including Car Trouble On and Off Campus, when available***
- ❖ **For All Other Emergencies Off-Campus:** **911**

When Responding:

- Ensure safety for yourself and others around you as much as possible.
- Remain as calm as possible and seek help immediately.
- If safe, try to speak with the student privately.
- Listen with open and non-judgmental concern.
- Do not promise unlimited confidentiality. *See Confidentiality below.*
- Determine if the issue is or is not within your area of expertise in which you can help the student.
- If not, determine the appropriate resource on the next page you could refer the student to.
- If you are unsure, call to consult with the appropriate resource on the next page.
- If the student would like your assistance in getting connected with a resource or office:
 - Offer to call the office for the student while the student is still present.
 - If the student is still concerned, offer to walk with the student to the office.
 - If the student is not willing to seek help, but you are still concerned, consult/inform the appropriate office or Care Team. *See Referral Guide for BSC Resources on the next page.*
 - Inform the student about next steps of the process and any information you will be sharing with appropriate office(s).

Confidentiality

All student information, including medical and counseling records, remain generally confidential within the College community, based on the federal Family Educational Rights and Privacy Act [FERPA] and Alabama privacy statutes. Exceptions to confidentiality include threats to harm oneself or others and allegations of abuse and harassment. However, if you have questions about confidentiality or sharing information, you may contact the Assistant Provost, the Associate Dean of Students, Counseling Services, Health Services, or Campus Police. If you refer students to Counseling Services or Health Services, due to confidentiality and privacy laws, students must schedule their own appointments and staff cannot disclose information to advise if students have scheduled or attended appointments, students' progress, etc.

Clery Act Obligations

In the event a college administrator is notified of an incident of murder, sexual offense, robbery, aggravated assault, burglary, vehicle theft, or arson on campus, as well as incidents of harassment or theft motivated by hate-based bias, the notification would be classified as an official report to a security authority, regardless if the incident was reported directly to the Campus Police or not. The incident and the names of those involved may remain confidential upon the victim's request (with the exception of murder), but the Campus Police should be notified of the event for inclusion in the BSC Annual Security Report prepared for the Department of Education.

Referral Guide for BSC Resources

The Care Team consists of various members from across campus who meet regularly to ensure students of concern and those in need of more specialized support are connected appropriately. Confidential information is shared and maintained among the team to allow relevant offices to coordinate care and respond effectively, so only necessary information is shared further.

*** The preferred method of referring students to the Care Team and reporting other incidents is as follows, however, please report all emergencies immediately to BSC Campus Police at 205-226-4700, or 911 if away from campus.**

- Log in to bsc.guardianconduct.com
- Click on the gold box to report an incident
- Below the Incident Information header, select the appropriate Incident Type from the dropdown box
- If you have further questions regarding the Care Team or reporting incidents, please contact brbrown@bsc.edu

* For more information about on/off campus resources, reference the **BSC Need Help** webpage: www.bsc.edu/needhelp

* For further consultation regarding student support, please contact the appropriate campus resource(s) below.

AREA OF CONCERN	OFFICE	PHONE	STAFF/EMAIL
<ul style="list-style-type: none"> ▪ Academic Difficulties — attendance, engagement, performance 	Assistant Provost	205-226-4648	Martha Ann Stevenson — mstevens@bsc.edu
<ul style="list-style-type: none"> ▪ General Concerns ▪ Title IX/Sexual & Gender-Based Misconduct ▪ Conduct, Policy, and Honor Code Violations ▪ Retention Issues 	VP of Student Development Associate Dean of Students Assistant Dean of Students	205-226-4731 205-226-4728 205-226-4725	David Eberhardt — deberhar@bsc.edu Brandon Brown — brbrown@bsc.edu Dana Bekurs — dwbekurs@bsc.edu
<ul style="list-style-type: none"> ▪ Campus Emergencies and Safety Concerns ▪ Criminal Activity or Incidents ▪ Car Trouble On and Off Campus, when available 	Campus Police	205-226-4700	Jeff Harris — jharris@bsc.edu
Off campus resource, if appropriate: Crisis Center (Suicide/Rape Response Hotline) — 205-323-7777			
<ul style="list-style-type: none"> ▪ Academic Courses & Advising 	Student's Academic Advisor		
<ul style="list-style-type: none"> ▪ Academic and Retention Support 	First Year Student Success Advisor	205-226-7709	Aaliyah Moore — ammoore@bsc.edu
<ul style="list-style-type: none"> ▪ Psychological or Emotional Issues — stress, anxiety, depression, etc. ▪ Relationship Issues — peers, dating, or family ▪ Interpersonal or Dating Violence — sexual, physical, verbal or emotional abuse 	Counseling Services	205-226-4717	Cara Blakes — clblakes@bsc.edu
<ul style="list-style-type: none"> ▪ Medical Issues/Illness ▪ Physical Health/Wellness Issues 	Health Services	205-226-4717	Yvette Spencer — yspencer@bsc.edu
<ul style="list-style-type: none"> ▪ Academic or Housing Accommodations ▪ Disability or Accessibility Issues ▪ Meal Plan Modifications 	Accessibility Services	205-226-7909 205-226-4728	Angie Smith — awsmith@bsc.edu Brandon Brown — brbrown@bsc.edu
<ul style="list-style-type: none"> ▪ Housing or Roommate Issues ▪ Residence Hall Issues ▪ Commuter Student Issues ▪ International Student Issues 	Residence Life	205-226-4726	Brandon Brown — brbrown@bsc.edu Christopher Moon — clmoon@bsc.edu Cheryl Waters — cwaters@bsc.edu
<ul style="list-style-type: none"> ▪ Academic Tutoring 	Academic Resource Center	205-226-4750	Dasha Maye — dcmaye@bsc.edu
<ul style="list-style-type: none"> ▪ Accounts & Billing 	Student Accounts	205-226-4635	Tina Reedy — treedy@bsc.edu
<ul style="list-style-type: none"> ▪ Finances & Costs 	Financial Aid	205-226-4676	Melissa Burgett — mburgett@bsc.edu
<ul style="list-style-type: none"> ▪ Student-Related Diversity and Inclusion Issues 	Student Diversity & Inclusion	205-226-4733	Kristie Williams — kmwilli1@bsc.edu