HOW TO USE

1. **Recognize indicators of distress**
   - Common indicators are listed inside. Students may present with indicators not listed.

2. **Respond appropriately**
   - Each situation is unique. Use the tips and decision tree to determine the most appropriate response.

3. **Refer the student**
   - Use the list of resources on back cover to refer the student to the most appropriate campus or community resource.

The K(NO)W More Campaign is supported by the U.S. Department of Justice, Office on Violence Against Women (OVM), awarding NEIU with Grant No. 2018-WA-AX-0027.
### Recognize

#### Indicators of Distressed Students

Look for groupings, frequency, and severity of behaviors, not just isolated symptoms.

### Academic
- Sudden decline in quality of work and grades
- Frequently missed classes and assignments
- Disturbing content in writing or presentations
- Consistently seeking personal rather than professional advice
- Multiple requests for extensions/special considerations (a change from prior functioning)
- Doesn’t respond to repeated requests for contact/meetings

### Physical
- Marked changes in physical appearance (e.g. poor grooming/hygiene or sudden weight loss/gain)
- Noticeable behavioral changes indicating loss of contact with reality
- Visibly intoxicated or under the influence of other drugs
- Rapid speech or manic behavior
- Depressed or lethargic mood or functioning
- Observable signs of injury (e.g. facial bruising or cuts)

### Psychological
- Self-disclosure of personal distress (e.g. family problems, financial difficulties, assault, discrimination, legal difficulties)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic reactions
- Verbal abuse (e.g. taunting, badgering, intimidation)
- Expressions of concern about the student by peers
- Self-disclosure of unwanted sexual experience or request(s) for contact*

### Safety Risk
- Verbal, written, or implied references to suicide, homicide, assault, or self-injurious behaviors
- Unprovoked anger or hostility/physical violence (e.g. shoving, grabbing, assault, use of weapon)
- Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, violence, self-injury
- Stalking or harassing
- Communicating threats/disturbing comments via email, correspondence, texting or phone call

---

*See NEIU's K(NO)W More website about sexual assault, dating/domestic violence, and stalking at neiu.edu/knowmore.
RESPOND

Use these tips to determine the most appropriate response for a distressed student.

**Student’s Choice**
The student is the primary decision-maker of any solution. They are in charge of making their own decisions about what is best for them, barring immediate safety emergencies.

**Stay Calm**
Take a few deep breaths to calm yourself. Use a calm voice when talking and asking questions.

**Stay Safe**
Call University Police (5511) or 911 if there is an imminent danger to the student, you, or anyone else.

**Use Active Listening**
Make eye contact, give your full attention. Restate what the student says to make sure you understand what is causing the distress and/or what they are asking for help with.

**Seek Consultation**
You are not alone. Ask those around you for help. Consult with a colleague, or call another office on campus (see Resources).

**Ask Direct Questions**
Don’t be afraid to directly ask the student if they are having thoughts of harming themselves or others; you are not instilling the thought by asking.

**Give Concrete Help**
Help get them to the next step (e.g., contact the academic advisor with the student to make an appointment; help them call Counseling Services to schedule an appointment, or walk them over if you are especially concerned).

**Take Your Time**
If this is NOT an imminently dangerous situation, take time to think through what might be the most helpful next step.

**Remember!**
In addition to referring a student to resources, any sexual or gender-based harassment or assault requires mandated reporting. For questions regarding mandated reporting, please contact the Title IX Coordinator at (773) 442-5412.
Is the student a danger to themselves/others OR does the student need some other assistance?

**YES**
- The student’s conduct is clearly dangerous or threatening, including self-harm or harm to others.
- Call University Police Emergency Line (5511) or 911 and follow up with the student later.

**NO**
- I am not concerned for anyone’s immediate safety, but the student is having significant academic or personal issues and could use some support.
- Refer students to appropriate resources on the right.

**I’M NOT SURE**
- The student is with me currently and shows signs of distress, but it is not clear how serious it is. I feel uneasy and/or really concerned about the student.
- Call Student Counseling Services at (773) 442-4650. Then, refer the student to the appropriate campus resources as needed.

- The student is not with me currently, but I am concerned about what they said (in an email/call) OR what they did (acted bizarrely, were aggressive and/or disruptive) OR how they looked (unkempt, unwashed, or as if drugged/drunken).
- Report to University Police (5511) or Dean of Students Office at (773) 441-4600.

---

**Additional Support**

**Need help?**
Scan our QR Code with your mobile device for campus and community resource information.