



# UCSB Distressed Students Response Protocol

**REFERRAL IDENTIFIERS:** Student distress may manifest in behavior or in the reaction the behavior elicits in others. If you notice any of the following behaviors, the **Distressed Student Protocol** will assist you in responding to the student and providing appropriate referrals.

## STUDENT BEHAVIORS

- Behavioral or emotional change
- Withdrawal
- Change in hygiene or appearance
- Alcohol or drug abuse
- Decline in academic performance
- Excessive or inappropriate anger
- Bizarre thoughts or behavior

## STAFF/FACULTY REACTIONS TO STUDENT'S BEHAVIOR

- Feeling alarmed or frightened
- Feeling uncomfortable about student's comments or behavior
- Concern about student's ability to function

**Is there danger to self or others?**

Yes, or student needs immediate attention

Call 911

After speaking with police,  
Call Student Mental Health  
Coordination Services:  
893-3030

No or not sure,  
but I am concerned

Call Student Mental Health  
Coordination Services: 893-3030  
or  
Campus Social Work Services,  
Student Health: 893-3087

UCSB After-Hours  
Phone Counseling  
weekends, evenings and holidays:  
893-4411

No, but student is having  
academic or personal issues

Refer to appropriate campus  
support services:

- Alcohol & Drug Program, 893-5013
- Campus Learning Assistance Services, 893-3269
- Campus Social Work Services, 893-3087
- College of Creative Studies, 893-4146
- College of Engineering, 893-2809
- College of Letters & Science, 893-2038
- Counseling & Psychological Services, 893-4411
- Disabled Students Program, 893-2668
- Educational Opportunity Program, 893-4758
- Graduate Division, 893-2277
- Office of International Students & Scholars, 893-2929
- Office of the Ombuds, 893-3285
- Office of Student Life, 893-4550
- Resource Center for Sexual & Gender Diversity, 893-5847
- Student Health Services, 893-3371
- Women, Gender, & Sexual Equity, 893-3778

**UCSB is committed to providing a quality learning environment.** Faculty, TAs, and staff will often be the first to encounter a student who is in distress. Encouraging and helping the student to seek assistance with the appropriate campus and community resources are key. UCSB has multiple professionals poised to respond to distressed students. These staff members include social workers, psychologists, psychiatrists, and coordinators of student mental health services. Student mental health coordination services is a readily accessible single point of contact for staff, faculty, and students who are concerned about a distressed student. The coordinators will consult about a student, provide referrals to campus departments, develop action plans, and follow up with students, staff, and faculty as appropriate.

*Support for faculty and staff after working with a distressed student: Academic & Staff Assistance Program, Human Resources, 893-3318*

*For a complete list of resources visit: [www.sa.ucsb.edu/distressedstudentsguide](http://www.sa.ucsb.edu/distressedstudentsguide)*