

Who are the “Students of Concern”?

*Identifying and supporting a
unique student group*

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Stands For Opportunity

Overview

- Case Management within Student Rights and Responsibilities
- Understanding a tiered process
- Partnerships and Populations
- Walk through Case Study

Office of Student Rights and Responsibilities

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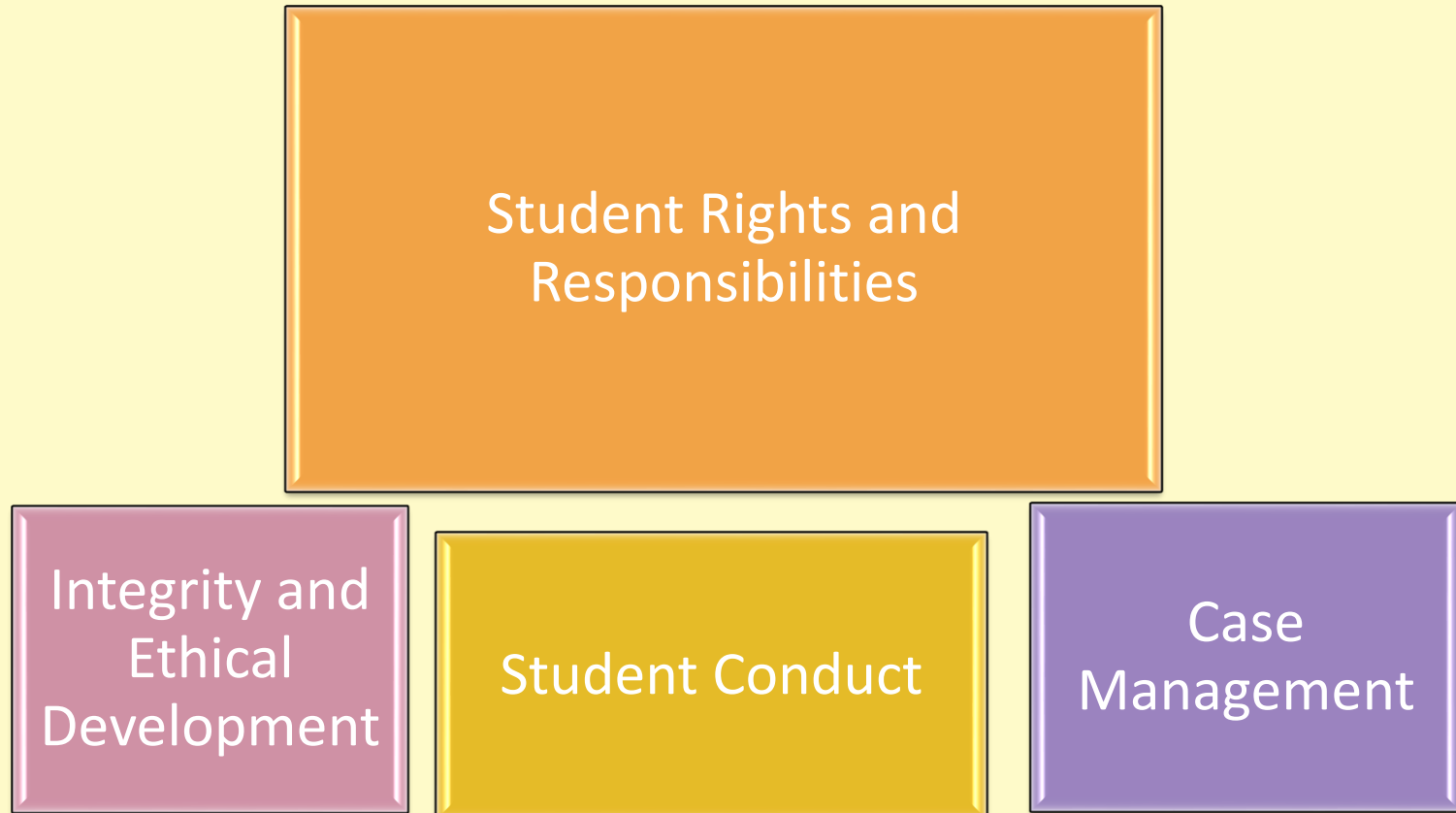
Introductions

- Your institution
- Your role
- Case Management at your institution?
- Your student population?
- What do you hope to learn today?



