

# Helping a Student in Difficulty

A quick reference guide for CU Faculty & Staff

## Identifying Students of Concern

### What to watch for:

- Persistently speaking without being recognized or interrupting other speakers
- Behavior that distracts the class from the subject matter or discussion
- Physical threats
- Harassing behavior or personal insults
- Refusal to comply with faculty direction
- Notable changes in behavior, academic performance, appearance, or written work
- Infrequent class attendance
- Appearing to be withdrawn, depressed, or anxious

## First Contact Quick Reference Guide

(See inside for further resource information)

**Mental Health Issues & Emotional Behavior**  
Depression, anxiety, trauma, substance use, eating disorders, etc.



**Counseling and Psychological Services (2-6766)**  
**Psychological Health & Psychiatry (2-5654)**

**Individuals and Communities in Crisis**  
Traumatic life events, sexual assault or abuse, harassment, bias-related incidents, hazing, death



**Office of Victim Assistance (2-8855)**

**Student, Faculty, and Staff Safety**



**CU Police Department (2-6666)**  
**Office of Student Conduct (2-5550)**

**Illness or Medical Emergency**  
Seizure, loss of consciousness, injury, etc.



**Wardenburg Health Center (2-5101)**  
**9-1-1 (emergency)**

**Disability**  
Accommodations and/or access concerns



**Disability Services (2-8671 ext. 0)**

**If you have any questions, contact the Dean of Students at 2-8476.**



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# The First Contact

A reference guide of on-campus resources

## Mental Health Issues & Emotional Behavior

### Counseling and Psychological Services (CAPS)

CAPS provides free, confidential counseling and crisis intervention for all CU-Boulder students by licensed therapists. Walk in or call in Monday through Friday from 10AM–4PM; no appointment necessary. CAPS welcomes 24/7 phone consultation for faculty and staff regarding students of concern.

303-492-6766

*After-hours phone support available*

Center for Community, S440

<https://counseling.colorado.edu>

### Psychological Health & Psychiatry (PHP) at Wardenburg Health Center

PHP offers assessment, treatment, consultation, and crisis intervention services for CU-Boulder students. Services are fee-based; however, CU's Student Gold Health Insurance Plan covers most services.

303-492-5654

*After-hours phone support available*

Wardenburg Health Center, Ground Floor

[www.colorado.edu/healthcenter/php](http://www.colorado.edu/healthcenter/php)

## Individuals and Communities in Crisis

### Office of Victim Assistance (OVA)

OVA provides free and confidential counseling, advocacy, and support for any member of the university community who has been affected by potentially traumatic events. This office reaches out to help individuals and communities in crisis.

OVA responds to sexual assault/sexual harassment, intimate partner abuse, stalking, harassment, bias-related incidents, discrimination, debilitating accidents, assaults, hazing, death, grief, or other traumas.

303-492-8855

*After-hours phone support available*

Center for Community, S440

<http://cuvictimassistance.com>

## Student, Faculty, and Staff Safety

### CU Police Department

If you feel threatened or are concerned about your safety or the safety of others, please contact CU Police for a risk assessment. In an emergency call 911 or a campus dispatcher.

303-492-6666 or 911

1050 Regent Drive

[www.colorado.edu/police](http://www.colorado.edu/police)

### Office of Student Conduct

The Office of Student Conduct is authorized to establish and administer the "Student Conduct Policies and Procedures" for the Boulder campus. Call to consult about student conduct issues.

303-492-5550

Regent Administrative Center, 206

[colorado.edu/studentaffairs/studentconduct](http://colorado.edu/studentaffairs/studentconduct)

### CU NightRide

This program provides free nighttime transportation for students, staff, and faculty both on campus and in the community.

303-492-7233

[umc.colorado.edu](http://umc.colorado.edu)

## Illness or Medical Emergency

### Illness – Wardenburg Health Center

Students with illnesses or injuries that are not life-threatening can go to Wardenburg Health Center on campus for evaluation. Wardenburg offers a variety of services ranging from annual exams and check-ups to mental health counseling, physical therapy, and more. Students who come to the health center in need of emergency care will be transferred to a hospital.

