

STUDENT STRESS ASSESSMENT & ACTION GUIDE

STRESS LEVEL	DESCRIPTION	QUESTIONS	ACTION STEP OPTIONS
RED Immediate Response Team (IRT) Referral	Medical emergency	Questions for faculty/staff <ul style="list-style-type: none"> Who on campus do I call? Where is the closest assistance? Am I (my class) safe? In event of danger to self, explain to student that you are obligated to report their comments to the proper campus authorities. If statement made online, forward to IRT and call a team member immediately. 	MEDICAL ISSUE - call 9-1-1 Administer first aid if able and contact campus police. Campus Police #731-225-5952
	Evidence of imminent threat to instructor, class, self or others		IMMINENT RISK TO SELF OR OTHERS? <ul style="list-style-type: none"> First Call Campus Police: 731-225-5952 Then Call 9-1-1 (Campus Police will also contact 9-1-1) Follow up with call to IRT member (listed below)
	Unsure of severity of a written or verbalized threat		Other perceived threat: <ul style="list-style-type: none"> Contact member of IRT immediately. <ul style="list-style-type: none"> Dr. Paul Morgan, Dean for Students, – ext. 50354; 540-718-4545 (not to be shared with students) JSCC Chief of Police Shane Young – ext. 52627; 731-432-9575 (not to be shared with students); Dr. Vivian Minton - 50206 Steve Cornelison, (As needed) ext. 50239; 731-695-1895 (not to be shared with students).
ORANGE Student Care Team (SCT) Referral	Repeated poor behavior in class or toward others; dramatic change in appearance, performance and/or behavior/attitude; chronic absences continue after intervention.	Questions for faculty/staff <ul style="list-style-type: none"> Did they disclose a medical problem? Is the student receiving relevant help from other resources? Have I asked the student if it would be okay to refer them to Student Services for help? Questions to ask student <ul style="list-style-type: none"> Express concern about changes. Ask if something going on with which they may need help. Explain expected behavior despite their issues. Clarify plan for improvement 	<ul style="list-style-type: none"> Complete a “Student Care Team (SCT) Incident Reporting Form” which can be found on jWeb under “Work Actions”> “Work Orders.” Assist student in calling/going to Counseling or Dean for Students office in Student Center. Provide supportive comments next time you see student. Refer disruptive student to Dean for Students for disciplinary action if your attempts to address problems have not been successful.

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YELLOW Employee solves with resource guide or referral	<p>Student discloses serious health, financial, relationship issues; single incident disruptive and/or rude in class, hallways or toward others.</p> <p>Student lacking direction and/or motivation; Student has no book or supplies; Attendance weak; Late or no submission of assignments.</p>	<p>Questions for faculty/staff</p> <ul style="list-style-type: none"> • Is student aware of problem? • Do I need to meet with the student? • Does the student's level of distress warrant special referral (Student Tearful? Angry?) <p>Questions to ask student</p> <ul style="list-style-type: none"> • Do you have family or friends who can help? • Do you need to talk with someone to help you solve this problem? • What brought you to enroll at JSCC? • Do you want to be in college? • Have you worked with anyone to help your career decision process? • What is getting in the way of your attending class regularly? • What is getting in the way of your getting assignments turned in on time? • Are you aware that we have services at JSCC who can help connect you with resources? 	<ul style="list-style-type: none"> • Speak with student privately before or after class. • Hand student supportive note card of concern before/after class. • Invite student to office visit to problem-solve. • Alert student's assigned advisor. THEN, IF NEEDED: • Refer to assigned advisor. • Consult Counseling and Career Services' "Resource List" which can be found by going to J-Web > Work Actions and selecting "List All" under "Forms and Documents." • Refer to Counseling/Dean for Students for NEST, utilities, etc. • Refer for free career counseling with the Director of Student Life in the Student Center. • Refer to Dean for Students for Emergency Loan for books or other assistance. • Address issues blocking attendance and timely assignment completion. • Help build planner for classes, assignments, life, work. • If online only, call the student for problem-solving. • Keep record of referrals/ suggestions and inquire with student later.
GREEN Standard Procedures	<p>Faculty/instructor/employee engages their regular duties with awareness of potential student need.</p>	<ul style="list-style-type: none"> • Is the student following syllabi guidelines (e.g., attendance, behavior, etc.)? • Are assignments evidencing average performance? • Is there evidence student is able to meet financial/other personal needs (other staff may observe) • Is this an online student? 	<ul style="list-style-type: none"> • Take regular attendance • Report attendance via jWeb as requested early in term and report changes promptly throughout the semester. • Encourage participation and attendance • Reiterate attendance policy/successful student behaviors in course • Express concern for medical issues that may require assistance. • Use syllabi quizzes/other interactive methods to engage course guidelines. • Follow best practices in engaging online students • Keep Student Services' "Resource Guide" available.