

## POLICY AND RESOURCES

### Green Zone Training

Green Zone training is for faculty and staff that wish to learn more about the military affiliated student experience. Contact [mccormick33@marshall.edu](mailto:mccormick33@marshall.edu) for more information.

### Excused Absence Policy

- Attendance: the university recognizes the right of the individual professor to make attendance mandatory. Clearly communicate your attendance policy in your course syllabus.
- Any student who seeks an excused absence must provide documentation immediately following the event/activity/incident by submitting this request form and appropriate supporting materials to the Division of Student Affairs. Instructors are required to honor valid University Excused Absences and to provide reasonable and equitable means for students to make up work missed as a result of those absences.
- Academic obligations that cannot be made up should be addressed by the course instructor in consultation with the student to ensure that continued enrollment is feasible while there is still an opportunity to drop the course within the established withdrawal period. Visit the Undergraduate Catalog for the full policy. [www.marshall.edu/academic-affairs/policies/#ExcusedAbsences](http://www.marshall.edu/academic-affairs/policies/#ExcusedAbsences)

### (Herd Aware) Mental Health First Aid

Mental Health First Aid is an 8-hour course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and

provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis. To schedule a training for your faculty & staff, email: [miller138@marshall.edu](mailto:miller138@marshall.edu)

### Sexual Misconduct

Marshall is committed to maintaining an environment free from sexual harassment. Sexual assault is a criminal form of sexual harassment. The sexual assault of a student and or sexual harassment should be reported directly to MUPD and the Title IX Coordinator, 304-696-2597, [www.marshall.edu/eeoaa/title-ix](http://www.marshall.edu/eeoaa/title-ix)

### Safe Zone Training

Safe Zone Training is a 2-hour training that focuses on LGBTQ+ awareness, and the opportunity to learn about LGBTQ+ identities and topics and discusses privilege, prejudice, and discrimination. This Training is meant to spread awareness and learning, and participants/organizations will receive a Safe Zone Sticker to indicate one has received the training and standing for equality for all. Email [polk4@marshall.edu](mailto:polk4@marshall.edu) for more information.

### Collegiate Recovery Community

Collegiate Recovery Community provides programs that support and encourage students in or seeking long-term recovery from addiction (to alcohol, drugs, or to activities such as gambling or over-eating). 304-696-5702

**Question, Persuade, Refer Suicide Prevention Training (QPR)** is a 1-hour training that teaches how to help save a life from suicide. QPR stands for Question, Persuade, Refer and is a federally funded prevention program that is also utilized by Prevent Suicide WV. This is a training for faculty, staff, as well as students. After the training, participants are certified in QPR Suicide Prevention Training.

**Trauma Informed Resilience Infused Campus** and for the body put. Marshall University is dedicated to the success of our students. We understand Trauma can affect learning and student success. Contact [miller138@marshall.edu](mailto:miller138@marshall.edu) for more information about resources and supports that support students.

**Be Proactive:** Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior.

**Be Direct:** Don't be afraid to ask students directly if they are feeling confused, or having thoughts of harming themselves or others.

**Safety First:** The welfare of the student and campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call for help.

**Follow Through:** Direct the student to the physical location of the identified resource and follow-through with the department/resource.

### Consultation and Documentation:

Always document your interactions with distressed, disturbing, and troubled students. Consult with your department chair/supervisor for needed guidance and protocols.

## Division of Student Affairs Marshall University | 2020-2021

### HELPING STUDENTS IN DISTRESS Faculty and Staff Resource Guide: The Green Folder

For non-emergency safety concerns call Marshall University Police Department (MUPD) at (304) 696-HELP

Please refer all situations involving dangerous, disruptive/disturbing, or troubled students to MUPD (304) 696-HELP and the Vice President for Student Affairs by calling 304-696-4677 or [studentaffairs@marshall.edu](mailto:studentaffairs@marshall.edu). The Vice President for Student Affairs will work with staff and others to determine a necessary course of action.