303-492-5101

[www.colorado.edu/healthcenter](http://www.colorado.edu/healthcenter)

### Medical Emergency – Boulder Community Hospital

If you see or are dealing with a person who is injured, unconscious, having a seizure, or displaying extremely erratic behavior, call 911. Provide the dispatcher with any information you may have regarding an existing medical condition.

Boulder Community Hospital

911 or 303-440-2273

1100 Balsam Avenue, Boulder, CO 80304

[www.bch.org](http://www.bch.org)

## Disability

### Disability Services

Disability Services (DS) works to ensure that students with disabilities receive reasonable accommodations and services to participate fully in the academic environment. DS expects and coaches the campus community to embrace and embody a fully accessible and culturally-sensitive campus.

Students who have been approved for accommodations should provide faculty with accommodation notification letters. Also, a student who is experiencing substantial learning, psychological, physical, and/or medical difficulties may qualify as an individual with a disability and may be referred to Disability Services for assistance in locating appropriate resources.

303-492-8671 ext. 0

Center for Community, N200

[www.colorado.edu/disabilityservices](http://www.colorado.edu/disabilityservices)

## Office of the Dean of Students

If you are concerned about a student who is exhibiting worrisome behaviors or is at risk for self-harm or harm to others, the Office of the Dean of Students can offer consultation and resources. The Dean of Students works with other campus offices including Student Affairs, Academic Affairs, CU Police, parents, and many other campus and community resources.

303-492-8476 | Center for Community (C4C) S430 | [www.colorado.edu/studentaffairs](http://www.colorado.edu/studentaffairs)

# Suggestions for Case Management Involving Students of High Concern

University of Colorado Boulder

## Responding to Students of Concern

### Communicating Your Concern:

- Ask the student to check in with you after class or during office hours
- Talk in a private place (unless the student is aggressive)
- Establish rapport by listening
- Share your understanding of their concerns and feelings
- Look to develop a concrete action plan
- Ask if the student is already connected to a university support service
- If there is a threat to health or safety you may always call the CU Police Department

### Responding to Disruptive Behavior:

- Read CU's Policies on Student Classroom and Course-Related Behavior at [www.colorado.edu/policies/classbehavior.html](http://www.colorado.edu/policies/classbehavior.html) or call the Office of Student Conduct 303-492-5550.
- You may ask the student to stop the disruptive behavior and warn the student that such disruptive behavior can result in academic or disciplinary action.
- A faculty member is authorized to ask a student to leave the classroom or other academic site if the faculty member deems it necessary.
- If there is an immediate threat, contact the CU Police Department at 303-492-6666 or 911.
- If you are unsure, please contact the Dean of Students Office at 303-492-8476.

## Resources for International Students

### International Student and Scholar Services

International Student and Scholar Services (ISSS) assists international students with cross-cultural and adjustment issues. ISSS provides orientation to new international students and offers special programs to help them develop a network of support throughout their academic career. In addition, ISSS bears the overall institutional responsibility for advising international students on immigration matters once they are admitted to UCB. ISSS helps international students maintain their legal status in the United States and apply for work authorization when eligible.

In situations of distress or difficulty, international students may not react in a way you might expect due to cultural differences or stigmas attached to seeking certain kinds of help. In addition, international students must comply with very strict U.S. federal immigration regulations governing their stay in the U.S. and can face possible loss of legal status if they drop courses without prior permission from ISSS. Please contact ISSS if an international student is in distress. ISSS can help you identify possible cultural factors affecting the student. Please also contact ISSS before you advise a student to withdraw from the university or drop a course(s).

303-492-8057  
Center for Community, S355  
[www.colorado.edu/oie/issv](http://www.colorado.edu/oie/issv)



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