

# CONCERNED

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about an SMU student



For more information about the  
Caring Community Connections Program, please visit  
[smu.edu/studentaffairs/studentlife/ccc](http://smu.edu/studentaffairs/studentlife/ccc)

For questions or consultation, please call us at  
214-768-4564



## WHAT YOU SHOULD DO

### OBSERVE

You may be the first to notice that a student is in distress:



**Academic Indicators** - noticeable absence(s) or tardiness, decline in grades and/or quality of work, repeated requests for special consideration or extensions, disruptive classroom behavior, excessively blaming others, references to self harm or harm to others in verbal/written work, disproportionate response to grades/evaluated work



**Emotional Indicators** - direct statements from student indicating distress, increased dependency on others, inability to get along with others, withdrawing from others, overly anxious or worried, significant change in mood



**Physical Indicators** - emotional outbursts, excessive weight gain or loss, personal hygiene changes, loss of interest, sleep disturbances, tearfulness, impaired speech, difficulty concentrating, noticeable cuts/bruises, frequent illness

### ACT

If the behavior you've observed warrants immediate attention and constitutes an emergency, call SMU PD ASAP at 214-768-3333 or 911.



For other situations, we encourage you to discuss your concern directly with the student before making a referral to CCC. **Request to meet** with the student privately. **Speak directly**, describing your observations and what concerns you. **Express the impact** you believe the concern is having on the student. **Listen actively** to the student's response. **Summarize** what you heard the student say.

### REFER

Submit your student concerns using the online submission form available 24/7 at [smu.edu/deanofstudentsccc](http://smu.edu/deanofstudentsccc).



If appropriate, feel free to direct students to resources. Follow up your referral with an "informational report" CCC submission.

## WHAT WE WILL DO

### Routine or Urgent Concern



Contact student to schedule appointment



Meet with student and develop appropriate action plan

### Informational Report



Review concern and contact submitter if additional information needed



Keep concern for possible future reference

In handling student concerns, the Office of the Dean of Student Life may do one or more of the following:

- Connect with the student to discuss the concern
- Assist student in navigating university processes
- Provide information about resources available to the student
- Develop an action plan, in collaboration with the student, to address the concern
- Teach students to self-advocate
- Consult with faculty, staff, and students about handling a concern
- Support and follow-up as needed



The Office of the Dean of Student Life also oversees the Caring Community Connections Team. The CCC Team is a multi-disciplinary group that meets weekly to review student issues. The mission of the Caring Community Connections Team is to provide a collaborative outreach that identifies, intervenes, and responds to the needs and concerns of the individual while balancing those of the community with a goal of holistic wellbeing.