

Campus Action Response and Engagement (CARE) Team

As faculty and staff members, you may be the first to notice when a student is faced with a challenge in their academic or personal life.

Often, there are indicators that a student is struggling long before a situation escalates to a crisis.

To assist our students in maintaining their well-being and maximizing their intellectual growth, it is important to identify difficulties as early as possible.

This informational guide is designed to assist you in recognizing and supporting students of concern.



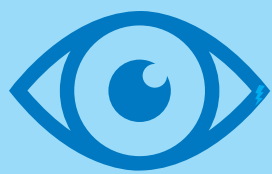
Resources

On Campus Resources

MTSU Police Department.....	615-898-2424
Dean of Students.....	615-898-2440
Office of Student Care and Conduct.....	615-898-2750
Counseling Services	615-898-2670
Center for Counseling and Psychological Services	615-898-2271
Student Health Services	615-898-2988
Title IX Office.....	615-898-2185
Disability and Access Center	615-898-2783
Housing and Residential Life	615-898-2971
Career Development Center	615-898-2500
MT One Stop.....	615-898-2111
TRIO Student Support Services.....	615-898-5443
Veterans and Military Family Center.....	615-904-8347
Campus Recreation Center	615-898-5569
Student-Athlete Enhancement Center	615-904-8492
Office of Student Success.....	615-494-8650

Community Resources

National Suicide Prevention Line.....	988
Tennessee Crisis Line.....	855-274-7471
Crisis Text Line.....	Text HOME to 741741
National Domestic Violence Hotline	800-799-7233
Domestic Violence Text	Text START to 88788
Sexual Assault Hotline	615-494-9262
Trevor Lifeline (LGBTQ+)	1-866-488-7386



See Something?

Below are some signs a student may exhibit when struggling or in distress. The presence of one of the following indicators alone does not necessarily mean the student is struggling or in distress. However, the more indicators you notice, the more likely it is that the student needs help.

Academic Indicators

Individual is regularly missing class or coursework; quality of coursework has diminished; grades or performance have decreased; engagement in class diminishes significantly; disruptive in class; individual has shared (in writing or discussion) concerning self-disclosures (self-harm, suicidal ideation); overly demanding of faculty and staff time and attention.

Emotional Indicators

Sustained difficulty adjusting to campus life or academics; extreme display of emotions (sadness, nervousness, fearfulness, anger); expressed hopelessness; relationship distress; shared suicidal ideation or harm to others; expressions of concerns about the student by their peers; delusions and paranoia.

Physical Indicators

Individual was recently hospitalized; is experiencing chronic health concerns (physical or mental); has experienced significant change in appearance (e.g., poor grooming or hygiene, sudden changes in weight) or noticeable signs of physical injury (e.g., bruising, swelling, cuts).

Behavioral Indicators

Threats or acts of violence to others; behavior is out of context or bizarre; intoxication, hangovers, or smelling of alcohol; changes to eating or sleeping habits (excessive fatigue/sleep disturbance).

Other

Financial distress; shared lack of connection or community on campus; expressed difficulty meeting basic needs (housing or food insecurity); recent or past traumatic event; victim of crime or serious incident; problems at home or with family; significant emotional distress and preoccupation with world events that impact student.





Say Something?

What is the nature of your concern?

Life-Threatening Emergency

- Expressing thoughts of suicide or self-harm
- Threatening physical harm to others
- Dangerous behavior

Emergency or After Hours Response

MTSU Police: 615-898-2424

National Suicide Hotline: 988 (call or text)

Discrimination and Harassment

- Discrimination/harassment
- Sexual violence
- Interpersonal violence
- Stalking

Office of Civil Rights Compliance:
615-898-2185, crc@mtsu.edu

For immediate after hours support, call MTSU police: 615-898-2424

University Rules Violations

- Violation of University policy
- Academic integrity (cheating, plagiarism)
- Disruptive classroom behavior

Student Care and Conduct:
615-898-2750, oscc@mtsu.edu

Academic Integrity: 615-898-2715

Non-Life-Threatening Concerns About Well-Being

- Self-disclosure of personal distress
- Leave of absence
- Food/housing insecurity
- Marked changes in physical appearance
- Serious illness or death of family member or friend

Student Care and Conduct:

615-898-2750, oscc@mtsu.edu

Academic Concerns

- Frequently missed classes and assignments
- Sudden decline in quality of work and grades
- Consistently seeking personal rather than professional advice
- Multiple requests for extensions/special considerations

Student Care and Conduct:

615-898-2750 oscc@mtsu.edu





Do Something

Responding to Students

A few tips when helping a student in distress:

1. Stay Safe

The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call for help.

2. Stay Calm

Calm yourself. Use a calm voice when interacting with the student. Talk to the student in private, if possible and safe.

3. Be Direct

Don't be afraid to ask students directly if they are under the influence of drugs or alcohol, feel confused, or have thoughts of harming themselves or others.

4. Listen Sensitively and Carefully

Make eye contact. Give the student your full attention.

5. Give Concrete Help

Help get them to the next step (e.g., contact an academic advisor with the student to make an appointment; walk them to the Counseling Center).

6. Consultation and Documentation

Always document your interactions with distressed students and consult with your department chair/supervisor after any incident. Submit a CARE referral.

The Blue Care Folder Response Protocol

Emergencies

The student's behavior is dangerous, reckless, or threatening to themselves or others.

Steps:

On-campus emergencies:
615-898-2424
Off-campus emergencies:
911
Submit a CARE referral.

Unsure

Student shows signs of distress; you're not worried about their safety, but the interaction left you uneasy and concerned.

Steps:

Submit a CARE referral.
Share resources with the individual.

Not Urgent

There are no immediate safety concerns; however, the student could use some academic or personal support.

Steps:

Submit a CARE referral.

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