

“How Are You Doing?” and Other Scary Questions...

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Tell Us About Your Goals...

Why did you
decide to join
us today?

What are you
hoping to
learn?

Our Goals for Today

Ethic of Care- The Rules vs Best Practices

Conversation Starters and Stoppers

Resources

Student Care Team

Ethic of Care

- Recognize that each of your students are a whole person
- You have “permission” to ask the questions
- Showing you care does not mean you have to be their counselor or friend
- We can help you and your students



Stories from the Field

1. An academic meeting with a black student during the recent national protests against racial injustice and deaths/murders of black folks.

2. A student who is continuing to ask for extensions on assignments/projects and has also missed some assignments.

3. An international student who has stopped communicating with you despite emails, texts, and Slack reach outs. This is not the first time they have stopped communicating and you are starting to see a pattern.

When Outreach is in Order

- Behavior has changed
- Quality of work has diminished
- Deadlines have not been met
- Communication is reduced or stopped
- Student is there, but distracted
- You hear concern from others
- Others that have come up for you?

Conversation Starters

- I have noticed you have seemed a little off lately. Are you ok? Is there anything that I can do to be helpful?
- I noticed that you don't seem quite like yourself lately. Is there anything that you would like to talk about?
- You seem distracted lately. Is there anything going on?
- What does your support network look like?
- What have you used to start a conversation?

Points to Consider

- Myth that needing help is weakness
 - Mental health is a growing concern within graduate education
- Power differential
- Elements of privilege and bias
- What expectations have been established or not established?
- How you feel about engaging in conversation with your student
- Documentation

What I Wouldn't Say

- What's wrong with you?
- It doesn't seem like you are cut out for this.
- Thing that actually WOULD break a rule...
 - ADA
 - You should be able to do this.
 - Why do you need this accommodation?
 - I'll need to see a doctor's note.
 - Title IX
 - You should have waited to have kids until after you were done.

I might need to consult someone first...

- The Graduate School
 - Cinnamon
 - Karen
- Center for Students with Disabilities
- Student Health and Wellness
- University Ombuds
- Student Care Team

Resources and Referrals

[The Graduate School](#)

- [Cinnamon](#) and [Karen](#) work with faculty and students to determine resources and next steps, this is often a good first step for any graduate student concern

[Student Health and Wellness \(SHaW\) Mental Health](#)

- Consultation appointments for students (via phone or telehealth), follow up services or referrals
- [Mental Health Resource Centers](#) at regional campuses serve graduate students
- [Online Suicide Prevention Training Program](#) (Ask, Listen, Refer)

[Student Behavioral Health Service for UConn Health](#)

- SBHS provides evaluation and treatment to graduate students at UConn Health

[Student Care Team](#)

[Center for Student with Disabilities \(CSD\)](#)

- Work with graduate students to determine appropriate and reasonable accommodations when there is a documented disability (they often collaborate with SHaW Mental Health and Medical Care Services)
- [UConn Health: Student needing accommodations](#)

The Office of Student Care and Concern

Website: <https://studentcareteam.uconn.edu/>

Email: oscc@uconn.edu

Staff:

Dr. Claudia Arias-Cirinna: Chair/Director of Student Care and Concern

Marci Schneider: Program Assistant, Student Care and Concern

Kymerley Hendricks: Student Care Team Case Manager

Ann Tucker Velazco: Student Care Team Case Manager

Student Care Team

“The Student Care Team is a multidisciplinary team that meets regularly to evaluate behaviors by University students that are perceived to be threatening, harming or disruptive to the student, to others or to both and coordinate an appropriate response.”

When to submit a referral

- Regularly presenting in a concerning or disconnected manner
- Disclosure of suicidal thoughts or harming self or others
- Behavior reflects increased hopelessness, helplessness or despair
- Expressed paranoia/mistrust
- Impulse control problems
- Expression of violence in writings and drawings

Examples of other Concerning Behaviors:

- Acts of physical aggression
- Threats of violence
- Articulation of depression, hopelessness, or self-harm
- Mention of weapons or violence as a way to solve problems
- Expressions of anger/agitation/inability to cope with stress
- Reports of abuse, domestic violence, sexual assault

Student in Distress Protocol

Students in Distress Response Protocol

Question: Is the student a danger to self or others?

Yes

- Student is clearly and **imminently** reckless, disorderly, dangerous or threatening (this include self harm)
- Call 911
- Then fill out a care team referral at studentcareteam.uconn.edu

No

- Not concerned with student's immediate safety but student is having significant academic and/or personal issues and could use some support
- Fill out a care team referral at studentcareteam.uconn.edu

What to do if a student is currently experiencing a crisis

- Gather info
 - Nature of the crisis. Keep questions specific.
 - Utilize professional judgement to execute next steps
- Contact appropriate resources
 - Business hours: 911 or SHaW
 - After hours: 911 or SHaW
- Submit a referral: studentcareteam.uconn.edu

What happens after you refer

- Referrals to the Student Care Team are typically received and reviewed within one business day of submission.
- You may or may not be contacted to provide any additional information.
- Please know that any delay in contacting the source of the referral does not indicate that concerns are not being addressed.
- A member of the Student Care Team may contact the student of concern right away and/or other involved parties beforehand for additional information. We may also coordinate with another campus resource to coordinate outreach.

What happens after you refer

- Some referrals that we receive do not indicate threat of harm to self or others or require the Care Team's response
- Sometimes these referrals will be sent to Graduate Student Services for follow up
 - Example: Student has indicated a friend has recently passed away and they are struggling to manage the grief
 - Example: Student has expressed a rough home life and does not have any support services

Questions?

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