

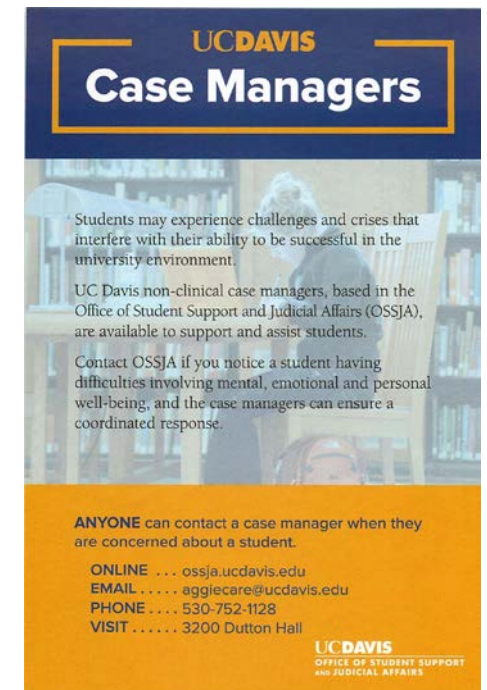


Working with Distressed and Distressing Students: The "SS" in OSSJA

Jennifer Chow, Ph.D.
Case Manager
Office of Student Support & Judicial Affairs

SS = Student Support = Case Management

- Receive information and help develop a well-informed approach for helping the student
- Reach out to students of concern, identify services within and outside the University and facilitate access to those services
- Provide advice to faculty, staff members, and students about how to interact with students of concern
- Monitor cases as needed



UCDAVIS
Case Managers

Students may experience challenges and crises that interfere with their ability to be successful in the university environment.

UC Davis non-clinical case managers, based in the Office of Student Support and Judicial Affairs (OSSJA), are available to support and assist students.

Contact OSSJA if you notice a student having difficulties involving mental, emotional and personal well-being, and the case managers can ensure a coordinated response.

ANYONE can contact a case manager when they are concerned about a student.

ONLINE . . . ossja.ucdavis.edu
EMAIL aggiecare@ucdavis.edu
PHONE 530-752-1128
VISIT 3200 Dutton Hall

UCDAVIS
OFFICE OF STUDENT SUPPORT
AND JUDICIAL AFFAIRS

The Students of Concern Response Team (SCRT)

Members of the SCRT:

- Office of Student Support & Judicial Affairs (OSSJA)
- Student Health and Counseling Services (SHCS)
- Student Housing
- University Police (UCDPD)
- Center for Advocacy, Resources and Education (CARE)
- Campus Counsel
- Academic and Staff Assistance Program (ASAP)
- Student Disability Center (SDC)
- Representatives from other units or departments as needed

Sample of Student Issues from OSSJA

- * Student experiencing tragedies: fire, physical assault, death of family/roommate, natural disasters, terminal illness
- Student accused of SA, DV, stalking, behavioral conduct violation
- Social media postings of threats to harm self and others
- Students who can't take "NO" for an answer, asks for multiple exceptions to policy, extensions, grade changes, etc.
- Police or criminal issues
- Severe roommate/interpersonal conflict
- "Missing"/Unresponsive Students
- Students studying abroad in mental health or conduct situations
- Students who cry, yell, threaten, bite, urinate hallway of dept.
- Any concerns ???

What is a Student of Concern?

Distressed Students

- Depressed, anxious, disconnected from reality, suicidal
- Example: ED, cuts on arm, self harm thoughts, paranoid

Distressing Students

- Intimidating, disruptive, aggressive, and/or raise concern of possible threat or harm to others
- Example: draws guns/blown head on exam, gets into your physical space, yells, can't follow directions, verbal outbursts

If you see something, say something! **

Tell Someone, You Are Not Alone

- Follow the policies and procedures of your department
- LISTEN TO YOUR GUT
- If you see something, say something . . . Whether that is to case management, your dept. chair, dept. advisor, . . . Tell someone
- Sometimes people feel like they are getting a student “into trouble”



Who To Contact About Students of Concern?

