Supporting Students in Need

If you feel unsafe at any time, please call 911.

Threatening
If you are working with a student and are concerned about your safety or well-being or about the safety and well-being of others, immediately contact:
- 911
- UMPD: 305-284-6666

Disruptive
A disruptive student inhibits a productive learning environment, either in a classroom or office setting. For help concerning a disruptive student who does not refrain such behavior, please contact:
- Counseling Center: 305-284-5511
- Dean of Students Office: 305-284-5353
- In case of an emergency, please contact 911 or UMPD 305-284-6666

Take Action
When helping students, remember these easy steps:
- **Listen** actively
- **Validate** experiences & acknowledge concerns
- **Refer** to applicable resource(s)

Refer to Tips on Helping students on the inside of this guide for more advice on supporting students.

EMOTIONALLY DISTRAUGHT
Behaviors of emotionally distraught students vary from explicit/overt anxiety to extreme sadness to behavior that is generally not typical. Available resources include:
- Counseling Center: 305-284-5511
- Dean of Students Office: 305-284-5353

ACADEMIC ISSUES
Students who are suddenly failing or experience trouble across their academic discipline are in need of immediate assistance. For support, please contact:
- Your Department Chair
- Assistant or Associate Dean in your School/College
- Academic Troubleshooter for your school/College

MISSING STUDENTS
If you have a student who stopped coming to class, is not responding to emails, or you received midterm alerts through GradesFirst regarding, contact:
- Dean of Students Office: 305-284-5353
- Assistant or Associate Dean in your School/College

LACKING MOTIVATION
Lacking motivation ranges from a dejected student who does not attend class to a student that attends class but does not submit work. Resources to recommend:
- Counseling Center: 305-284-5511
- Dean of Students Office: 305-284-5353
- Academic Troubleshooter/Resource
**Common Behaviors**

### ANXIOUS
Anxiety can be generalized across a range of situations (test, social, speaking, etc.).

**Symptoms:**
- Agitation
- Panic
- Avoidance
- Rumination
- Excessive worry
- Sleep or eating problems

**What to Do:**
- Talk to the student in a quiet, private location
- Remain calm and assume control in a soothing way
- Help the student develop an action plan if you are comfortable
- Refer the student to the Counseling Center 305-284-5511

### AGGRESSIVE
Aggression varies from threats to verbal abuse or violence. It is often difficult to predict.

**Indicators:**
- Paranoia/Mistrust
- History of violence or substance abuse
- Impulse control problems
- Prior history of abuse or violence

**What to Do:**
- Assess your safety
- Call 911 immediately if you feel unsafe
- Remain in an open area
- Contact UMPD 305-284-6666
- Consult the Counseling Center 305-284-5511

### DEMANDING
This student may be intrusive or persistent, requiring constant attention.

**Characteristics:**
- Sense of entitlement
- Inability to empathize
- Perfectionism
- Difficulty with limits
- Dependency

**What to Do:**
- Talk to the student in a place that is safe
- Remain calm and set clear limits
- Emphasize behaviors that are and are not acceptable
- Refer the student to the Counseling Center 305-284-5511

### DEPRESSED
Depression is a common mental health problem that varies in severity and duration.

**Symptoms:**
- Feelings of emptiness or hopelessness
- Irregular sleeping/eating
- Deep sense of sadness
- Fatigue and social withdrawal, including social media

**What to Do:**
- Talk to student in private
- Listen carefully and validate their feelings
- Be supportive and express your concern
- Refer the student to the Counseling Center 305-284-5511

---

**Concerned about a student, but unsure of what to do?**
*When in doubt, contact the Dean of Students Office at 305-284-5353.*

