

Helping Students in Need of Support

A quick reference guide for TCNJ Faculty and Staff

Identifying Students in Need of Support – What To Look For:

- The student remains distressed following repeated attempts by you and others to be helpful
- The student becomes increasingly isolated, unkempt, irritable, or disconnected
- The student’s academic or social performance deteriorates
- The student’s behavior reflects increased hopelessness or helplessness
- You find yourself doing on-going counseling rather than consultation or advising
- Persistently speaking without being recognized or interrupting other speakers
- Behavior that distracts the class from the subject matter or discussion
- Physical threats
- Harassing behavior or personal insults
- Refusal to comply with faculty direction after expectations have been set and clearly articulated
- Notable changes in behavior, academic performance, appearance, or written work
- Infrequent class attendance, especially if this is a new pattern of behavior
- Appearing to be withdrawn, depressed, or anxious

The first step following identification of a student in need of support is to have a conversation with the student in private. A good place to start the conversation is to simply describe your concerns as directly as possible staying focused on observable behavior. Listen, set appropriate boundaries and limits as needed, and offer support and resources to the student. If this doesn’t work, you might consider filing a CARE report with the Dean of Students Office. (See Filing a CARE Report below)

Additional information for Faculty and Staff, including the Faculty/Staff Helping Students in Distress Guide:
<https://caps.tcnj.edu/self-help-resources/for-facultystaff/>

First Contact Quick Reference Guide

(After Hours/Weekends: Call Campus Police x2167 or 911)

Mental Health and Emotional Behavior Depression, anxiety, trauma, eating disorders	→	Counseling and Psychological Services x2247
Substance Use and Abuse	→	Alcohol and other Drug Education Program x2572 Community Recovery Program x2134
Sexual Assault and Domestic Violence	→	Anti-Violence Initiatives x2272 Title IX x3266
Student, Faculty, and Staff Safety	→	TCNJ Campus Police x2167 or 911 Student Conduct and Dispute Resolution x2455
Illness or Medical Emergency	→	TCNJ Campus Police x2167 or 911 Student Health Services x2247

Disability Accommodation and/or access concerns	→	Disability Support Services x3199
Leave of Absence / CARE Team / Medical/MH Impact on Academics	→	Office of the Dean of Students xCARE (2273)
For general questions or concerns, contact the Office of the Dean of Students xCARE (2273)		

CARE Team / Filing a CARE Report

If you are concerned about a student who is exhibiting worrisome behaviors or you think might be at risk, the Case Manager in the Dean of Students Office can provide consultation and resources, as well as outreach to the student.

The TCNJ CARE Team works with a variety of campus offices and off campus resources to provide support for students.

If you have a concern about a student that you believe requires immediate attention please contact Campus Police at 609.771.2345

To File a CARE Report go to:

https://tcnj-advocate.symplicity.com/care_report/index.php/pid820770?

To consult with the Dean of Students Office, call xCARE (2273)

What happens after I file a CARE Report?

The Office of the Dean of Students will review the report, outreach to the reporter for additional information, and determine the appropriate course of action. In many cases the case manager will reach out to the student and request a meeting in order to get a clearer sense of what is going on – and offer support and resources to the student as needed.

