

Parker University

DISTRESSED STUDENTS RESPONSE PROTOCOL

Parker University is committed to providing a quality learning environment. Faculty 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. Parker Student Affairs has staff members who can respond in a crisis as well as contracting with TimelyCare for 24/7 counseling for students in need. The Student Affairs staff members will consult about a student, provide referrals to campus departments, develop action plans, and follow up with students, staff, and faculty as appropriate. Faculty and staff can also direct students to these resources if they prefer to use off-campus resources. Many are on MyParker on the Counseling page.

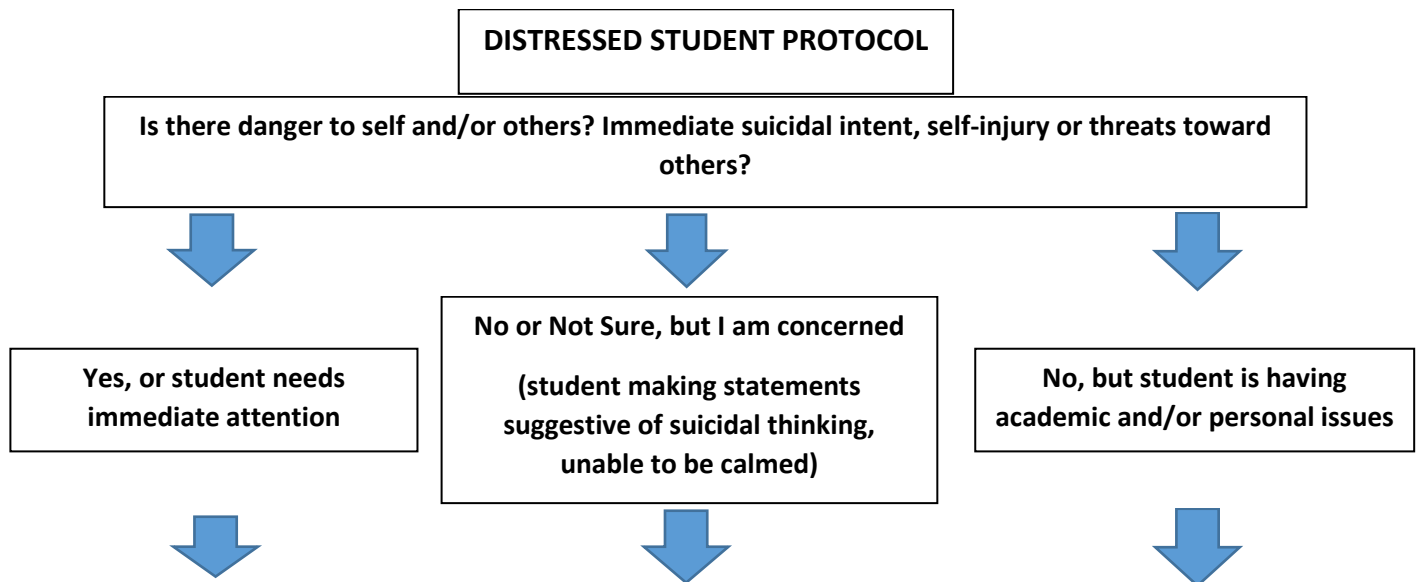
REFERRAL IDENTIFIERS: Student distress may manifest in behavior or in the reaction the behavior elicits in others. If you notice any of the following behaviors, the **Distressed Student Protocol** will assist you in responding to the student and providing appropriate referrals.

Student Behaviors

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

Staff/Faculty Reactions to Student Behavior

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



Call Campus Security first (7911 or 7166) if no immediate answer or you don't have the security number on hand call 911 and then campus security.



After speaking with 911, and/or campus security

Notify Associate Provost/Dean of Students or Assistant Dean of Students.

Ask the student to fill out a "request for an appointment" on the Counseling page of MyParker. Help them locate the resources. Recommend using TimelyCare app or website for immediate counseling or another crisis line listed on the Counseling Page. Call Student Affairs during business hours if unsure how to proceed. (214) 902-3457 or "AskStudentAffairs@parker.edu"

Don't give names/details in the email. Ask for a response.

File early alert.

Listen and provide support. Refer student to appropriate campus support services:

Counseling Services

Academic Success Coaching

Dean of Student Affairs

Center for Teaching and Learning/tutoring

Sexual Assault Crisis Hotline: 877-943-5778

Suicide Prevention Lifeline: 800-273-8255 or 988

Local Community Resources for food, housing child care 211