The Department of Student Support & Transitions (DSST), Counseling & Psychological Services, and University Health Services within the Division of Student Affairs, the Division of Academic Affairs, the University Police Department, Employee Assistance Services Staff, and members of the FSU Behavior Intervention Team have developed this FSU faculty and staff information guide to use when assisting distressed students or when dealing with a person with a weapon. This information includes basic guidelines but cannot address every situation: therefore, in the event you believe you, the person(s) involved, or anyone else is at risk due to another person's behavior, you should call the FSU Police at (850) 644-1234 or 911.

Signs of a Distressed Student

University students often encounter a great deal of stress during the course of their academic experience. While most students cope successfully with the challenges that these years bring, an increasing number of students find the various pressures of life unmanageable or unbearable. As individuals who work closely with students, you may encounter these distressed students in your offices or classrooms.

- Marked changes in academic performance (e.g. excessively anxious when called upon, dominating discussions)
- Infrequent attendance with little or no work completed, or overall decline in performance
- Dependency (e.g. the student lingers around you or schedules excessive appointments to see you during office hours)
- Chronic fatigue, lack of energy, or frequently falling asleep in class
- Abrupt/marketed changes in behavior/emotion and/or appearance (e.g. hygiene, dress)
- Bizarre/inappropriate behavior and/or garbled, disjointed thoughts
- Exhibiting unusual thoughts or behaviors
- Behavior which interferes with the decorum or effective management of class
- Sending disturbing emails to an instructor or another student
- Noticeable or alleged alcohol/drug use
- Overtly suicidal thoughts (e.g. referring to suicide as a current option or indirect reference to suicide or death)
- Overt statements about harming someone else
- High levels of irritability, including unruly, aggressive, violent, abrasive, or otherwise disruptive behavior
- Normal emotions that are displayed to an extreme degree or for a prolonged period of time (e.g. anger, fearfulness, tearfulness, nervousness)
- Expressed uncertainty and anxiety about emotional stability, family situation, and/or relationship problems
- Coursework content that is disturbing
- Social isolation
- Drawing/Doodling disturbing scenes/caricatures
- Overt statements or indirect reference to victimization

IF THE STUDENT’S BEHAVIOR REPRESENTS AN IMMEDIATE THREAT, CALL FSUPD (850) 644-1234 or 911

If the threat is not immediate, but you are concerned that student may harm themself or others call:

**Monday to Friday | 8 a.m. - 5 p.m.**
Counseling & Psychological Services | (850) 644-TALK (8255)
Department of Student Support & Transitions | (850) 644-2428

**Evenings and Weekends**
Counseling & Psychological Services | (850) 644-TALK (8255)
FSU Police Department | (850) 644-1234

All students of concern can be reported via FSU's online reporting system at report.fsu.edu
## Crisis Response Quick Reference

If you find yourself interacting with a student in distress, we suggest you follow these guidelines:

### Interaction with a Distressed Student

**If the student exhibits behaviors which suggest they might harm themself or anyone else, or you feel threatened:**

**Call (850) 644-1234 or 911 immediately**

**If the student needs additional guidance and/or support but does not exhibit behaviors which suggest they might harm themself or anyone else, and you do not feel threatened:**

Depending on the situation, contact or refer the student to the following resources (see grid below)

### When Immediate Attention is Required

<table>
<thead>
<tr>
<th>Issue</th>
<th>Contact</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suicidal or homicidal threats</td>
<td>FSU Police Department</td>
<td>(850) 644-1234</td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>911</td>
<td>911</td>
</tr>
<tr>
<td>Victim of violence and/or stalking</td>
<td>FSU Police Department</td>
<td>(850) 644-1234</td>
</tr>
<tr>
<td>Sexual assault or misconduct reported by student</td>
<td>FSU Police Department or Victim Advocate Program</td>
<td>(850) 644-1234 or (850) 644-7161</td>
</tr>
</tbody>
</table>

