



PURPOSE OF THE BLUE FOLDER

Nova Southeastern University is deeply committed to the physical and emotional well-being of our students. We can all play a part by noticing worrisome behavior and responding with compassion. By sharing your concerns and intervening early you can help maintain a healthy and safe campus. This folder is designed to help you recognize indicators of student distress and how to respond and refer the student appropriately.

NSU Student CARE Team

The NSU Student CARE Team is a multidisciplinary team designed to provide support for students' well-being and academic success by connecting students in need with campus and community resources. The team is co-chaired by the Dean of Students and the Director of Mental Health Services, and the team strives to promote individual student well-being and success while prioritizing community safety. The team serves to supplement existing campus processes such as student conduct, access to student counseling, residential life responses, and other traditional means of supporting students by ensuring that the "dots are connected" to better understand a referred student's experience.

Director of Mental Health Services

The Director of Mental Health Services oversees the development and management of mental health services for students, fostering their overall well-being, and ensuring access to appropriate mental health resources. As the co-chair of the NSU Student CARE Team, the Director and the Team serve as the coordinating hub of existing resources with a focus on the prevention and early intervention of students experiencing distress, feeling overwhelmed or engaging in disruptive or harmful behavior. The Director and the CARE team recommend interventions (e.g. Academic Advising, Tutoring and Testing Center, Writing and Communication Center, etc.), develop support strategies (e.g. Student Counseling, Student Disability Services, Student Behavioral Concerns Committee, etc.), and offers case coordination in accordance with university policies.

Student Behavioral Concerns Committee (SBCC)

The NSU SBCC serves as the administrative oversight board and was established to assess any reported behavior of students who seem to be in distress and/or who may be at risk to harm themselves or others.

How to Report Concerning Behavior

If you are concerned about the well-being of a student, we invite you to contact the NSU Student CARE Team by reporting your concern. Reports can be completed by any NSU student, faculty, staff, relative, or community member. The report is intended to provide information about an NSU student who may be exhibiting behaviors that are of concern in relation to their personal, physical, an emotional well-being. Expressing concern shortly after an issue is raised or incident has occurred can help with early intervention and success. A student may also submit a report on their own behalf if seeking support and referrals.



To fill out a report, go to
[**nova.edu/studentcare.**](http://nova.edu/studentcare)

Additional Resources

Center for Student Counseling and Well-Being (CSCW/Center)

[*nova.edu/studentcounseling*](http://nova.edu/studentcounseling)

The Center offers a wide range of services and programs to support various aspects of a student's well-being including treatments for anxiety, panic and depression,

anger management, chronic illnesses, abuse, suicidal thoughts, break-ups, and divorce as well as, financial stress, and or social struggles that may affect the student quality of life and/or ability to be successful at NSU.

Title IX

[*nova.edu/title-ix*](http://nova.edu/title-ix)

Within the Office for Human Resources, the Title IX staff provide support, resources, and information to students affected by sexual misconduct, including sexual violence, stalking, and sex-based discrimination. While the Title IX staff oversee formal investigations to reports of sexual harassment, they can also assist students through informal responses and provide assistance to students who may need access to local resources such as forensic exams, law enforcement response, domestic violence shelters, legal aid, and victims' advocates. The Title IX staff also coordinate on-campus resources for students affected by sexual misconduct.

Office of Student Conduct

[*nova.edu/studentconduct*](http://nova.edu/studentconduct)

The Office of Student Conduct supports the educational mission of the institution by reviewing and resolving alleged violations of the Code of Student Conduct. Guided by the university's eight core values, the office encourages students to take responsibility for their actions, learn conflict resolution skills, enhance decision-making ability, and develop social awareness and ethical values. Additionally, the office supports the Student Behavioral Concerns Committee in ensuring that students experiencing or exhibiting behaviors that are of concern in relation to their personal, physical, and emotional well-being are supported and connected to various resources.

On-Campus Reference Numbers

**Center for Student
Counseling
and Well-Being**
(954) 262-7050

Title IX
(954) 262-7858

**Office of
Student Conduct**
(954) 262-7281

Public Safety
(954) 262-8999

**Student Disability
Services**
(954)-262-7185

**Veterans Resource
Center**
(954) 262-FLAG

Frequently Asked Questions

What should be reported?

Everyone in the NSU community is encouraged to report any student behavior that can be considered concerning, unsettling and uncharacteristic. It is important to note that a Student CARE Team referral is not intended for life threatening emergencies. In the event a student expresses intent to harm themselves or others, please call NSU Public Safety at (954) 262-8999 or local police at 911 immediately.

Who can submit a referral?

Any NSU student, faculty, staff, parent/relative or community member can report any concern of non-imminent troubling conduct they may have observed about a student. However, if the student is acting in a way that is threatening to themselves or others, contact NSU Public Safety at (954) 262-8999 or local police at 911 immediately.

Should I approach the student first?

If possible, you should speak privately with the student to discuss your concerns. If the student is presenting threatening behavior to you, themselves or anyone else contact NSU Public Safety immediately at (954) 262-8999 or local police at 911.

What if I'm not sure if I should report the concern?