Student Rights and Responsibilities

- Overview of UCF and its students
- OSRR



“SOC” history

Then:

- OSRR development
- Case Management through Counseling
- 1st Case Manager with OSRR- 2011

Now:

- 300+ cases each year
- Expanding to off-campus partnerships
- Student Death Response procedures

Future:

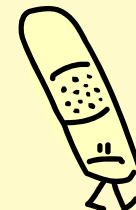
- UCF Cares

Building a culture of care... one Knight at a time



SOC Process

- Watching for...
 - Mental Health Concerns
 - Substance Abuse
 - Multiple counseling referral attempts
 - Police involvement
 - Disruptive classroom behavior
 - Family issues
 - Financial struggles (homeless, financial aid maxed out, evictions)
 - Staff doesn't know where else to refer



SOC Process

Common Referrals

- Counseling and Psychological Services
- Housing and Residence Life staff follow up
- UCF Police Department well-being check
- Employment opportunities (assessing for work-study eligibility, on-campus employment, Career Service Referrals)
- Academic Services for withdrawal options

Baker Act/Marchman Act



- Golden Rule Student Handbook outlines requirements for **Mandated Assessment**, following a Baker Act or Marchman Act
- Connect with Case Manager for ongoing support
- Students complete Initial Assessment with Counseling and Psychological Services (CAPS) or Health Services (or off-campus provider
- Navigate Medical Withdrawal, if necessary

***Newer* Additional Resources**

Homeless Student Committee

- Partnership with Student Account Services to review students seeking tuition waiver due to their housing status

Student Death Response Team

- Partnership with Housing and Residence Life, CAPS, and Victim Services to support UCF Community and student families after the death of a student

How Students are Reported

Anyone can visit concern.sdes.ucf.edu or call Case Manager to discuss

- Complete online reporting form

Case Manager will:

- Respond back for any additional updates
- Contact student within 48 hours
- Student meets for initial conversation and for resource connection
- Follow up meetings may be required
- Follow tiered system



Triage for Cases

- **No level of concern**: no further action, documented and closed
- **Low-moderate concern**: information collected and prepared for SOC committee
- **Severe-Extreme concern**: contact Crisis Committee, UCF Police Department and/or Student Conduct

Student of Concern Committee

- Provide an outlet for the UCF community to address concerns about a UCF student
- Review potential concerns presented by the UCF community regarding student behavior on or off campus
- Offer knowledge of university resources and procedures
- Providing realistic action plan items and resources, based on available information, for student success
- Make further recommendations to Office of Student Rights and Responsibilities regarding the Student of Concern
- Provide ongoing monitoring of the student's progress during their UCF career.

Who is on the team?



- Student Rights and Responsibilities
- Counseling and Psychological Services
- First Year Advising and Exploration
- Housing and Residence Life
- Academic Services
- Student Conduct
- Wellness and Health Promotion Services
- Health Services

Mid-Level Concerns

Case Manager reviews all cases and determines if student will be processed one-on-one or require additional support

- Student of Concern Committee:
- Meets once/week to discuss mid-level issues where multiple areas are involved
- Makes recommendations for additional care/support and creates action plan for student success
- Case Manager follows up with student on committee recommendations

High-Level Concerns

Case Manager and/or Director, OSRR determine that student behavior may pose a risk to themselves or others and call for University Crisis Committee Meeting

- Crisis Committee reviews and decides best course of action
- Committee may meet with student
- Committee may recommend **Involuntary Withdrawal Procedures** if student is deemed a threat to others in campus community
- Recommendations given to Case Manager for follow up