### Other Circumstances

<table>
<thead>
<tr>
<th>Issue</th>
<th>Contact</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability related (physical, learning, neurological, and/or psychiatric)</td>
<td>Student Disability Resource Center</td>
<td>(850) 644-9566</td>
</tr>
<tr>
<td>Bizarre behavior</td>
<td>Counseling &amp; Psychological Services</td>
<td>(850) 644-TALK (8255)</td>
</tr>
<tr>
<td>Depression and/or anxiety</td>
<td></td>
<td></td>
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<tr>
<td>Signs of alcohol and/or drug use</td>
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<tr>
<td>Relationship problems</td>
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<td>Test anxiety</td>
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<tr>
<td>Learning skills</td>
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<tr>
<td>Stress management</td>
<td></td>
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<tr>
<td>Health/wellness</td>
<td>University Health Services</td>
<td>(850) 644-6230</td>
</tr>
<tr>
<td>Chronic illness</td>
<td>Counseling &amp; Psychological Services</td>
<td>(850) 644-TALK (8255)</td>
</tr>
<tr>
<td>Suspected eating disorder or distorted body image</td>
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<tr>
<td>Difficulty because of illness or death in family</td>
<td>Department of Student Support &amp; Transitions</td>
<td>(850) 644-2428</td>
</tr>
<tr>
<td>Disruptive classroom behavior</td>
<td></td>
<td></td>
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<tr>
<td>General and/or unidentified student concerns</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allegations of discrimination committed by a student</td>
<td>Student Conduct and Community Standards</td>
<td>(850) 644-5136</td>
</tr>
<tr>
<td>Allegations of concerning behavior</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allegations of sexual misconduct committed toward a student involving an employee or third party</td>
<td>Office of Equal Opportunity and Compliance</td>
<td>(850) 645-6519</td>
</tr>
<tr>
<td>Allegations of discrimination on the basis of sex, gender, gender identity, gender expression, sexual orientation, or pregnancy status</td>
<td>Title IX Director</td>
<td>(850) 645-2741</td>
</tr>
<tr>
<td>Student is suspected of cheating or other academic dishonesty</td>
<td>Office of Faculty Development and Advancement</td>
<td>(850) 644-6876</td>
</tr>
<tr>
<td>Allegations of sexual misconduct, or sexual harassment including stalking, domestic/dating violence, and sexual assault</td>
<td>Title IX Director or Victim Advocate Program</td>
<td>(850) 645-2741 or (850) 644-7161</td>
</tr>
</tbody>
</table>
Title IX Protocol: Sexual Misconduct

Sex Discrimination and Sexual Misconduct are contrary to FSU’s values and moral standards, which recognize the dignity and worth of each person. FSU is committed to providing and maintaining programs, activities, and an educational and work environment founded on civility and respect, where no one is unlawfully excluded from participation in, denied the benefits of, or subjected to discrimination in any university program or activity on the basis of sex (including gender), sexual orientation, gender identity, or gender expression. Sexual Misconduct includes: gender-based discrimination; sexual harassment; sexual violence; relationship violence; stalking; sexual exploitation; and other sex- or gender-based misconduct. Sex Discrimination and Sexual Misconduct are antithetical to the values and standards of the university community and are incompatible with the safe, healthy environment that the university community expects and deserves. Sex Discrimination and Sexual Misconduct will not be tolerated by FSU whether it is committed by students, employees (faculty, staff, or any other paid employee), visitors, or others. In order to address situations of Sex Discrimination or Sexual Misconduct, individuals are encouraged to promptly report an incident.

Faculty and staff are in a unique position to assist students who may have experienced sexual misconduct. Faculty and staff can see warning signs, like absences from class or work, decreased productivity, lower grades, or social withdrawal. People often tell those they trust. In your role, you may be one of the first people in whom a student confides. Use the information below to aid you in supporting/responding to students and in fulfilling your mandatory reporting obligation.

If a student discloses an incident of sexual misconduct to you:

**STEP ONE: Care for the Student**
- Reassure the individual that you are available to listen and help. Get the broad details; do not ask invasive or judgmental questions. VAP: (850) 644-7161
- Ensure the student is safe. Contact the police if there is immediate danger, or if the student requests FSUPD: (850) 645-2741
- Let them know that certain things they may tell you about (i.e., sex discrimination or sexual misconduct) will require you to notify University Title IX administrators in order to ensure that they are given timely access to resource and response information. Title IX: (850) 645-2741

**STEP TWO: Connect Students to Confidential Resources**
- **Victim Advocate Program**
  Provides 24-hour free support services. Call (850) 644-7161, text (850) 756-4320 and ask for an on-call advocate
- **Counseling & Psychological Services**
  Confidential, free mental health counseling and referrals. (850) 644-TALK (8255)
- **Employee Assistance Program**
  (Student Employees)
  Confidential, free mental health counseling, referrals, and other support services for employees. (850) 644-2288, or toll-free (877) 246-4679
- **University Health Services**
  (Medical Providers)
  Health services for students including emergency contraception and STI testing. (850) 644-4567
- **Refuge House**
  Confidential, 24-hour crisis hotline; information; referral; intervention; and support. (850) 681-2111