---

### Scenarios and Resources

<table>
<thead>
<tr>
<th>Working with a student who:</th>
<th>UM Police Department 305-284-6666</th>
<th>Counseling Center 305-284-5511</th>
<th>Dean of Students 305-284-5353</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poses an immediate danger to self or others</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Talks about suicide or homicide</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Continuously disrupts class and refuses to stop</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Exhibits behavior that may be out of touch with reality</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Displays anger or hostility inappropriately</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Showing signs of alcohol or drug use</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Is having difficulty due to family illness or death</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Is a victim of stalking, violence, intimidation</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Appears to have an eating disorder or disordered body image</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Change in appearance that seems concerning</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
<tr>
<td>Seems overly emotional (above common behaviors)</td>
<td>📞</td>
<td>📞</td>
<td>📞</td>
</tr>
</tbody>
</table>

*If more than one resource is listed, contact all resources from left to right. Always follow up with the Dean of Students Office.*
The University of Miami has zero tolerance for sexual misconduct and gender discrimination. UM policies and Title IX prohibit discrimination on the basis of gender or sexual misconduct.

**What to Do:**
- Treat the situation as serious
- Share your concern and encourage the student to seek help

**Resources:**
- Counseling Center
  305-284-5511
- Dean of Students Office
  305-284-6120
- Sandler Center/Pier 21
  305-284-6120

Alcohol and drug abuse impacts students’ daily lives including academic performance.

**What to Do:**
- Treat the situation as serious
- Share your concern and encourage the student to seek help

**Resources:**
- Counseling Center
  305-284-5511
- UMPD
  305-284-6666
- Title IX Coordinator
  305-243-5518

Challenges range from students failing a class to procrastinating to learning disabilities.

**Signals:**
- Coming late to class or being absent often
- Not understanding content and not knowing resources to receive help
- Submitting poor work or testing poorly

**What to Do:**
- Encourage the student to seek out resources
- Review the student’s course performance
- Make suggestions for improvement

**Resources:**
- Cammer Academic Resource Center
  305-284-2800
- Writing Center
  305-284-2956

A suicidal student who confides in someone is often looking for help.

**What to Do:**
- Talk to student in private
- Remain calm
- Take the student’s disclosure seriously
- Share your concern and ensure the student that you will connect them with a professional

**Risk Factors:**
- Verbal or written references to suicide
- Feelings of helplessness or hopelessness
- Feeling like a burden to others
- Suicidal threats

Students who are at high risk usually have a specific plan, seek help immediately if you are unsure.

**Resources:**
- Counseling Center
  305-284-5511
- UMPD
  305-284-6666

**Common Stressors**

**ACADEMIC CHALLENGES**

**What to Do:**
- Share that you are not a confidential resource
- Listen without conveying judgment
- Take the student's disclosure seriously
- Share your concerns and encourage the student to seek the help of University resources.

**Examples:**
- Harassment
- Domestic and dating violence
- Stalking
- Sexual assault

**SEXUAL MISCONDUCT**

The University of Miami has zero tolerance for sexual misconduct and gender discrimination. UM policies and Title IX prohibit discrimination on the basis of gender or sexual misconduct.

**Examples:**
- Harassment
- Domestic and dating violence
- Stalking
- Sexual assault

**What to Do:**
- Share that you are not a confidential resource
- Listen without conveying judgment
- Share your concern and encourage the student to seek help
- Report what you have learned to the Dean of Students Office or to the Title IX Coordinator for follow up which will include a discussion of all available services

**Resources:**
- Sexual Assault Resource Team
  305-798-6666
- Roxy-Bolton Rape Treatment Center
  305-585-7373
- Dean of Students
  305-284-5353
- Title IX Coordinator
  305-243-5518
- UMPD
  305-284-6666

**SUBSTANCE ABUSE**

**What to Do:**
- Encourage the student to seek out resources
- Review the student’s course performance
- Make suggestions for improvement

**Resources:**
- Cammer Academic Resource Center
  305-284-2800
- Writing Center
  305-284-2956

**SUICIDE IDEATION**

**What to Do:**
- Talk to student in private
- Remain calm
- Take the student’s disclosure seriously
- Share your concern and ensure the student that you will connect them with a professional

**Risk Factors:**
- Verbal or written references to suicide
- Feelings of helplessness or hopelessness
- Feeling like a burden to others
- Suicidal threats

Students who are at high risk usually have a specific plan, seek help immediately if you are unsure.