Involuntary Withdrawal Procedures

- Poses a serious danger of imminent or serious harm at the University may be involuntarily withdrawn
 - Poses a significant danger of causing harm
 - Causes significant property damage or interferes with the educational environment
 - Demonstrates an inability to care for his/her daily physical or mental wellbeing without assistance and as failed to secure such assistance

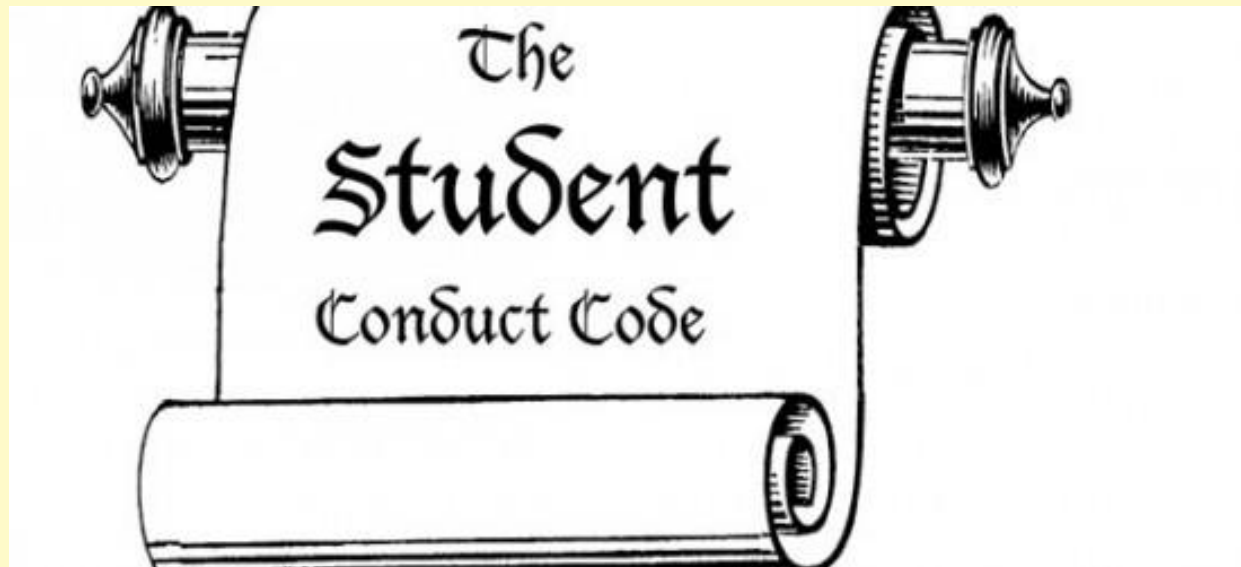
Statistical Overview

May 2012- May 2013
Academic Year

- 250+ Student of Concern reports
- 60+ Baker Acts
- Additional phone and e-mail consultations: 82
- Crisis Committee meetings: 12
- Student Deaths: 17
- SOCC reviews: 45
- Students are predominantly:
 - White
 - Male
 - 2.5-3.0 GPA
 - First-Year or Senior
 - Mental Health, Academics, Substance Use, Outbursts in class, Financial hardships

Partnership with Student Conduct

- Sanctioning a student to Case Management
- Admissions Clearance Process
- Conduct cases being discussed through SOCC



Partnerships with CAPS

- CAPS: 3 case managers
- Release forms for CMT
- Mandated Assessment
- Ongoing care provided by both areas
- Referrals from CAPS on a walk-in basis

A graphic of a smartphone with a red screen displaying a white telephone handset icon. The phone is tilted slightly to the left.

ARE YOU IN A CRISIS?