**STEP THREE: Fulfill Employee Reporting Obligation**
- Report disclosure to the Office of Title IX at report.fsu.edu, Call (850) 645-2741, email titleix-staff@fsu.edu or online at report.fsu.edu.
- If the student asks you not to report, explain that the Title IX Director will review resources and response options, including requests for confidentiality or no action by the University.
- If the affected student is under 18 years of age, you must also report to the FL Department of Children and Families; fla.st/796LWT4F

**On-Campus Reporting Options for Students**

**Victim Advocate Program (VAP)**
Confidential Resource
University Center A, Suite 4100
24/7 Phone: (850) 644-7161
Text: (850) 756-4320, ask to speak to an on-call advocate

**Student Conduct and Community Standards**
University Center A, Suite 4117
(850) 644-5136

**FSU Police Department (FSUPD)**
830 West Jefferson Street
24/7 Phone: (850) 644-1234

**Title IX Office**
Health & Wellness Building, Suite 3501
titleix-staff@fsu.edu
(850) 645-2741

**Office of Equal Opportunity and Compliance**
A6200 University Center
(850) 645-6519
report.fsu.edu
Allows you to share important information regarding incidents or concerning behavior happening in the FSU community.

Visit knowmore.fsu.edu for more information.

Updated August 2023
Healthy Campus at FSU

Healthy Campus at FSU is an FSU sponsored initiative that ties academic success to healthy student behaviors within a sound, safe environment. We have implemented a number of initiatives and programs to help our students achieve optimal wellness which increases the opportunities for academic and personal success, as well as retention. High-risk drinking behavior is one of many areas we address as part of FSU’s Healthy Campus Initiative.

There is a relationship between alcohol abuse and academic success:

- Students’ academic performance and GPA are inversely related to the number of drinks consumed per week.
- A “party school” image negatively influences the academic reputation of an institution.

Students who drink excessively tend to miss more classes, get behind on assignments and drop out of courses or the university.
- Campus and community customs, norms, and traditions may encourage at-risk use of alcohol.

How you can help reduce high-risk drinking among FSU students:

- Take attendance at each class.
- Give exams on Wednesday, Thursday and Friday.
- If you are unable to hold class, invite the Center for Health Advocacy and Wellness (CHAW) to provide a presentation on alcohol-use harm reduction and substance misuse prevention.
- Integrate information on alcohol/other drugs and related issues into presentations, meetings and the classroom.
- Recognize and respond to students’ problem behaviors.
- Encourage students to utilize AlcoholEDU, a free, online resource that provides an opportunity for self-reflection and resources regarding alcohol use.
- FSUPD is available 24-hours a day at (850) 644-1234.
- Counseling & Psychological Services (850-644-TALK[8255]), and the Dean of Students (850) 644-2428, can provide advice to faculty and professional intervention assistance.
- Connect students who are in recovery or who may benefit from a recovery community with the FSU Collegiate Recovery Program, LIFT, by referring them to chaw.fsu.edu/lift.
- Refer students to CHAW for additional resources and information on alcohol and substance use at chaw.fsu.edu.

Faculty members can make a difference:

Research studies have shown a positive correlation between a high level of faculty/staff-student interaction and desirable outcomes, such as more time devoted to course work and avoidance of high risk social behaviors.

How to recognize if a student is suffering from substance abuse:

- Excessive absenteeism and/or tardiness
- Declining or impaired productivity
- Poor concentration and confusion
- Avoidance of responsibility for one’s actions
- Poor working relationships
- Persistent mood swings
- Poor personal appearance

Resources for students suffering from substance abuse:

Counseling & Psychological Services  
Askew Student Life Building, Suite 250  
942 Learning Way  
(850) 644-TALK (8255)

Center for Health Advocacy and Wellness (CHAW)  
Health and Wellness Building, Suite 4100  
960 Learning Way  
(850) 644-8871

LIFT: FSU’s Collegiate Recovery Community  
Health and Wellness Building, Suite 4100  
900 Learning Way  
(850) 644-8871 | lift@fsu.edu

The Human Services Center  
Stone Building, Room 2207  
1114 W. Call Street  
(850) 644-3857

University Health Services  
Health and Wellness Building  
960 Learning Way  
(850) 644-4567

Helpline 2-1-1  
(850) 671-6333 or 2-1-1

The Psychology Clinic  
1107 W. Call Street  
(850) 644-3006

Alcoholics Anonymous  
(850) 224-1818

Narcotics Anonymous  
(850) 224-2321

The Division of Student Affairs recognizes nine different dimensions of wellness that focus on you as a whole person. We believe an environment that encourages healthy behaviors and wellness is essential to the academic success and holistic well-being of the members of our community — no matter where you are!

