



# University Committee for Assistance, Response, and Evaluation (UCARE)

CHALLENGE: Available information is often scattered with various individuals having different pieces of the puzzle

## WHEN TO REFER

If you know a student who appears to be....

- Experiencing a decline in work or academic performance
- Demonstrating disruptive or disturbing behavior
- Showing dramatic changes in appearance, behavior or weight
- Having problems at home, with classes or work
- Making disturbing comments in email, letters, web or papers
- Hyperactive, anxious or experiencing dramatic mood shifts
- Abusing alcohol or drugs
- Sad or isolating socially
- Acting paranoid or suspicious
- Frequently angry or easily frustrated
- Struggling with health problems

MISSOURI  
S&T

A MULTIDISCIPLINARY APPROACH  
TO SUPPORT STUDENT SUCCESS  
AND WELL-BEING

[studentsupport.mst.edu](http://studentsupport.mst.edu)

## HOW TO REFER

ONLINE

[go.mst.edu/  
ucare-refer](http://go.mst.edu/ucare-refer)

UCARE  
[ucare@mst.edu](mailto:ucare@mst.edu)  
573-341-4209

Student Support Services  
[studentsupport.mst.edu](http://studentsupport.mst.edu)

Resource Information  
[wellbeing.mst.edu/res  
ources](http://wellbeing.mst.edu/resources)

STEP UP! For Mental  
Well-Being  
[wellbeing.mst.edu](http://wellbeing.mst.edu)

Ask.Listen.Refer.  
[asklistenrefer.org/mst](http://asklistenrefer.org/mst)

# HOW TO TALK TO A STUDENT ABOUT YOUR CONCERN (NON-EMERGENCY)

## Consult

- Refer [online](#), email [ucare@mst.edu](mailto:ucare@mst.edu) or contact [Student Support Services](#) (573-341-4209), [Student Well-Being](#) (573-341-4211) when in question.

## Be Available

- Talk to the student in private and give your undivided attention.
- Showing patience and concern may be enough to help the student feel supported.

## Listen

- Listen in a sensitive, non-threatening manner and express concern.

## Communicate

- Let the student talk. Communicate understanding by paraphrasing what was stated.

## Give Hope

- Assure the student that things will get better
- Encourage use of support resources

## Maintain Boundaries

- Maintain clear and consistent boundaries and expectations.

## Refer to Other Resources When:

- There is a safety concern, law, or policy violation.
- Is more serious than you are comfortable with.
- Personal feelings may interfere with your objectivity.
- Student admits that there is a problem, but doesn't want to discuss it.

## PRIVACY

- FERPA allows university faculty and staff to share observations about behavior, communications, and concerns for students with S&T personnel who have responsibility for the health, safety, and welfare of students. FERPA and other privacy regulations allow S&T officials to disclose information to others when it is necessary to protect the health, safety, and welfare of the student and/or the campus community. Consideration for student privacy should be given before information is shared.

## Student Support Services

[studentsupport.mst.edu](http://studentsupport.mst.edu)

573-341-4209

[studentsupport@mst.edu](mailto:studentsupport@mst.edu)

UCARE proactively cultivates the health, safety, and welfare of the S&T community through education, prevention, and early intervention to support student wellbeing, persistence, and success.



## REFERRAL STATISTICS

Year	16-17	17-18	18-19	19-20	20-21	21-22
Referrals	372	389	445	1,678	3,191	3,487

## What does UCARE do?

- Prevention and planning
- Consults and communicates
  - Gathers information
  - Assesses circumstances
  - Provides Support
- Develops action plans
- Implements process improvement

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