

Supporting Students

IN A POST-PANDEMIC WORLD

Guide for Faculty and Staff
Provided by the Office of the Dean of Students





Overview

During the pandemic, students have experienced a learning disruption like never before. Your students' academic preparedness and readiness is likely to range more than past years. You can also expect a lower level of help-seeking behaviors.

You can be there for your students by recognizing signs of distress and connecting them to the appropriate resource.

This guide will help you identify signs that a student needs help and provide referral options through Miami University Regionals.

WHAT ABOUT MIDTERM GRADES?

Midterm grades are important feedback for students. However, if there is distress, midterm grades are often too late for appropriate and meaningful intervention.

Possible Signs to Look For

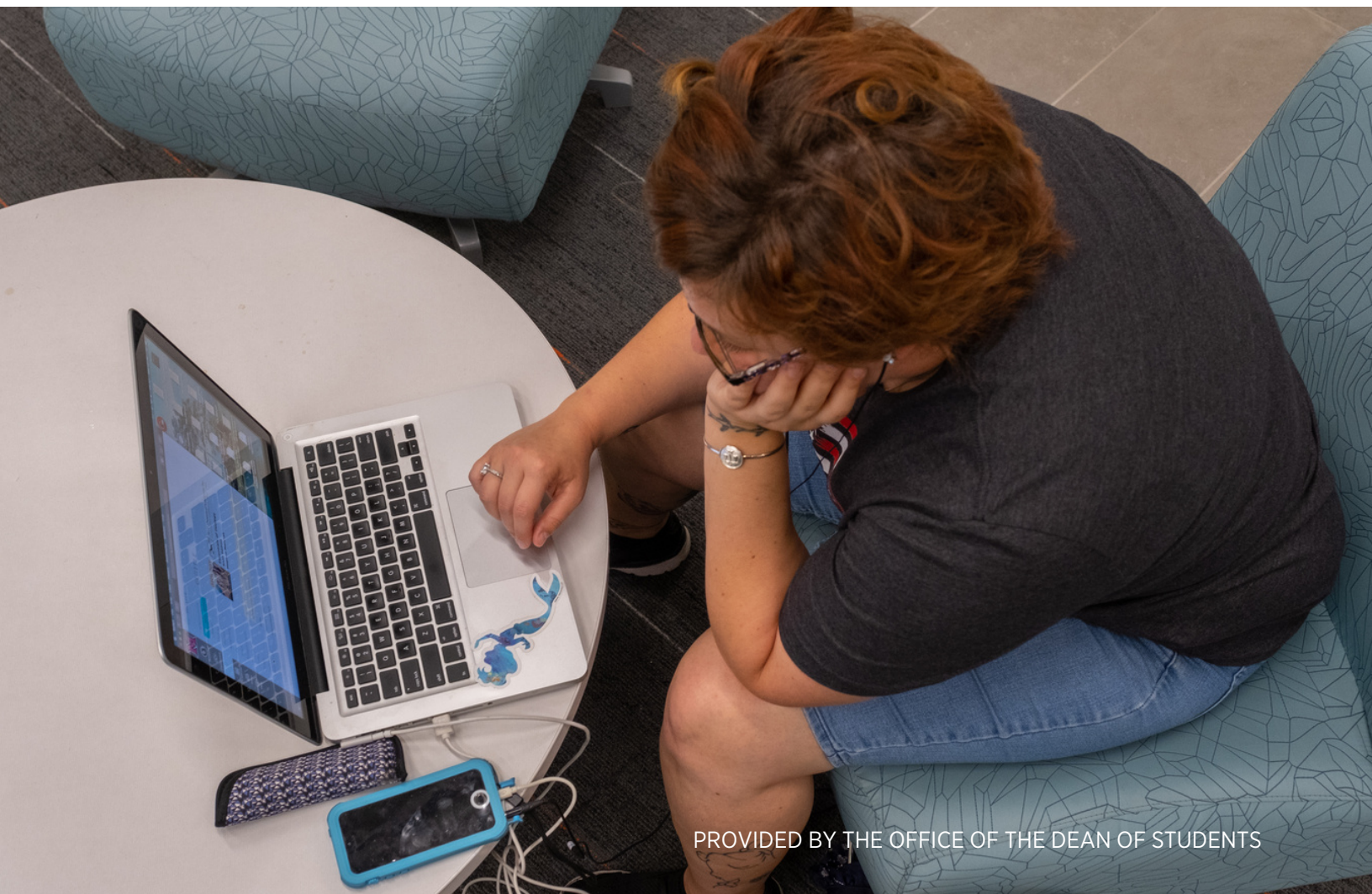
HOW CAN YOU TELL WHEN A STUDENT NEEDS HELP?

