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

**A MULTIDISCIPLINARY APPROACH TO SUPPORT STUDENT SUCCESS AND WELL-BEING**

studentsupport.mst.edu

**HOW TO REFER**

**ONLINE**

go.mst.edu/
care-refer

UCARE
ucare@mst.edu
573-341-4209

Student Support Services
studentsupport.mst.edu

Resource Information
wellbeing.mst.edu/resources

STEP UP! For Mental Well-Being
wellbeing.mst.edu

Ask.Listen.Refer.
asklistenrefer.org/mst
HOW TO TALK TO A STUDENT ABOUT YOUR CONCERN (NON-EMERGENCY)

Consult
- Refer online, email 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
573-341-4209
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

<table>
<thead>
<tr>
<th>Year</th>
<th>16-17</th>
<th>17-18</th>
<th>18-19</th>
<th>19-20</th>
<th>20-21</th>
<th>21-22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>372</td>
<td>389</td>
<td>445</td>
<td>1,678</td>
<td>3,191</td>
<td>3,487</td>
</tr>
</tbody>
</table>

What does UCARE do?
- Prevention and planning
- Consults and communicates
- Gathers information
- Assesses circumstances
- Provides Support
- Develops action plans
- Implements process improvement

Revised 2022