

# RED FOLDER INITIATIVE

## A GUIDE TO HELP FACULTY AND STAFF WORKING WITH A DISTRESSED STUDENT



CLAYTON  
STATE  
UNIVERSITY  
*Student Care & Support*

**OFFICE:** Edgewater Hall, Suite 255  
**PHONE:** (678) 466-5445 or (678) 466-5585  
**EMAIL:** CSUCares@clayton.edu  
**SOCIAL:** @claytonstate\_care



## RECOGNIZE: Things That Make You Go “Hmm?”

### PHYSICAL INDICATORS

- Repeatedly appearing sick, excessively fatigued
- Obvious change in mental state and/or apparent intoxication
- Other behavior that does not seem to match the context/setting
- Struggles with hygiene
- Substance misuse/abuse
- Changes in dress or appearance
- Shakiness, pacing, or excessive fidgeting
- Noticeable cuts or bruises

### BEHAVIORAL INDICATORS

- Direct comments about distress, feeling overwhelmed, family problems, etc.
- Direct comments about financial strains, basic needs strains, housing insecurity
- Signs/expressions of hopelessness, worthlessness or shame
- Drastic change in interactions with others, acting out of character
- Expressions of concern by peers
- Implied or direct threats of harm to self/others
- Self-injurious, destructive or reckless behavior
- Relationship issues

### ACADEMIC INDICATORS

- Repeated absences
- Decline in quality of work or classroom performance
- Seeking personal rather than professional/academic support or advice
- Conduct that interferes with classroom, group work, or activity engagement
- Essays or creative work that include disturbing content and/or themes of despair, hopelessness, suicide, violence, death or aggression
- Multiple requests for extensions or incomplete grades
- Excessive fatigue or exhaustion; falling asleep in class





# RESPOND

## How to Help

### 1. SHARE YOUR CONCERNS.

Let them know that you've noticed a change and feel concerned. Ask them what's going on, and let them know you want to hear their story.

Be there to listen. They need you to be warm, compassionate, and fully present, even virtually. Listen patiently as you try to understand where they're coming from. Ask follow-up questions and open-ended questions that help you understand them, ensure they feel heard, and facilitate their openness. Set yourself up for success. Start this conversation where they will feel safe to be open and honest with you, in a space where you can ensure their privacy.

### 2. ASK, AVOID ASSUMPTIONS.

Ask what they need. The kind of support a student needs will change based on their context, and the only way to know is to ask. Be direct. If you are worried about suicide, ask explicitly. Saying the words "suicide" or "killing yourself" can help to broach this difficult topic.

### 3. SUPPORT.

Help them connect to resources. Once you have a better idea of what they need, help them to connect with resources.

Understand that due to privacy regulations, it may not be possible for campus resources to provide you with additional information following a referral.



## WHAT YOU CAN SAY

This is not a script, but rather examples of what you might say in a conversation with a student. It is important that you use language that feels natural to you and fits the context of your interaction with the student.

#### SAY WHAT YOU SEE

- "Hi \_\_\_\_, I just wanted to check in. I've noticed \_\_\_\_, and wanted to see if you want to talk about it."
- "I've noticed \_\_\_\_ and I want you to know that I am here to support you."
- "You seem distracted today. What's going on?"
- "Hey, it seems like you're having a hard time. I am here to support you if you want to talk about it."

#### SHOW YOU CARE

- "I care about your well-being, so I just wanted to check in to see how you're doing. I want to know how I can be the most helpful for you."
- "Thanks for taking some time to talk with me. I wanted to have this conversation because I care about how you're doing and want you to know that I'm here to support you in the ways you need."
- "How can I be helpful?"