- Self report of distress or crisis
- Self report disability or request accommodations
- Marked change in academic performance
- Lack of attendance
- Attending class but not turning in assignments
- Changes in overall energy level
- Marked mood changes
- Marked intolerance for differences
- Physical appearance / hygiene concerns
- Falling asleep in class
- Disengagement and non-responsiveness

YOUR RESPONSE: STEP 1

Your first step to any of these signs should be to engage the student in a conversation to help you make the most appropriate referral.

You'll find strategies to help you start this conversation in the next few pages.



You recognize a potential issue.

NOW WHAT?

Start with a conversation*.

ASK QUESTIONS. DEMONSTRATE CARING.

Focus on observed behavior.

"I've noticed you've been falling asleep in class. Can you help me understand what's going on?"

Invite an open response.

"The quality of your work seems to be slipping and I'd like to help. Is there anything you can share with me that might explain this?"

TRUST YOUR INTUITION.

Err on the side of asking.

BE PREPARED TO HEAR A STUDENT'S STORY.

- Save time for this conversation.
- Provide privacy if possible and appropriate.

*This doesn't apply to crisis situations. If there is an immediate concern about the health or safety of yourself, the student, or the classroom, dial 911.



What does help look like?

AFTER THE CONVERSATION



Assess the situation.

After talking with the student and confirming your concerns, consider one of the following options to help the student.

FURTHER DISCUSSION

- If you feel comfortable in a helping role with this student.
- If you feel prepared and capable of helping with their situation.

INQUIRE ABOUT EXISTING SUPPORT

- Find out if the student already has a support network/person on campus.
- Ask if they have worked with someone previously about the identified concerns.

REFERRAL

Refer to a person or office better equipped to meet the students needs if:

- The problem is too much for you to handle (outside your professional or personal expertise).
- The student requires more comprehensive and sustained support than you can offer.
- The student's behavior persists after previous conversations.
- The student asks for a referral.
- The student discloses something that falls under the [mandatory reporting policy](#).

Find more about referral options on the next page.

Referral Sources: Regionals

WHO CAN HELP WHEN YOU CAN'T

TUTORING AND LEARNING CENTER

The [Tutoring and Learning Center](#) (TLC) provides academic support for most Miami Plan courses by providing group and individual tutoring, in-person and distance, Student Success workshops and academic coaching or mentoring. The TLC helps students become better students.

TRIO STUDENT SUPPORT SERVICES

Offers an [educational support program](#) funded by the United States Department of Education, whose goal is to help eligible first-generation, income eligible, or Student Disability Services affiliated students to graduate on schedule with the lowest amount of financial debt.

COUNSELING SERVICES

[Regional Student Counseling Services](#) offers free, confidential counseling to students facing personal difficulties, family or individual crises, and mental health challenges. Depression, anxiety, grief, relationship issues, and traumatic experiences are common reasons students seek counseling services. In addition, we support students in exploring their own identities, values, and goals. Community-based referrals are given when appropriate.

DISABILITY SERVICES

[Student Disability Services](#) (SDS) coordinates accommodations, auxiliary aids, and support services to ensure access to the educational and University life setting for students with disabilities. Access planning is available for students with, but not limited to, learning, psychological, medical, physical, attention, and autism spectrum disabilities. Students are encouraged to engage with SDS to receive accommodations. Connecting with SDS starts with student self-disclosure. Contact SDS on your campus or visit this link to learn more.