Distressed students

- Disconnected from reality, overly anxious, or raise concern of possible harm to oneself
- Call SHCS and ask to speak with a staff counselor or Urgent Care therapist
- 752-2349

Distressing students

- Intimidating, disruptive, aggressive, and/or raise concern of possible threat or harm to others
- Notify a Case Manager using on-line website
- Call OSSJA and ask to speak with the Case Managers
- 752-1128

Office of Student Support and Judicial Affairs (OSSJA)

UC DAVIS

Office of Student Support & Judicial Affairs

UC Davis > Student Affairs > Student Support & Judicial Affairs

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[Fill out an online conduct or grievance report](#)

[Tell us you are concerned about a student](#)

Contact Us:

Office of Student Support & Judicial Affairs
UC Davis
3200 Dutton Hall
One Shields Ave
Davis, CA 95616
Tel: (530) 752-1128
Fax: (530) 754-6195
sja@ucdavis.edu

Office Hours

Mon - Th: 9am-Noon & 1pm-4pm
Fridays: 9am-Noon
(Closed 1-4pm Fridays)

Campus Judicial Board

Student members of the CJB promote academic integrity through educational outreach programs and serving on hearing panels. Check out CJB on Facebook.

Student Responsibilities

As members of our academic community and society at large, students have rights and

Educational Mission

The Office of Student Support & Judicial Affairs supports the University's educational mission by

Services

OSSJA carries out its roles by administering a fair and effective disciplinary system, upholding

On-Line Referral: ossja.ucdavis.edu

I am a... *

Reporter's Name *

Please provide your full name.

Reporter's Email *

Please provide your email address so that we can contact you if we have follow up questions about this report.

Reporter's Phone *

Please provide your phone number so that we can contact you if we have follow up questions about this report.

Your Department *

(e.x. Letter's & Science Deans Office, UC Davis Policy, Computer Science)

How can a Case Manager assist you? *

- No assistance needed, just an FYI
- I would like advice on how to help this individual
- I would like a Case Manager to reach out to this student directly
- I am not sure what help is needed
- Other (please explain)

Description *

Please provide as much information as possible about the situation (no text limit).

Attach documents/Upload

Please include any documents that you think would be helpful to a case manager.

ADD ITEM

Emergency Verification *

By checking this box, I acknowledge that if there is an immediate threat to self/others related to this report, I have already contacted the UC Davis Police Department (530-752-1230) or 911 to report it. I understand this form is only monitored and reviewed during regular business hours.

Student #1

Joe comes to you after class and asks if he could have an extension on his assignment. It's clear that there is a problem, as he looks quite pale; his eyes are red and tearful. He indicates that he is very tired, feels sick, and smells slightly of alcohol. He tells you that he's "totally depressed."

What do you do and say?
What are the resources for students and staff?

A few weeks later, Joe comes to your office hours and demands that you give him extra time on the exam because your class material cause him trauma and he needs accommodations.

What do you do and say?
What are the resources for students and staff?

Then while walking to your bike, Joe comes up to you to request an Incomplete grade. He says that if he does not get at least a "B" in your class, he will be dismissed and disowned by his family. Also his family relies on the financial aid that he gets from school and they will be homeless.

Student #2

A student staff who is usually cherry appears to be very quiet and withdrawn. You ask her how she is doing and she starts crying. She begins to talk about her recent break up.

What do you do and say?

What are the resources for students and staff?

The student comes for her next shift and she has dark circles under her eyes, marks on her arm, and had an off odor. You check in with the student and she begins to sob uncontrollably. She trembles and mumbles about wanting to disappear. She admits that school, Ex, family, work, and life is too much to handle.

What do you do and say?

What are the resources for students and staff?

You are worrying about the student for several days and have difficulty sleeping. Then she fails to show up for work.

Resources for Faculty

- **UC Davis Police: 752-1230 or 911 (emergency)**
- **Academic and Staff Assistance Program (ASAP): 752-2727**
- **Office of Student Support and Judicial Affairs (OSSJA): 752-1128**
- **Student Disability Center (SDC): 752-3184**
- **Harassment & Discrimination Assistance and Prevention Program: 752-9255**
- **Center for Advocacy Resources & Education (CARE) 752-3299**