Any concern you may have is valid to report to the NSU Student CARE Team. Once the NSU Student CARE Team reviews your report, they will decide if action is necessary. It is recommended that you err on the side of caution by reporting, even if you are unsure.

I have submitted a referral, what happens next?

The student will be contacted within 24-hours for severe situations and the next business day for less severe situations. The next steps may vary, depending on the situation. If additional information is needed, the referral source may be contacted. While the student receives direct contact from the Director of Mental Health Services, the case is reviewed by the entire NSU Student CARE Team to help develop a plan of care.

What will happen to the person who I submit a referral about?

Although the action/outcome will depend upon the situation, the NSU Student CARE Team will intervene in support of the person of concern, while adhering to all applicable university policies and procedures. At this time, any necessary action or assistance will be implemented to best support the student. In most cases and if appropriate under the circumstances, a phone call/e-mail to the student of concern will occur as promptly as the circumstance allows.

How will I know that the situation has been addressed?

Upon submission of the CARE Team concern, you will receive an immediate message letting you know the submission has been received. We ask you to trust the process.

Will the student know that I am the person who reported her/him to the NSU Student CARE Team?

All matters are handled as discreetly as possible. The reported student will be given specific information about the behaviors/actions that occurred so they can respond accordingly. Therefore, it is possible that a student may know who made the report through the circumstances described to them. When possible, share your concerns with the student and inform them that you are going to connect them with the CARE Team for support.

Who has access to a referral?

The Dean of Students and the Director of Mental Health Services, in the Division of Student Affairs is responsible for handling referrals and the NSU Student CARE Team. Referrals to the NSU Student CARE Team are not disciplinary but may be subject to the Family Educational Rights and Privacy Act (FERPA), which means the student can see the referral, as well as those NSU employees with a "legitimate educational interest" in the information.

Does the referral mean the student will get in trouble?

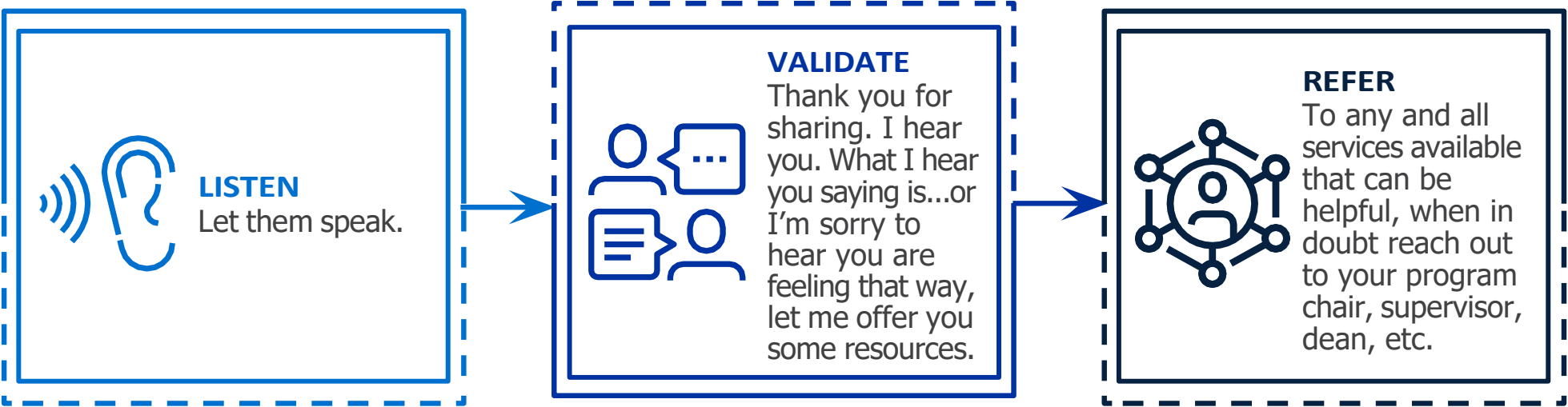
A referral to the NSU Student CARE Team is designed to intervene before there is a violation of policy or a concern

for safety. However, if information in a referral constitutes a student conduct violation, that may be addressed under the Student Code of Conduct. Ideally, this is a way to help the student before a formal disciplinary response is needed.

The following outline can be helpful as you determine how to discuss disruptive behaviors with students:

- When approaching a student you are worried about, make sure to explain why you are concerned and that you both have the same goal: your success at NSU.
- Give the student specifics of their concerning behavior.
- Be sure to explain how the student's behavior(s) has affected others.
- Ask the student about their behavior, be sure to openly listen without interruptions.
- Make sure the student understands the expectations you have for classroom conduct as well as overall NSU Student Conduct (refer to the Student Code of Conduct).
- Offer your support and help to the student, you can do this by collaboratively coming up with ways for the student to become a successful part of NSU's community. Connect the student to appropriate resources on campus like Center for Student Counseling and Well-being or Student Disability Services.
- Include the future repercussions if the behavior continues.
- Follow up with the student. This can include a meeting in the near future, e-mail correspondence, or anything that ensures you and the student both effectively understand what was said.

