CONCERNED
about an SMU student

For more information about the Caring Community Connections Program, please visit 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.

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

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**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

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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

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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.