Please check out the “Promoting Well-being in Learning Environments” faculty guide here: tinyurl.com/mrxj98y

Visit livewell.fsu.edu for more information.
Concerning Behavior

If the student’s (or any person’s) behavior represents an IMMEDIATE threat CALL (850) 644-1234 or 911. If the threat is not immediate, but you are concerned about the student or the student’s behavior is disruptive, call:

**Monday - Friday, 8 a.m. - 5 p.m.**
Department of Student Support & Transitions
(850) 644-2428
Counseling & Psychological Services
(850) 644-TALK (8255)
or discuss with your department Chair, Dean or Director.

**Evenings and Weekends call:**
Contact the FSU Police Department
(850) 644-1234

Report.fsu.edu

Report.fsu.edu is available to all members of the FSU community to alert the Department of Student Support & Transitions of concerns about students and organizations so that appropriate follow-up and support can be provided. The site allows for anyone to share important information regarding incidents or concerning behavior happening in the FSU community. The appropriate staff member follows up on every report to ensure that all students have the support they need for success.

Class Absence Notices

When requested, notices are sent through the Department of Student Support & Transitions as a courtesy to make instructors aware of a student’s absence due to extenuating circumstances. These memos are only notices and do not excuse the student from completing the missed work. Students are encouraged to contact their instructors prior to or immediately upon their return to campus in order to arrange for the completion of their work. For additional information on medical excuses at University Health Services, visit fla.st/XJFWEQA6.

Confidentiality

Students’ records, including medical treatment records, are generally confidential pursuant to one or another of several laws, including the federal Family Educational Rights and Privacy Act (FERPA) and similar Florida student privacy statutes, Florida statutes regarding the confidentiality of medical records, and the federal Health Insurance Portability and Accountability Act (HIPAA). Faculty and staff are not to share student records with anyone who does not have legitimate educational interest in the information or is otherwise authorized by law to have the information. However, if a student’s observed behavior is impeding the progress of a class, an event or putting the person involved or others at risk, faculty and staff are able to and should share this information with others. As a faculty or staff member, if you believe you should share information, contact your Department Chair or Dean, the Department of Student Support & Transitions (850) 644-2428, or the FSU Police (850) 644-1234.

Deceased Student Notices

When a student dies while enrolled at the university, a notice is sent by the Department of Student Support & Transitions to the College Dean and faculty where the student was enrolled and appropriate departments.
Distressed Person with a Weapon

Responding to someone with a weapon or someone actively using a weapon varies based on each situation. If you find yourself involved with a person who has a weapon or who is actively using a weapon, it is important to try to remain calm and use the following guidelines to help you plan a strategy for survival.

For more information, refer to the FSU Police Department Seminole Safety Guide: police.fsu.edu/Crime-Prevention

If you are dealing with a person who has a weapon or who is actively shooting OUTSIDE of your building

- “FSU Run. Hide. Fight: Surviving an Active Shooter Event” is a 6-minute video providing recommended steps to take in the event of an active shooter situation: https://youtu.be/5VcSwejU2D0.
- If and when it is safe to do so, run to safety. If running is not an option, try to find a room that can be locked or barricaded with furniture or other items; upon entering close and lock all doors and windows and turn off the lights. If possible, have everyone get on the floor and make sure no one is visible from outside the room.
- Have one person call 911, inform the dispatcher of your location and remain in place until the police or a campus administrator known to you gives you an “all clear” message.
- Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
- **Note:** Police officers will not typically allow people to leave a scene until the situation is completely under control and all witnesses have been identified and questioned.

If you are dealing with a person who has a weapon or who is actively shooting INSIDE of your building

- Determine if the room you are in can be locked or barricaded with furniture or other items; if it can, upon entering close and lock all doors and windows and turn off the lights. If possible, get on the floor and make sure no one is visible from outside the room.
- If the room cannot be locked, determine if there is a nearby location that can be reached safely and secured or if you can safely exit the building.
- Have one person call 911, inform the dispatcher of your location and remain in place until the police or a campus administrator known to you gives you an “all clear” message.
- Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
- If you decide to move from your current location, try to remain calm and call 911.
- If possible, alert the police to the person’s location; if you cannot speak, leave the line open so the dispatcher can listen to what is taking place. Typically locations can be easily determined from a landline 911 call without speaking.
- **Note:** Police officers will not typically allow people to leave a scene until the situation is completely under control and all witnesses have been identified and questioned.