STUDENT HEALTH SERVICES

If the student discloses an illness or exhibits a need for medical attention, [Student Health Services](#) provides outpatient medical care. Services include general medicine, injury care, and immunizations, as well as gynecology, laboratory, and psychiatry services.

REGIONAL OFFICE OF STUDENT ACTIVITIES AND ORIENTATION (ROSA)

The Miami [Regional Office of Student Activities and Orientation](#) (ROSA) engages students in order to create a sense of community on the regional campuses. ROSA provides a foundation for the regional student experience with Student Orientation, Advising, and Registration (SOAR) and will continue to support with student activities, student organizations, and informal mentoring opportunities.

TITLE IX RESPONSE

If a student discloses information that falls under Miami's duty to report policy or expresses concern related to personal safety, please refer them to the [Title IX Office](#). Sexual and interpersonal violence prevention and response is crucial to creating a safe, supportive, and healthy environment. Title IX programming includes topics of sexual assault, domestic violence, dating violence, and stalking.

ACADEMIC ADVISING

[Advising](#) houses professional academic advisors who are available by appointment and, at certain times of the week, during drop-in hours to provide guidance on the Global Miami Plan for Liberal Education, divisional and major requirements, choosing a major, and career planning.

CAREER SERVICES AND PROFESSIONAL DEVELOPMENT

[Career Services](#) provides career development advising (to include choosing a major and career planning) for students as well as training for professional job search readiness, and connecting with employers for internships and full-time career opportunities through career fairs, on-campus interviews, and job postings on Handshake.

THREATS AND DISRUPTIVE BEHAVIOR

For significant disruptive or threatening classroom behavior, call 911. You should also report the incident to Security (H: 513-785-3222, M: 513-727-3333) and the Office of Community Standards.

For guidance on how to address disruptive behavior, visit [Community Standards site](#) for faculty and staff.

Referral Sources: Oxford

WHO CAN HELP WHEN YOU CAN'T

RINELLA LEARNING CENTER

If the concern is primarily academic and the student may benefit from academic-oriented interventions, the [Rinella Learning Center](#) helps students build skills to succeed in and out of the classroom. They offer subject-specific tutoring, Supplemental Instruction, academic counseling, and academic coaching. They can also help identify possible learning concerns or disabilities.

MILLER CENTER FOR STUDENT DISABILITY SERVICES

If the student discloses a disability/diagnosis or asks for accommodations in the classroom, the [Miller Center for Student Disability Services](#) provides services and reasonable accommodations to ensure equal access to education and campus life at Miami.

STUDENT COUNSELING SERVICE

If the student expresses a desire to speak with someone confidentially or discloses mental health concerns, Miami's [Student Counseling Service](#) provides individual and group therapy, substance use assessment, workshops, and outreach to students. Students may also wish to call the H.O.P.E. Line (Help Over the Phone Everywhere) at 855-249- 5649 to speak to a licensed mental health counselor at any time.

STUDENT WELLNESS

If the concern relates to a student's wellness choices (sleep, substance issues, or diet), the [Office of Student Wellness](#) provides education, resources, and services to promote student health and wellness. They raise awareness, coordinate programming, and influence policy that results in healthy choices.

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CENTER FOR STUDENT ENGAGEMENT, ACTIVITIES, AND LEADERSHIP (SEAL)

If the student is not making meaningful connections or is expressing a lack of involvement, [Student Engagement, Activities, and Leadership](#) promotes student involvement, leadership development, community outreach. Their SEAL Ambassadors can help students find their place and get involved at Miami.

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STUDENT SUCCESS CENTER (EMSS)

If the concern is a complicated issue that involves academics and/or a Miami policy/process, the [Student Success Center](#) focuses on advocacy, problem-solving, and retention. Staff can help students untangle and resolve complex problems and assist with navigating Miami policies and procedures.

DEAN OF STUDENTS

If you think a student is experiencing significant distress and have been unable to address the issue through conversation or make an appropriate targeted referral, use the [student concern reporting system](#) to pass your concern to the Office of the Dean of Students.

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