#### HEAR THEM OUT

If questions are helpful:

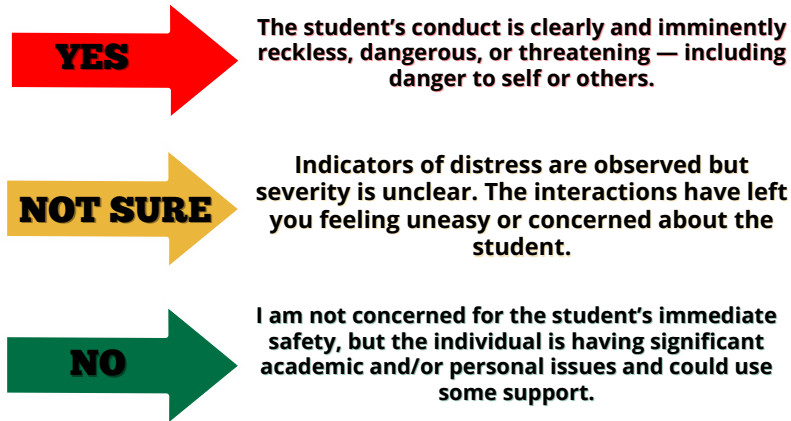
- "Wow, I'd like to hear more about that."
- "I'm sorry, that seems like a difficult situation to be in, what is that like for you?"
- "That sounds really hard, how is that affecting your life?"

#### CONNECT TO HELP

- "Thank you for being so open with me. I want to continue this conversation, and I also want to make sure that you're getting the help you need. I really think you may find \_\_\_\_ to be a very helpful and comforting resource."
- "Reaching out to \_\_\_\_ for the first time can be a little confusing. Would you like help connecting to \_\_\_\_?"
- "I really think \_\_\_\_ can address some of your needs, but sometimes it takes several tries to find a place that is the best fit. If for any reason it doesn't feel like a match, then feel free to ask what other resources may be a better fit for your needs."

Tip: Offering the name of someone from the resource can help the student to feel more comfortable when they reach out.

# **REFER**



## NUMBERS TO KNOW

Public Safety.....	(678) 466-4050
Student Care & Support.....	(678) 466-5585
Student Affairs.....	(678) 466-5444
Health & Wellness Center.....	(678) 466-4940
Disability Services.....	(678) 466-5445
Laker Life.....	(678) 466-5433
Residence Life.....	(678) 466-5444
Center for Academic Success.....	(678) 466-4070
Center for Advising & Retention.....	(678) 466-5598
Financial Aid.....	(678) 466-4185
Library.....	(678) 466-4325
Bursar.....	(678) 466-4295
Laker Card Office.....	(678) 466-4215
Admissions.....	(678) 466-4115
Study Abroad.....	(678) 466-4092
Student Conduct.....	(678) 466-5444
Career & Professional Development.....	(678) 466-5400
Community, Belonging & Veterans Center.....	(678) 466-5527
Title IX.....	(877) 251-2644

### EMERGENCY SITUATIONS

If a student is showing aggressive behavior to you or another student, **Public Safety** can act as your first contact to diffuse a situation and prevent it from escalating.

Contact Public Safety at (678) 466-4050



## RESOURCES

### HEALTH & WELLNESS CENTER

Provides students with high-quality medical and behavioral/mental health care delivered by Atrium Health. **Counseling and health services** are free for Clayton State students with in-person and virtual options.

Website: [clayton.edu/student-life/health-and-wellness-center](http://clayton.edu/student-life/health-and-wellness-center)

### DEAN OF STUDENTS

**The Office of the Dean of Students supports student success** by addressing academic, personal, and behavioral concerns. It oversees student disciplinary matters, promotes care & well-being, and fosters a positive campus environment.

Phone: (678)466-5444

### CARE TEAM

A centralized body of university representatives, the Care Team is committed to enhancing the student experience through a proactive, collaborative and thoughtful approach to the **identification, assessment and early intervention of troublesome or concerning behaviors** that impact the Clayton State community.

[clayton.edu/about/administration/student-affairs/sbct](http://clayton.edu/about/administration/student-affairs/sbct)

### STUDENT CARE & SUPPORT

**Provides students experiencing personal challenges as a result of personal hardships** (basic needs insecurities such as food, homelessness, financial struggles, academic concerns, belonging, student emergency assistance, and case management services. Physical location includes the Laker Care Pantry, Care Center, and Loch Swap Shop (thrift store).