Basic Skills For Helping A Student of Concern:



| Type of Behavior or Communication | Examples | In-The-Moment Responses | Afterwards | Relevant NSU Resources |
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| Uncomfortable/Annoying Behaviors that affect others but aren't violations of rules or law <ul style="list-style-type: none">Often subjectiveRarely a violation of policy | <ul style="list-style-type: none">Inappropriate comments or jokesRepeated interruptingStanding too closeBeing "creepy"Negative attitude | <ul style="list-style-type: none">Discuss the behavior directly with the individual, either in private or within the contextDescribe the effects/why inappropriateListen to the student's response or explanationRemind of appropriate expectations going forwardExplain what will happen if the behavior is repeatedOffer resources or alternativesDiscuss in context of professional expectations | <ul style="list-style-type: none">Maintain a supportive relationship with the studentConsider if documentation is appropriateMonitor the situation for future issuesProvide feedback to coach or support student | <ul style="list-style-type: none">Department ChairDirector, Mental Health Services dfutterm@nova.eduCenter for Student Counseling and Well-being, (954) 424-6911 / (954) 262-7050 |
| Low-Level Disruption Behaviors that minimally disrupt class or community <ul style="list-style-type: none">Not usually a violation of policy unless repeated after interventionMay be violation of professional standards | <ul style="list-style-type: none">Not complying with basic instructionsArgumentative communicationsThreats to sue or complain about youSexist or other bias-motivated comments | | | <ul style="list-style-type: none">Department ChairDirector, Mental Health Services dfutterm@nova.eduCenter for Student Counseling and Well-being, (954) 424-6911 / (954) 262-7050 |

| Type of Behavior or Communication | Examples | In-The-Moment Responses | Afterwards | Relevant NSU Resources |
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| Concerning Behaviors that cause significant concern for well-being <ul style="list-style-type: none">May or may not be a violation of a policyMay be concern for self-harm or unmanaged condition | <ul style="list-style-type: none">Discussing self-harm or suicidal ideationComments about being depressedSudden drastic change in appearanceLosing interest in usual activitiesDisclosure about abusive relationship | <ul style="list-style-type: none">Determine if action is needed immediately or not.Describe behavior of concern to student in privateIf you feel the student is in immediate danger call 9-1-1 | <ul style="list-style-type: none">Seek consultation from relevant NSU resource and/or report to Student CARE teamFollow up with student to offer resources and information | <ul style="list-style-type: none">Student CARE Team, (954) 262-7482Director, Mental Health Services dfutterm@nova.eduCenter for Student Counseling and Well-being (CSCW), (954) 262-7050Crisis Hotline available 24/7 (954) 424-6911Student Disability Services, (954) 262-7185 |
| Significant Disruption Behaviors that warrant formal response from the University <ul style="list-style-type: none">Objectively documentableUsually referenced in University policy | <ul style="list-style-type: none">Derailing of class or university activity for a significant timeRepeated disruption after interventionInappropriate touching of a sexual nature | <ul style="list-style-type: none">Stop further disruptionDetermine best time/method to speak to studentDescribe behavior and effectsExplain consequences (i.e. referral to student conduct) | <ul style="list-style-type: none">Report disruption to Student ConductReport potential sexual misconduct to Title IX CoordinatorMonitor situation | <ul style="list-style-type: none">Assistant Dean for Student Development, (954) 262-7281Title IX Coordinator, (954) 262-7858Center for Student Counseling and Well-being, (954) 262-7050 |
| Possible Threats Behaviors that may be a threat to personal safety <ul style="list-style-type: none">Not usually a violation of law, but may indicate a person is moving towards harming self or others | <ul style="list-style-type: none">Communication about interest in violenceVerbal tirades directed at persons of specific identitiesOnline post idolizing violence or weaponsHallucinations or disconnections from reality | <ul style="list-style-type: none">Determine if action is needed immediately, or if you have time to determine a plan.Take screen shots, notes, or preserve helpful informationIf you feel that you or the student is in immediate danger call 9-1-1 | <ul style="list-style-type: none">Report to Student CARE Team or PSD, orSeek consultation from relevant NSU resourceMonitor student or provide other support as directed | <ul style="list-style-type: none">Student CARE Team, (954) 262-7482Director, Mental Health Services, dfutterm@nova.eduPublic Safety, (954) 262-8999Center for Student Counseling and Well-being, (954) 262-7050 |
| Actual Threats Indicators that warrant an immediate response from police or public safety <ul style="list-style-type: none">Warrant a response from a safety response unitOften a violation of the law | <ul style="list-style-type: none">Communication about committing suicideAttempted or actual physical violenceDirect, indirect, or veiled threat to a person or identity groupDisclosure of being choked by a partner | <ul style="list-style-type: none">Protect self and othersCall 9-1-1 if the student poses a direct threat to you or themselvesBe sure to let the operator know your exact location and the threat in actionIf the student is in an online class, give as much information on the student as possible to the operator | <ul style="list-style-type: none">Document situationReport to supervisor, Chair, Dean, or other in chain of commandFollow up with the police | <ul style="list-style-type: none">Public Safety, (954) 262-8999Davie Police Department, (954) 693-8200 |