Helping Students of Concern
A quick guide for faculty & staff

Identifying Students of Concern

What to look for:

- Behavior that distracts from course instruction or discussion
- Repeated requests for special consideration, such as extensions, make-ups, or grade favors
- Infrequent class attendance or missed meetings
- Threatening or disturbing behavior or words (verbal or written)
- Refusal to comply with faculty or staff direction
- Notable changes in behavior (avoids participation, excessive anxiety when called upon, domination of discussion)
- Notable changes in appearance (marked change in personal dress and hygiene, signs of physical abuse)
- Notable changes in academic performance or written work
- Appearing to be withdrawn, depressed, or anxious
- Inability to communicate clearly (slurred speech, very rapid speech, disconnected or rambling thoughts)
- Exaggerated or unusual emotional response which may appear inappropriate for the situation
- Comments about harming oneself or others

Responding to Students of Concern

Communicating your concerns:

- Ask the student to check-in with you after class or during office hours.
  - Talk in a private place, unless you have concerns about the student’s behavior
- Share your concerns in a calm, compassionate manner (build rapport, use active listening, and always remain professional).
- If there is a threat to health and safety to self or others, please contact HUPD at 617-495-1212 immediately.
- For consultation and reporting contact Danielle Farrell, Case Manager at 617-998-9612/ farrell@dcemail.harvard.edu.
# First Contact Quick Reference Guide

| Academic Integrity | Dean of Students Office  
|--------------------|--------------------------|
| (Plagiarism, cheating, inappropriate collaboration, etc.  
https://www.summer.harvard.edu/resources-policies/student-responsibilities) | Shirley Greene, Associate Dean of Students  
greene@dcemail.harvard.edu/617-998-8557 |
| Mental Health Issues; Emotional Behavior; Classroom Disruptions; Poor Performance  
(Depression, anxiety, trauma, substance abuse, eating disorders, thoughts of harm to self or others, etc.) | Dean of Students Office  
Danielle Farrell, Student Services Case Manager  
farrell@dcemail.harvard.edu/617-998-9612  
Summer School Program Director  
Bill Holinger  
william_holinger@harvard.edu/617-998-8515 |
| Illness or Medical Emergency  
(Seizure, loss of consciousness, injury, etc.) | Emergency: 911  
Urgent Care: Harvard University Health Services (UHS)  
617-495-5711 |
| Title IX Concerns  
(Sexual and Gender-Based Harassment - http://titleix.harvard.edu) | DCE Student Title IX Coordinators  
Danielle Farrell, Student Services Case Manager  
farrell@dcemail.harvard.edu/617-998-9612  
Shirley Greene, Associate Dean of Students  
greene@dcemail.harvard.edu/617-998-8557  
Rob Neugeboren, Dean of Students  
neugebor@fas.harvard.edu/617-495-1765 |
| Individual in Crisis due to Title IX Concern | DCE Faculty & Researchers Title IX Coordinator:  
Mary Higgins, Associate Dean for Academic Administration  
mary_higgins@harvard.edu/617-998-8490 |
| Student, Faculty & Staff Safety | Office of Sexual Assault Prevention & Response (OSAPR)  
Office: 617-496-5636  
24-hour, confidential hotline: 617-495-9100  
Boston Area Rape Crisis Center (BARCC)  
24-hour, confidential hotline: 1-800-841-8371 |
| Accommodation/Accessibility Requests  
(Accommodations and/or access concerns -  
https://www.summer.harvard.edu/resources-policies/accessibility-services) | Accessibility Services  
Linda Sullivan, Manager & Caitlin Mason, Coordinator  
accessibility@dcemail.harvard.edu/617-495-4024 |