Phone: (678) 466-5444

# RESOURCES & REFERRALS

## OFFICE OF COMMUNITY STANDARDS

The Office of Community Standards supports the academic mission by promoting a safe, respectful, and ethical University environment through set behavior standards which are outlined in the Student Code of Conduct.

**Report conduct violations, academic integrity, incident reports:**

Website: [clayton.edu/community-standards/](http://clayton.edu/community-standards/)

## HOUSING AND FOOD INSECURITY

Student Care & Support oversees the Laker Care & Share program which includes services supporting students experiencing homelessness and food insecurity by providing food resources through the Meal Share Program, Laker Care Pantry and Laker Grab n' Go's. The office serves as custodians for the Elaine Manglitz Student Emergency Fund.

**Laker Care Pantry:** [clayton.edu/laker-life/campus-engagement/laker-care-pantry](http://clayton.edu/laker-life/campus-engagement/laker-care-pantry)

**Student Emergency Fund Application:** [Clayton.edu/Student-Emergency-Fund](http://Clayton.edu/Student-Emergency-Fund)

**Meal Share Program:** [Clayton.edu/family-resources/meal-share-program](http://Clayton.edu/family-resources/meal-share-program)

## OFFICE OF INSTITUTIONAL EQUITY

The Office of Institutional Equity **handles employee and student allegations involving sexual violence, sexual misconduct, harassment, bullying, protected class discrimination (race, gender, age, national origin, ethnicity, and disability), retaliation, etc.**

Website: [clayton.edu/human-resources/current-employees-title-ix/](http://clayton.edu/human-resources/current-employees-title-ix/)

## MILITARY & VETERAN STUDENT SUPPORT

**The Community, Belonging & Veterans Center** at Clayton State University is dedicated to offering a supportive space where **veterans and active-duty members** can connect, share experiences, and access resources. The CBV Center serves as a central hub for information about campus and community services, providing essential support for military members and their families throughout their college journey.

Website: [clayton.edu/veterans-resource-center/index](http://clayton.edu/veterans-resource-center/index)

Phone: (678) 466-5527

## DISABILITY SERVICES

Provides **accommodations and support to students with disabilities** to ensure equal access to academic programs and campus resources. It works collaboratively with students, faculty, and staff to create an inclusive learning environment tailored to individual needs.

Phone: (678) 466-5445

Website: [clayton.edu/disability](http://clayton.edu/disability)

## CENTER FOR ACADEMIC SUCCESS

In a comfortable study environment, the Center for Academic Success provides tutoring and mentoring programs, **academic coaching and workshops**, and tips and resources to promote student success.

Phone: (678) 466-4070

Website: [clayton.edu/cas/](http://clayton.edu/cas/)

## The Family Educational Rights & Privacy Act (FERPA)

**The Family Educational Rights & Privacy Act (FERPA)**, a federal law enacted in 1974, is a law that protects the privacy of student education records.

FERPA affords students the right to inspect and review their education records, request the amendment of their records (if proven inaccurate or misleading), limit disclosure of personally identifiable information contained in their education record, and file a complaint with the U.S. Department of Education concerning alleged failures of the institution to comply with the law. For more information contact the Office of the Registrar:

Phone: (678) 466-4145

Website: [clayton.edu/registrar](http://clayton.edu/registrar)



**DIVISION OF STUDENT AFFAIRS**

[Clayton.edu/about/administration/student-affairs](http://Clayton.edu/about/administration/student-affairs)

OUR COMMUNITY, OUR RESPONSIBILITY:

STUDENT  
CARE  
IS EVERYBODY'S  
BUSINESS



**STUDENT CARE REFERRAL**

[https://clayton-advocate.symplicity.com/care\\_report/](https://clayton-advocate.symplicity.com/care_report/)