After-hours crisis services available by phone

CRISIS HOTLINE

407-823-2811

 **UCF** COUNSELING & PSYCHOLOGICAL SERVICES

Partnerships with Housing and Residence Life



- 12,000 students on-campus
- Affiliated housing
- Roommate concerns, transports, medical issues
- Area Coordinators and Case Managers meet with student
- Area Coordinators continue with well-being checks/check-ins with SOC
- Housing representative on SOC committee brings information back

Challenging Populations

- Homeless Students
- Non-Traditional Students
- Online-only Students



Resources for Case Management

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Question
Persuade
Refer

UCF
Student of
Concern



UCF CARES - I AM UCF

UCF Cares is an umbrella of care-related programs and resources dedicated to fostering a caring community of Knights. However, it takes all of us from students to staff, from faculty to friends, to show that we care about one another. The goal of the UCF CARES initiative is to build a culture of care one KNIGHT at a time. We are all UCF and need to do our part in connecting any fellow knights in distress to appropriate resources.

Upcoming Events

Sep
9

[Free Adobe Photoshop
Class](#)
[Computer Center I \(CC1\)](#)

Sep
9

[NABA meeting featuring
Bobbi Giovannus and Car
Student Union \(STUN\)](#)

Case Study on “Q”

- Student "Q" referred to Case Management by Housing and Residence Life staff at Knights Circle after initial concerning behavior towards roommates/HRL staff
- Q is 25 year old male, out-of-state student, studying Business/Marketing, transfer student, on Academic Probation

Initial Meeting (Spring 2013)

- Housing staff reached out to the Case Manager after roommates complained about property damage, drug use in Knights Circle apartment, awkward behavior
- Case Manager and Area Coordinator met with Q at Knights Circle
- Q denies drug use
- Q expresses concerns about finances and academics
- Q discloses that he is living with friend in Towers

Key Players:

Knights Circle Management
HRL Area Coordinator
Case Manager
Student Conduct

Case Manager Refers Student To:
Career Services
Off Campus Student Services

Follow up after Student Conduct Process

- Student placed on disciplinary probation through conduct process due to drug violations at Knights Circle
- Student evicted
- Required to meet with AOD

Key Players:
Office of Student Conduct
AOD
Case Manager

Next Steps for Case Manager:
Follow up on housing situation
Connect with Student Conduct to ensure student is complying

2nd Student of Concern Call

- SARC staff calls Case Manager: Q is being disruptive/argumentative with SARC staff during workshops
- Case Manager connects with Student Conduct: Student Conduct staff meets with Q for additional conversation
- Conduct staff follows up with AOD- Q has been compliant but staff has additional concerns and Q is sent for additional treatment resources

Summer 2013

- Q referred back to Case Management for financial support
- Student completes Homeless Student Tuition Waiver request and meets with committee for review
- Additional concerning behavior observed (slurred speech, red eyes, mumbling, disjointed thoughts)

Key Players:

Case Manager

Homeless Student Committee

Student of Concern committee
(several reviews during summer)

Knights Pantry

Case Manager refers to:

Community Resources

AOD counseling support

Career Services

3rd Student of Concern Report

- Faculty member reports Q exhibiting additional concerning behavior in classroom- students are worried
- Q is doing well in class
- Case Manager meets with Q and faculty member
- Q is referred to CAPS for additional support
- Encouraged to follow up with community resources

Key Players:

Case Manager

CAPS

Faculty member

Takeaways/Outcomes

- Student connected to financial support (found apartment off campus, purchased phone, received EBT Card)
- Student continues to be on the radar due to odd behaviors- Q has been assessed multiple times and is not a threat to self/others
- Student Conduct opened the door for clinical services
- Multiple reports and calls shows that Student of Concern process keeps communication open and student does not fall through the cracks
- Requirement: consistent follow up and support
- Partnerships are key!

Campus Resources.... Learn More!

UCF Cares

- UCFCares.com

Golden Rule

- <http://goldenrule.sdes.ucf.edu>

Student of Concern

- <http://concern.sdes.ucf.edu>

Student Rights and Responsibilities

- <http://osrr.sdes.ucf.edu>



Twitter: @UCFCARES



Facebook: UCF CARES



Questions?

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