### If in doubt, contact the MUPD

Important Emergency Contact Numbers:

#### Emergency .....911

MU Police Department.....	(304) 696-HELP
Division of Student Affairs.....	(304) 696-2290
Office of Student Conduct.....	(304) 696-2495
*Student Counseling Center.....	(304) 696-3111
MU Student Health Center.....	(304) 696-4103
Office of Student Advocacy and Support.....	(304) 696-2284
MU Wellness Center.....	(304) 696-4800
Title IX Coordinator.....	(304) 696-2597
Housing and Residence Life.....	(304) 696-6765
Women's and Gender Center.....	(304) 696-3338
First Year Residence Halls.....	(304) 696-3362
LGBTQ + Office.....	(304) 696-6623
Intercultural Affairs.....	(304) 696-4677

\*After office hours, call and request the on-call staff person in the Student Counseling Center by contacting the MU Police Department at 304-696-HELP

[www.marshall.edu/studentaffairs](http://www.marshall.edu/studentaffairs)

Marshall University is committed to the physical and emotional well-being of our students. We all play a part by noticing concerning behavior and responding. By sharing your concerns and intervening early you can assist in our students succeeding. This folder is designed to help you recognize indicators of student distress and how to respond and refer the student appropriately.

### SEE | Awareness

Personal and academic challenges may lead to distress in undergraduate and graduate students. You are in a unique position to identify students who may be in need of help.

### SAY | Communication

Sharing your concern directly with the student or reaching out to campus and community partners can be an important first step in helping a student access help and services. Our campus partners can help ensure the safety of the student and our campus and provide a coordinated response.

### DO | Engagement

Students may not know that help is available, or where to find it. Reach out to a student who you believe to be in distress, using the guidelines provided below.

### DANGEROUS STUDENT

Safety of the student and/or other members of the Marshall community is an immediate concern; verbal or physical threats to harm others; Active threats of suicide and resists help.

- If student is on campus and Dangerous or threatening harm to self or Others Call MU PD at 304-696-HELP. Also notify the Vice President for Student Affairs at 304-696-6422 or [studentaffairs@marshall.edu](mailto:studentaffairs@marshall.edu).

### The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act(FERPA) permits communication about a student of concern with a health and safety emergency. Observations of a student's conduct or statements made by a student are not FERPA protected. Such information should be shared with appropriate consideration for student privacy.



## DISRUPTIVE OR DISTURBING STUDENT FAQ

**Q. What are warning signs of disruptive student behavior?**

*Disruptive or disturbing students exhibit behaviors that signify an obvious crisis and necessitate more immediate intervention. Examples include:*

- Highly disruptive behavior (e.g. verbal hostility, aggression, disregard for classroom decorum and expected conduct, etc.); failure to comply with corrective feedback
- Inability to communicate clearly (garbled, pressured speech; disorganized, confused, or rambling thoughts)
- Loss of contact with reality (seeing or hearing things which others cannot see or hear; irrational beliefs or fears that others may be conspiring against them)
- Suicidal thoughts and/or threats to harm others (may be communicated orally or in written formats through email, assignments, or on social network or academic sites)

**Q. How should I respond to a disruptive or disturbing student?**

- If immediate safety is a concern or the person acts in a highly irrational or disruptive way, call MUPD
- 304-696-4357 (HELP) and also notify the Vice President for Student Affairs
- If safety is not a concern, attempt to de-escalate the situation; offer to find someone to assist in problem-solving; meet and discuss solutions
- Talk with your supervisor for additional assistance
- Consult with the Student Counseling Center, Division of Student Affairs, and MUPD

**Q. How can I recognize and help the person who has thoughts about not wanting to live?**

*Faculty and staff sometimes find themselves talking to someone who appears to be very sad, hopeless, and in despair. If the person's conversation or behaviors suggest suicide may be a concern, here are some suggestions for how to help:*

- Listen and allow time to understand the scope of his or her concerns
- Ask the question – Based on what you are saying about how things are for you, I am wondering...
- Are you thinking about not wanting to live? Are you thinking about killing yourself?
- Be persistent; if after further conversation you are still concerned, ask again
- Offer hope and promote the idea of getting help
- Refer to campus and community mental health resources: Counseling Center and Division of Student Affairs
- For emergency appointments during Student Counseling Center office hours, offer to walk the student to Prichard Hall.
- Notify the Vice President for Student Affairs
- Consult with your supervisor

**Students' Rights and Responsibilities**

The Students' Rights and Responsibilities (Student Code of Conduct) outlines the standards and expectations for students' conduct and behavior as a Marshall University student. The Rights and Responsibilities can be found at [www.marshall.edu/student-conduct/files/2300\\_Student\\_Conduct.pdf](http://www.marshall.edu/student-conduct/files/2300_Student_Conduct.pdf).

