

# Concerned About a Student?

If you are concerned about a student:

- Privately address your concerns in a quiet space.
- Be direct and specific about your concerns in non-judgmental and caring terms. For example, "You seem more stressed than normal, and I'm concerned about you. Do you want to talk to me about what is going on?"
- If you are concerned about suicide, ask directly if the student is thinking about suicide.
- If the student is at imminent risk for harm to self or others, call 911 or take the student to the nearest emergency room.
- Be aware of campus resources, including SCRT and Case Management, and refer to appropriate service. Offer to assist the person in making an appointment or walk to the appropriate office. Follow up by submitting a CARE Report through the Student Affairs website.
- Follow up and provide support while setting boundaries. Know others are available to help.



# Resources

Counseling & Psychological Services (CAPS)  
785-864-2277, <https://caps.ku.edu/>

Academic Achievement and Access Center  
785-864-2817, <https://achievement.ku.edu/>

KU Student Housing  
785-864-4560, <http://housing.ku.edu/>

Watkins Health Services  
785-864-9500, <https://studenthealth.ku.edu/>

Title IX Coordinator  
785-864-6414, <http://ioa.ku.edu/>

Sexual Assault Prevention and Education Center  
785-864-5879, <https://sapec.ku.edu/>

CARE Coordinator, Sexual Violence Survivors  
785-864-9255, <http://studenthealth.ku.edu/care-coordinator>

National and Kansas Suicide Prevention Lifeline  
1-800-273-8255, 785-841-2345

KU Public Safety Office  
785-864-5900, <https://publicsafety.ku.edu/>

Emergency  
911

# Questions

Contact Student Affairs:  
Phone: 785-864-4060  
[studentaffairs.ku.edu](http://studentaffairs.ku.edu)



# STUDENT AFFAIRS

Student Support and Case Management



## WHAT DOES STUDENT SUPPORT AND CASE MANAGEMENT LOOK LIKE?

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Case Managers may:

- Reach out and offer an appointment to assess needs and concerns
- Coordinate prevention, intervention, and support across the campus and community
- Make referrals for appropriate medical or mental health care and assist with appointments
- Follow up to ensure needs are being addressed or have been met
- Evaluate threat and assess risk to self and/or the community
- Empower students to advocate for and manage academic, personal, and fiscal responsibilities
- Coordinate and disseminate absence notifications or other information to faculty and staff as appropriate
- Assist in transition back to campus after a hospitalization or leave of absence
- Provide respondent services for students engaged in an IOA or Student Conduct and Community Standards proceeding
- Coach campus faculty and staff on how to assist and refer students to resources

Student Support and Case Management empowers all students to address and overcome barriers to achieve their educational and personal goals while at the University of Kansas. Using a holistic and strengths based approach, and in collaboration with campus and community partners, SSCM works together with students, mindful of individual differences and cultural and ethnic diversity, to support and connect them to each other and their communities to promote a safer, healthier, and more caring environment.



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To contact a Case Manager or SCRT, call 785-864-4060 or submit a CARE Referral through the Student Affairs website.

## WHEN TO USE CASE MANAGEMENT

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- The student is feeling distressed, be it academic, financial, or personal
- Life both in and out of the classroom is causing major stress
- The student is returning to KU after an absence or a difficult life circumstance and needs assistance transitioning back to campus
- The student is experiencing a significant mental or physical health issue and needs guidance on how and where to get help
- The student needs help finding and navigating resources at KU and in the community
- The student has been the victim of an assault or crime and needs assistance navigating legal and other resources

## STUDENT CARE REFERRAL TEAM (SCRT)

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- Assists KU students, faculty, and staff who have concerns about a student's behaviors or disclosure of significant life stressors
- Engages with the KU community to provide education on early detection and reporting of potentially dangerous behavior
- Assists in the assessment of reported student behavior
- Provides referrals to appropriate resources
- Provides consultation regarding behaviors of concern and addresses concerns for safety directly related to student behavior

*"At its core, case management is about helping students overcome the obstacles in their lives"*

- NaBITA, 2012