

01 Sep 2018

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

Missouri University of Science and Technology. Counseling Services

Follow this and additional works at: [https://scholarsmine.mst.edu/gen\\_resources](https://scholarsmine.mst.edu/gen_resources)



Part of the [Counseling Commons](#)

---

### Recommended Citation

Missouri University of Science and Technology. Counseling Services, "University Committee for Assistance, Response, and Evaluation (UCARE)" (2018). *General Resources*. 3.  
[https://scholarsmine.mst.edu/gen\\_resources/3](https://scholarsmine.mst.edu/gen_resources/3)

This Promotional Materials is brought to you for free and open access by Scholars' Mine. It has been accepted for inclusion in General Resources by an authorized administrator of Scholars' Mine. This work is protected by U. S. Copyright Law. Unauthorized use including reproduction for redistribution requires the permission of the copyright holder. For more information, please contact [scholarsmine@mst.edu](mailto:scholarsmine@mst.edu).



# 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 REPORT

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 MAKE OUR CAMPUS THE  
SAFEST ENVIRONMENT POSSIBLE

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

## HOW TO REPORT

REPORT  
ONLINE

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

UCARE

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

341-4209

Krista Morris-Lehman  
[morrislehman@mst.edu](mailto:morrislehman@mst.edu)

341-4211

Resource Information  
[stuaff.mst.edu/ucare/facultystaff/](http://stuaff.mst.edu/ucare/facultystaff/)

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

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

## Consult

- Report online, email [ucare@mst.edu](mailto:ucare@mst.edu) or contact the [Care Coordinator](#) (573-341-4211), [Counseling Services](#) (573-341-4211), or [Dean of Students Office](#) (573-341-4209) 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 way and express concern.

## Communicate

- Let the student talk and communicate understanding by paraphrasing.

## Give Hope

- Assure the student that things will get better and suggest options.
- Express use of resources (friends, family, campus).

## Maintain Boundaries

- Maintain clear and consistent boundaries and expectations.

## Refer to Other Resources When:

- There is a law or policy violation.
- Problem 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 student behavior, student statements, and concerns about 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 release 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.



[stuaff.mst.edu](http://stuaff.mst.edu) | [stuaff@mst.edu](mailto:stuaff@mst.edu)

UCARE was formed following incidents that highlighted the need for greater communication and preparedness regarding students facing distress. UCARE focuses on prevention and effective response strategies.



## REFERRAL STATISTICS

Year	13-14	14-15	15-16	16-17	17-18
Referral	45	55	286	372	389

## What does UCARE do?

- Prevention and planning
- Consults and communicates
  - Gathers information
- Assesses circumstances
- Develops action plans
  - Responds
- Process improvement