**Resources:**
- Counseling Center
  305-284-5511
- UMPD
  305-284-6666

**Do not be afraid to connect a student to a resource. If you are uncomfortable working with a student, seeking help of another UM resource is the best thing for them and you.**
ACADEMIC TROUBLESHOOTERS

School of Architecture
Ana Santana 305-284-3730

College of Arts & Sciences
Undergraduate: Maria Stampino 305-284-4036
Graduate: Charles Mallory 305-284-3188

School of Business Administration
Ellen Marie McPhillip 305-284-4641

Graduate Business
Lori Pryor 305-284-2510
Cecilia Sanchez 305-284-1661

School of Communication
Luis Herrera 305-584-5234

Continuing and International Education
Carol Wilson 305-284-4411

School of Education and Human Development
Gina Astorini 305-284-3826

College of Engineering
Ram Narasimhan 305-284-3100
Graduate School
Tatiana Perrino 305-284-4154
Miller School of Medicine
Janet Stearns 305-284-4551

School of Law
Alex Mechaber 305-243-0496
Ana Campo 305-243-2003

Frost School of Music
Steven Moore 305-284-6920

School of Nursing and Health Studies
Mary Hooshmand 305-284-1655

Rosental School of Marine and Atmospheric Science
Undergraduate: Will Drennan 305-421-2180
Graduate: Sharan Majumdar 305-421-4155

Ombudsperson
Academic: Michelle Gonzalez Maldonado 305-284-9782
University: Jennifer Rau 305-284-4922

STUDENT AFFAIRS RESOURCES

Vice President for Student Affairs
Patricia A. Whitely 305-284-4922

Associate Vice President for Student Affairs
Ricardo Hall 305-284-5353

and Dean of Students
Director of Counseling Center
Rene Montegudo 305-284-5511

ACADEMIC RESOURCES

GradesFirst
The University utilizes the GradesFirst system for executing the mid-term alert process. Each semester, faculty receive a progress report request. This is an opportunity to notify students about their performance in a class and issue an alert if concerns exist. Students and their advisors receive an individual email for each alert issued. Faculty are encouraged to complete their progress reports on each student. Advisors are strongly encouraged to engage any advisee receiving alerts, especially if attendance is a factor for the alert.

If it appears that a student has stopped attending or is missing, please contact Dean of Students Office at 305-284-5353 immediately.

ACADEMIC RESOURCES

‘Cane Success Center 305-284-1807
Camner Center for Academic Resources 305-284-2800
Chemistry Resource Center 305-284-2174
The Launch Pad 305-284-2789
Math Lab, Department of Mathematics 305-284-2575
Office of Disability Services 305-284-2374
Pre-Health Advising and Mentoring 305-284-5176
Toppel Career Center 305-284-5451
Writing Center, Department of English 305-284-2956

STUDENT RIGHTS & RESPONSIBILITIES HANDBOOK

As students at the University of Miami, all students must adhere to policies detailed in the Student Rights and Responsibilities Handbook. This can be accessed at miami.edu/SRR. If you have additional questions, contact the Dean of Students Office at 305-284-5353.

LEAVE OF ABSENCE

Students who are having ongoing medical issues, personal crisis, or other major issues that may hinder their enrollment in an upcoming semester may have the option to go on inactive status. For more information, contact the Office of the Registrar at 305-284-2294 or the Ombudsperson at 305-284-4922.

WELLNESS & SELF-CARE

To help alleviate stress, foster resilience, and support academic success encourage students to:

- Exercise regularly and engage in active hobbies like taking a walk or playing basketball
- Avoid skipping meals and pack healthy snacks
- Limit caffeine and sugar intake
- Get 7-9 hours of sleep - nap when needed
- Practice relaxation techniques such as meditation or deep breathing
- Know your limits and try to maintain a balance of work and self-care

Students can find support and learn about self-care from the Herbert Wellness Center at miami.edu/wellness or the UHealth Fitness and Wellness Center by visiting wellness.med.miami.edu. Call 305-284-6524 for more information about wellness resources.

Thank you for supporting our students in need.