



# UCSB Distressed Students Response Protocol

Student distress may manifest in behavior or in the reaction the behavior elicits in others. If you notice any of the following behaviors, the Distressed Student Protocol will assist you in responding to the student and providing appropriate referrals.

## STUDENT BEHAVIORS

- Behavioral or emotional change
- Social withdrawal
- Change in hygiene or appearance
- Alcohol or drug abuse
- Decline in academic performance
- Excessive or inappropriate anger
- Bizarre thoughts or behavior

## STAFF/FACULTY REACTIONS TO STUDENT'S BEHAVIOR

- Feeling alarmed or frightened
- Feeling uncomfortable about student's comments or behavior
- Concern about student's ability to function

### Is there danger to self or others?

Yes, or student needs immediate attention

**Call 911**  
or 893-3446.

UCPD is the campus community's emergency response service for medical, psychiatric, and safety concerns.

No or not sure, but I am concerned

Working Hours:  
Call Student Mental Health Coordination Services:  
**893-3030**

After Hours:  
(nights/weekends/holidays)  
Call UCSB's 24-Hour Phone Counseling Service:  
**893-4411**

No, but student is having academic or personal issues

### Refer to Appropriate Campus Support Services:

#### Counseling and Health Resources

- 893-5013 Alcohol & Drug Program
- 893-4411 Counseling & Psychological Services
- 893-3087 Social Work Services
- 893-3371 Student Health Service

#### Sexual/Interpersonal Violence Resources

- 893-4613 Campus Advocacy Resources and Education
- 893-5410 Title IX & Sexual Harassment Compliance Office

#### Academic Resources

- 893-3269 Campus Learning Assistance Services
- 893-8974 College of Creative Studies
- 893-2809 College of Engineering
- 893-2038 College of Letters & Science
- 893-2668 Disabled Students Program
- 893-2277 Graduate Division

#### Other Resources

- 893-4758 Educational Opportunity Program
- 893-2929 Office of International Students & Scholars
- 893-5016 Office of Judicial Affairs
- 893-3285 Office of the Ombuds
- 893-5847 Resource Center for Sexual & Gender Diversity

For more information or to refer a distressed student using our online referral form, visit: [www.sa.ucsb.edu/distressedstudentsguide](http://www.sa.ucsb.edu/distressedstudentsguide)

UCSB is committed to providing a quality learning environment. Faculty, TAs, and staff will often be the first to encounter a student who is in distress. Encouraging and helping the student to seek assistance with the appropriate campus and community resources are key. UCSB has multiple professionals poised to respond to distressed students. These staff members include social workers, psychologists, psychiatrists, and coordinators of student mental health services. Student Mental Health Coordination Services is a readily accessible single point of contact for staff, faculty, and students who are concerned about a distressed student. The coordinators will consult about a student, provide referrals to campus departments, develop action plans, and follow up with students, staff, and faculty as appropriate.

Support for faculty and staff after working with a distressed student: Academic & Staff Assistance Program, Human Resources: 893-3318.

For a complete list of resources, visit:  
<http://www.sa.ucsb.edu/responding-to-distressed-students/safety-net/directory>



# Responding to Distressed Students

## REFERRAL TIPS

- Be frank with the student about the limits of your time, ability, expertise, and/or objectivity.
- Let the student know that you think s/he should get assistance from another source.
- Assure them that many students seek help over the course of their college career.
- Assist the student in choosing the best resource.
- Try to help the student know what to expect if s/he follows through on the referral.

### DO

- Speak with the student privately
- Remain calm
- Describe the behaviors that concern you
- Show concern and interest
- In some situations, encourage the student to call for an appointment from your office
- Seek consultation

### DON'T

- Tolerate rudeness
- Assume the role of therapist/counselor
- Remain in a situation that feels unsafe
- Critique the student
- Ignore a feeling that something is not right
- Assume someone else has intervened with the student

## TALKING WITH THE STUDENT ABOUT YOUR CONCERN

- “I’m concerned about your stress level. Do you know about CAPS – Counseling & Psychological Services? They are a great resource and have a lot of different ways to assist students. They even have a 24/7 number I’m going to give you.”
- “Based on what you’re sharing, I’m very concerned. I’d like you to see a campus psychologist/social worker. Let’s walk over to CAPS/SHS now to meet with someone.”
- “I’m concerned for you, but I’m not the best person to help you. The Student Mental Health Coordinators are experts in connecting students to resources and I will ask them to contact you.”
- “You’re too upset right now to talk about this. If you can’t discuss this without yelling then I’ll have to ask you to leave my office.”
- “I’m very concerned about you. I’m going to call someone who can come out and talk with you right now ... ” (call 911)