## HELPFUL RESOURCES

- **Student Counseling Center:** Offers students counseling with any concern. They have open office hours and an emergency counselor on call 24/7. 304-696-3111. For after hours contact the MUPD at 304-696-4357(HELP)
- **Women's & Gender Center:** Builds community and celebrates intersectional identities through educational programming, leadership development, resource connections, and advocacy and support for issues related to gender, feminism, and social justice. 304-696-3338
- **Office of Disability Services:** Provides the educational and physical accessibility support necessary for students to achieve their academic goals and professional goals. 304-696-2467
- **The Office of Student Conduct:** Upholds and enforces the Students' Rights and Responsibilities (Student Code of Conduct). 304-696-2495
- **Office of Advocacy & Support:** Assists students with academic needs and other student retention and success initiatives(e.g. appeals, class problems, connection to campus and community resources) 304-696-2284
- **MU Wellness Center:** Offers free resources, opportunities, substance abuse prevention, and health education to Marshall University students. Our goal is to help you achieve wellness through the promotion of healthy lifestyle habits and choices. 304-696-4800.
- **Military & Veteran Affairs:** The office engages all military-connected students through transitional support, educational benefits, and programs to promote learning, engagement, and success. 304-696-4103.
- **Violence Prevention & Response Program:** Fosters a safe, inclusive, and respectful campus environment by providing advocacy support to survivors of sexual misconduct and interpersonal violence and by leading comprehensive education initiatives aimed at preventing incidents of misconduct and violence within our campus community. 304-696-5701

## TROUBLED STUDENT FAQ

**Q. What are some signs a student may be troubled?**

*Students in distress may not be disruptive to others, but may exhibit behaviors which indicate something is problematic. They may also be reluctant or unable to acknowledge a need for personal help. Behaviors may include:*

- Marked changes in academic performance
- Tardiness and excessive absences inconsistent with prior history
- Withdrawal from and/or avoidance of participation, increased anxiety around exams or deadlines, difficulty working in teams
- Changes in emotional states, e.g. sadness, crying, lethargy, irritability, rapid speech, preoccupied, increased and more intense disagreement with peers and instructor, sense of confusion
- Changes in physical well-being, e.g. swollen eyes from crying, increased illnesses, poor self-hygiene, rapid weight loss/gain, sleeping in class
- Repeated requests for special consideration, e.g., assignment extensions, changes in requirements, grade changes, anger, domination of discussion, derailing the focus of discourse

- Communication in either oral, written, or electronic formats that may suggest a threat to one's self or others

**Q. How should I respond to a student that is troubled?**

*For students who are mildly or moderately troubled:*

- Address the situation on an individual level; consider having someone meet with you and student
- Avoid offering confidentiality to the student should they wish to talk
- Deal directly with the behavior according to classroom protocol; provide corrective feedback and offer to help
- Encourage the student to use campus and community helping resources; offer to walk the student to assistance or call and make an appointment
- Inform and consult with your supervisor and the Division of Student Affairs

**Behavioral Intervention Team (BIT)**

BIT takes a coordinated and educational approach to assessment and intervention with students who are in significant distress, especially those who may be of harm to self or others or whose behavior is significantly impacting the community in a detrimental way. To refer a student to the Behavioral Intervention Team, at 304-696-2495 or 304-696-3152. [https://marshall-advocate.symplicity.com/care\\_report/index.php/pid981398](https://marshall-advocate.symplicity.com/care_report/index.php/pid981398)

**Student Death Notification**

Records pertaining to this student will be restricted by the Registrar's Office. Faculty or staff members receiving information that a currently enrolled student has died are to contact the Division of Student Affairs.

**Academic Indicators**

- Sudden decline in quality of work and grades
- Repeated absences
- Disturbing content in writing or presentation (e.g., violence, death)
- You find yourself doing more personal rather than academic counseling during office hours
- Continuous classroom disruptions

**Safety Risk Indicator**

- Unprovoked anger or hostility
- Making implied or direct threats to harm self or others
- Academic assignments dominated by themes of hopelessness, rage, isolation, despair, suicidal ideations

**Psychological Indicators**

- Self-disclosure of personal distress that could include family problems, financial difficulties, depression, grief, or thoughts of suicide
- Excessive tearfulness, panic reactions, irritability, or unusual apathy
- Concern about student by their peers

**Physical Indicators**

- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, or smelling like alcohol
- Disoriented behavior

